## Hotel Master Key Importance

We had a situation in Chicago today with a missing master key and I wanted to take a minute to write all of you so that you can learn from our mistakes.

We left a master key sitting in a hallway on top of a room list and someone took it. The hotel panicked but luckily after a quick search, it turned out a housekeeper saw it in the hallway and picked it up.

**Crisis averted!**

After taking a quick browbeating on the phone and apologizing up and down, the GM was just thankful nothing bad happened.

**Please remind your team members the weight of responsibility that comes with having a master key in your possession and the potential risk of losing one.**