



## Standard Operating Procedure (SOP)

**Title:** Housekeeping – Lost & Found  
**Version:** 1  
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### 1. Purpose

This SOP outlines the procedures for handling items left behind by guests at Tamborine Mountain Glades. It includes steps for identifying, documenting, storing, and returning lost items to ensure they are managed in a secure, organized, and respectful manner.

### 2. Scope

This SOP applies to all housekeeping, front desk, and management staff who may encounter or be responsible for handling items left behind by guests.

### 3. Responsibility

Housekeeping staff, front desk personnel, and supervisors are responsible for adhering to this SOP to ensure that lost items are properly documented, stored, and returned to their rightful owners. Management is responsible for overseeing the lost and found process and addressing any issues that arise.

### 4. Procedure

#### 4.1 Steps for Handling Items Left Behind by Guests

##### 1. Identify the Item:

- When an item is found in a guest room, common area, or anywhere on the property, the staff member should carefully inspect the item for any identifying information (e.g., name, room number).
- Handle the item with care, using gloves if necessary, to avoid damage or contamination.

##### 2. Notify Supervisor:

- Immediately inform the housekeeping supervisor or front desk of the found item, providing details about where and when it was found.
- If the item appears to be valuable (e.g., electronics, jewelry, cash), ensure that it is secured and promptly reported to management.

##### 3. Document the Item:

- Fill out a Lost and Found log entry, recording the following details:
  - Date and time the item was found.
  - Description of the item (e.g., brand, color, distinguishing features).
  - Location where the item was found.
  - Name of the staff member who found the item.
- Assign a unique identification number to the item for tracking purposes.

##### 4. Tag the Item:



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- Attach a tag to the item with its unique identification number and a brief description.
- If the item is small or valuable, place it in a sealed bag or envelope before tagging.

## 4.2 Documentation Procedures

### 1. Lost and Found Log:

- Maintain a Lost and Found logbook or digital record, where all found items are documented.
- Ensure that the log is kept up-to-date with the following details:
  - Unique identification number.
  - Detailed description of the item.
  - Date and location where the item was found.
  - Status of the item (e.g., claimed, unclaimed, returned to guest).

### 2. Owner Identification:

- If the item contains identifying information (e.g., ID, business card), attempt to contact the guest directly.
- Document any communication attempts with the guest, including dates, times, and outcomes.

### 3. Reporting to Management:

- For high-value or sensitive items, report the find to management and follow any additional procedures they may require.
- Management should periodically review the Lost and Found log to ensure accuracy and completeness.

## 4.3 Storage Guidelines for Lost Items

### 1. Secure Storage:

- Store all lost items in a designated Lost and Found area that is secure and accessible only to authorized staff.
- Separate high-value items (e.g., electronics, jewelry) and store them in a locked cabinet or safe.

### 2. Organization:

- Organize items by type (e.g., clothing, electronics, documents) and label them clearly with their unique identification numbers.
- Ensure that items are stored in a clean, dry environment to prevent damage.

### 3. Retention Period:

- Retain unclaimed items for a minimum of 90 days, unless otherwise directed by management or local regulations.
- Document the retention period start date in the Lost and Found log.

### 4. Periodic Inventory:

- Conduct a regular inventory of the Lost and Found storage area to ensure all items are accounted for and properly documented.
- Update the Lost and Found log with any changes or updates during the inventory.

## 4.4 Returning Lost Items to Guests

### 1. Guest Contact:



- If the owner of the item is identified, contact the guest via phone, email, or the contact information provided during their stay.
- Offer the guest options for returning the item, including pickup from the hotel or shipping to their address.

## 2. **Shipping Items:**

- If the guest requests the item to be shipped, confirm the shipping address and preferred method of shipment.
- Package the item securely, including padding or protection as necessary.
- Arrange for shipping, ensuring that tracking information is provided to the guest.
- Document the shipping details in the Lost and Found log, including the date of shipment and tracking number.

## 3. **Item Pickup:**

- If the guest chooses to pick up the item, verify their identity upon arrival (e.g., ID check).
- Have the guest sign a receipt acknowledging that they have received the item.
- Update the Lost and Found log to indicate that the item has been claimed.

## 4.5 Disposal of Unclaimed Items

### 1. **Final Notice:**

- After the retention period has passed, make a final attempt to contact the guest if contact information is available.
- Provide a deadline by which the item must be claimed before it is disposed of or donated.

### 2. **Disposition of Items:**

- If the item remains unclaimed, follow the hotel's policy for disposal or donation.
- Record the disposition of the item in the Lost and Found log, including the date and method of disposal.

### 3. **Valuable Items:**

- For valuable items that remain unclaimed, consult with management regarding appropriate actions, which may include donating to charity or transferring to a local authority.

## 5. Quality Control

### 1. **Regular Audits:**

- Conduct regular audits of the Lost and Found area and documentation to ensure compliance with this SOP.
- Address any discrepancies or issues found during the audit promptly.

### 2. **Management Review:**

- Management should periodically review Lost and Found procedures to ensure they are up-to-date and effective.

## 6. Safety Precautions

### 1. **Handling Items:**

- Use gloves when handling potentially contaminated or hazardous items.



- Follow appropriate health and safety guidelines when dealing with sharp objects, chemicals, or other dangerous items.

**2. Securing Valuable Items:**

- Ensure that all valuable items are stored securely to prevent theft or loss.

**7. Documentation**

**1. Lost and Found Log:**

- Maintain accurate and detailed records in the Lost and Found log, ensuring that all entries are complete and up-to-date.
- Keep the log secure and accessible only to authorized staff.

**2. Guest Communications:**

- Document all communications with guests regarding lost items, including attempts to contact and final resolutions.

**8. Training**

**1. Staff Training:**

- All staff involved in handling lost and found items must be trained on this SOP during their orientation.
- Provide periodic refresher training to ensure all staff are familiar with the procedures and understand the importance of handling lost items with care.