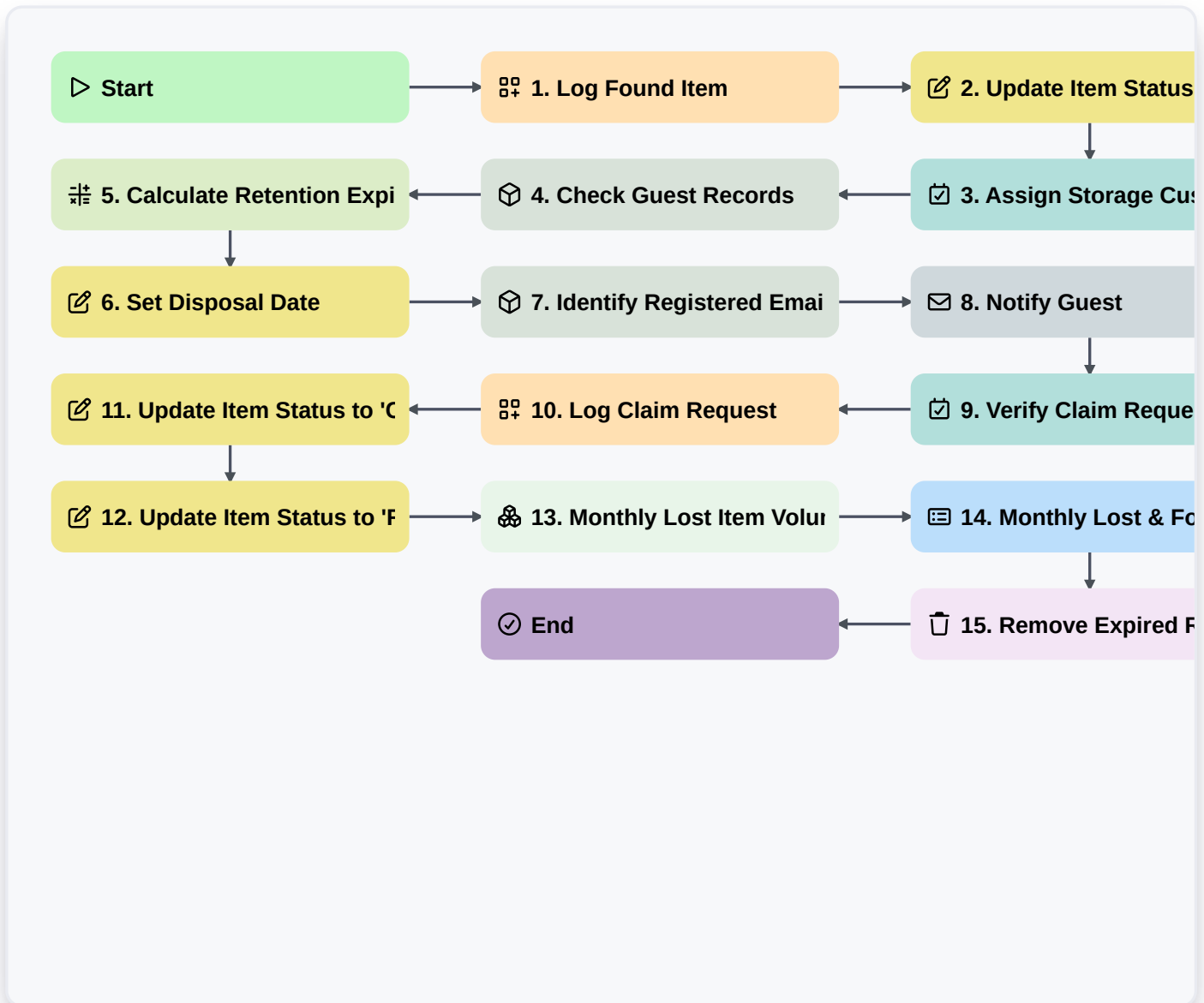


Hotel Lost And Found Management Process



Start

Start of the Workflow/Process.

1. Log Found Item

Create a new entry in the 'Lost and Found Items' data model with details like item description, location found, and date.

2. Update Item Status

Update the status of the item entry to 'In Storage' once the item has been processed by staff.

3. Assign Storage Custodian

Create a task for the Housekeeping Supervisor to physically place the item in the secure locker.

4. Check Guest Records

Retrieve guest information from the 'Guest Stay' data model based on the room number where the item was found.

5. Calculate Retention Expiry

Calculate the date when the item should be disposed of (Date Found + 90 days).

6. Set Disposal Date

Update the 'Lost and Found Items' entry with the calculated retention expiry date.



7. Identify Registered Email

Get the email address associated with the guest from the retrieved guest record.

8. Notify Guest

Send an email to the guest informing them that an item has been found in their room.

9. Verify Claim Request

Create a task for the Front Desk Agent to verify the guest's identity when they respond to the email.

10. Log Claim Request

Create an entry in the 'Claims' data model when a guest initiates a return request.

11. Update Item Status to 'Claimed'

Update the status of the original 'Lost and Found Item' entry to 'Claimed' once verification is complete.

12. Update Item Status to 'Returned'

Update the item entry status to 'Returned' once the shipping or pickup is confirmed.

13. Monthly Lost Item Volume

Aggregate the total count of items found this month to monitor trends.

14. Monthly Lost & Found Audit Report

Generate a report summarizing found items, claimed items, and pending disposal for management review.

15. Remove Expired Records

Delete entries from the 'Lost and Found Items' data model after they have been officially disposed of and logged.

End

End of the Workflow/Process.