


| | | |
|---|---|------------------------|
|  | RESOURCE LIBRARY - LAUNDRY Task: Lost & Found Procedures | CODE: 03.06.033 |
| | | EDIT/ON: 1 |
| | | PAGE 1 of 1 |

OBJECTIVE: To ensure that lost and found items are kept safe allowing sufficient time for guests to claim their belongings.

PROCEDURE: The Housekeeping Department is the custodian of all Lost and Found articles.

- All articles regardless of nature or value found anywhere on the Hotel premises, are to be forwarded to the Housekeeping Office.

| What | How | Why |
|--------------------------------|--|--|
| 1. Lost & Found Articles | Handed to the housekeeping department with the following details: <ul style="list-style-type: none"> - Date when found - Description of article - Name of finder - Location | To ensure all items are logged in the book correctly. |
| 2. Washable items | All washable items are laundered before being stored. | To avoid damage and smells |
| 3. Lost & Found Classification | Classified as follows: <ul style="list-style-type: none"> - Valuable Items: jewelry, money, cameras etc. - Non-Valuable Items: Cloths, shoes, books - Perishable Items: Foodstuffs, fruit, juices | To ensure items are stored and logged according to classification. |
| 4. Length of storage | <ul style="list-style-type: none"> -Valuable Items – logged as stored in ‘Safe’ & kept for 1 year. Credit Cards should be kept for 24 hours and then sent to the bank. -Non-Valuable Items – Kept in the Lost & Found Cupboard for 6 months. -Perishable items – Kept for a minimum of 2 days | To ensure guests have ample time to reclaim items. |
| 5. Labeling | A duplicate Lost & Found slip is filled out. The top copy to be securely attached to the item. The 2nd copy remains in the book as a follow up | Ease of locating items and control. |