

	RESOURCE LIBRARY HOTEL OPERATIONS - HOUSEKEEPING Overnight Kit	<i>CODE:</i> 03.05.049
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Policy & Procedure:

This item is for guest's arriving at the hotel and their luggage is lost at the airport. The kit is provided free of charge and should be of good quality of items. There should be separate kits for males and females.

- The kit consists of the following items for males:
 - Toothbrush and toothpaste
 - Razor and shaving cream
 - Comb

- The kit consists of the following for females:
 - Toothbrush and toothpaste
 - Make up remover/cleanser
 - Make up pads
 - Q-tips
 - Comb

- When delivered an offer for complimentary express laundry to be made.

- Any other requests for items should be dealt with as quickly as possible.