

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

	<ul style="list-style-type: none"> • enquiring if owner wants to claim the item or not. <p><i>Notify internal establishment staff</i> may include:</p> <ul style="list-style-type: none"> • contacting front office staff • contacting concierge • contacting security • contacting floor supervisor. <p><i>Assist claimant</i> may include:</p> <ul style="list-style-type: none"> • 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. <p><i>Ownership of property</i> may be proved by:</p> <ul style="list-style-type: none"> • obtaining accurate description of item from claimant • matching photographs in documents to visual observation of claimant • sighting ownership documents, including receipts. <p><i>Identification from owner</i> may include:</p> <ul style="list-style-type: none"> • sighting driver's license • sighting passport. <p><i>Complete lost and found register</i> may include:</p> <ul style="list-style-type: none"> • filling in details of claimant • getting claimant to sign the register to acknowledge receipt of the item. <p><i>Assist claimants who contact the establishment from another country</i> may include:</p> <ul style="list-style-type: none"> • determining the legitimate ownership of items claimed • determining guest's preferred method of having the item returned
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	<ul style="list-style-type: none">• quoting cost for returning item to guest• processing the return of the item. <p><i>Establishment policies</i> may include:</p> <ul style="list-style-type: none">• 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. <p><i>Legal obligations</i> may include:</p> <ul style="list-style-type: none">• considering legal ramifications of theft by finding. <p>Assessment Guide</p> <p>The following skills and knowledge must be assessed as part of this unit:</p> <ul style="list-style-type: none">• 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. <p>Linkages To Other Units</p> <ul style="list-style-type: none">• Establish and maintain a safe and secure workplace• Clean and prepare rooms for in-coming guests.
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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