



taboo MUSKOKA

STANDARD OPERATING PROCEDURE

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| DEPARTMENTS Guest Services/Executive Offices | POLICY Lost & Found | AUTHORIZATION – Director of Operations  |
| SUBJECT Procedure | EFFECTIVE DATE October 29, 2014 | AUTHORIZATION – Managing Director  |
| REVIEW DATE | | SUPERSEDES Policy Dated N/A |

PURPOSE:

To provide the procedures for security and all Departments and their respective team members in the reporting and investigation of any incident involving articles that a guest either loses or leaves behind on resort property.

POLICY:

Any **highly valuable** recovered or returned items, such as those defined below, **will be held for a maximum of 90 days**. Recovered personal articles of **lesser value**, as defined below **will be held for a maximum of 30 days**. To maintain privacy of all of our guests, guests are responsible to initiate contact with the resort regarding any lost articles, and will bear the responsibility of providing a method of payment for the delivery of the found items, unless there is an approved reason that the loss was the direct result of the resort, then the shipment for the return will be paid by TABOO.

Housekeeping will be completely removed from processing and returning lost and found items to guests.

Definition of Items of High Value:

Items of value are those described as cash, wallets, purses, watches, jewelry, eye glasses/sunglasses, electronic devices such as mobile/smart phones, iPads or other tablets, laptop computers, cameras, video recording devices, tablet, mobile and laptop chargers or related items, car keys, passports, driver licenses, any other identification document, credit cards etc.

Definition of Items of Lesser Value:

Any articles of clothing (unless visually obvious by brand name that could be categorized as valuable i.e. Hugo Boss, Gucci, Prada, Coach etc.), toiletries, reading materials, toys, guest alcohol that is unopened.

STANDARD OPERATION:

1. The following team members are the contacts for any lost and found items and who have access to the 100 level storage closet:
 - a. Director of Security and members of security team;
 - b. Front Desk Manager and Front Desk Supervisors;
 - c. Executive Administrator;



- d. Guest Services Manager;
- e. Director of Guest Relations and Brand Standards; and
- f. I.T. Department for access to router

2. The following team members have access to the 100 level closet safe:

- a. Director of Security and members of security team;
- b. Executive Administrator;
- c. Guest Services Manager;
- d. Director of Guest Relations and Brand Standards; and

There will be **ONE designated location** for the storage of lost and found items. It is the **100 level closet**. This closet is housed with a safe and shelving units. The shelving units contain 31 individual bins which represent each day of the month. All items found on each day of the month will be placed in the corresponding date bin, inside a small clear plastic bag and tagged with a completed "LOST & FOUND LABEL RECORD". This label record **MUST** be accurately and thoroughly filled out and correspond exactly to the MAESTRO lost and found log which will immediately be inputted to the MAESTRO system.

Lost and Found phone extension 5851 voice mail messages will be forwarded to Executive Administrator.

When items are found they are to be **delivered to the FRONT DESK team member**, regardless of when or where the item(s) is/are found. Under no circumstances should any found items be housed anywhere other than in the lost and found storage closet, either in the safe for high value items, or the shelving units/bins annotated with the day of the month for lesser value items. **When items of high value are bagged, tagged and recorded they are to be given to the security team member on duty and security is to put the item(s) in the safe.**

Once the found item(s) is/are provided to the FRONT DESK team member they are to:

- TAG the item(s) with the LOST & FOUND Label Record Sticker;
- PLACE into a plastic bag;
- ENTER the item into MAESTRO lost and found log, if time permits. If time doesn't allow, the front desk team member to enter the item into MAESTRO, then the FRONT DESK TEAM MEMBER is to direct the entry to: Executive Administrator, or Guest Relations/Experience depending upon who is on property at the time.

PROCEDURE FOR FOUND ITEMS IN MAESTRO:

- While logged into MAESTRO and at the home page, go to "FILE" pull down menu → **LOST & FOUND** → **FOUND ENTRY** → **F6** (to create "new"). Maestro will automatically assign a number to the entry. Please note that the number that MAESTRO assigns WILL NOT match up with the Record Label sticker that is placed upon the item(s).
- Enter all fields up to clerk code (which Maestro will assign automatically). In the "**FOUND**" field → **F8** for look up window and it will drop down to location selections.

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- In the **"TEXT"** field please be extremely specific and thorough with the information you enter. **PROVIDE ALL RELEVANT AND PERTINENT DETAILS.** The label record sticker number should be entered here so it can be cross referenced.
- Once all information has been entered, deliver the item(s) to the lost and found storage location.

PROCEDURE IF A GUEST CALLS INQUIRING ABOUT A LOST ITEM IN MAESTRO:

- When in **LOST & FOUND → CHOOSE "LOST ITEM" → F6 (to create "new")**. This entry area is strictly for when a guest calls the resort to inquire or report a lost item(s). Enter **ALL** fields. BE SPECIFIC and THOROUGH. Obtain FULL NAME, PREFERRED MAILING ADDRESS which **MUST** include POSTAL CODE, TELEPHONE NUMBER and E-MAIL ADDRESS. It is advisable to inquire/obtain a preferred method of payment for the return of the article i.e. CC from stay, or "call to get CC number when found" as well as how quickly they would like the item returned, i.e. regular post, FedEx, Purolator, and note in the TEXT field as well.
- Once a guest contacts the resort respecting a lost item, advise Executive Administrator who will make the necessary arrangements to package and return item to the guest. Once item is returned, an entry will be made in Maestro "Lost Entry" page to indicate the item was found and returned. Executive Administrator will also maintain a spreadsheet that will track all return shipments.
- When the month is over, all the items left in the specific day of the month bins, will be emptied and placed in one large bag, labelled with the month and stored for the required time period. Once that time period has lapsed they will be offered to the staff members that found them, and if not claimed then they will either be disposed of or given to the Salvation Army.

POLICY FOR ALCOHOLIC BEVERAGES LEFT BY GUESTS:

Any alcoholic beverages left by a departing guest must be turned into the security department, including alcoholic beverages left as a form of a tip to any team member. Security will complete the required Parcel Pass and store the alcoholic beverage for 7 days in the 100 level Lost and Found storage closet. Once the 7 day period has lapsed and if the guest has NOT called to inquire or report the alcohol lost or left behind, security will release the alcohol to the team member who found it. Under no circumstances will any alcohol be released to any team member who is not of legal drinking age. Any opened alcoholic beverages will be given to the security team and disposed of immediately.

Any alcoholic beverages that are released to a team member following the procedure above must remain sealed and removed from the resort immediately. It is strictly prohibited that released alcohol be consumed on the resort or during transit to the team member's residence.

POLICY FOR FOOD ITEMS LEFT BY GUESTS:

For health and safety reasons, team members are prohibited to remove for their consumption, or for the consumption of others, any opened food items from the resort property. These items include any leftovers from resort outlet kitchens, staff meals, and items found in any guest room/condo accommodations. Open food includes, fruits and vegetables and any other items not found in its original packaging. Team members will be permitted to take any unopened, sealed food items (canned, vacuum sealed or bagged items). Team members must report the item to Housekeeping Director or Manager prior to leaving the property.

