

# Designing Operational Standards For Lost And Found Handling Procedures In The Front Office Department At The Poliwangi Jinggo Educational Hotel

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| Article Info   | ABSTRACT  |
|--|---|
| <p><b>Keywords:</b><br/>Poliwangi Jinggo Educational Hotel,<br/>Front Office,<br/>SOP,<br/>Lost and Found</p>  | <p>This research aims to design a lost and found SOP at the Poliwangi Jinggo educational hotel, as a written guideline for staff in handling the process of losing and finding guest items so that all staff can handle lost and found more regularly and in accordance with the established SOP. Because up to now, the handling of lost and found has only been based on the knowledge or experience of the staff, without any written guidelines from the hotel directly. The design process begins with collecting data from informants who are experienced in handling lost and found and hotel staff so that researchers can prepare lost and found SOPs according to the situation and conditions that are appropriate for hotel. Next, the data is analyzed using the Miles and Huberman method, first data collected becomes a process flow by reduction stage, second process flow is arranged in the form of a flowchart by presentation stage, and the last, the flowchart design are verified and validated by conclusion closing stage. The result of the conclusion is that the lost and found SOP is stated to be in accordance with the hotel's needs and can be applied in the hotel environment. The SOP has also been prepared in the form of a complete flowchart with detailed explanations so that staff can understand the handling sequence from start to finish quickly and easily. By having a written lost and found SOP, each staff can learn and understand how to handle lost and found by the same guideline. The existence of a lost and found SOP can remind the staff's performance in handling lost and found effectively and efficiently, so as to build a sense of satisfaction and trust in guests regarding security during their stay at the Poliwangi Jinggo educational hotel.</p> |
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## INTRODUCTION

The hotel industry is one of the factors that can increase the development of the tourism sector. It can be said that the hotel industry is a benchmark for development and success in promoting tourism in an area (Purwaningrum & Syamsu, 2021). A hotel is a type of accommodation in which part or all of the building is used to provide services, lodging, food and drink as well as other supporting services for the public which is managed on a

commercial basis (Barus & Ketaren, 2022). So it can be concluded that hotels are accommodation that can increase tourism visits, as a commercial place for tourists to stay, eat, drink and relax during a tourist trip.

The Banyuwangi State Polytechnic Campus has one study program, namely Tourism Business Management, which has supporting facilities such as hotels as learning facilities so that students know in advance how the tourism industry works. The Poliwangi Jinggo Education Hotel was approved in 2017, has complete facilities like a star hotel and functions for campus purposes such as *a venue for meetings*. With these complete facilities and feasibility, currently the management of the Poliwangi Jinggo Education Hotel plans to commercialize the hotel because the tourism potential in Banyuwangi is very growing (Gofar, 2023). The Poliwangi Jinggo Education Hotel also has several departments within it, one of which is the *front office department*. *Front office* is a term often used in hotels to refer to the customer-facing department or section related to providing reservation services, receiving guests, room allocation, guest information, billing and payment (Sambodo, 2020). One of the roles of *the front office* is as *a problem solver*. Guests who experience problems while staying at the hotel often choose to contact the front office staff (Trianasari, 2019). *The Front Office* is also the front office which is the information center for all guest activities starting from payments, handling all guest complaints, taking care of lost guest items as well as receiving and managing goods and don't forget it is also the center for all forms of information from outside and inside (Maulanasari & Asshofi, 2021).

*Front office* department at the Poliwangi Jinggo Education Hotel apart from handling *the check in and check out process*, this department also has the responsibility of being a *problem solver* for guests. This requires the *front office department* to always help resolve all problems faced by guests while at the hotel. One of the facilities provided by hotels as a service supporting factor is handling guest items that are lost and found again or what is known in the hotel world as *lost and found* (Suaidah, 2020). In order for the handling of *lost and found* to be faster and more structured, the *front office department* must follow the applicable SOPs. However, at this time the Poliwangi Jinggo Education Hotel still does not have a *lost and found SOP* that can be used as a reference in dealing with guest problems when they lose items at the hotel. If this continues, this can reduce the quality of service at the hotel and make guests feel less safe about coming and stay at the Poliwangi Jinggo Education Hotel.

Based on the results of a pre-interview with one of the *front office staff*, the researcher found several problems in the *front office department* when handling lost and found. The first problem is that there is no historical record of reports of lost items and the discovery of lost items, so there is no data to use as a reference when guests look for their lost items. The second problem is that the *front office department* does not have an SOP for handling lost and found items, so there are often differences in service from several staff in handling *lost and found*. Meanwhile, the third problem is that there is no permanent and safe storage place for guests' items that are found, so these items are stored in several different places, this will make it difficult for fellow staff when guests look for lost items, and when in the end, guest items are difficult to find or even not found. Currently, lost and found handling at the Poliwangi

Jinggo educational hotel is carried out based on the staff's knowledge or experience, without any written guidelines from the hotel directly. If this continues, it will have a negative impact on staff who do not have knowledge about lost and found. Where the staff will be confused because they don't know who to follow and how to actually handle lost and found. Therefore, the preparation of lost and found SOPs is very necessary so that staff have clear and same guidelines for handling lost and found.

Based on this background, the researcher felt that he had to conduct research with the title "Designing Standard Operational Procedures for Handling *Lost and Found* in the *Front Office Department* at the Poliwangi Jinggo Education Hotel". So that it can produce a *lost and found SOP*. It is hoped that it can be implemented by front office staff in providing good and uniform handling of *lost and found* and can increase the sense of security of guests staying at the hotel, thereby having a positive impact on increasing the number of occupancy at the Poliwangi Jinggo Education Hotel.

## METHODS

This research uses a qualitative approach. Qualitative research is an approach to conducting research that is oriented towards natural phenomena or symptoms. Qualitative research is basic and naturalistic in nature, and cannot be carried out in the laboratory, but in the field (Abdussamad, 2021). The object of this research is the Poliwangi Jinggo Education Hotel, namely the *front office department*. Determining research subjects or informants was carried out using a *purposive sampling procedure*. *Purposive sampling*, also known as judgmental, selective or subjective sampling, reflects a group of sampling techniques that rely on the researcher's judgment when it comes to selecting units (e.g. people, cases/organizations, events, pieces of data) to study (Firmansyah & Dede, 2022). The informants selected were:

1. *Front office manager* to find out the current condition of the *front office department* in handling *lost and found*.
2. *Front office staff* to find out the process of handling *lost and found* that they have carried out so far, and to find out what tools they need to support the smooth handling of *lost and found*.
3. *Front office expert staff* to know in general the process of handling *lost and found* properly and correctly in accordance with the SOP in the *front office department*.
4. Academics who have an understanding of learning material regarding *lost and found*.
5. Visitor.

The data collection methods used were observation, interviews, documentation and literature study. Observations were carried out using non-participatory observation. Interviews were conducted using semi-structured interviews. Documentation is in the form of photos taken directly by researchers as evidence of real conditions in the field during observations and interviews. Meanwhile, literature study is carried out by studying reference books and the results of similar previous research which is useful for obtaining a theoretical basis regarding related problems.

After the data was collected, the researcher used the *Miles and Huberman* analysis method which consists of data reduction, data presentation, and drawing conclusions. Data

reduction is a form of analysis that sharpens, categorizes, directs, removes what is not necessary and organizes data in such a way that final conclusions can be drawn. Furthermore, data presentation is an activity when a group of organizations is compiled, thereby providing the possibility of drawing conclusions. In qualitative research, data presentation can be done in the form of brief descriptions, charts, relationships between categories, and the like. And drawing conclusions is the result of analysis that can be used to take action. Conclusions in qualitative research are new findings that have not previously existed (Zakariah et al., 2020).

The design process begins with collecting data from informants who are experienced in handling lost and found and hotel staff so that researchers can prepare lost and found SOPs according to the situation and conditions that are appropriate for hotel. Next, the data is analyzed using the Miles and Huberman method, first data collected becomes a process flow by reduction stage, second process flow is arranged in the form of a flowchart by presentation stage, and the last, the flowchart design are verified and validated by conclusion closing stage. The result of the conclusion is that the lost and found SOP is stated to be in accordance with the hotel's needs and can be applied in the hotel environment

## RESULTS AND DISCUSSION

### Standard Operational Procedure

Standard Operating Procedure (SOP), or "Procedure" is a clearer and more detailed document to describe the methods used to implement and carry out organizational policies and activities as specified in the guidelines (Irawati et al., 2016). This research was conducted to obtain a Standard Operating Procedure for handling lost and found at the Poliwangi Jinggo educational hotel. because currently the Poliwangi Jinggo educational hotel does not have a clear SOP that can be used as a guide by staff in handling lost and found. Several previous studies such as (Suaidah, 2020) regarding the implementation of standard operational procedures for lost and found at Hotel 88 Embong Malang Surabaya, research (Miaselly, 2018) on handling lost and found at Harris Samarinda Hotel, and also research (Parawangsa, 2022) regarding the implementation of SOPs for handling lost and found at Adiwana Resort Jembawan. The three studies aim to observe how the lost and found SOP is implemented and applied, whether it is in accordance with what has been written or not. The results of the three studies state that the flow of handling lost and found is appropriate, but there are still several gaps that cause the handling of lost and found less than optimal, such as the lost and found logbook which is still lacking at the Harris Samarinda Hotel and guest items found are not immediately given to housekeeping at the Jembawan Resort.

Looking at the previous research above, the existence of SOPs does not guarantee perfect service, but at least the existence of SOPs can make the services provided more effective and efficient so that fewer errors occur. In conclusion, hotels that already have lost and found SOPs still have several problems in handling lost and found, especially the Poliwangi Jinggo educational hotel which does not have any lost and found SOPs at all. So designing a lost and found SOP is very necessary to minimize the errors that often occur when handling lost and found. The standard operational procedure design that will be used in the

process of handling lost and found reports of goods in the front office department at the Poliwangi Jinggo educational hotel is to use a cross functional flowchart.

### Process for Handling Reports of Lost items

One of the handling processes carried out when dealing with lost and found is the process of handling reports of lost items. This process is based on reports from guests regarding their items being lost or left behind at the hotel. So after conducting interviews and observations, standard operational procedures for handling reports of lost items were obtained as below.

| No | Activity  | Executor |                      |                      | Time        |
|----|---|----------|----------------------|----------------------|-------------|
|    |   | Visitor  | FO<br>(front office) | HK<br>(housekeeping) |             |
| 1  | Guests report lost items  |          |                      |                      | 5 minutes   |
| 2  | FO records <i>lost and found sheet</i> which can be accessed at the following link ( <a href="https://tinyurl.com/v2nufzuu">https://tinyurl.com/v2nufzuu</a> ) then fill in the following columns:<br>a. Guest name<br>b. <i>Check in and check out</i> dates<br>c. Room number<br>d. Telephone number<br>e. Type/name of item<br>f. Item color<br>g. <i>Brand</i> (if any)<br>h. The amount of goods<br>i. The last location of the item |          |                      |                      |             |
| 3  | FO tells guests to wait for news regarding missing items  |          |                      |                      | conditional |
| 4  | FO coordinates with HK to check goods in the <i>pantry</i> .<br>a. Item not found ( <i>no</i> )<br>b. Item found ( <i>yes</i> )   |          |                      |                      |             |
| 5  | FO informs guests that the item is not there  |          |                      |                      |             |
| 6  | FO informs guests that the item is available  |          |                      |                      | 3 minutes   |
| 7  | Guest confirms collection of items.<br>a. Pick up your own things ( <i>yes</i> )<br>b. Request delivery of goods ( <i>no</i> )  |          |                      |                      | 1 minute    |
| 8  | Guests come to the hotel to pick up items   |          |                      |                      | conditional |
| 9  | FO asks for a photocopy of the ID card, then hands over the item to the guest.  |          |                      |                      |             |
| 9  | FO processes the delivery of goods  |          |                      |                      |             |
| 10 | FO fills in the "taken" and "information" columns on the <i>lost and found sheet</i>  |          |                      |                      | 1 minute    |
| 11 | Finished  |          |                      |                      | -           |

Figure 1. SOP for Handling Reports of Lost items

Figure 1. Draft SOP in the front office department of the Poliwangi Jinggo educational hotel regarding the flow that can be carried out and followed by staff when handling reports of lost items from guests. This instruction is important in the front office department because front office staff are only guided by knowledge and a desire to help, so that when handling reports of lost items, staff have been found to only try to look busy looking for items without going directly to the search location, apart from that, staff have also been found not make notes in the logbook so that item information needs to be asked again to guests. This causes the staff to appear to take reports made by guests lightly and it also makes the staff look unprofessional at work.

### Process for Handling Discovery of items

The next lost and found handling process is the process of handling the discovery of guests' belongings in the area or in the hotel room when the guest has checked out of the hotel. This process is based on discoveries by inventors (students, front office staff or housekeeping staff). Based on interviews and observations that have been carried out , standard operational procedures for handling the discovery of goods are obtained as below.

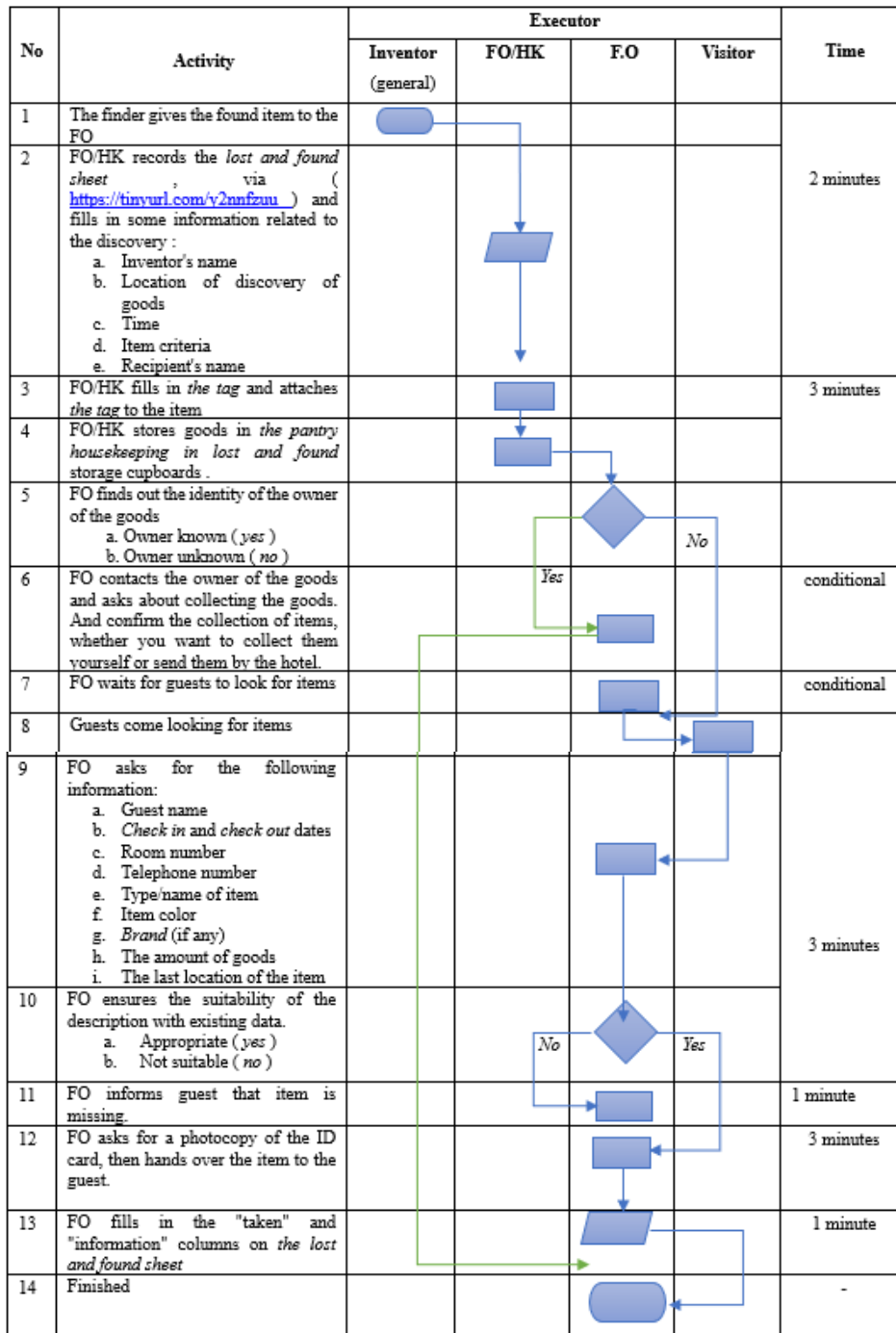


Figure 2. SOP for Handling Found Items



Figure 2. is the process of handling the discovery of goods from the moment the goods are found until the goods are returned to their owner. This flow needs to be created because it was discovered that front office staff did not record information about the finder and the location where the item was found, so that when someone sought treatment, it took a long time because there was not enough information as a reference for other staff before giving the item to the owner. Apart from that, it was found that there were staff who did not store found items in a safe place, instead the staff just put the items on the reception desk and waited until someone looked for them. If this continues, it is feared that the item will easily be lost and will not be returned to its owner.

### Lost and Found Handling Equipment and Facilities

Tools are objects used to do something whose function is to make work easier. Facilities are places or rooms that are used for certain purposes. Meanwhile, lost and found tools and facilities are items that are needed when handling lost and found items and a place to store these lost and found items. Based on the results of interviews and observations in the field, there are several lists of equipment and facilities that must be prepared by the front office before handling lost and found, the equipment and facilities needed are as follows:

- a. Equipment
  1. Google sheet link for filling in lost and found logbook
  2. PC or computer and network to fill in the Google Sheet
  3. Lost and found tags
  4. Paperclip
  5. Packing equipment (glue, scissors, cardboard, pens)
- b. Facility
  1. Storage cupboard for lost and found items

### Lost and Found Item Storage Arrangements

Guest belongings must be handled so that guest belongings left in the room or in the hotel area can be well looked after and maintained. Previous research states that *lost and found items* can be classified into three groups. They are, firstly ordinary group of goods to determine the value of an item found valuable or common is very difficult. Basically, the value of all items found is determined based on experience in the field and guided by the type, price and condition of the item. The storage time for a regular group of goods is three months. Secondly group of valuables items are classified as valuable items if the item is really needed by the owner and is worth a lot of money. Apart from that, you also have to look at the price and condition of the goods. The storage time for this item is six months or one year. The last one is group of items thrown away by guests items thrown away by guests are items placed in the trash can in the guest room. Handling items like this requires attention, because guests may forget or accidentally put their items in the trash. These goods can be grouped as ordinary goods after being assessed based on the condition of the goods (Barus & Ketaren, 2022).

The results of this research are almost the same as the storage arrangements for lost and found items obtained by researchers from interviews and field observations. Here's the distribution:

- a. Storage period of goods
  1. Wet food 1x24 hours
  2. Snacks and drinks are stored for one month
  3. Clothes (shirts, trousers, headscarves, mukenah) are stored for three months
  4. Valuables are kept until someone takes them
- b. The items in the storage cupboard are arranged based on the type of item and month
- c. If the item is not taken by the guest within the specified time period, the item will become the property of the hotel and can be used for shared purposes at the hotel. However, if the item is a valuable item, it will be waited until the owner takes it.

### **Verification and Validation of Lost and Found SOP Documents.**

Data verification is establishing the truth of a theory, or facts based on the data collected (Sunardi & Susilo, 2019). Meanwhile, validation is confirmation through examination evidence and that it is in accordance with the testing objectives (Julizan et al., 2019). Before carrying out verification and validation, the verification and validation forms have been checked, revised and approved by academics and front office expert staff. Verification and validation is carried out with the room division manager. The verification results state that the SOP is in accordance with the needs of the Poliwangi Jinggo educational hotel , the validation results also state that the lost and found SOP can be applied within the Poliwangi Jinggo educational hotel environment.

## **CONCLUSION**

The result of this research is that researchers have succeeded in compiling standard operational procedures for handling lost and found in the form of a flowchart along with explanations. The SOP has been given to the Room Division Manager as an archive belonging to the front office department. Apart from creating a flow for handling lost and found, researchers also helped to create a Google Sheet to record information about lost and found items. Researchers also made lost and found tags to be attached to lost and found objects. And the author also provides a list of what equipment and facilities are needed by the staff and must be equipped by the front office department to carry out the lost and found SOP. By having an SOP for handling lost and found in the front office department at the Poliwangi Jinggo educational hotel, it can become a guide and reference for staff in handling lost and found problems properly and regularly, so that the service provided to guests is more satisfying. Suggestions for future researchers are to observe the implementation of the lost and found SOP in the front office department of the Poliwangi Jinggo educational hotel, whether it is in accordance with the SOP that has been prepared or not, and please revise the existing SOP if there are deficiencies or updates according to the situation and conditions. hotel.



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