



Guest Room Keycard Issuance - Guidelines

To help protect the safety and security of our guests, it is important that clear procedures are followed when issuing replacement room keycards. These procedures help prevent unauthorised persons from accessing guest rooms and reduce the risk of harm, theft, or other security incidents. The following guidelines can be used by reception teams when issuing a new room keycard

A. What to do when the guest comes to the Front Desk asking for a new room keycard:

1. First you have to make sure that the guest standing in front of you is **authorised** to have this new keycard.
2. This has to be controlled by asking the guest to tell you their **first and last name, room number** and to show you **a passport or type of ID**.
3. **Compare** the information you received from the guest with the information in your system.
4. If the information received from the guest matches, then please **deactivate the old key**, inform the guest accordingly that this is done for their **own security and safety** to prevent any unauthorised person to use it.

B. What to do when the guest does not have a passport or ID at this moment:

1. As we know, sometimes our guests don't take their ID or passports with them when they go to the swimming pool, beach.
2. In this case, **if the guest's profile is well maintained** in the system, you kindly ask the guest to tell you their **first and last name, room number, date of birth and address**, before you deactivate the old key and create a new one.
3. If the **profile is not completed** in the system, then you need **before** you create any new keys to **accompany the guest to their room to see the guest's passport or ID** to make sure that this **guest is authorised** to receive the keycard of that **room**.
4. If the guest is **intoxicated** or you are **doubting whether that the person is authorised to get into this room**, or you have **any suspicion**, then you **must** accompany them to the room to **check the passport or ID**.
5. **Only then**, when you already **checked the ID or passport**, you can hand over the new keycard to the guest.

Important points

- This process is **valid for all guests, regardless their status, their position and their attitude**.
- Always remain calm and inform the guest politely that you are doing this process for their **own security**.
- Although the process may take a few extra seconds than usual, but you are making sure that this person has **the right to enter this room**.
- **Do not forget to deactivate** the old keycard, **especially** when you hear from the guest that they forgot or lost it somewhere.
- **Under no circumstances** should entry be provided to somebody providing **verbal assurance** or **pressurising the guest**.