

	RESOURCE LIBRARY - FRONT OFFICE Safe Deposit Box Procedures	CODE: 03.03.008
		EDITION: 1
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When a guest calls at the counter and requests for a Safety Deposit Box, Front Office Cashier/ Night Auditor should follow the following procedure:

1. Give the guest a safety deposit box card (See Sample)
2. See that he/ she fills in the card correctly. Eg: guest name, room number, address (residence) and signature
3. Give him/ her the safety deposit box. When he/ she puts in all his/her valuables, put the box back and please make sure that it is closed before handing over the guest key to him/her
4. Tell him/ her the box number (since the number on the box and the number on the key are not the same)
5. Inform the Receptionist on duty to insert a “comment” in the guest folio
6. Put the card in the safety deposit box card rack

If a guest misplaces the key, the charge for breaking open the safety deposit box is US\$ 100.00

NOTE: Some guests who have checked-out would not have cleared their safety deposit boxes. This could be done with the approval of the ALM’s.

The procedure for this is as follows:

- When a guest checks-out, and the ALM approves the retention of the locker, the FOC/NA should find out when the guest would be returning or when the guest would be clearing the safety deposit box. All the details must be entered in the safety deposit box retention book. Please check the retention book and see that all the safety deposit boxes have been returned on the correct date, if not, inform the ALM and get the date extended.
- The ALM should sign on the safety deposit box card approving the retention of the box.

The safety deposit box inventory is written out by a FOC/NA once a week (every Monday)

The procedure is as follows:

1. According to the number of safety deposit boxes, you should write the numbers 1 to ????? on the locker inventory sheet (which is a computer print-out available with FOCs).
2. Take the safety deposit box card rack and fill the name of the guest and the room number
3. Where there is no card, leave the line blank

Then go to the FOC’s counter with the list and check the boxes with the list. Wherever there are blank spaces on the inventory sheet, there must be a key to the safety deposit box or it must be out-of-order. When that is complete, you would go to the terminal and check the “comment”, if it does not appear, inform the Receptionist.