

	RESOURCE LIBRARY - LAUNDRY Task: Opening Guest Room Doors	CODE: 03.06.032
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OBJECTIVE: To protect our guests and their belongings.

PROCEDURE:

- For security reasons no one will be let into a room that they do not have a working key for.

What	How	Why
1. Opening of Guest Room doors	If approached by a guest to open a room DO NOT open the door under any circumstances.	Security reasons
2. Advise the guest	For security reasons that you cannot give them access to the room.	Politeness
3. Escort the Guest	Escort the guest to the Elevators and take them to the Front Office Department.	To ensure they find the way, security reasons
4. Employees in Rooms	If the guests knock on the door, the door should not be opened. If it is there room they would have the key.	Security reasons
5. Guest with non functioning key	Housekeeping should inform reception of the details and direct the guest according to instructions given by reception.	Security reasons
6. Report low battery locks	Any lock, which gives indication of low battery, should be reported to the Engineering Department. These items need to be followed up to ensure they have been repaired.	Accessibility
7. Report Suspicious Persons	Any persons found wandering; acting suspiciously should be reported to Supervisor, Housekeeping Office and Security immediately.	Security, observation
8. Opening of Guest Rooms	It is only the Front Office Department who can open doors for guests and re-issue new room keys after verifying the guests details.	Security and control.