

	RESOURCE LIBRARY HOTEL OPERATIONS - HOUSEKEEPING Opening Guestrooms	<i>CODE:</i> 03.05.013
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Opening Guestroom Procedure:

For security reasons no one will be let into a room that they do not have a working key for.

Any Team member approached by a Guest to open a room must not do so under any circumstance. The guests should be advised:

‘I am sorry I cannot open the door for you for security reasons. Please let me direct you to the Front Desk.’

This is for security reasons and guests should be escorted to the elevator and directed to the Front Desk.

Team members in rooms should not open the door for ‘guests’ knocking on the door. It is only the Front Desk who can open doors for guests and re-issue new room keys after verifying the guest’s details.

Any Team member approached by a Guest with a non-functioning room key should inform the reception of the details and direct the Guest accordingly.

Any low battery indications should be immediately informed to the Engineering Department for immediate action. These should be followed up to ensure action has been taken.