

Housekeeping

The Lost Property Standard

Five steps from the moment an item is found to the day it goes home. When the guest calls, the item should be in your hand in under five minutes.

Who	When	You need
Every member of staff, logged by the housekeeping office	Any item found in a room or a public area, at any hour	Lost property bags and tags, the lost property log, a locked store
Measured by Logged within 30 minutes of being found · Any item found in under five minutes · Known guest contacted within 24 hours		

1 Hand it in

Touch the item as little as you can, put it in a lost property bag and take it to the housekeeping office within 30 minutes. Cash, jewellery, passports and phones go straight to the supervisor.

"Found: black phone, room 803, under the bed, 11:15. Ana."

Common mistake Keeping it on the trolley until the end of the shift. The guest calls at noon and nobody knows it was found.

2 Log it

Log the item with a number, the date and time, where it was found, who found it and a plain description. Tag the bag with the same number. Valuables are counted and signed for by two people.

"LP 1042 / 14 Oct 11:15 / Rm 803 / black phone, cracked case / Ana, Marco."

Common mistake Writing just "phone". There are six phones in the store, and nobody can match the guest's description to one.

3 Store it

Store items on shelves by month and number, and valuables in the locked safe, with a signature for every opening. Food, drink and opened toiletries are logged and thrown away the same day.

"LP 1042 to safe, October shelf. Signed 11:40."

Common mistake A drawer of unlabelled items. Finding the right one takes twenty minutes while the guest waits on hold.

4 Contact

If the last guest in the room is known, guest relations writes to their own email within 24 hours. Describe the item in general terms and let the guest give the details that prove it is theirs.

"Mr Okafor, we found a watch in your room after you left. Could you describe it so we can return it?"

Common mistake Phoning the home number about an item found in the room. Someone else may answer; write to the guest's own email.

5 Return

Send an item only after the guest confirms the address and agrees the courier, or hand it over against ID and a signature. Keep unclaimed items for three months, and valuables as long as local law says.

"LP 1042 returned 17 Oct by courier, tracking 88412, signed for by the guest."

Common mistake Posting it before the guest confirms the address. The parcel goes to an office they left last year.

Found Item, Next Move

Six kinds of found item and what happens to each in the first half-hour. Agree the keeping times with the general manager and local law first.

Found	Within 30 minutes	Kept for
Cash, jewellery, watches	To the supervisor, counted by two	As local law says, in the safe
Passports and ID	To the duty manager, guest contacted	Until returned or handed to police
Phones, laptops, tablets	Logged, switched off, to the safe	Three months minimum
Clothes and shoes	Bagged, tagged, to the office	Three months
Medicines and glasses	Logged, guest contacted the same day	Three months
Food and opened toiletries	Logged, then thrown away	Not kept

How to use this with your team

Brief one row each morning for six days, with a real tagged bag. On day seven the supervisor leaves a test item in an inspected room and times how long it takes to reach the log.

Part of the DolceVita Standards Library: free operating standards for every department of the hotel, at dolcevitahospitality.com/free-resources.