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EMPLOYMENT POLICY AND PROCEDURE GUIDE (SOP)

POLICY: Lost & Found Policy

DATE: 10/25/2023

Applicability:

Field Employees, Maintenance Specialists, Inspectors, GM's and Ops managers.

Purpose: When items are left or forgotten by a guest after check-out, these items should be secured and annotated. While we're not intending to serve as a storage unit for possessions, it is important to remember that the guest experience extends beyond their reservation.

When firearms or drugs are found, **do not touch** and immediately call GM/Operations Manager. GM/OPS Manager will then call local police for pickup

The process is as follows:

Onsite actions -




- Secure the item(s) and create a Breezeway task (Inspection task)
- The title of the BW task should be "Lost and Found - XYZ", where "XYZ" is the name of the item
- The description section should include as much detail as possible about the actual item to include its condition, where it was found, and the date
- Take a photo of the item and upload to the BW task
- The item is labeled with the date and property name


OPS office actions -



- Add item to designated Lost and Found storage area (PC OPS items go to Main St office area)
- GM/Operations Manager edits the task's title in BW adding the RES ID and assigns task to themselves

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- BW task “Due On” date is changed to the date the item can be disposed of (items are being held for 30 days)

◆ Medium **CLOSED**   

 **Lost & found - Grooming bag - RES ID #3883**

 Oct 12, 2023  Add time

Dripping Springs Shadywood Sh...
700 Shadywood Lane

[+ Add element](#)

Grooming bag with electric trimmer and manual razors inside, as well as other toiletry items. Found on 9/11

For important items such as cell phones, wallets, jewelry and cash, task is to be assigned to Guest Experience on the day item was found and marked “HIGH” Priority

Guest Experience -

- Reviews Breezeway tasks for any action
- Guests get contacted immediately with items such as Cell phones, wallets, jewelry and cash
- Works with Guest regarding item/s left and Informs Guest of charges
- Process \$25 handling fee plus shipping amount and charges back to the folio
- Communicates to local Operations Office to pack and ship item back to Guest within 24 hours, except on weekends. Friday, Saturday and Sunday items will be shipped on Monday

After 30 days of storage with no Guest contact Operations does the following:

- Items can be donated, trashed, or given to staff and task closed out