

	RESOURCE LIBRARY HOTEL OPERATIONS - HOUSEKEEPING Room Moves	<i>CODE:</i> 03.05.052
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Policy & Procedure:

- A guest should be least disturbed by moving from one room to another, no matter what the reasons are for this move.
- Guests who are not happy with their room or if there are defects in the room will be offered to move room if available.
- Before moving guests to another room, guests will be offered to view the new room to ensure they are satisfied.
- Guests will be asked to empty their safety deposit box in the room and Housekeeping or Bell desk will move the rest of the guest's belongings.
- Key for new room will be made and given to the guest.
- Room move will then be done in the computer.
- All rooms should be placed OS or allocated for room moves to ensure the room is not sold to another guest.
- All room moves will be reported to the Housekeeping Department and the rooms placed on VD until status is verified.
- Guest's belongings will be moved with the least disturbance.
- If the room move was caused by defects in the room, an amenity should be placed in the new room.
- The defects should be reported to engineering and appropriate action taken.
- Guests will always be asked when a room move would be suitable for the guest to take place.