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| Key Control for Maintenance, Housekeeping and Front Desk Staff

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| Control of guestroom keys is one of the cornerstones of guest safety. We have an obligation to take reasonable care that our guests will be safe in their rooms from intrusions by people who may have room keys. For their own safety and the safety of guests, it is important that all staff understand the appropriate policies and procedures for all keys. |
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|   | * When staff start work each day they should be assigned a key with a number or code on it. They should always sign their name, key number and the time they checked-out the key on a key sign out sheet.
* At the end of their shift all keys should be returned and employees need to sign their name and time stating what time the key was returned.
* Keys should never be taken home.
* Keys should never be labeled with the location or description of the area they open. If the keys are dropped and found by guests, then guests have access to restricted areas.
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|   | * While employees are working throughout the hotel all keys should be kept on their person. Keys should never be left on work carts.
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| * Key rings should have only the minimum keys required for that employee to use.
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| * All keys should be on a lanyard or key extender ring. These two options allow the keys to be on the employee’s person and are more likely not left on carts or in rooms.
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| * Keys should never leave the property. All keys should be inventoried and locked in a secure place at the end of each day. It is important that a manager or supervisor inventory the locked box for all of the keys in your department. To do this a Key Audit sheet must be created which is a list of all of the keys used in the department and a date column so you have a record that the keys were inventoried each day. The list should be typed. If any of the keys are missing they must be found immediately or locks must be re-keyed or changed completely.
* Room keys should not have any form of key tag which identifies the hotel or is unique to the hotel among the surrounding area's hotels.
* Room keys should not have the room number on them.
* Hotel employees who find keys in guest rooms or elsewhere should place them in their pockets, not on their carts where they are accessible to others, and subsequently give them to their supervisor to be returned to the front desk.

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| * All section masters, room masters, grand masters and emergency masters, (normally kept in a safety box) should be signed out each time they are taken and their return noted. All of the above keys should be stamped "DO NOT DUPLICATE".
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| * If a section master is lost under circumstances which may result in guests being at risk the section should be reeked. If a section must be re-keyed, consider also re-keying to a new grandmaster and emergency master so that you are in effect beginning a phased re-keying of the entire hotel.
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| * What to do if a guest states they are locked out of there room? Never let a person, even if they say they are a guest, into any restricted areas or guest rooms. If a person is in the hallway claiming to be locked out of their room, even if you are reasonably sure that they are a guest, apologize for any inconvenience and tell them that for room verification purposes they need to go to the front office to receive another guest room key. If the guest becomes irritable be understanding and patient and listen, but then indicate that they will need to go to the front desk to get a new key.
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| * If a person approaches a room that is being cleaned or worked on and says it is their room or states they are locked out or that they are visiting a guest, staff must not allow the person to enter the room. Staff must ask the guest for their key and open the door using the guest’s key. If the key works they may enter the room.
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