WORKSHEET 2.2

Identity Documents Over the Counter

Subchapter 2.2 · case in the book: Valletta

Stand behind your front desk during the busiest hour of the week and count how long each guest's passport is out of the guest's hands, where it goes, and what copies of it remain when the guest has left. If the answers depend on who is on shift, the desk has habits rather than a procedure.

This worksheet turns the tools of the subchapter into a form you can fill in. The texts come from the book; the empty columns are for your own property. Adapt it before use: an unadapted checklist is exactly what the book warns against.

Practical application: what to do in your property

Step (from the book)	Done?	What we found / owner
Watch the desk during its busiest hour and follow every document and copy.		
Read the registration rule that applies and record only what it requires.		
Return every document to the guest before doing anything else.		
Register groups with guests present, never from a box of passports.		
Set scanners to send directly to the property system and empty any folders of old scans.		
Turn screens away from the lobby and write room numbers instead of speaking them.		
Shred registration cards, copies and lists with identity details; never put them in general waste.		
Measure care alongside check-in time, every month.		

These steps are the book's method, not requirements of ISO/IEC 27001. Evidence can take whatever form suits the property; a separate document is needed only where an applicable requirement, or the property's own system, makes it necessary.

Verification Pact: what is believed, tested against the standard

What is commonly believed	What actually holds	Our position
«We must keep a copy of every passport.»	Registration rules vary by country. Many require certain details to be recorded or transmitted; fewer require a copy. Read the rule that applies before copying.	
«Scanning is safer than typing.»	It may be more accurate. It also creates an image of the document that must be stored, protected and deleted, which typing does not.	

What is commonly believed	What actually holds	Our position
«A quick procedure is a good procedure.»	A procedure that works on a quiet afternoon and breaks on a busy one is not good. Design for the busiest hour.	
«An open desk is good hospitality.»	Screens visible to the lobby, names and room numbers spoken aloud and cards left on the counter disclose information to strangers.	
«Registration cards are ordinary paper.»	They carry identity details and must be stored and destroyed like any other sensitive record.	

Common mistakes: a self-check

Mistake (from the book)	Present here?	Action / owner
Designing the counter procedure for a quiet afternoon.		
Letting passports leave their owners' sight, on trays, in boxes or at the desk.		
Copying documents where the applicable rule does not require it.		
Leaving scanners and folders on their default settings.		
Speaking names and room numbers aloud in a crowded lobby.		
Throwing registration cards away with the general waste.		
Measuring the desk only on speed.		

Operative synthesis

- **The front desk is where a guest's identity becomes information, and the procedure there is tested not on an ordinary afternoon but on the busiest one. Designed for that hour, it keeps documents in their owners' sight, records only what the applicable rule requires, stores whatever it records where only those who need it can reach it, and destroys paper securely. Most of the changes are layout and habit, and most guests experience them as better service.**
- **The instrument is a page written after watching the desk at its busiest: each moment of the check-in, what can go wrong, the rule, and how the desk is arranged to make the rule easy to follow. Combined with a check each month on copies, scans and returned documents, it gives the front office a procedure that holds under pressure.**
- **In Valletta nothing had been done carelessly. An excellent front desk developed quick ways of serving large numbers of tired guests, and each habit made sense on the day it began. The tray of passports was the fastest way to get guests to their rooms, and on one afternoon it gave one woman another woman's identity.**
- **Which raises the question the next subchapter takes up. After the passport comes the payment card, and card numbers reach a hotel by telephone, by email, on paper and through its terminals. What happens when the most sensitive financial information a guest provides ends up written on a sheet of paper at the reservations desk, is the case that follows.**

Action plan for our property

Action	Owner	Due	How we will know it worked

Source: Francesco Dore, The Helm and the Lens, Volume 5a «The Helm», subchapter 2.2. Edizioni Effedore, 2026. Clause references are paraphrased; this sheet does not reproduce the text of ISO/IEC 27001. It is not legal advice: data protection and information security law is that of the place where the property operates.