

Franchise Operations – Standard Operating Procedure

01. Operations – Afterhours Check in Key Safe

Overview

Not all guests will arrive to the property during reception hours. It is important that all steps to setting up an afterhours check-in are followed correctly as it can have a negative impact on the business if the guest arrives at the property and is unable to check in due to an error on our part. The below will give you instructions on how to set this up correctly.

Standard

Ensuring all properties, and respective employees, are adhering to the expected guidelines to maintain efficiency whilst performing operational duties.

Procedure

Setting Up The Keysafe:

- ALWAYS re-cut key before loading into the keysafe (this minimizes chance of key not working for guest)
- Put key in plastic holder & attach map showing route to room.
- Open safe using key



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- The menu screen will display once the door to keysafe is open.
- Press “1” to scroll through the menu



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- Select “Change Code” by pressing “#”



- Choose a key ID to put key by pressing numbers on the keypad
- Press “#”
- Type in code using keypad (guest mobile number or room extension number if we don’t have guest mobile)
- Press “#”
- Screen will ask you to confirm code. Ensure you have typed it in correctly, then press “#”

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- Key ID will light up. Hold ring of key-holder up to ID. Hold in place until the light clocks off. The key-holder should now be locked in place. Alternatively, you may also place the key in the key holder by physically holding back the spring and placing key inside.



- Close safe and lock using key. Ensure that “Enter Keycode” appears on screen after closing safe (this ensures it is ready for the guest to type in code & collect key)

Version Control

Version	Issue Date	Developer	Approval	SLT Meeting Review
01	10 August 2023	Business Transitions	Emrah Tataroglu	