

Lodge Hosting

Guest Service – Lockers and Lost and Found

2024 - 2025

What About Lockers?

- What type of Lockers are available?
 - Small boot lockers – GoPod - Assigned by locker machine or Guest Services
 - Tall single day lockers - \$5 token for each time to lock – White Tag
 - Tall multi-day lockers – Black Tag – See Guest Services
 - Canyon Lodge- \$20
 - Main Lodge- \$15
 - Season Lockers
- Token
 - Recommend guests use token machines whenever possible
 - Tokens are available at Guest Services when using a credit card

Examples of Lockers

GoPod - Large and Extra Large Boot – Glove - Helmet - Shoe Locker & Rental Machine

- 4 locations at Main Lodge - \$15(Large) or \$20 (Extra Large) at Main
 - First floor near stairwell to Retail/Cafeteria
 - Rental hallway - boot rental room
- 2 Locations at Canyon Lodge - \$20 (Large) or \$25 (Extra Large) at Canyon
 - Lost & Found area
 - 2nd Floor under escalator near bathrooms
- GoPod rental expires end of ski day



Examples of Tall Lockers

Single Day Token – Multi-Day – Seasonal Locker



Assist with the Operation of Lockers

- Identify available locker options to guests
- Assist guests having difficulty operating lockers
- Provide guest with immediate reimbursement (another token or tokens) if a malfunction or guest error has caused the guest to lose token
- Determine problem and locker number to communicate with Locker Services, for repair and reimbursement
- Obtain (sorry broken) stickers from host offices and apply to broken locker until repairs can be made
- Provide the location of a different locker if locker is malfunctioning
- To help guests with locker problems at Eagle, go to the Ticket desk
- While helping guest with Lockers be sure to Wash Your Hands on a regular basis

Multi-Day Lockers – Black sticker

- Multi-Day lockers are permitted for overnight storage
- Guest Services computer sale and assignment of Multi-Day lockers
 - Click **Multi Day Locker Charge**
 - Click **Message** enter locker number, day & date that guest use of locker expires – for example - “369 Thurs 11/28”
 - Click **OK**
 - Swipe credit card OR Click “cash”
 - Click **Finalize**, enter amount tendered under CASH tab
 - Click **OK**
 - Offer guest receipt - keep copy with locker info - fold & place in cubby
- **Lost Key Charge:** If guest loses locker key - \$40 fee
- **Lost Key Refund:** If guest later finds lost key - \$30 refund if key number matches the locker - lock cylinder number

Managing and Controlling Fraud

Catching Poachers: These are people who put items in Token Lockers without paying - Lodge host can manage this by periodically checking every Token Locker that has key in it - (This should only be done while wearing disposable rubber gloves) - If there are items inside and no one is around simply insert a token and take the key - Return key to Guest Services for reimbursement of token

Multi Day Use Lockers - Helping Key Returns:

When a key is in a Multi Day Locker simply turn and remove key - (No token required) - Return key to Guest Services - This is done to keep people from using a token to occupy a Multi Day Locker

What About Season Lockers?

- Please defer Season Locker inquiries to Guest Services
- General questions
 - For Canyon Lodge lockers please request guest name, phone number and-or email Guests be ask to be placed on a “Waiting List”
 - Main Lodge or Mountain Center please request guest name, phone number and-or email - Guest Service will reach out
 - Guest may return to Guest Services window at a later time

Lost and Found

- Accept lost items
- Place a date sticker on the lost item. (If it is a phone or wallet look in sales to see if there is a phone number for the guest).
- Put lost items in the appropriate bin
- When a guest comes up looking for a lost item, ask them to describe the lost item. This helps insure the item is going to the correct owner.
- We do NOT loan items out to guest!



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