

Standard Operating Procedure (SOP): Lost and Found Protocol for Customer Belongings

This SOP details the **lost and found protocol for customer belongings**, covering the process for reporting, cataloging, securely storing, and returning lost items to customers. It aims to ensure efficient handling, clear communication, and customer satisfaction by establishing standard procedures for tracking and managing lost property, verifying ownership, and maintaining accurate records to prevent loss or theft.

1. Purpose

To ensure all lost property belonging to customers is handled efficiently, returned promptly, and records are maintained to prevent loss or theft.

2. Scope

This SOP applies to all staff involved in the handling of customer belongings found on the premises.

3. Responsibilities

- All staff: Report and turn in found items immediately.
- Designated Lost and Found Custodian: Catalog, store, track, and return items.
- Management: Oversee process compliance and resolve disputes.

4. Procedure

4.1 Reporting Lost Items

1. Customers report lost items at the reception or customer service desk.
2. Staff document the report, including:
 - Customer name and contact information
 - Date and time of loss
 - Description of the lost item
 - Location item was likely lost

4.2 Found Items Intake

1. Staff who find an item must immediately deliver it to the Lost and Found Custodian.
2. The custodian logs the following:
 - Date and time item was found
 - Description of the item
 - Location found
 - Name of staff who found the item
3. Attach a tag or identifier to each item for tracking purposes.

4.3 Cataloging & Storage

1. Each item is cataloged in the Lost and Found Register (digital or paper).
2. Assign a unique reference number to each item.
3. Store items in a secure, designated area with limited access.
4. Valuable items (e.g., wallets, electronics, jewelry) must be locked separately with restricted access.

4.4 Returning Items to Customers

1. When a customer inquires, use the register to verify if the item has been found.
2. Request the customer to provide specific details to verify ownership (e.g., unique identifying marks, content description).
3. If ownership is verified, have the customer sign the retrieval log and note the date/time of return.
4. If not verified, request additional proof of ownership (e.g., ID, purchase receipt, photos).

4.5 Unclaimed Items

1. Retain lost property for a period (typically 30-90 days, as per company policy).
2. Attempt to contact the owner using available information.
3. After retention period expires, handle unclaimed items according to company policy (e.g., donation, disposal, destruction).

- or handover to authorities).
- 4. Document all disposals in the register.

5. Record Keeping

- Maintain accurate records of all found and returned/disposed items for at least one year.
- Records should include reports, logs, notification attempts, and final disposition.

6. Communication

- All staff must be trained on this SOP.
- Signage should be posted in public areas, advising customers about Lost and Found procedures.

7. Lost and Found Register Template

Reference No.	Date/Time Found	Item Description	Location Found	Finder Name	Date/Time Returned/Disposed	Owner/Receiver Signature	Remarks
001	2024-06-12 14:15	Black wallet, leather	Lobby	Jane Smith	2024-06-13 10:32	John Doe	Returned to owner

8. Review

- This SOP will be reviewed annually or as needed to ensure accuracy and compliance.