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OBJECTIVE: To ensure guests privacy is observed and they are not unduly disturbed

PROCEDURE:

What	How	Why
1. Indication of Do Not Disturb	The DND light at the side of the entrance door, if it is glowing red it is active.	Guest Privacy
2. Do not enter	Do not enter under any circumstances	To avoid Guest Complaints
3. Told to service a DND room	If you have been requested to collect/deliver something to a DND room DO NOT ENTER THE ROOM. The status of the room needs to be checked with Supervisor, Housekeeping Office or Reception.	To ensure the correct room is entered
4. Before Entering DND rooms	Supervisors must recheck with reception or the housekeeping office the status of the room before allowing anyone to enter the room.	Verifying correct room number.
5. Entering	Only after the status has been verified and permission has been given to enter the room can the room be entered.	Responsibility taken for action.
6. Entering without permission	Anyone entering a DND room and the guest has not requested it, will be terminated immediately.	To ensure policy is adhered to.
7. Reporting DND rooms where laundry cannot be delivered to.	All DND rooms to be reported to the Evening HK Supervisor by 7pm.	To hand over and follow up on service.
8. Inform Guest	A card should be placed under the door, informing the guest that laundry could not be given due to the DND sign.	Guest information
9. Logging of DND rooms	All DND rooms must be logged in the handover sheet and the Evening Supervisor needs to monitor these rooms carefully.	For follow up service and to verify status

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12. DND rooms that have been DND both Morning and Evening

Reported to the Front Office Manager on Duty for the appropriate action to be taken. Information should be logged in the handover for the morning shift to follow up.

To ensure Guests Safety and Managements awareness.

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