

Domain	FRONT OFFICE OPERATIONS	Unit ID: 281
Title:	Provide a lost and found and safekeeping service in a hospitality establishment	
Level: 3		Credits: 2

Purpose

This unit standard specifies the competency required to provide a lost and found and safekeeping service in a hospitality establishment. People credited with this unit standard are able to: implement lost and found procedures; follow procedures for safekeeping of guest items; and follow procedures for items claimed.

Special Notes

1. Entry information

Prerequisite:

- Unit 42 *Follow workplace health, safety and hygiene procedures in a hospitality establishment* or demonstrated equivalent knowledge and skills.

2. Assessment evidence may be collected from a real workplace or simulated workplace in which there is a high degree of realism that replicates a commercial workplace setting. Where a simulated workplace is used, candidates must be:

- placed under realistic time pressures
- use commercial equipment for both training and assessment
- encounter realistic customer/staff ratios.

While the guest in the assessment activity need not be a paying guest, they must have the expectations of a paying guest. There must be documented evidence of multiple occasions where the candidate has provided services for guests.

In all interactions, customers are to be greeted and treated in a polite, friendly and helpful manner.

3. The conduct of training and assessment activities related to this unit standard is recommended to take place in conjunction with other relevant, technical unit standards in this Domain or Subfield.
4. Verbal communication with customers and/or colleagues and/or service providers must be clear, audible, interactive, appropriate to the audience and situation, and supported by appropriate actions where barriers to communication exist.

5. All inspection, operation and maintenance procedures associated with the use of tools and equipment shall comply with establishment procedures and manufacturer's instructions.

6. Glossary
 - *Lost items or items for safekeeping* may include but are not limited to both inexpensive items and expensive items such as cameras, cash, clothing, documentation, credit cards, passports, dangerous or illegal items. Items could be found by guests, staff, or members of the public.

 - The term *establishment requirements* or procedures refers to any policy, procedure or agreed requirement, either written or oral, that is made known to the worker for use in their work.

 - *Barriers to communication* may include but are not limited to cultural and/or language differences, word choice, voice modulation, not listening actively, deafness and/or not being able to speak, noise levels.

 - *Safe working practices* include day to day observation of safety policies and procedures and legislative requirements.

 - *Specifications* refers to any, or all of the following: manufacturer's specifications and establishment specific requirements.

7. Regulations and legislation relevant to this unit standard include the following:
 - Labour Act No 11 2007 as amended
 - Tobacco Products Control Act No 1 of 2010
 - Financial Intelligence Act No 3 of 2007
 - Namibia Tourism Board Act 21 of 2000
 - Regulations relating to the Health and Safety of employees at work, 1997 and all subsequent amendments to any of the above.

Quality Assurance Requirements

This unit standard and others within this subfield may be awarded by institutions which meet the accreditation requirements set by the Namibia Qualifications Authority and the Namibia Training Authority and which comply with the national assessment and moderation requirements. Details of specific accreditation requirements and the national assessment arrangements are available from the Namibia Qualifications Authority and the Namibia Training Authority. All approved unit standards, qualifications and national assessment arrangements are available on the Namibia Training Authority website www.nta.com.na

Elements and Performance Criteria

Element 1: Implement lost and found procedures

Range

Procedures for dealing with found items may include but are not limited to: recording details of found item using appropriate documents or registers; verifying location, the time the item was found and by whom; tagging and filing found item in date order in designated location, in line with establishment procedures; checking to ensure found items are not dangerous or illegal; and reporting dangerous, illegal or suspicious looking items to relevant authorities; and secure storing.

Dangerous, illegal or suspicious looking items may include but are not limited to drugs, weapons, contraband, explosives, unusual or unidentified packages or parcels.

Procedures for dealing with lost items may include but are not limited to: verifying details about when and where item was lost; details about the item; and contact details of the owner.

Performance Criteria

- 1.1 Appropriate location and procedures for providing a lost and found facility is established, if required, in line with establishment procedures.
- 1.2 Location and procedures for lost and found facility are communicated to colleagues and guests in line with establishment procedures.
- 1.3 Procedures for dealing with found items are implemented in line with establishment requirements.
- 1.4 Procedures for dealing with dangerous, illegal or suspicious looking items found are implemented in line with establishment requirements.
- 1.5 Procedures for dealing with lost items are followed in line with establishment requirements.

Element 2: Follow procedures for safekeeping of guest items

Range

Items may be stored in a lost and found facility, safe, designated storage area.

Performance Criteria

- 2.1 Items for safekeeping are received and described, using appropriate documents or registers, in line with establishment procedures.
- 2.2 Items for safekeeping are tagged and stored in designated location in line with establishment procedures.
- 2.3 Valuable items are securely locked and stored in line with establishment procedures.
- 2.4 Arrangements regarding access to items are confirmed with guest in line with establishment procedures.

Element 3: Follow procedures for items claimed

Range

Items claimed may include items held in lost and found facility or safekeeping facility.

Performance Criteria

- 3.1 Identity of claimant, with positive proof of identification where applicable, is verified to ensure ownership of the item in line with establishment procedures.
- 3.2 Claimed item is signed for and dated by the claimant in line with establishment procedures.
- 3.3 Records of items in and claimed from safe storage are updated and/or retained in accordance with establishment procedures.
- 3.4 Forwarding address of claimant is obtained and arrangements made for items to be forwarded when the owner is not able to collect item.

Registration Data

Subfield:	Hospitality and Tourism
Date first registered:	29 March 2007
Date this version registered:	15 November 2012
Anticipated review:	2017
Body responsible for review:	Namibia Training Authority