

Receive, move and store customer and organisation property

Overview

This standard is about keeping customers and the organisation's property safe and secure. It is for people who receive, move or store items and could be a receptionist or a porter. It is about storing luggage, coats and other items. It also covers moving things such as furniture and electrical equipment and keeping them secure.

When you have completed this standard you will be able to demonstrate your understanding of and ability to:

- Receive, move and store customer and organisation property

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Performance criteria

You must be able to:

Receive customer property

1. Deal with your customers quickly, politely and helpfully
2. Take customers' property and give them a receipt when necessary
3. Secure customer property in line with organisation standards
4. Report any suspicious customer property to an appropriate member of staff

Handle, move and store customer and organisation property

5. Choose the safest and best way to move the property
6. Lift and move property safely without injuring yourself or others or causing damage
7. Protect property against loss or damage
8. Move property to the right place at the right time
9. Protect the property against being taken without permission
10. Fill in any storage records correctly
11. Keep your storage area secure, clean, tidy and hygienic

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Knowledge and understanding

You need to know and understand:

Receive customer property

1. Your organisation's responsibilities for storing customer property
2. Why it is important to deal with customers quickly, politely and helpfully
3. The right way to greet and deal with customers
4. The right way to take property from the customer
5. Why it might be important to give the customer a proper receipt for their property
6. How to recognise a suspicious item of property and what you should do about it

Handle, move and store customer and organisation property

7. How to decide whether to move property by carrying it or by using a trolley
8. The types of injuries that could happen when lifting and moving different types of property
9. Lifting and handling techniques you should use to stop you injuring yourself and others and damaging property
10. Appropriate clothing and footwear when handling heavy or dirty property
11. How to avoid losing property when you are moving and storing it
12. How to avoid someone taking property without permission
13. Where you should store customers' property
14. The types of problems that may happen when you are moving property and what to do about these
15. Why it might be important to keep storage records and how to fill these in
16. Why you should keep storage areas secure, clean, tidy and hygienic and how you should do this
17. The types of problems you might come across with storage areas and what to do about these problems

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Scope/range

1. Customer property

- 1.1 luggage
- 1.2 coats and other items of clothing
- 1.3 valuables

2. Organisation property

- 2.1 furniture
- 2.2 electrical equipment
- 2.3 luggage
- 2.4 other property

3. Ways of moving property

- 3.1 carrying it
- 3.2 using a trolley

4. Places to which property is moved

- 4.1 customer accommodation
- 4.2 public areas
- 4.3 storage areas

Glossary

Appropriate member of staff

The person who supervises you or is responsible for dealing with the customer

Customers

These could be people staying at the place where you work or people using the place for events such as conferences, banquets, meetings etc.

Customer property

For example, luggage and other belongings that customers wish to be stored safely until they collect them

Hygienic

For example, no spilt food or drink, no evidence of pests such as mice, rats or cockroaches

Storage areas

Places where you store property

Suspicious items

Anything you think could be illegal or cause harm and damage

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