

A wide-angle photograph of a grand hotel lobby with blue walls, white columns, and a high ceiling. The space is elegantly furnished with blue armchairs and tables. The Hyatt Regency logo is visible in the top right corner of the image.

# Hyatt Regency London - The Churchill's innovative approach to solving lost property issues



The Churchill is Hyatt Regency's flagship UK hotel, a 5\* property with 440 rooms, a restaurant, bar and 12 function rooms.

## The challenge

- Managing lost property was absorbing a considerable amount of staff time, as well as having a detrimental effect on the guest experience.
- Each item was registered on paper initially, then re-registered into a log book and stored.
- The analogue nature of the system meant that guests were often left on hold whilst members of staff searched the storage room.
- The lack of digital audit trail also led to frequent escalations to security around high value items.

Their ambition was to implement a new process that would free up staff time and ensure a guest experience in line with the Hyatt Regency brand.

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**The team loves it and most importantly the guest receives a quick response to their enquiry.**

Executive Housekeeper, Hyatt Regency London

## The results

**80% reduction in time spent registering lost property from 10 minutes to 2 minutes per item**

**Enquiry handling time reduced to 1 minutes on average**

## The solution

Supervisors now simply take a photo at the point an item is found (e.g. in the room) and the NotLost system creates a detailed digital report. The use of technology has eliminated the risk of human error and incomplete descriptions.

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**With pictures, you can find items really quickly and confirm with the guest instantly. Guests feel like we really care.**

Talent Development Manager, Hyatt Regency

When handling enquiries, staff can search in real-time using a combination of keywords, images and dates. Fast response times and a clear process are helping to ensure an excellent experience for guests.

Items are also visible on the system from the moment they are found. There are no mistakes around identifying items and staff do not have to physically check the storeroom.

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**Great system to use, very efficient and easy – the item can be allocated within a minute.**

Executive Housekeeper, Hyatt Regency London

Every action taken on the platform is tracked, reducing escalations and ensuring accountability. Detailed reporting helps the team easily track and dispose of unclaimed items, as well as providing visibility for management and security.