

	RESOURCE LIBRARY HOTEL OPERATIONS - HOUSEKEEPING Cloakroom	<i>CODE:</i> 03.05.055
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Policy & Procedure:

- All items given by guest should be stored correctly and securely.
- Guests to be acknowledged with eye contact, friendly smile and a verbal greeting.
- Guest items will be accepted and a token issued for each item to be stored.
- Coats to be hung on hangers and baggage should be stored in a suitable location. For baggage, token will be attached to bag without damaging bag.
- Guests will be thanked and wished a pleasant day/evening.
- Guests claiming their items should be greeted and their items returned after a match is made with the token number on the item.
- Cloakrooms will be manned when guest's property is left inside the cloakroom, or will be locked and opened by Manager on Duty/Restaurant Manager when appropriate.
- Disclaimer notices will be clearly visible in the cloakroom area.
- Cloakroom area will be clean, free of debris, dirt and dust, with a fresh smell.
- Mirrors will be clean, free of stains, smudges and cracks.
- Flower display will be visible and flowers will be fresh.
- Clothes brush and shoe wipes are available for guests.
- All items should be stored neatly, safely and efficiently. Items that are hung up should be spaced out properly and racks not over stacked.