

## Customer Relations Lost and Found Proposal

### Committee Members:

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**Objective:** In light of recent staffing changes, our committee's objective is to propose new Lost and Found procedures that transition responsibilities from an individual coordinator to the department.

### Lost Items

Under this proposal, lost items will be distributed by ship with follow-up from that ship's coordinator. We have come up with the following steps:

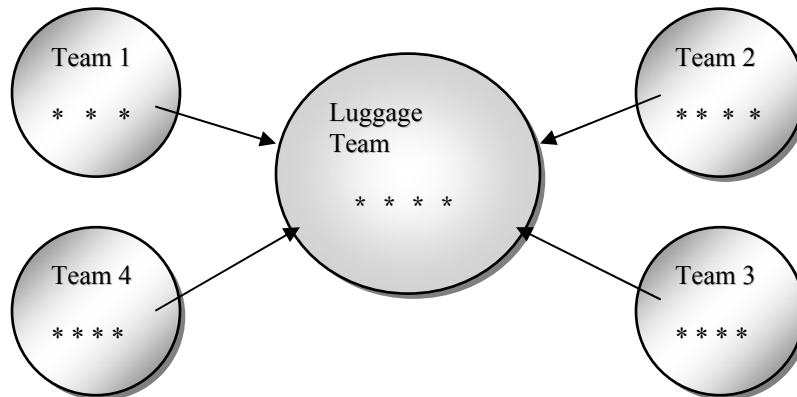
1. **All valuable and non-valuable items will be kept on-board the ship.** An Item will be requested from the ship when there is a possible matching request. The current number of valuables being sent to Customer Relations is small, so we feel that keeping all of these items onboard will be more consistent, but not a burden for the crew. The current procedure for unclaimed items onboard should not change.
2. **The same Found Items Log spreadsheet will be used on each ship.** We have provided a sample form that will create fleet-wide uniformity.
3. **The Found Items Log and the Lost Items Log should be located on the departmental drive.** In-coming Found Items Logs should be organized by ship and saved with the Lost Items Log on the department's directory, making them easily accessed by everyone. Phone coordinators can enter a possible match, or confirm an item was not found.
4. **Ships should send their Found Items Logs directly to their coordinator.** This will give the responsibility of saving a copy on the departmental drive to coordinators. When a passenger calls, whoever takes the call may enter their information on the Lost Items Log. Then, the coordinator will need to check this log on a regular basis to request all the possible matches from their ship.
5. **Items coming from a ship should be addressed to the coordinator.** Once the item is received via inter-office mail, the coordinator can contact the passenger. If it is a positive match, the coordinator can send it to them. This will allow one point of contact with the passenger and for the ship, while making the item easier to track.

## Lost Luggage

According to management's directive, our current guidelines for evaluating luggage claims will not change. However, claims will be assigned by ship, and our only recommendation in this regard is that each coordinator integrate this task into their work load, consulting management on an as-needed basis.

We propose that the new task of distributing luggage received from the port of Miami be rotated through our staff. The job of matching and sending the lost luggage to passengers will be too time-consuming for one coordinator alone, so for winter seasons when ships debark weekly at the pier, we offer a solution.

A luggage team should be assembled, consisting of a representative of each S.A.I.L.O.R. group. We will receive luggage from the Jewel each Sunday this winter, and members of the luggage team can trade Mondays between themselves. The members of the luggage team will change on a monthly basis, so each S.A.I.L.O.R. group will choose a different teammate to participate each month. This allows each S.A.I.L.O.R. team leader to delegate the job in response to their letter and call work load, and we will all receive training on this process.



## Security Confiscations

While not directly related to this project, we would like to make an additional suggestion to improve our customer service. When an item such as liquor is taken from a passenger by security, the passenger should receive a receipt. Currently, there are ships that offer it and some that do not. We suggest that the same receipt form be given to passengers on each ship, similar to Irregularity Reports. This will make it easier to evaluate compensation claims made by these passengers.

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