

## **YOUR RESPONSIBILITIES FOR GUESTS ' PROPERTY**

" GOOD MORNING, LANCE, " said Trisha Sangus as she walked into the lobby of the hotel she managed.

" Good morning, Trisha. It ' s a great day, " replied Lance Dani. As the front office manager, Lance was responsible for hiring and training the desk clerks, who checked guests in and out of the hotel, as well as the reservationists, who received reservations from the general public, the hotel ' s national reservation system, and the sales department. In addition, Lance supervised the guest services area of the hotel, which included bell staff and shuttle van drivers. In short, Lance ' s department would be the first and last contact most guests would have with the hotel. Because of that, Trisha spent extra time, whenever she could, helping to develop Lance ' s skills, as well as those of his staff.

" I see you have rearranged the information, " said Trisha. " It looks good. " The day before, she had asked Lance to "declutter " the reception desk. The mandatory display of the franchise hotel directory, complimentary newspapers, credit card information, and information on hotel services took up so much space on the front desk that it was often difficult to leave enough room for guests to check in and out. Trisha had asked Lance to review all the materials displayed at the front desk, with an eye toward removing anything that was not absolutely critical. Trisha liked a neat, efficient workspace, but now that he had complied with her request, something was bothering her, and she couldn ' t quite put a finger on it.

" Tell me what you ' ve done, " Trisha began, as her eyes swept across the front desk area.

" Well, " replied Lance, " as you asked, I took a look at the material here at the

front desk that the guests really use a lot. Then I tried to prioritize, you know, go from most used to least. ”

“ That makes sense, ” replied Trisha, as she now saw, or rather did not see, the item whose absence had been the source of her uneasiness.

“ Well, ” continued Lance, “ after that it was just a matter of removing the things the guests didn ’ t really use and keeping the important ones. ”

“ The important ones? ” asked Trisha.

“ Right, ” said Lance, “ like the complimentary newspapers and the guest comment cards. ”

“ I notice you moved some signs also, ” said Trisha.

“ Right, ” replied Lance. “ After the desk area looked so good, we decided to move some signs so guests could see them better, such as the check - in and check - out times and the names of the credit cards we accept. ”

“ Which signs did you remove altogether? ”

“ Just one, ” said Lance. “ I moved the manager - on - duty sign back a bit. The letters are so large the guests can still easily see it. To make room for it, I removed the sign that informed customers we have safety deposit boxes. I talked to the clerks, and they said the guests almost never use the boxes.

“ Let me see if I understand you correctly, ” said Trisha Sangus, in a voice Lance had come to know and did not look forward to hearing, “ the desk clerks said that our guests only infrequently use our free safety deposit boxes, so you removed the sign stating we have them? ”

“ Yes, ” replied Lance slowly, adding a bit warily. “ Is that okay? I made sure that each of our desk clerks knows that if a guest asks to use a safety deposit box, we would certainly accommodate him or her. I mean, we provide lots of guest

services without a separate sign — pay - per - view movies, for example. And our guests watch pay - per - views a lot more than they use our safety deposit boxes. ”

“ So, as you see it, ” continued Trisha, “ the sign announcing the availability of safety deposits boxes was simply a convenience to our guests? A nice way to let them know about our services? ”

“ Right, ” replied Lance.

“ Hmmm, ” replied Trisha. “ Lance, please, come into my office. I want to show you something. ”

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1. To understand fully the responsibility hospitality managers have to safeguard the personal property of their guests.
  2. To carry out the procedures needed to limit potential liability for the loss of guest property.
  3. To assess the theories of bailment so as to be able to implement policies that limit potential legal liability.
  4. To create the procedures required to legally dispose of personal property whose ownership status is in question.

Ref:

<http://hotelmule.com/forum/viewthread.php?tid=381&extra=&page=2>