

Front of House

Store and Handle Guest  
Property



Learner Guide

## Store and Handle Property

### Learner Information

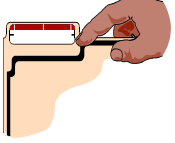






Details	Please Complete details	
Name of learner		
Name of manager		
Work Unit		
Facilitator		
Date started		
Date of completion & Assessment		

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## Keys to Icons

The following icons are used throughout the study guide to indicate specific functions:

	<p><b>FOLDER ENCLOSURES</b> This includes all examples, handouts, checklists, etc.</p>
	<p><b>DON'T FORGET/NOTE</b> This icon indicates information of particular importance.</p>
	<p><b>VIDEOS</b> Videos recommended as added value learning.</p>
	<p><b>SELF-ASSESSMENT QUESTIONS.</b> Self evaluation for learners to test understanding of the learning material</p>
	<p><b>ACTIVITY TIPS</b> These help you to be prepared for the learning to follow and must be added to the module content/portfolio of evidence.</p>
	<p><b>PRACTICAL TASKS</b> An important part of the assessment process is proof of competence. This can be achieved by observation or a portfolio of evidence. These tasks meet this component of assessment.</p>
	<p><b>EXERCISES</b> Exercises/questions to be complete to demonstrate understanding of module content. Shows transference of knowledge and skill.</p>

**Store and Handle Property**

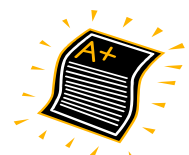
## Introduction

<b>Specific Outcomes</b>	Specific outcomes describe what the learner has to be able to do successfully at the end of this learning experience.
<b>Assessment Criteria</b>	<p>The only way to establish whether a learner is competent and has accomplished the specific outcome, is through the assessment process. Assessment involves collecting and interpreting evidence about the learners' ability to perform a task.</p> <p>This module includes assessments in the form of self-assessments, group tasks, quizzes, projects and a practical training programme whereby you are required to perform tasks on the job and collect as portfolio of evidence, proof signed by your supervisor that you have successfully performed these tasks.</p>
<b>To qualify</b>	To qualify and receive credits towards your qualification, a registered Assessor will conduct an evaluation and assessment of your portfolio of evidence and competency.
<b>Range of Learning</b>	This describes the situation and circumstance in which competence must be demonstrated and the parameters in which the learner operates.
<b>Responsibility</b>	<p>The responsibility of learning rest with you, so . . .</p> <ul style="list-style-type: none"> <li>• Be proactive and ask questions.</li> <li>• Seek assistance and help from your coach, if required.</li> </ul>

### Specific Outcomes and Range of Learning

<b>Demonstrated ability to learn from our actions</b>	1. Describe how performance would be adapted when lifting heavy items in a different area such as housekeeping,
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<p>and to <b>ADAPT PERFORMANCE:</b></p>	<p>kitchens, and bars. 2. Make suggestions for improving the security of the luggage store.</p>
<p><b>Demonstrated KNOWLEDGE and UNDERSTANDING:</b></p>	<p>3. Explain the importance of reporting suspicious items immediately. 4. Explain the importance to the organisation and customers of securing storage items against unauthorised access. 5. State company procedures for handling and storing customers' property. 6. Explain the importance of keeping accurate records and receipts.</p>
<p><b>Demonstrated ability to make DECISIONS about practice and to ACT accordingly:</b></p>	<p>7. Deal with customers in a polite and friendly manner. 8. Keep records and issue receipts following correct procedure. 9. Lift and transport property safely to the correct location or person and explain the importance of following safe lifting procedures. 10. Keep storage areas clean, safe and secure from unauthorised access. 11. Given a range of problems, describe ways to solve the problem and give reasons for the choice of action. (<b>Range of problems:</b> suspicious items, uncollected luggage, damaged customer property, pests in the store room).</p>



## Practical Tasks

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As part of this module you will be required to complete the following tasks.

An assessor/supervisor/experienced colleague must be present to observe you as you complete the tasks **OR** you can provide a portfolio of evidence proving your competence.

Practical Tasks	Task Type	Date Completed	Comments & initials of Observer
Task No. 1	Handle guests storage requests according to range		
Task No. 2	Carry out all necessary record keeping and receipting of storage goods.		

### 1. Storage and Customer Service

Specific Outcomes	<ul style="list-style-type: none"><li>• Explain the importance to the organisation and customers of securing storage items against unauthorised access.</li><li>• State company procedures for handling and storing</li></ul>
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	<p>customers' property.</p> <ul style="list-style-type: none"> <li>• Keep storage areas clean, safe and secure from unauthorised access.</li> <li>• Explain the importance to the organisation and customers of securing storage items against unauthorised access.</li> </ul>
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## 1.1 Storage of Customer and Establishment Property

<b>Importance</b>	The storing and handling guests and establishment property encompasses the storing and handling customer property with care that preserves the condition of the item, preventing damage to property and injury, resulting in customer satisfaction and establishment
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	<b>Establish the establishments procedure for handling and storing guests property (i.e. suitcases)</b>
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<b>Procedures</b>	To ensure appropriate storage consider the following procedures:
<b>Step</b>	<b>Action</b>
<b>Handling and Storing Coats and other Clothing</b>	
1	Hang the items on the hooks in the Porters Lodge.
2	Complete the storage receipts and stick them on the items.
3	Hand the second copy of the storage receipt to the guest.
<b>Storing Luggage</b>	
4	On the luggage label, clearly write the name of the guest and the room number
5	Stick it to the top of the case next to the handle.
6	Store the luggage neatly and carefully in the Porters Lodge
7	Complete the storage receipt and stick it on the luggage, and Lock the door.
8	Hand the second copy of the luggage receipt to the guest
9	Ensure that the guest has been referred to the Disclaimer on the back of the registration card.
<b>Storing Guest Laundry</b>	
10	If the guest has checked out laundry is retained by Housekeeping
11	If the guest has checked out, but requested that his/her luggage be stored, label the laundry using the luggage and storage receipts, and store it with the luggage.
<b>Reception Safety Deposit Box</b>	
12	Ask the guest to accompany you to the safety deposit boxes

13	Open the safe, and step back to allow the guest privacy. Ask the guest to place the item in the safety deposit box. Do not do this yourself
14	Lock the safe with the two keys and give the guest key to the guest.
15	Ask the guest to complete the Safety Deposit Form, and inform him/her that a €... (state the amount) deposit will be charged to his/her account, which will be refundable on return of the key.



**List the types of customer property is stored at your hotel?**

## 1.2 Customer Service




**Watch the porter greet and handle a customer who arrives at the storage area.**

<b>Guidelines</b>	<p>An important part of staffs' job is to provide exceptional customer service. Part of this is learning how to greet customers properly. The way staff greets a customer is important in creating a favourable first impression of the individual and the organisation.</p> <p>Here are a number of key points that should be committed to memory.</p> <ul style="list-style-type: none"> <li>• Greet customers within three minutes of their arrival.</li> <li>• Always greet customers politely and make them feel welcome.</li> <li>• Ask if one can be of any assistance.</li> </ul>
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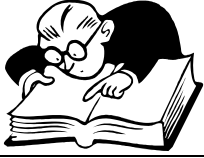
## 1.3 Clean Storage Areas

<p><b>Importance</b></p>	<p>Whilst in storage, customer's property must be maintained and cared for in order to avoid damage. The organisation is responsible for the security of customer property, it is also important to ensure that all property is returned in the same condition that it was received. This is important because the organisation may be liable if customer's property is damaged or lost during their stay.</p> <p>Consider the following scenario:</p> <p><i>Mrs. Flanders requested to have her property placed in a safety deposit box. All of the safety deposit boxes were occupied, so she was unable to do so. Mrs. Flanders left the property in her room and as a result it was stolen. In this situation the hotel may be fully liable for the loss because they did accept the request to have a customer's property securely stored.</i></p>
<p><b>Considerations</b></p>	<p><b>Always keep the luggage storeroom clean, tidy, well organised all times.</b></p> <p>Consider the following:</p> <ul style="list-style-type: none"> <li>• Sweep and clear the storeroom of any rubbish that accumulates during your shift.</li> <li>• Any spills must be cleaned up immediately.</li> <li>• Any spills that cannot be easily cleaned up should be reported to housekeeping.</li> <li>• The storeroom should be thoroughly cleaned out once a week and should take no longer than 30 minutes.</li> <li>• The shelves must be dusted and wiped down, and all fittings and fixtures must be dusted.</li> <li>• Sweep the floors and wash them if necessary.</li> <li>• Be aware of signs of pest infestations such as strange smells (cockroaches) and dropping. Pests such as mice and cockroaches spread bacteria and disease, so infestations must be treated as extremely serious.</li> <li>• Also be aware of signs of damp and mildew and report these to your Supervisor</li> </ul>

	<p><b>List the importance and considerations for cleaning the storage areas.</b></p>
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## 1.4 Unauthorised Access

<p><b>Importance</b></p>	<p>Storage areas must always be properly secured to prevent any unauthorised access to minimise the risk of damage or theft to customers property. Despite the fact that the hotel has a disclaimer which absolves it of responsibility for any items other than those in the safety deposit boxes, loss of guests' property always has a negative impact on the company's relationship with its guests. It is essential to protect this relationship wherever possible.</p> <p>Cleaning equipment is very expensive to replace. In addition, if people can simply help themselves to your equipment - even though they may only wish to use it in their department - you run the risk of untrained people using your equipment and damaging it.</p> <p>Cleaning materials and equipment must only be used by people who have been properly trained. If equipment is not used properly there is the risk that injury or electrocution could be the result for the user. Most cleaning chemicals are poisonous or toxic in some way, so it is important to prevent access to these chemicals by unauthorised people.</p>
<p><b>Security Measures</b></p>	<p>Consider the Following:</p> <ul style="list-style-type: none"> <li>• Any suspicious situations/ persons must be reported to your supervisor immediately.</li> <li>• Always keep the Porters Storeroom locked, and do not allow unauthorised persons access unless you accompany them.</li> <li>• Only give parcels, messages and letters to the addressee (or relevant manager). Do not ask other guests to deliver them.</li> <li>• Always ensure that storage areas are locked when unattended.</li> </ul>
<p><b>Security Measures</b></p>	<p>If you have been entrusted with keys to the storage areas, make sure that you honour this. Never give your keys to anyone other than your Supervisor.</p> <p>Do not accept bags or packages for safekeeping from people who are not registered guests, restaurant / bar guests or banqueting / functions guests.</p> <p>If you are at all uncomfortable about whether an item is acceptable for storage, report it to your Head of Department, and request assistance.</p>



**State how the storage areas are secured against unauthorised access and make a list of suggested improvements to current system.**



## Self Assessment 01

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<b>Instructions</b>	<ul style="list-style-type: none"><li>• In the following assessment you will be required to answer all questions.</li><li>• You are required to obtain 100% to pass.</li><li>• Obtain feedback from your Assessor on the accuracy of your answers.</li><li>• If you do not obtain the pass mark, revise all the learning material and redo the question.</li></ul>
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### Question 1

What is the company procedure regarding the storing and handling of customer property?

### Question 2

What are the three key points when greeting customers?

### Question 3

What could occur should a customer's property go missing?

## 2. Records

<b>Specific Outcomes</b>	<ul style="list-style-type: none"> <li>• Explain the importance of keeping accurate records and receipts.</li> <li>• Keep records and issue receipts following correct procedure</li> </ul>
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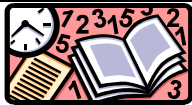
### 2.1 Accurate Records

<b>Importance</b>	<p>Accurate records and a detailed description of articles need to be kept for various reasons:</p> <ul style="list-style-type: none"> <li>• To prevent luggage ending up with the wrong guest.</li> <li>• Uncollected luggage can be returned if there are accurate records.</li> <li>• It can also facilitate for safety and security purposes, should a breach occur.</li> <li>• Impacts on customer service as accurate records facilitate the collection processes, and minimises errors, should a breach occur.</li> </ul>
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**List the reasons and importance of keeping accurate records.**


### 2.2 Safety Deposit Record Procedures



**Get a copy of the procedure for the safety deposit box and file at the back of this module**

<b>Procedures</b>	<p>Many customers will require the use of a safety deposit box. This will protect their valuables from the possibility of theft. If a customer requires a safety deposit box, direct them to the safety deposit box area at the reception desk.</p> <p>Objects, which are too large to fit into a safety deposit box, must still be accepted and stored in an appropriate storage area. The same procedure must be followed (as for safety deposit boxes). See below.</p>
<b>Step</b>	<b>Action</b>
1	Give the customer a safety deposit card to fill in.
2	Ask the customer to sign the safety deposit card.

3	Ask the customer which size box they would like to have.
4	Open the box and place it on the counter for the customer.
5	Instruct the customer that they have the only key to the box. If they lose the key they are responsible for the charge required opening the box and changing the lock.
6	Each time the customer accesses the box they will be asked to sign the record card.
7	The record card must be initialed by the receptionist with the time and date of each access being noted.
8	The card must be filed in the appropriate place at the reception desk.
9	When the customer has finished with the box, have them sign the release statement.
10	Correctly finalise safety deposit records.
11	Correctly return deposits to customers.
12	Recover safety deposit keys from customer.

	<p><b>What would happen if establishment procedures for Safety Deposit records are not followed?</b></p>
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## Self Assessment 02

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<b>Instructions</b>	<ul style="list-style-type: none"><li>• In the following assessment you will be required to answer all questions.</li><li>• You are required to obtain 100% to pass.</li><li>• Obtain feedback from your Assessor on the accuracy of your answers.</li><li>• If you do not obtain the pass mark, revise all the learning material and redo the question.</li></ul>
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### Question 1

Describe the procedure for accurate record keeping.

### Question 2

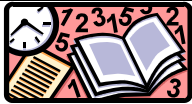
Why is it critical that a detailed description of the item be kept?

### 3. Lifting and Securing Luggage

#### Specific Outcomes

- Lift and transport property safely to the correct location or person and explain the importance of following safe lifting procedures.
- Describe how performance would be adapted when lifting heavy items in a different area such as housekeeping, kitchens, and bars.
- Make suggestions for improving the security of the luggage store.

#### 3.1 Lifting Luggage



**Establish from a porter in your hotel, the correct way to lift luggage.**

#### Importance



Back injury is common in jobs where people have to lift and carry. 8 out of 10 workers suffer a back injury during their working life. Before lifting any item, it is important to check it for rough or sharp edges, splinters, grease or slippery surfaces. If any of these are present, it may be necessary to wear gloves. Plan the route before lifting and, if necessary, clear away any obstacles.

<b>Procedures</b>	There are six steps. Refer to the steps below for correct lifting that are designed to prevent injuries and protect the health and safety of the staff.
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<b>Step</b>	<b>Action</b>
<b>Estimate the load (size up the load).</b>	
1	Ask someone, who may know the weight
2	Check for a weight tag
3	Push or lift one corner/or one part of the load
<b>Warning</b>	
4.	Many people get injured because they don't check the weight of a load. They make the mistake of trying to lift a load that is too heavy. Test the load weight carefully and if it seems too heavy, don't lift it
5.	Check the condition of the load, make sure that it is secure
6.	Make sure no other loads will be affected by moving the load, to avoid dislodging other loads that may also cause injury
<b>Position the feet</b>	
7	Make sure the feet are close to the load
8	Make sure the feet will not slip
9	Make sure balance is good with the feet slightly apart
10	If feeling unsteady, don't lift
<b>Secure grip</b>	
11	Position hands diagonally
12	Use whole hand
13	Keep arms bent
14	Keep back straight
15	Position head and arms
16	Keep head up and chin tucked in.
17	Keep arms close to the body
<b>Use the muscles in the legs to lift, not the muscles in the back</b>	
18	Push with the legs
19	Keep back straight

### 3.2 Lifting Methods



Visit different areas in the hotel e.g. housekeeping, kitchen and bar. And see how they lift heavy items in each of these areas.

**Methods**

When lifting items it is necessary to bear in mind that lifting methods varies according to the area in which lifting to be carried out.

Lifting methods and equipment used would be adapted to accommodate the area where lifting is taking place.



What could result from luggage not being lifted using the correct methods?

### 3.3 Improving Security

<b>Suggestions</b>	<p>It is important that staff constantly look at improving the services that they offer to customers. In part these improvements will be based on customer feedback; however staff deal with customers on a daily basis and will discover ways of providing a better service. Improving services will ensure a satisfied guest and return business.</p> <p><b>Security can be improved by ensuring that:</b></p> <ul style="list-style-type: none"><li>• there are a limited number of shifts and specific members of staff are in charge of those.</li><li>• there is a limited number of authorised staff that have access.</li><li>• there is a rigid procedure which should be adhered to under any circumstances.</li><li>• staff are well trained, and kept abreast of new implementations in security measures</li><li>• management can introduce a system to monitor security of the storage areas.</li></ul>
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**How can security in storage areas in your establish can be improved?**



## Self Assessment 03

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<b>Instructions</b>	<ul style="list-style-type: none"><li>• In the following assessment you will be required to answer all questions.</li><li>• You are required to obtain 100% to pass.</li><li>• Obtain feedback from your Assessor on the accuracy of your answers.</li><li>• If you do not obtain the pass mark, revise all the learning material and redo the question.</li></ul>
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### Question 1

Before lifting an item what do you need to check it for?

### Question 2

When lifting an item how would you position the feet?

### Question 3

How would you estimate the weight of the load?


## 4. Range of Problems

<b>Specific Outcomes</b>	<ul style="list-style-type: none"><li>• Explain the importance of reporting suspicious items immediately.</li><li>• Given a range of problems, describe ways to solve the problem and give reasons for the choice of action. (<b>Range of problems:</b> suspicious items, uncollected luggage, damaged customer property, pests in the store room)</li></ul>
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### 4.1 Reporting of Problem Situations

<b>Importance</b>	Security is always an issue in any hospitality venue. There is a <b>legal obligation to protect staff</b> , customers and the property of the company. It is important that staff is aware of security issues, that staff protects themselves and customers from any danger and that suspicious items are <b>reported immediately</b> in the interests of safety.
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<p><b>Reasons</b></p>	<p>An emergency is a <b>dangerous situation</b>, which suddenly happens without warning. If staff know the right thing to do, he/ she can help take the danger out of the situation. If staff is ignorant of what to do, he/ she could put their life and the lives of the customers in greater danger.</p> <p>No staff member should attempt to touch, handle or examine them. <b>Do not touch suspicious items and packages</b> If at all uncomfortable about such items, rather act on these suspicions and be wrong than do nothing and be wrong. It is preferable to take action and discover that an item is harmless than to do nothing and find out that the item is dangerous.</p> <p>It is extremely important that suspicious items are <b>reported Immediately</b> in the interests of safety:</p> <ul style="list-style-type: none"> <li>• It is possible that items left lying around or handed in for storage may pose a safety risk to other guests and staff members.</li> <li>• It is extremely unwise for staff to take a chance on an item about which he/ she feels uncomfortable.</li> <li>• At all times, the safety and security of guests and colleagues comes before considerations for people's feelings.</li> <li>• Items left lying around the hotel constitute a potential safety and security risk to guests and staff alike, as they may contain explosives.</li> </ul>
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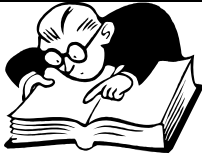
	<p><b>What could result from suspicious items not being reported immediately?</b></p>
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## 4.2 Range of Problems

<p><b>Appropriate Action</b></p>	<p>See below for a range of problems that can occur in the storage areas and the appropriate action to resolve them:</p>
<p><b>Range of Problems</b></p>	<p><b>Action</b></p>

<b>Suspicious Items</b>	<p>The following procedures must be followed if a suspicious package is discovered, whilst working with hotel or customer parcel deliveries.</p> <ul style="list-style-type: none"> <li>• Leave it alone.</li> <li>• Report it to the supervisor or fire officer.</li> <li>• Clearly describe the size and location of the package.</li> <li>• Advise others to stay clear.</li> <li>• Do not panic.</li> </ul> <p>Discovery of a suspicious package may require evacuation procedures to be carried out. Evacuation procedures should be known to all employees.</p>
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<b>Range of Problems</b>	<b>Action</b>
<b>Uncollected Luggage</b>	<p>When a piece of luggage has not been collected for a period designated by the organisation (normally 10 days), the matter is then handed over to security, because it becomes a safety risk.</p> <p>Once security ensures that there is no danger, the hotel deals with the luggage at its sole discretion. The organisation will decide to release the item to any person who reasonably satisfies the organisation as his/ her claim to the baggage by the presentation of a relevant receipt or otherwise.</p> <p>Notwithstanding, security can acquire the owner's details from the front desk and contact the owner and arrange delivery.</p>
<b>Damaged Customer Property</b>	<p>Although, the guest signs an indemnity which does not hold the organisation responsible for damage caused to customer property, in order to fulfill the high standards of customer service, the organisation will ascertain whose fault it is. The hotel will acknowledge its responsibility, and make reparation.</p>
<b>Pests in the Storeroom</b>	<p>If you notice these, bring this to the attention of your Supervisor immediately. Pests such as mice and cockroaches spread bacteria and disease, so infestations must be treated as extremely serious.</p> <p><b>Hygiene:</b> Pests such as mice and cockroaches spread bacteria and disease, so infestations must be treated as extremely serious</p> <p>Arrange for a professional pest control company to inspect the storeroom. Make sure that pest control contractors fulfil their terms of contract, and take action if necessary.</p>



How will you deal with problems that may arise in storage areas, namely:

- Suspicious Items
- Uncollected Luggage
- Damaged Customer Property
- Pests in the Storeroom



**Self Assessment 04**

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<b>Instructions</b>	<ul style="list-style-type: none"><li>• In the following assessment you will be required to answer all questions.</li><li>• You are required to obtain 100% to pass.</li><li>• Obtain feedback from your Assessor on the accuracy of your answers.</li><li>• If you do not obtain the pass mark, revise all the learning material and redo the question.</li></ul>
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### **Question 1**

What should you do when luggage is uncollected?

### **Question 2**

What are the five steps to remember when you encounter a suspicious item?

## SIGNATURES REQUIRED ON SUCCESSFUL COMPLETION OF THIS MODULE:

<b>General comments &amp; review by Assessor</b>	

<b>General comments from Learner</b>	

I ..... (Assessor) hereby certify that I have examined the learners' workbook and that the learner has successfully completed this section of the training programme.

\_\_\_\_\_  
SIGNATURE ASSESSOR

\_\_\_\_\_  
SIGNATURE LEARNER

DATE: \_\_\_\_\_

DATE: \_\_\_\_\_