

Zoe turns 30

For Zoe Martin's 30th birthday party, her parents decided to go all out and host a huge party at the Skyline Park Hotel Rooftop. The Bar/Restaurant hosted many high-profile events and was known for their impeccable service; along with being very expensive. The hotel provided security personal that checked in guests from the guest list provided by the Martins' and escorted them to the private elevator used exclusively by the partygoers.

As the elevator doors opened guests were greeted by an open bar, they were also invited to enjoy a buffet set up to the area to the right or dancing to the left. In the entry outside of the dance floor guests started to place gifts on a small table. Noticing the makeshift gift table and being afraid they might be damaged or stolen, Mrs. Martin requested that the table be removed and that all gifts were to be given directly to her to transport to her room in the hotel. The party was amazing; people were talking about it for weeks after.

Three weeks later Zoe was invited to lunch by her Aunt Laura. During lunch Laura asked Zoe how she liked the watch that she had given her for her birthday. Zoe was puzzled; she never received a watch from her. After further discussion, it was revealed that Laura was at the party early and one of the few guest that placed a gift on the makeshift gift table before it was removed. "I was directed by one of the servers to leave the gift on the table," Laura said. She immediately called Mrs. Martin who contacted the hotel. Laura gave Mrs. Martin a copy of the receipt for the watch which listed the price as \$2,000 and contained instructions to inscribe "*Happy 30th Birthday Zoe*" on the back of the watch. Mrs. Martin maintains that the Hotel owes her the value of the watch; the hotel maintains that is not responsible for property left unattended in a common area.

- Who is right; Mrs. Martin or the Hotel
- How could this situation have been avoided?
- If you were the General Manager of the Hotel; what would you do?
- Do guest have the right to expect the same care for their personal property left in a private event room as they do in a private guest room?

