Enhancing the Guest Experience Using Lost & Found Manager

A Product Knowledge Report by
RELAX.

WE TAKE THE SCIENCE OUT OF THE ROCKET.

Intro.
1. The Problem
2. Understanding the Lost & Found Manager
3. How the Lost & Found Manager Solves the Problem
4. Conclusion
24/7 Software’s Lost and Found Manager tracks and documents lost and found items to maximize return-to-owner rates and save customer service hours. This paper examines the challenges facility and venue managers face with managing lost and found items, and explains how the 24/7 Software system solves this problem. The Lost & Found Manager gives the industry functionality and ease of use managers need in order to increase their return-to-owner ratio and enhance their customer service.
Whether it truly is a whole department or not, lost and found at a facility or venue typically consists of aisles of boxes or cabinets filled with items upon items in no organized fashion.
Losing an item is always an extremely upsetting experience for a guest. Once a guest realizes they have lost their valuables, they search for the lost and found kiosk. Most of the time, finding the lost and found location can be a trek. Losing an item causes visitors an inconvenience resulting in a less than satisfying experience at the same time.

Sports events, convention centers, hotels, music festivals, airports, and ski resorts are among the venues which tend to have a location for lost and found. Whether it truly is a whole department or not, lost and found at a facility or venue typically consists of aisles of boxes or cabinets filled with items upon items in no organized fashion.

Managing lost and found items is challenging for staff. There hasn’t been a way to properly manage items as they are found, to verify ownership, and most importantly to release items to the rightful owner.

The major problem with lost and found departments at facilities and venues is the process for which items are received, documented, tracked, and returned. Items which are turned in generally become misplaced in the department itself. Of course this is counterproductive, resulting in a less than satisfied guest.

24/7 Software identified the return-to-owner ratio problem. In order to provide facility and venue managers a way to correct this issue it was paramount that the process be completely enhanced.
UNDERSTANDING THE LOST & FOUND MANAGER.

24/7 Software developed a web-based solution to eliminate the need for pen and paper, and disorganized storage bins. Facility managers needed orderliness and a user-friendly process to ensure that their staff would consistently use the system.
As a web-based solution the Lost & Found Manager can be accessed via the internet from anywhere, anytime, comparable to all solutions offered by 24/7 Software. Facility and venue managers have the ability to organize all aspects fitting their specific account needs.

Setting up the module is accomplished through an account manager. Storage locations, receipt settings, found item categories, document types, statuses, notifications, and web forms can be centrally managed inside each account. Ease of use is a highlight of the Lost & Found Manager.

Setting up the Lost & Found Manager is an effortless process leaving facility and venue managers with an operational system for immediate use. Lost claims, found items, claimed items, and matching items are manageable directly from the solution.

Lost claims can be submitted in two ways. Guests or visitors can file a claim through the lost and found department at the facility, at which point the staff will enter it into the software.

The other way to submit a lost claim is through the web form available for the facility. 24/7 Software offers a web form that can be customized for the facility’s needs. Lost claims are added through the software with claimant details and item details. The claimant details consist of the name and contact information for the individual claiming an item(s). One function includes the ability to email and/or print a receipt for the claimant’s records, a feature previously unavailable thru lost and found departments.

Lost item details include the facility information and an item’s associated details including, item name, lost date, and when and where the item was lost. The ability to attach documents (e.g. pictures) to the record is also available.
Found item records afford facility managers and staff the ability to enter details of items found by staff or guests in order to match with possible lost claims. Details of the found item are submitted along with the ability to print a receipt and attach associated documents. More importantly, the location the item is being stored is recorded via the found item details. Value is provided for managers here, because they can actively track where all items are located removing the ambiguity common storage methods create.

Matching items is an example of the robust functionality of the Lost & Found Manager. It allows users to compare item details to efficiently identify matching items for guests. A user can populate and then select a found item. Once the found item is selected all possible matches will populate. Staff can claim a found match, fill in additional details of the item if needed, and also add a signature to verify the issue of the item to its owner.

24/7 Software created a system that conducts the bulk of the work needed to effectively manage a lost and found department. Facility managers and their staff use the system to make raising the return-to-owner ratio a seamless process.

Reporting and analytics are offered where facility or venue managers can generate reports to review comprehensive statistics. Analyzing all reports for the lost and found department is simple with the ability to see data on an array of charts. Managers can export reports for further review as well.

Reports include: count of lost claims by category, count of found items by category, found items added daily, lost claims added daily, items claimed daily, deleted lost claims, deleted found items, found items, lost claims, claimed items, and all expired items.

LOST ITEM REPORTED THROUGH WEBSITE OR LOST & FOUND DEPT

DETAILS OF LOST ITEM CAPTURED INTO SYSTEM

CLAIM IS MATCHED WITH LOST ITEM AND GUEST IS NOTIFIED
HOW THE LOST & FOUND MANAGER SOLVES THE PROBLEM.

Together all the features of the 24/7 Software Lost & Found Manager afford facility and venue managers with the functionality to proficiently manage their facility. Facilities will no longer use up valuable time to train staff, nor task them to manage inefficient processes.
Problems with lost and found item return-to-owner rates, and guest experience are now resolved. Vague and disorganized processes become obsolete with the use of the software solution.

In this section, we explain the value of the innovation produced by the 24/7 Software Lost & Found Manager and in what way it can benefit facility managers. Equally, what is the realized return on investment for facility and venue managers?

For guests, when they lose something the time it can take to report a lost item can be an arduous experience. Giving the ability for guests to report lost items via a web form on a facility or venue website makes strides for the organization’s efficiency. Guests can check the website to see if staff has marked their item as found. This helps reduce the amount of phone calls coming into the venue for lost items.

Core benefits of the Lost & Found Manager correlate with the ability to effortlessly manage it. Similar lost items and found items are identified by the system populating the items in a top-to-bottom comparison of details to determine if a match is likely. This reduces the amount of items moving under the radar affecting the time it takes to return items to their owner. A key to building guest loyalty is quickly returning lost items to their owners.

24/7 Software’s solution allows you to record item found dates and define an expiration date for holding each item before discarding or donating it. Staff can now move the items efficiently through the process until an item is returned to the owner or disposed of.

Printing and emailing receipts as soon as lost item details are entered provides real-time documentation and historical records of all items moving through the system. Staff can print tags to attach to items for storage, along with the receipts for claimed items. Customized categories can be created to make searching for items easier as well. All items and their details are accounted for, leading to a fluid operation.
Comprehensive reports for tracking and analysis give facility and venue managers the ability to meticulously measure the performance of their operation. Looking at the inner workings of the lost and found department helps them see what matters. Return-to-owner ratio stats are diagnosed here. Focus placed on the reporting feature produces insight for managers leading to a more efficient handling of Lost and Found.

The platform demonstrates convenient integration of all solutions including the ability for them to talk to one another. The 24/7 Software Incident Management System (IMS) has the ability to move lost item details from the dispatch queue to the Lost & Found Manager. System users can fill out the item details via a Lost Claim short form. An examination of the IMS is found in the product knowledge report ‘Report and Mitigate Incidents in Real Time for Your Entire Facility Using the Incident Management System’.
CONCLUSION.

In summary, 24/7 Software Lost and Found Manager tracks and documents lost and found items to maximize return-to-owner rates and save customer service hours. The Lost & Found Manager gives the industry functionality and ease of use managers need to enhance the guest experience.

24/7 Software developed a web-based lost and found solution to eliminate the need for pen and paper, and unorganized storage bins. Facility managers needed organization and a fluid process.

The features of the system afford facility and venue managers with the functionality to proficiently manage their facility. Vague and disorganized processes become antiquated with the use of the 24/7 Software software solution. The problem is resolved leading to operational efficiency and positive financials.
24/7 Software is a leading provider of operations management software solutions for operations centers including, commercial and residential properties, corporate, sports, and public entertainment venues. 24/7 Software provides real-time communications technology to promote security, increase efficiency and effectiveness of operations, and enhance customer experience.

24/7 Software offers software solutions for communication, reporting, maintenance management, security, tracking, inspections & credentialing, and lost & found.

Readers interested in learning more about the customer list and platform, visit 247Software.com