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|  | <b>RESOURCE LIBRARY - FRONT OFFICE</b><br><b>Guestroom Locking Systems</b> | <i>CODE:</i> 03.03.009 |
|   |  | <i>EDITION:</i> 1      |
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## OVERVIEW OF SYSTEM

Nowadays most hotels use electronic hotel guest room locking systems utilizing magnetic stripe cards. The life cycle of a card which is reusable is approx 2 years or 11,000 openings. They can be used effectively as long as the magnetic stripe is not damaged.

The main modules are interlinked to operate the system are:

- Electronic lock fixed to guest room door
- Card issuing computer (CPU) card encoder and verifier at the Reception desk
- Card Encoder
- Lock link – with FOM/ Lobby Manager

## THE CARD ENCODER – LOCATION – RECEPTION

The card encoder is used to encode the magnetic stripe cards with the information sent from the Computer.

## ISSUING CARDS –FRONT OFFICE


Issuing cards – Each Supervisor, Receptionist and Manager will be issued passwords by the Information Systems Manager who will limit commands depending on the level of authority given to each category of staff.

E.g.; A Receptionist will have the facility to issue/ delete/ change/ verify guests cards. The Front Office Manager can issue cards to authorized employees, i.e.; guests. The Information Systems Manager can issue master cards to authorized Executives.

The procedure for using cards and the necessary training will be conducted for selected user groups (Front Office). Explanatory notes will be given separately to the individuals.

## Important Note

All card issuers should realize that whenever they issue cards their identity can be traced by taking read-outs from locks. This can lead to serious implications in cases of misuse and extreme caution should be exercised.

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## CARD USERS – HOUSEKEEPING DEPARTMENT

Floor Master keys will be prepared for each floor with a shift time table, as follows.

|               |   |                |             |                 |
|---------------|---|----------------|-------------|-----------------|
| Morning shift | - | 06:30 hours    | to          | 16:30 hours     |
| Evening shift | - | 15:30 hours    | to          | 22:30 hours     |
| Night shift   | - | 21:30 hours to | 07:30 hours | (following day) |

Please note that the overlap of the shift is to allow staff to enter a room early or stay approximately ½ hour later to complete unfinished work.


### Note

Floor Master key is for use in the restricted designated area only. The user will sign for the keys in the key register at the beginning and end of each shift. It is recommended that a hole is punched in a corner of each card and attached to a leather belt which gives free movement for the other end to be fastened to the waist/ belt. Key should not be carried with metal keys as the magnetic stripe could get damaged.

Supervisors will also be issued master keys (multiple floors) and the Executive Housekeep a grand master key card.

### Important

All Housekeeping staff should realize the importance of not opening any guest room door for a fellow employees or a guest because in the event of any complaints being made such as a loss from the room the ID number of the person who opened the door together with the time can be obtained from lock read-outs.

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### CARD USER – GUEST

At the time of check-in, the Receptionist should verify the exact date of departure and time of the guest (for convenience purposes, it is advisable to give the guest an additional grace period of approximately 1 hour beyond the requested check-out time in order to prevent the guest from getting locked out. In the case a guest requires to extend his stay the card should be revalidated by the Reception and in case of loss of a card a new card should be issued and inserted into the lock of the guest's room door immediately in order to cancel the previous card. In cases where rooms are occupied by two guests both cards have to be changed.

### EMERGENCY MASTER KEY

The Metal key – Three sets of metal keys listed as EMK1, EMK2 and EMK3 are available in the hotel safe. Emergency master keys will be issued only on the instructions and written authorization of the General Manager. Initially EMK1 will be put into operation – one key will be with the Lobby Manager in the Front Office Cashier's safe, one with the General Manager. It is recommended that the 3<sup>rd</sup> key is kept sealed in the safe at Accounts Department.

Detailed procedure for programming of locks will be restricted to **GM/RM/RDM** only.

In the event a metal master key is being lost, the manufacturer needs to be contacted and the possibility of lock reprogramming studied. Should this not be possible, it is strongly suggested to re-key the property as metal keys allow for untraceable access to guest rooms.