

Hotel Master Key Control Checklist and SOP

By Checklist.com

- ☐ **Check the controlled inventory and unresolved exceptions**
At the control point, compare the secured keys or credentials with the restricted register. Review outstanding issues, overdue returns and unresolved discrepancies from the previous custodian.
- ☐ **Verify the named recipient and current authorization**
Confirm identity through the approved method and check that permission is current for the role, shift or contractor visit. Familiarity, uniform or urgency alone is not authorization.
- ☐ **Confirm the permitted access, purpose and return point**
Use the least access approved for the task and the authorized duration. Resolve a request for broader or longer access with the responsible approver before issue.
- ☐ **Record the issue before handing over the key**
Enter the controlled item reference, named recipient, approval, issue time and required return or expiry in the restricted register. Do not copy credential secrets or door codes into this checklist.
- ☐ **Confirm the recipient accepts custody requirements**
Explain the return point and missing-key contact. Require the recipient to keep the item secure and not lend it or leave it unattended. A change of user must go through the approved transfer process.
- ☐ **Secure unissued keys and monitor outstanding returns**
Keep the remaining inventory under the approved controls. Check overdue items against the register and contact the responsible recipient or supervisor. Do not leave the control point unsecured during a follow-up.
- ☐ **Escalate any missing or unexplained key immediately**
Notify the security lead or designated manager and follow the compromise-response plan. Record the last known custody and relevant times securely. Authorized staff decide protective access changes; do not delay notification while searching.
- ☐ **Verify return of the exact controlled item**
Compare the returned item with the register and record the actual return time and receiving custodian. Do not mark it returned based only on a message or assumption.
- ☐ **Confirm required electronic expiry or revocation**
Where applicable, have the authorized operator confirm access has ended under policy, including temporary or departing-work-er access. Do not assume physical return alone changes electronic permissions.
- ☐ **Reconcile the register and hand over open exceptions**
Confirm the inventory and outstanding authorized issues with the next custodian. Give each discrepancy an owner and immediate next action. Keep the item open until the responsible person confirms the outcome.