

SYDNEY FERRIES CORPORATION		
Ferry Operations Manual	Document Ref:	FOM12.07
	Issue Status:	Issue 1
	Issue Date:	30 May 2005
	Authorisation:	GM Operations
Lost Property	Page:	1 of 2

LOST PROPERTY

1. Purpose: To outline the lost property procedures that are to be followed with every item found by staff or handed in to any Sydney Ferries staff member.

2. Who is Responsible

All staff members are responsible for taking any item found straight to reception at Wharf 3.

The Wharf 3 Receptionist is responsible for keeping a register of all items handed in and making every effort to contact the owner.

Outside office hours, items found are to be handed in to the Duty Manager.

3. Safety Considerations

Any unattended bag or box is to be approached with caution

4. What You Need to Do the Job

Lost Property Register
Lost Property Enquiry Register
Cash Receipts
Identification Tag

5. Instructions

5.1 Registration

Any item found on a vessel or wharf must be taken to reception at Wharf 3 where it is to be entered into the Lost Property Register.

All details must be entered including the date, time and vessel or wharf where it was found and a description of the item.

A tag is to be attached with the same information and every attempt is to be made to contact the owner.

5.2 Cash

Any item containing cash is to be taken to the Revenue Supervisor for counting and storage in a security satchel by the Duty Manager. A receipt will be issued and taken back to Wharf 3 where the receipt number will be entered in the lost property register.

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Lost Property	Page:	2 of 2

When the item is claimed the receipt must be taken back to the revenue room for reconciliation purposes before the cash can be collected.

5.3 Storage of the Item

If the item is of value (e.g.: wallet, camera, sunglasses), it is to be stored in the Duty Managers safe.

Items of lesser value are to be stored in a cupboard in Reception.

5.4 Enquiries for Lost Property

All phone and reception enquiries are to be recorded in the Lost Property Enquiry Register. The enquirers name, phone number, description of the lost article and the date, time and area the article was lost are to be noted.

If the item was lost recently, the Operational Controller is to be contacted and the vessel or wharf called straight away to see if it can be found.

5.5 Collection of Items

When a customer calls at reception to enquire or collect an item, the receptionist is to ask questions such as 'when did you lose the item', 'where did you lose it', 'are there any identifying marks' etc until the receptionist is completely satisfied the item is actually the claimers.

6. Documentation and Records

Lost Property Register
Lost Property Enquiry Register
Cash Receipts
Tags

End of Instruction