



**LOST & FOUND  
QUICK REFERENCE GUIDE**



[www.XFactori.com](http://www.XFactori.com)

## Lost & Found

*If you find an item, imagine it might belong to a family member or good friend and handle it accordingly.*

Customers have a lot to think about while away from home, it's no wonder they lose items or accidentally leave them behind. When they are contacted about such items or when they call and learn the item is being held for them, it must feel like an added value to their visit to your company.

### What You Should Know About Lost & Found-----

A. Where lost and found items are kept at your company: \_\_\_\_\_

\_\_\_\_\_

B. The telephone number to reach lost and found: \_\_\_\_\_

\_\_\_\_\_

### Handling Lost & Found Issues -----

- A. If a customer calls you about a lost or found item, transfer them to the department that handles that function for your company.
- B. If a customer approaches you about an item they have lost:
  - a. Show concern and empathy
  - b. Escort the customer to the lost and found department so they may speak to that department directly.
  - c. Never take responsibility for a lost item or indicate it might be the fault of the company.
- C. If a customer approaches you about an item they have found you should:
  - a. Thank them for bringing it to your attention.
  - b. Offer to escort the customer to the lost and found department so they may speak to that department directly.
  - c. If they choose not to personally turn it in, accept the item and turn it in to lost and found immediately. Fill out the appropriate lost and found form. If there is no form, consider recording the following:

- i. Name of the person who gave you the item
  - ii. Date and time
  - iii. A detailed description of the item
  - iv. Location where item was found
- D. If you find an item, follow the steps described in C.c. above.
  - E. Never store lost and found items in your personal locker or bag and never take a lost and found item from the resort property.
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