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OBJECTIVE:

目的

- To control the handling of guest belongings that is lost on hotel premises.
控制客人在酒店场所的遗留物的处理。
- To enhance the image of the company as a professional company by efficiently and courteously responding to enquiries regarding lost property.
通过有效率地、有礼貌地回复关于遗失物品的询问以提升店的专业形象。

APPLICATION:

应用

All employees are to be informed of the procedure for Lost and Found property upon joining the hotel.
所有员工在入职时必须知道失物招领程序。

The management of Lost & Found property is the responsibility of either the Housekeeper or the Head Security. Duty Managers are to be fully aware of the procedure to follow in the event of a claim being made during out of duty hours.

失物招领管理由客房部经理或者保安部经理负责。值班经理必须充分认识失物招领程序以备责任人下班时间发生的失物招领事件的处理。

STATEMENT OF POLICY:

政策声明

- 1.A logbook that records Found Property must be set up in all hotels and maintained either by the Housekeeping Department or the Security Department.
所有酒店的失物招领记录本必须设立并保存在客房部或者保安部。
- 2.The following information must be recorded in the logbook:
以下信息必须记录在失物招领记录表上:

For found Items:

已找到的物品:

- Serial Number allocated to item
物品系列号
- Date and location found
发现日期及地点
- Description of article
物品描述
- Person who found it and their clock number
拾遗者姓名以及他们的打卡号码

For items claimed back:

物品丢失申报

- Name address and telephone number of individual to whom the item was returned
物品丢失者的地址和电话号码
- Date returned
交还日期
- Name of person who returned item

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物品归还人姓名

3. Found items are to be immediately tagged with the following information:

已找到的物品必须马上标注以下信息

- Serial number
系列号
- Date and location found
发现日期及地点
- Person who found it
物品归还人

4. This information is to be made in duplicate and a copy given to the finder. The finder may claim the item if the guest has not requested it within the six months waiting period (or twelve months for valuable items).

此份资料需进行一式两份备份，其中一份复印件须给予拾遗者。如果客人在六个月内没有前来认领（贵重物品期限为十二个月），拾遗者可认领此物品。

5. A secure storage area is to be allocated for lost and found items; it should be sufficiently large enough to hold articles for a period of six months.

需为遗失物品设置一个安全的存储区；此存储区必须能够容纳六个月的物品遗失保管。

6. During out of office hours the Lost & Found Log book and Storage keys may be accessed only by the Duty Manager accompanied by a Security Officer in response to an urgent enquiry. Upon receipt of a found item in out of office hours, the item should be securely stored and handed over to Housekeeping the following morning.

下班期间，如需处理紧急失物招领事件，失物招领记录本和遗失物品存储区钥匙只能由保安员陪同值班经理接触。下班期间如收到遗失物品，必须妥善保管并于次日早晨交到客房部。

7. All washable items should be laundered before storing.

所有可洗的物品都必须在存储前送洗。

8. Perishable items should not be kept unless it is an expensive delicacy, in which case it may be stored in the Kitchen refrigerator until its expiry date.


不能存储易腐物品，贵重的佳肴除外，如需存储则存储于厨房的冰箱内直至过期。

9. Valuable items such as jewellery and money must be stored in a Safety Deposit Box and the Key held by the Controller. Valuables must be held for twelve months.

贵重物品如珠宝和现金必须要存放于保险柜内，且钥匙必须由管理员保管。贵重物品必须要保存十二个月。

10. All written enquiries must be acknowledged within three working days. If the article was found it should be mailed to the guest with a covering letter and the postage paid for by the hotel.

所有的书面遗失申报都必须在三天内确认。如果遗失物品被找到，必须将该物品邮寄给客人并附上信件，邮费由酒店支付。

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11. Any guest who personally collects lost belongings should be asked to sign for their receipt in the logbook.
如果客人亲自前来认领遗失物品必须在失物招领记录本上签名确认。
12. Employees who return articles of great value may accept a reward if offered by the owner. If the owner does not offer a reward the General Manager should recognize their honesty thereby reinforcing a repeat performance of this desirable level on conduct.
捡到贵重物品的员工可接受物品丢失者的奖赏。如果物品丢失者不提供奖赏，总经理应该认可拾遗者的诚实品质以此嘉勉此类令人赞赏的行为。