Package SOP

STEP	Standard
01. Identify the guest.	Before accepting the package, check in your PMS if the guest is staying or will be staying with us within the near future. If you are having trouble finding the name use the % key when searching for the name in opera. This will help you find any guest names that are similar to the name that you are searching for. (Good recourse to use in case if the guest name is misspelled in the reservation)
02. Track the Package	Once you have located the guest reservation, track the package in the reservation in PMS and store it in property chosen location. Enter as many details as possible in tracking system (what type of package, what courier, date received, specific storage location etc)
03. Leave a message	Be sure to leave a message for the guest indicating that we have a package stored for them. Include your name and mention where and when they can find you.
04. If guest has checked out and package was not picked up	Package will be stored in location designated by property. GSA will reach out to guest to let them know we are holding the package and to ask how to proceed. If guest wants it shipped to them, inform it will be at their own cost, and get CC authorization for the shipping. Shipping must be arranged within 3 days from communication with guest. should anything delay the shipping guest must be promptly informed. Info about expected delivery and tracking number should be provided to guest at the time of shipping. Packages will only be stored for 60 days. Any package stored past 60 days will be disposed of.

05. Rejecting a package.	If the package comes under a name that is not registered, does not have a reservation in our system, or does not belong to one of our upcoming meetings/events, we are allowed to reject it. IF UNSURE HOW TO PROCEED, CHECK WITH YOUR MOD. SHOULD YOU DECIDE TO ACCEPT PACKAGE DUE TO SPECIAL CIRCUMSTANCES, REGISTER IT IN PACKAGE LOG SAVED IN PROPERTY SPECIFIC DRIVE. Include name of career/shipping service, name of the person that is delivering the package, contact information, type of package, full name of the person that is receiving the package. include reason why you are accepting it.