

Unit-5

Maintaining Lost and Found Facility

Introduction

We lose and find so many things on a daily basis. It is important that we first understand what we mean by “Lost and Found” as it may mean different things to different people. Lost means missing or unable to be found or not used in a valuable way. Find means to come across something by chance or to locate something that was once lost. In towns and cities we go and report to the Police Station in case we lose something valuable. The police station lodges a complaint about the lost item and start searching for it. A similar function is performed by a Lost and Found Facility in a complex or institution such as a shopping mall or airport.



Office complexes, institutions and establishments are getting larger day by day. Small factories have given way to huge aggregations and industrial townships. Persons losing small items in such places are a common occurrence, but it also happens that sometimes valuables are lost or they may have been stolen. It is not uncommon in very large parking places to see persons reporting that their car has been stolen whereas in fact the person may have forgotten about where he/she had parked the car. Sometimes false claims are made with ulterior motives, like claiming insurance.

A Lost and Found Facility is not only about managing lost and found items but also about managing persons who are often agitated on losing something. Private Security personnel are required to maintain these facilities and manage the visitor's complaints. They are required to be tactful and honest in their conduct while dealing with people. The person handling lost and found facility should possess the following competencies:

- (i) Communicate effectively with people from different social, cultural and ethnic backgrounds and various physical and mental abilities.
- (ii) Effectively communicate and record information regarding lost and found items.
- (iii) Accurately record and report information.
- (iv) Effectively operate office technology and communication equipment.

- (v) Apply active listening and questioning techniques.
- (vi) Solve basic problems.
- (vii) Collate and organise information and items.
- (viii) Comply with relevant legislative and regulatory requirements.
- (ix) Enter data using basic keyboarding skills.
- (x) Estimate time to complete activities and organise personal schedule.
- (xi) Prepare statements and write reports.

This Unit will help you in understanding the various features of lost and found facility and also enables to acquire necessary competencies for managing a Lost and Found Facility.

Session 1

Setting Up Lost and Found Facility

Relevant Knowledge

The first lost and found office was organised in Paris in 1805. Napoleon ordered his prefect of police to establish it as a central place “to collect all objects found in the streets of Paris”, according to Jean-Michel Ingrandt, who was appointed the Office Director in 2001.

Location of Lost and Found Facility:

Normally people report incidents of loss or theft to the most accessible place. Therefore, a Lost and Found Facility is located with the Reception where additional facilities are made for storing found articles. The facility must be located at a prominent place and be easily accessible with a responsible person in charge of all the activities in the place.



Nature of lost and Found Facility:

A lost and found facility may be temporary or permanent. Temporary facilities are set up for events like fairs, seminars or sport events. Permanent facilities are those that are set for department stores, shopping malls, office complexes, factories and the like. There should be a prominent signage indicating the name and other details of the facility.

In-charge of Lost and Found Facility:

A person with the charge of maintaining the lost and found facility is provided with a working space and facilities, which will include table, chair, stationery and a telephone connection. Forms and registers in suitable format for maintaining records are made available. Larger facilities may be manned by more than one person, if necessary.

Use of Technology:

A Lost and Found Facility should also be under the surveillance of CCTV cameras to ensure that valuables are not misappropriated.

In more well organised facilities, computers with internet connectivity are maintained and all cases of lost and found articles and the information about this disposal are made available on the website. Persons who lose an item can find the status of their article by logging on to the website.

Documentation: Documentation is an important aspect of a Lost and Found Facility. Lost and found articles should be registered in a logbook. This will allow easy access and reference, enabling the property to be returned quickly to the proper person. Lost articles report forms and found articles register must always be available. The records maintained should clearly indicate the final handing over or disposal of found articles. Records of persons handling reports and articles must always be maintained, so that there are no discrepancies.

Case Study

Read the following paragraphs, which tells you about the Lost and Found Facility, established by the Bengaluru International Airport.

How do We Handle Complaints?

If you are a passenger at Bengaluru International Airport, you can place your complaints about lost and/ or found items through email, telephone or in person by approaching the Lost and Found Counter. The Lost and Found centre will ensure that the item is traced, located, and handed over to you after completing a short procedure. If unfortunately we are unable to locate the lost item, we will inform you within 72 hours of lodging the complaint.

Inventory Management and Identification

At the Lost and Found counter, we maintain an inventory of the lost and found items on System Applications and Products (SAP)(a software developed by a German Company) which includes a detailed description of the item, location at which the item was found, person who deposited it, and the date & time of deposition. Each item recorded in SAP is given a unique reference number. To further shorten this process, we are developing interactive online software that will help to track any lost and found item at the airport. We will inform all our passengers and staff when the service is launched.

Rules While Handling Lost and Found Items

We request you to consider the following rules while dealing with lost and found items at Bengaluru International Airport:

- ◆ We safe-keep the lost and found items for a period of three months from the date of deposition. The goods will be disposed if they are not claimed within the following period.
- a) Items of insignificant value will be disposed off within 24 hours of deposition.
- b) Handling charges will be imposed on unattended bags/ items which resemble or have the potential to raise a security threat.

Where is the Lost and Found Counter at Bengaluru International Airport?

The Lost and Found Counter at Bengaluru International Airport, also called Airport Information Counter is located next to the Arrival Exit Gate 05 (opposite Subway outlet). The counter is also accessible from the Departure Hall on the ground floor.



Our Lost and Found Contacts

The Lost and Found Counter at Bengaluru International Airport provides round-the-clock assistance by providing airport information and answering lost-and-found queries from passengers.



- ◆ Telephone: 080 - 6678 2257
- ◆ Fax: 080 - 6678 2270
- ◆ Email: lostndfound@bialairport.com

Exercise

Assignment

Many schools also have a Lost and Found Facility, which is located near the reception or library. The lost and found articles such as water bottles, tiffins, pencil box, books, bags, etc. left by the students in the school are deposited with the Incharge of the Lost and Found Facility. Go around your school and locate the facility. Meet the Incharge of the Lost and Found Facility and ask him/her the following questions and write the answer.



Questions

(a) What were the criteria for selecting the location of the facility?

(b) Do the students or their parents come for collecting their lost articles? If yes, how often?

(c) Are there any records of the lost and found articles maintained at the facility? If yes, what information is being recorded?

(d) What is the article that is being most frequently deposited with the facility?

(e) What is the procedure followed for handing over the article to the claimant?

Assessment



A. Fill in the Blanks

1. Normally people report incidents of loss or theft to the most _____ place.
2. A lost and found facility may be _____ or permanent.
3. _____ facilities are set up for events like fairs, seminars or sporting events.
4. _____ lost and found facilities are set up in department stores, shopping malls, office complexes, factories and the like.
5. Lost and found articles should be registered in a _____ book.

B. Short Answer Questions

- (i) What are the functions of Lost and Found facility

- (ii) What are the various ways by which you can register your complaint about the lost items at Bangalore Airport?

(iii) How long the lost and found facility safely keeps the lost items at the Bangalore Airport?

Checklist For Assessment Activity

Use the following checklist to see if you have met all the requirements for assessment activity.

Part A

(a) Differentiated between loss and theft of an article.

Part B

Discussed in class the following:

(a) What are the functions of a Lost and Found Facility?

Part C

Performance Standards

The Performance Standards may include, but not limited to:

Performance Standards	Yes	No
Recognize the various features of a Lost and Found Facility		

Session-2

Receiving Reports and Complaints of Lost Items

Relevant Knowledge

Reports of lost items can be made at any time by a person who loses something. Receiving reports is therefore, an important task of a Lost and Found Facility. A person who wishes to report to loss of an item should visit the Lost and Found Centre for lodging the complaint. When reporting a lost item, the following information should be given:

1. Name of the person who has lost the item:
2. Name of the owner (if different from Point No. 1 above)
3. Contact address
4. Telephone number
5. Email address
6. Description of the item
7. Name/location of possible places where the item might have been lost



The person in charge of the lost and found facility will have to ensure the following while receiving report of the lost articles

- ◆ Give courteous attention to the complainant and listen attentively.
- ◆ Listen until the person stops explaining the problem. Do not interrupt.
- ◆ Do not give unnecessary advice of locating the article.
- ◆ Clearly state what you **Can Do** to solve the problem. Do not mention the things you cannot do.

Assume his/her of the best possible help that the facility would extend in locating the lost item.

- ◆ If a person becomes hostile, do not hesitate to call for assistance. This will help to calm a person and allow the problem to be solved in an unemotional and professional manner.
- ◆ If you are unable to handle or explain to a person, call your superior officer and ask for assistance.
- ◆ Make note of all details of the article in the log book.
- ◆ Lost article complaint form and necessary documentation will have to be filled at the facility. The forms are usually filled in triplicate.
- ◆ Always obtain complete information and never leave the columns. Always fill the name of the person, his/her address and telephone number legibly.
- ◆ Where the system is connected to the internet, necessary entries must be made in the

system so that the complainant can follow up subsequently. The procedure should be followed as per the Standard Operating Procedures (SOP) of the organization. It will be generally on the following lines:

- ◆ If any Security Staff member receives any complaint for loss of item, he/she informs the concerned Security Officer (SO) who in turn should inform the Chief Security Officer (CSO).
- ◆ SO/ASO will guide the complainant to the Lost and Found Facility/Information Desk.
- ◆ Security will carry out investigation and result will be sent to the Lost and Found facility.
- ◆ In case the item is found, security will inform the facility.
- ◆ Lost & Found facility will inform the claimant for collecting the item.
- ◆ Security Officer/Incharge of the Lost and Found Facility on duty will return the article after necessary verification and cross checking the colour, brand, etc, obtain customer's signature after returning the item/take a receiving and record the same in lost and found register.

Exercise

1. Case Based Problem

Scenario

A lady who identified herself as Mrs Francis from Mauritius agitatedly approached the security supervisor on the first floor of the Experience Mall and started that she had lost her Pooch (pet) in the mall. The supervisor took her to the Lost and Found Facility of the mall where the facility in-charge listened to her complaint and entered it in the register, but informed her that it was incorrect of her to have brought her pet dog to the mall in her hand-bag. On being told this Mrs Francis got further agitated and started shouting. The supervisor immediately called the Security Officer Mr Alam who came over and inquired into the incident. He pacified Mrs Francis, called for a cup of tea for her, took all details of her Pooch in the form, made an announcement on the public address system and also spoke to his supervisors on his



Walkie Talkie. Despite an intense search, the Pooch was not found and Mrs Francis left for her hotel in an extremely disturbed state.

Notwithstanding this Mr. Alam ordered a detailed search by all the security staff and also asked one of his officer to print flyers with the details of the Pooch (the dog) and got them pasted at prominent places.

Imagine you are the Officer who has been asked by Mr. Alam to prepare a flyer. Pair up with your friends and prepare a flyer providing information about the Pooch. A sample format is given below.

Please Help to Locate the Lost Dog

Please Call (Name)

At: (Phone Number)

Photograph of the Dog

Location:	Date:
Name:	Breed:
Age:	Sex:
Color:	Coat Length:
Description:	
Story:	

Last Seen at:

2. Assignment

- (i) Write a detailed description of the mobile lost by Mr. D. Remo, resident of E-12 Shalimar Garden, Panjim, Goa. You can imagine the telephone no., email address, etc.
- (ii) Collect information from various sources and list the items/persons that are generally lost and/ or found at the following facilities:
 - (a) School
 - (b) Exhibition/Mela
 - (c) Shopping Mall

Assessment



Fill in the Blanks

1. When reporting a lost item, the following information should be given:
 - a) Name of the _____ who has lost the item:
 - b) Name/location of possible _____ where the item might have been lost:
 - c) The Incharge of the Lost and Found Facility should take note of all details of the article in the _____ book.
2. Lost article complaint form is usually filled in _____.
3. Registering of the complaint of the lost item should be followed as per the _____ Operating Procedures of the organization.
4. The person in charge of the lost and found facility should give due attention to the complainant and listen _____.
5. The Incharge of the Lost and Found Facility should not give unnecessary _____ of locating the article.
6. If any Security Staff member receives any complaint for loss of item he/she informs the concerned _____ or incharge of the Lost and Found Facility who in turn should inform the Chief Security Officer (CSO).
7. The Incharge of the Lost and Found Facility on duty will return the article after necessary _____ and cross checking the colour, brand, etc, obtain customer's _____ after returning the item and record the same in lost and found register.

Checklist For Assessment Activity

Use the following checklist to see if you have met all the requirements for assessment activity.

Part A

- (a) Differentiated between the forms for lost and found articles.

Part B

Discussed in class the following:

- (a) Why do we need to write details of the lost items?
- (b) What is the procedure for registering complaint of lost items?

Part C**Performance Standards**

The Performance Standards may include, but not limited to:

Performance Standards	Yes	No
Write a detailed description of 3 articles.		
Fill the form for reporting about a lost item		

Session-3

Managing and Delivering Found Articles

Relevant Knowledge

Managing and delivering found article is also an important aspect of the Security duties. Any article found by you should, therefore, be handed over to the Security staff who in turn would deposit it with the Lost and Found Facility. Honesty and integrity of the Security Personnel is of utmost importance for managing this activity. It may also happen that something is deliberately abandoned, say for example an object used in crime or a bomb. Such cases are to be handled with utmost care and tact by the Security Personnel. Items that have been found and handed over to the Lost and Found Facility are classified as valuable and insignificant items. The items will be



taken charge of, and the finder will be asked to provide the following information:

- ◆ Name of the finder/ depositor.
- ◆ Contact address and telephone number.
- ◆ Location where the item was found.

Broad classification of items that may be found and actions to be taken are as follows:

Weapons (edged weapons and firearms) and illegal drugs: Inform your superior who will call the police immediately and hand over the item to them.

Food and drink or any other perishable item must be discarded immediately.

Articles of clothing such as handkerchief with little apparent value and without owner identification are simply added to a box located in the facility.

- ◆ **Books, Printed Papers, Notebooks, Keys, etc,** without owner identification are deposited in the Lost and Found facility with the title of the book and date on which they were deposited.
- ◆ **Computer Disks,** without owner identification are deposited in the Lost & Found facility with date on which they was deposited.
- ◆ **Item(s) of Value,** such as cash in any amount, credit cards, personal identification cards (including license, passport), electronic devices including laptops, iPods, cellular phones, jewellery, watches, etc. are kept with proper labels and identification number. The finder may also be requested to deposit the item(s) to the nearest Police station. If a person declines the request to transfer the item(s) to nearest police station, immediately complete a Lost and Found Receipt, by inspecting item(s) in the presence of the person handing them, mentioning all specifications. The persons handing in the property signs the completed Lost and Found receipt, and verify all the contents. The receiving staff member will make 3 copies of the completed Lost and Found receipt to be distributed as follows:

- (i) To the person handing in the item(s)
- (ii) To be attached to the item
- (iii) To the Lost and Found Facility Manager

If owner identification is available on the found property, the receiving staff member will make necessary efforts to locate the owner.

Collecting Lost Property: If any person inquires about a lost item, Security staff should guide him/her to the Lost and Found Facility. Lost items may be collected from the Lost and Found Facility where he /she will be asked to produce the proof of ownership of the item.

He/she will also be asked to sign a receipt to acknowledge that he/she has received his property. While giving the article back, the following details and photographic evidence must be gathered and kept as record:

1. Name of the claimant
2. Mailing address, e-mail address, and phone number of the claimant
3. Date of loss of item
4. Date on which item was found
5. Date on which item was handed over
6. Signature of the claimant

If found articles remain unclaimed for a long period of time, despite efforts to find the owners, then the items are handed over to the Police and receipts are obtained from them.

Exercise

Case Based Problem

Mr. Bharat Bhushan who was allotted Room No.707 of Hotel Moon View called Mr. Ram Singh the security staff on his floor and informed him that there were some items lying in his cupboard which were probably of the previous occupant. Mr. Ram Singh saw that the items in the cupboard included a costly fountain pen, a packet of cigarettes, a lighter, and some CDs. He immediately informed his supervisor who in turn informed Mr. Mike Rao the Chief Security Officer of the hotel. On arrival Mr. Rao quickly made an inventory of the found items and took the signature of Mr Bhushan, the security guard and the supervisor as witnesses and carried the items away in a sealable bag.

Based on the above case, answer the following questions:

1. Why do you think Ram Singh informed his supervisor about the items found in Room No 707?

2. Was there any need for the Supervisor to call the Chief Security Officer for the items that were found in the room?

3. What action(s) Mr. Rao took to register the items?

4. What do you think Mr. Rao might have done with the found items?

Assessment



Fill in the Blanks

1. _____ and integrity of the Security Personnel is of utmost importance for managing Lost and Found Facility.
2. The Lost and Found items are generally classified as _____ and insignificant items.
3. Items without owner identification are deposited in the facility with the _____ on which the item was deposited.
4. Item(s) of value, such as cash, credit cards, personal identification cards (including license, passport), electronic devices including laptops, iPods, cellular phones, jewellery, watches, etc. are kept with proper _____ and identification _____.
5. The receiving staff member will make _____ copies of the completed Lost and Found receipt
6. If found articles remain unclaimed for a long period of time, despite efforts to find the owners then the items are handed over by the Incharge, Lost and Found Facility to the _____ and receipts are obtained from them.

Checklist For Assessment Activity

Use the following checklist to see if you have met all the requirements for assessment activity.

Part A

- (a) Differentiated between the procedure for managing valuable and insignificant items at a lost and found facility.

Part B

Discussed in class the following:

- (a) Why different procedures have to be followed for managing and delivering the found items?

Part C

Performance Standards

The Performance Standards may include, but not limited to:

Performance Standards	Yes	No
Carry out necessary documentation done before delivering found article.		

Session-4

Managing Lost Child

Relevant Knowledge

All of us have seen numerous movies or heard stories of children getting lost or being separated from their families in large gatherings. This is not an uncommon phenomenon with old people too. If the security staff manages the problem correctly in its initial stage then there can be a happy reunion instead of a sad loss. As establishments and complexes are getting bigger, this aspect is attaining greater importance. Security personnel have to handle these cases sensitively and it should be an endeavour on part of every member of the security department that whenever they find a lost child/ person, they should always

handle it in such a manner that they are able to find parents / guardians of the lost child/ person at the earliest. For this they ensure that the following steps are followed:



- (a) On finding a lost child/ person, they should immediately inform the Lost and Found Facility of the premises.
- (b) They should ensure that the child remains calm and does not hurt himself/herself. In case, the child has hurt himself/herself, he/ she should be taken to the medical room for necessary first aid and be kept there only. He/she should not be brought to the facility/ help desk in this situation and parents/ guardians should be asked to come to the medical room to take the custody of the lost child. Under no circumstances the child be allowed to accept any eatables from anyone except anything offered by the Medical Officer.
- (c) Rather than handing over the child to anyone for the purpose of taking him to the facility, the security staff should themselves take the child to make necessary announcements on the Public Address (PA) System, wherever available.
- (d) The other security staff posted at the different post should also make efforts to locate parents / guardians of the child/person.
- (e) In case of person's approaching the help desk for their lost child/ person, they should be told to wait before the child/ person is brought to them.
- (f) The officer on duty after carrying out necessary verifications of the parents/guardians should hand over the child to the parents/ guardian's including confirming from the child that they are his/her parents.
- (g) In case, the parents/guardians of the child could not be traced, the lost child should be handed over to the Station House Officer (SHO) of the nearest police station.

When report of a 'missing child/person' is made to the police station, an entry is made in the General Station Diary. No FIR (First Information Report) is registered by the Police station, except in certain States/UTs a 'zero FIR' is registered. Zero FIR means that no crime number is assigned because a missing child does not amount to being considered a case of crime. The follow-up for the zero FIR and the General Diary entry is the same. The SHO (Station House Officer) forwards this information to the Superintendent of Police/Deputy Commissioner of Police, who, in turn, forward it to the office of the

Chief of Police. Sometimes, the police stations and their supervisory officers also send messages to their counterparts.

Exercise

State police agencies have their own independent and different set of procedures for tracing the missing persons. In most states and cities, the information is relayed through a 'Police Notice' and in the media by putting out the available identification details and photographs.

Role Play

Play a skit with your friends and assign them the roles as under

- A. A security officer as in charge of a Lost and Found Facility.
- B. A lady whose child has been lost in the Mall.
- C. A lost child.
- D. A security person who first sees the lost child loitering in the mall.

The lady comes to the Lost and Found Facility disturbed and worried about her child who has loitered away while she was at one of the stores. Security Officer should take all actions to calm the lady and help to find her child. The lost child has hurt his hand at the escalator and is crying when he is spotted by security person. Security person takes charge and takes him to the medical room for First Aid. The incharge of the lost and facility makes an announcement about the lost child on the public address system. Hearing the announcement the security person informs the incharge that the child is with him. Parents are sent to the medical room and after necessary verification paper work the child is handed over to them.

Record below in the space provided the actions of A and D and the mistakes they made if any?

Assessment



Fill in the Blanks

1. On finding a lost child in a Mela/ Exhibition, you should immediately inform the _____ and _____ Facility of the premises.
2. In case a child has hurt him/herself, he/she should be taken to the medical room for necessary _____ Aid and be kept there only.
3. The security staff should themselves take the child to make necessary announcements on the Public _____ system, wherever available.
4. The security officer on duty, after carrying out necessary _____ of the parents/ guardians should hand over the child to the parents/ guardians, including confirming from the child that they are his/her parents.
5. In case the parents/guardians of the child could not be traced, the lost child should be handed over to the _____ House Officer (SHO) of the nearest _____ station.
6. When report of a 'missing child/person' is made to the police station, an entry is made in the _____ Station Diary.
7. _____ FIR means that no crime number is assigned because a missing child does not amount to being considered a case of crime.

Checklist For Assessment Activity

Use the following checklist to see if you have met all the requirements for assessment activity.

Part A

- (a) Differentiated between the procedures for handling and managing a lost child and a person.

Part B

Discussed in class the following:

- (a) Why do we need to have sensitive and more stringent procedures for managing and delivering a lost child?

Part C

Performance Standards

The Performance Standards may include, but not limited to:

Performance Standards	Yes	No
Demonstrate the procedure for delivering a lost child to the parents from the Lost and Found facility.		

Notes

[illegible]