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## **1 SOP Title**

### **Damage Recovery SOP – Guest Room & Property Damage Handling**

## **2 Department**

Front Office (Primary)

Coordination: Housekeeping, Maintenance, Security, Accounts

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## **3 Purpose**

To ensure proper identification, documentation, charging, and recovery of damages caused by guests to hotel property in a 2–3 star Indian hotel, while maintaining professionalism and avoiding conflicts.

This SOP ensures:

- Protection of hotel assets
- Fair and transparent charging
- Proper documentation
- Reduced disputes
- Legal safety

In budget hotels, small unchecked damages create large yearly losses.

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## **4 Scope**

Applicable to damage involving:

- Broken furniture
- Stained linen (permanent)
- Broken TV / remote
- Bathroom fittings damage
- AC damage due to misuse
- Cigarette burn on bedsheets
- Wall damage
- Missing items (towels, kettles, etc.)

Applies to:

- Housekeeping
  - Front Office
  - Maintenance
  - Duty Manager
  - Accounts
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## **5 Responsibility**

<b>Position</b>	<b>Responsibility</b>
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Housekeeping	Identify & report damage
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Maintenance	Assess repair cost
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FO Associate	Inform guest & recover amount
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Duty Manager	Approve charge
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Accounts	Record recovery
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## **6 Step-by-Step Procedure**

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### **A. Damage Identification**

1. Housekeeping checks room immediately after checkout.
2. Identify:
  - Broken items
  - Permanent stains
  - Missing items
3. Inform HK Supervisor immediately.
4. Take clear photographs.
5. Fill Damage Report Form.

Never delay reporting.

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## **B. Damage Assessment**

1. Maintenance checks repair possibility.
2. Decide:
  - Repairable
  - Replacement required
3. Estimate cost.
4. Refer to Damage Cost Chart (pre-approved list).

Example:

- Bedsheet burn: ₹800
- Broken remote: ₹500
- Missing towel: ₹400

Keep pre-approved rate list ready.

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## **C. Informing the Guest**

If guest still at hotel:

1. Call guest politely to desk.
2. Explain calmly:  
"Sir/Madam, we noticed damage in the room."
3. Show photograph if needed.
4. Explain charge transparently.
5. Add to bill.

Never accuse aggressively.

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If guest already left:

1. Call guest politely.
2. Explain issue.
3. Share photo via WhatsApp/email.

4. Request online payment (UPI/transfer).
  5. Record communication.
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#### **D. Charging Procedure**

1. Add charge in PMS.
2. Generate invoice for damage.
3. Take payment before checkout (if possible).
4. Issue receipt.

Never adjust without record.

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#### **E. In Case of Dispute**

1. Stay calm.
2. Show photo proof.
3. Avoid argument.
4. If guest denies:
  - Escalate to Duty Manager.
5. If still unresolved:
  - Record incident
  - Inform GM

Never force or threaten.

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#### **F. Security Involvement**

If serious damage (intentional vandalism):

1. Inform GM immediately.
  2. Preserve evidence.
  3. Review CCTV (if applicable).
  4. Police complaint only with GM approval.
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## **G. Update Inventory**

1. Replace damaged item.
  2. Update stock register.
  3. File damage report.
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## **7 Do's and Don'ts**

### **Do's**

- ✓ Take photo proof
- ✓ Maintain damage cost chart
- ✓ Stay calm
- ✓ Document everything
- ✓ Inform management

### **Don'ts**

- ✗ Don't accuse without proof
  - ✗ Don't overcharge randomly
  - ✗ Don't argue loudly at reception
  - ✗ Don't ignore small damages
  - ✗ Don't recover cash without receipt
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## **8 Operational Standards**

- 100% damage photographed
  - Pre-approved damage rate chart available
  - Damage reported within 15 minutes of checkout
  - Proper invoice generated
  - All recovery documented
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## **9 Escalation Matrix**

<b>Situation</b>	<b>Escalate To</b>
Minor damage	FO Supervisor

<b>Situation</b>	<b>Escalate To</b>
Major damage	GM
Guest refusal to pay	GM
Intentional vandalism	GM + Police (if required)
Corporate guest issue	Accounts + GM

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### **10 Documentation / Records Required**

- Damage Report Form
- Photo Evidence
- Guest Communication Record
- Damage Invoice Copy
- Payment Receipt
- Damage Cost Chart

All records must be filed.

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### **11 Common Mistakes to Avoid**

- Not checking room immediately after checkout
- No photographic proof
- No pre-approved rate list
- Emotional confrontation
- Delayed reporting
- Charging without invoice
- Ignoring minor linen damage

In 2–3 star hotels, repeated linen & towel loss reduces yearly profit significantly.

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### **12 Training Notes**

How to Train Staff:

1. Train housekeeping to inspect room properly.
2. Create laminated Damage Cost Chart.
3. Role-play guest confrontation scenario.
4. Train FO staff on polite explanation.
5. Review monthly damage report.
6. Audit linen loss monthly.

Training Duration:

- 1 day damage handling workshop
- Monthly review meeting

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- ✓ SOP Ready for Printing
  - ✓ Suitable for Budget & 2–3 Star Indian Hotels
  - ✓ Asset Protection & Revenue-Focused
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