

SOP Template: Luggage Assistance and Storage Guidelines

This SOP details **luggage assistance and storage guidelines**, covering procedures for handling passenger luggage, secure storage protocols, lost and found management, staff responsibilities, and customer service standards. It aims to ensure efficient, safe, and organized luggage handling to enhance traveler satisfaction and prevent loss or damage.

1. Purpose

To provide clear instructions for the safe, efficient, and secure handling and storage of passenger luggage, preventing loss or damage and ensuring customer satisfaction.

2. Scope

This SOP applies to all staff responsible for luggage assistance and storage at the facility.

3. Responsibilities

- **Luggage Attendants:** Receive, handle, and store luggage per procedure, record all activities accurately.
- **Supervisors:** Monitor compliance, conduct regular audits, and resolve escalated issues.
- **Front Desk Staff:** Coordinate luggage handover and customer communication.
- **Security Personnel:** Ensure all storage areas are secure and report any suspicious activity.

4. Luggage Handling Procedures

1. Greet traveler and verify identity using reservation or identification document.
2. Tag all luggage with a unique, traceable label containing:
 - Passenger name
 - Date and time of receipt
 - Contact details
3. Issue a claim ticket to passenger with corresponding tag number.
4. Handle luggage with care at all times. For heavy or fragile items, use trolleys or request assistance.
5. Log the luggage details into the tracking system or storage register.

5. Secure Storage Protocols

1. Store luggage only in designated, access-controlled areas.
2. Arrange items in an orderly manner to prevent damage or loss.
3. Restrict access to authorized personnel only. Use locks or electronic access systems as applicable.
4. Conduct regular storage area inspections and inventory reconciliations.
5. Separate lost & found items from actively stored luggage; follow lost & found procedures.

6. Luggage Retrieval and Return

1. Request claim ticket and verify identification before releasing luggage.
2. Match luggage tag to claim ticket and confirm details in system/register.
3. Assist traveler with safe retrieval and, if required, transport of luggage.
4. Log retrieval time, date, and staff signature.

7. Lost and Found Management

1. Unidentified or unclaimed luggage must be recorded in the Lost and Found log, including detailed description, date found, and location.
2. Store lost items in a separately marked, secured area.
3. Attempt to contact the owner using reservation or contact details if available.
4. After a designated holding period, follow organizational policy for unclaimed items.

8. Customer Service Standards

- Greet all travelers professionally and courteously.
- Handle questions or concerns promptly with empathy and clear communication.
- Escalate service issues to supervisors as needed.
- Solicit feedback to identify areas for improvement.

9. Documentation & Records

- Maintain accurate logs of all luggage received, stored, and returned.
- Keep storage, lost & found, and incident records for the required retention period.
- Report and record any incidents of loss, theft, or damage immediately as per protocol.

10. Health & Safety Precautions

- Use correct lifting techniques and equipment when handling luggage.
- Wear appropriate PPE as required.
- Report hazards or unsafe conditions promptly.

11. Review and Training

This SOP shall be reviewed annually and updated as necessary. All relevant staff must receive training on these procedures and demonstrate competency prior to independent duty.