

UNIT TITLE: PROVIDE A LOST AND FOUND FACILITY		NOMINAL HOURS: 15
UNIT NUMBER: D1.HSS.CL4.09		
UNIT DESCRIPTOR: This unit deals with skills and knowledge required to manage lost property in an accommodation facility		
ELEMENTS AND PERFORMANCE CRITERIA	UNIT VARIABLE AND ASSESSMENT GUIDE	
<p>Element 1: Establish lost and found facility</p> <p>1.1 Name <i>properties</i> that may have a lost and found facility</p> <p>1.2 Identify <i>appropriate location</i> for lost and found facility</p> <p>1.3 Develop in-house <i>lost and found policies and procedures</i></p> <p>1.4 Identify the <i>legal requirements</i> that apply to <i>lost and found items</i></p> <p>1.5 <i>Communicate the location and function</i> of the lost and found facility to guests and staff</p> <p>1.6 Establish <i>lost and found register</i></p> <p>Element 2: Deal with lost and found items</p> <p>2.1 Check items for safety and legality and <i>take appropriate action</i></p> <p>2.2 <i>Record found items</i> in lost and found register</p> <p>2.3 <i>Record items reported lost</i> in lost and found register</p> <p>2.4 <i>Tag the found item</i></p> <p>2.5 <i>Store the found item</i> appropriately</p>	<p>Unit Variables</p> <p>The Unit Variables provide advice to interpret the scope and context of this unit of competence, allowing for differences between enterprises and workplaces. It relates to the unit as a whole and facilitates holistic assessment.</p> <p>This unit applies to all industry sectors that provide a lost and found facility within the labor divisions of the hotel and travel industries and may include:</p> <ol style="list-style-type: none"> 1. Front Office 2. Housekeeping <p><i>Properties</i> may include:</p> <ul style="list-style-type: none"> • hotels and motels • pubs • commercial catering facilities • convention centers • casinos • clubs • restaurants • resorts • theme parks • tourist attractions. 	

<p>2.6 <i>Notify owner, if known</i></p> <p>2.7 <i>Notify internal establishment staff to facilitate return of found item to owner</i></p> <p>Element 3: Deal with claims for lost items</p> <p>3.1 <i>Assist claimant to identify lost property</i></p> <p>3.2 <i>Verify ownership of property claimed</i></p> <p>3.3 <i>Obtain identification from owner</i></p> <p>3.4 <i>Complete lost and found register</i></p> <p>3.5 <i>Assist claimants who contact the establishment from another country, or distant area, to claim lost items</i></p> <p>Element 4: Deal with unclaimed items</p> <p>4.1 <i>Comply with establishment policies</i></p> <p>4.2 <i>Comply with legal obligations</i></p> <p>4.3 <i>Remove items from storage and complete lost and found register to record movement and disposal of items</i></p>	<p><i>Appropriate location</i> will depend on the size and layout of the facility and may include:</p> <ul style="list-style-type: none"> • manager's office • housekeeper's office • linen room • front office • central stores area. <p><i>Lost and found policies and procedures</i> may be related to:</p> <ul style="list-style-type: none"> • description of items that will be kept and those that will be discarded by description and value • length of time items will be kept before being designated as unclaimed and disposed of • how items will be disposed of when unclaimed • description of how to treat dangerous or suspicious items • procedures for lodging found items • procedures for guests to claim lost items • circumstances when known owner of lost property will be contacted by the establishment • procedures for claiming lost property • procedures for returning items to owner, including payment for same. <p><i>Legal requirements</i> should include:</p> <ul style="list-style-type: none"> • duty of care • bailment • concept of receiving stolen property. <p><i>Lost and found items</i> will include:</p> <ul style="list-style-type: none"> • inexpensive items • expensive items, including cameras, computers, money, jewelry, clothing, phones, keys and wallets
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- documentation, including business papers, passports, visas, travel documents, licenses and credit cards

- dangerous or illegal items, including drugs, contraband, explosives, firearms, unusual and unidentified packages.

Communicate the location and function should include:

- posters and signage
- in-room advice in the compendium
- advising staff at meetings and briefings.

Lost and found register is a bound register that contains information regarding:

- date and time item was found
- description of the item
- name of the person who found the item
- location in which item was found
- number allocated to the found item
- space to insert details of claimant
- place for claimant to sign to acknowledge receipt of lost item.

Take appropriate action in relation to unsafe or illegal items may involve:

- reporting any illegal or suspicious items to internal security, management or the authorities
- removing items from the premises
- packaging the items to prevent damage or danger
- handling packages with care
- leaving packages alone.

Record found items should include:

- identifying person who found the item

- identifying where the item was found by room and location within the room
- identifying when item was found by day, date and time
- describing the item that was found
- allocating the found item a number for tagging and identification purposes
- signing the found item into the lost and found register.

Record items reported lost may include:

- identifying person who lost the item
- identifying where the item was lost or its last known location
- identifying when item was lost
- describing the item that was lost
- obtaining contact details of the person who lost the item.

Tag the found item may include:

- placing a tag on the found item that matches the number allocated to the item in the lost and found register
- completing the details of the tag in accordance with details in the lost and found register.

Store the found item may include:

- placing food under refrigeration
- placing valuable items into secure storage, including storage in a safe
- ensuring items are secure from public and general staff access
- placing general items onto designated lost and found shelves, cabinets, cupboards or drawers
- ensuring damage does not occur to the property that is being stored.

Notify owner may include:

- observing company policy where sensitive items are involved
- making personal or telephone contact with owner as opposed to mail contact

- enquiring if owner wants to claim the item or not.

Notify internal establishment staff may include:

- contacting front office staff
- contacting concierge
- contacting security
- contacting floor supervisor.

Assist claimant may include:

- identifying item lost, including date, time and location where item was lost
- obtaining lost property for claimant to view
- identifying item in the lost and found register.

Ownership of property may be proved by:

- obtaining accurate description of item from claimant
- matching photographs in documents to visual observation of claimant
- sighting ownership documents, including receipts.

Identification from owner may include:

- sighting driver's license
- sighting passport.

Complete lost and found register may include:

- filling in details of claimant
- getting claimant to sign the register to acknowledge receipt of the item.

Assist claimants who contact the establishment from another country may include:

- determining the legitimate ownership of items claimed
- determining guest's preferred method of having the item returned

- quoting cost for returning item to guest
- processing the return of the item.

Establishment policies may include:

- maximum length of time items are to be kept in storage
- items that can be given to finder
- items that must be passed on to the authorities.

Legal obligations may include:

- considering legal ramifications of theft by finding.

Assessment Guide

The following skills and knowledge must be assessed as part of this unit:

- the enterprise's policies and procedures in regard to lost and found items
- the enterprise's policies and procedures in regard to handling suspicious and/or dangerous items and packages
- legal principles regarding theft by finding
- ability to use systems commonly applied to lost and found facilities
- ability to value and describe items
- knowledge of layout of host premises
- identification of illegal and dangerous items.

Linkages To Other Units

- Establish and maintain a safe and secure workplace
- Clean and prepare rooms for in-coming guests.

Critical Aspects of Assessment

Evidence of the following is essential:

- demonstrated ability to comply with host establishment lost and found policies and procedures
- demonstrated ability to process a found item
- demonstrated ability to process a face-to-face claim for a lost item
- demonstrated ability to process notification that an item has been lost
- demonstrated ability to process unclaimed items.

Context of Assessment

This unit may be assessed on or off the job

- assessment should include practical demonstration either in the workplace or through a simulation activity, supported by a range of methods to assess underpinning knowledge
- assessment must relate to the individual's work area or area of responsibility.

Resource Implications

Training and assessment to include access to a real or simulated workplace; and access to workplace standards, procedures, policies, guidelines, tools and equipment.

Assessment Methods

The following methods may be used to assess competency for this unit:

- observation of practical candidate performance
- practical exercises
- case studies
- role plays
- oral and written questions
- third party reports completed by a supervisor

- project and assignment work.

Key Competencies in this Unit

Level 1 = competence to undertake tasks effectively

Level 2 = competence to manage tasks

Level 3 = competence to use concepts for evaluating

Key Competencies	Level	Examples
Collecting, organizing and analyzing information	1	Determine identity of claimants
Communicating ideas and information	2	Notify guests of location and operation of lost and found facility
Planning and organizing activities	3	Develop lost and found policies and procedures; establish and organize lost and found facility
Working with others and in teams	1	Cooperate with in-house staff to return items
Using mathematical ideas and techniques	1	Determine value of items
Solving problems	2	Deal with suspicious and/or dangerous items; ensure lost property is returned to overseas guests
Using technology	1	Use safes to store items