
1 SOP Title

Lost & Found Handling SOP – Guest Belongings Management

2 Department

Housekeeping (Primary)

Coordination: Front Office, Security

3 Purpose

To ensure proper handling, recording, storage, and return of guest belongings left behind in the hotel, maintaining transparency, trust, and legal safety in a 2–3 star Indian hotel.

This SOP ensures:

- No misuse of guest property
- Proper documentation
- Safe storage
- Clear accountability
- Protection from false accusations

In budget & 3-star hotels, mishandling lost items can damage reputation permanently.

4 Scope

Applicable to:

- Items found in guest rooms after checkout
- Items found in public areas
- Items found in restaurant/banquet
- Staff-found items during cleaning

Applies to:

- Room Attendants
- HK Supervisor
- Front Office

- Security
 - Duty Manager
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5 Responsibility

Position	Responsibility
Room Attendant	Report found item immediately
HK Supervisor	Verify & record item
FO	Contact guest
Security	Safe storage monitoring
Manager	Approval for disposal

6 Step-by-Step Procedure

A. When Item is Found in Room

1. Do not use or keep item.
2. Inform HK Supervisor immediately.
3. Supervisor verifies item.
4. Fill Lost & Found Register:
 - Date
 - Room number
 - Item description
 - Found by (staff name)
 - Time
5. Take photograph (if possible).
6. Seal item in envelope or bag.
7. Label properly.
8. Store in designated Lost & Found cupboard.

Never keep item in trolley or pocket.

B. When Item is Found in Public Area

1. Inform Supervisor.
 2. Record in Lost & Found Register.
 3. Check CCTV if required.
 4. Store securely.
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C. Guest Contact Procedure

1. Front Office checks guest contact details.
2. Call guest within 24 hours.
3. Inform politely:
"Sir/Madam, we found an item in your room."
4. Confirm item description before return.
5. Ask:
 - Pickup or courier option.

Never send without guest confirmation.

D. Returning the Item

If Guest Picks Up:

1. Verify identity.
2. Get signature in Lost & Found Register.
3. Mention date & time of return.

If Courier:

1. Pack securely.
2. Courier at guest's cost (unless hotel approves otherwise).
3. Share tracking number.
4. Record dispatch details.

E. Storage Period

Recommended retention:

- Valuable items (wallet, electronics): 90 days
- Non-valuable items (clothes, chargers): 30 days

After retention period:

- Seek management approval.
- Dispose properly.
- Record disposal details.

Never dispose without record.

Do's and Don'ts

Do's

- ✓ Record immediately
- ✓ Inform supervisor
- ✓ Store securely
- ✓ Take photograph
- ✓ Contact guest promptly

Don'ts

- ✗ Don't delay reporting
 - ✗ Don't use item
 - ✗ Don't hand over without signature
 - ✗ Don't keep item in open area
 - ✗ Don't argue if guest denies item
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Service Standards

- Item reported within 10 minutes
- Guest informed within 24 hours
- Secure storage maintained
- 100% documentation compliance

- No missing lost items
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9 Escalation Matrix

Situation	Escalate To
High-value item (cash/jewelry)	GM immediately
Suspicious item	Security
Dispute over item	Manager
CCTV review required	Security Head
Staff misconduct suspicion	GM

10 Documentation / Records Required

- Lost & Found Register
- Item Photograph Record
- Guest Acknowledgment Signature
- Courier Dispatch Record
- Disposal Approval Record

Register must include serial number for each item.

11 Common Mistakes to Avoid

- Not recording immediately
- Poor description of item
- Not sealing item
- Not contacting guest
- No signature at return
- Allowing unauthorized access to storage
- No disposal record

In 2–3 star hotels, even a small charger issue can create big online complaint.

12 Training Notes

How to Train Staff:

1. Explain seriousness of lost item handling.
2. Conduct role-play scenario.
3. Show proper register entry format.
4. Emphasize zero tolerance for misuse.
5. Conduct random audit monthly.
6. Install lock & limited key access to Lost & Found cupboard.

Training Duration:

- 1 day training session
- Quarterly refresher

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- SOP Ready for Printing
 - Practical for Budget & 2–3 Star Indian Hotels
 - Transparent & Reputation-Protective
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