

## SOP - Lost and Found

Items found by an employee or turned in to an employee by a guest must be turned in to a manager immediately. If a guest turns in the item, attempt to get information such as where found, the guests' name and a contact phone number. Each location must maintain a Lost and Found log of items turned in, date, and description of item.

When a guest comes to claim an item, only a member of management may issue the item to a guest. The guest must describe the item and show ID to pick up. Record the guests' name on the Lost and Found log. For wallets/purses, they must prove they are the owner by describing the contents and matching the ID. For electronic devices, attempt to charge them before a guest comes up so they can unlock the device to prove ownership. If the item does not have a "lock code" present, please ask them to describe the desktop. Please explain to the guest that we want to ensure the correct owner receives their item and this step assists us in ensuring that.

Lost and Found items will fall into 1 of 2 categories – items of value and items of no discernable value.

Articles of no discernable value but may have sentimental value must still be handled with respect. Articles of clothing, umbrellas, shoes, empty purses, baby items, as well as other articles which may appear to have no value will be kept in a plastic tote for the current month in the office. Once the month concludes, it will be labeled with the year and month, placed in a locked room with a camera and stored for 3 more months. This time frame will give our guests ample time to attempt to reclaim their item. After the 3 months are complete, bag up all items and give them to a charity such as Goodwill.

Cash, Jewelry, watches, keys, wallets, purses, ID's, bank cards, electronic devices and other items of value will be stored on camera in the safe room. Management is the only theatre personnel allowed to search personal effects for identification, and it must be done on camera in the safe room where the item will be stored with a 2<sup>nd</sup> manager/employee as a witness. Make all attempts to contact the individual if you are able to determine a contact email or phone number. If there is no clear contact information, and a credit or debit card is present, you may contact the bank issuer and see if they are able to contact the guest and let them know their items are at the theatre. These items are to be stored for 2 months in the safe room, except cash (see below for procedure on unclaimed cash found without ID/contained in a wallet, etc). If these items do not get claimed during that time period, the following must take place:

- Cash – If cash is found on the floor, in the seats, or turned in by a guest with no ID/cards attached, place the cash in a sealed envelope in the safe with the date, location, and who found the cash. If no guest comes up to claim the cash within 30 days, deposit the cash with another manager present to a manager box drawer under MISC and comment on the source in the nightly email.
- Jewelry, Watches – Placed in the correct bin which will be taken to Goodwill in 3 months and 1 weeks' time with the articles of no discernable value.
- Keys – Any keys remaining unclaimed for 3 months and 1 week must be disposed of by management into the compactor.
- Wallets/Purses/IDs/Bank Cards – Any wallets/purses which remain unclaimed for 3 months and 1 week must be correctly disposed of by management. Any form of ID, credit/debit card, and personal information must be destroyed via shredder with 2 managers present. Any cash pulled from the items must be deposited to MISC on a manager's box drawer, with an explanation in the nightly paperwork. The empty wallets and purses may be placed in the oldest bin which is set to be taken to Goodwill soonest.
- Electronic Devices – Unclaimed electronic devices, including cell phones, tablets, hand held devices, fit bits, etc must be destroyed with 2 members of management present after 3 months and 1 week of remaining unclaimed. These devices can contain person information from guests so we will not donate these items.

If unsure of proper way to destroy an item, please contact operations for guidance.

