

VALET DOOR ATTENDANT BELL ATTENDANT PORTER

HANDBOOK





Welcome!

At Hotel, we pride ourselves on providing our guests with warm and caring service from the moment they arrive until the moment they leave. That's why, when you are serving as a Valet, Door Attendant, or Bell Attendant/Porter, how you perform your job is crucial to maintaining our brand's reputation.

If you follow the standards and procedures in this handbook, you'll be delivering the kind of service that defines the Hotel brand.



To make a great impression, approach the vehicle promptly and always have a good attitude.



Smile, welcome guests by name, and ask guests if they would like Valet service.



Make certain that keys are hung in a safety deposit box with the vehicle's registration number attached.

VALET PARKING (FOR THE GUEST SERVICE VALET)

CREATING A GREAT IMPRESSION

- Remember that you are probably the first representative of your hotel whom guests arriving by private vehicle will encounter
- To make certain that you create a great first impression
 - » Approach the vehicle promptly
 - » Radiate a positive and genuinely helpful attitude
 - » Demonstrate attention to safety and care for the guest's vehicle when you are parking or retrieving it

PARKING THE CAR

- Proactively greet guests who arrive driving their own vehicle
 - » Smile
 - » Sincerely welcome them, e.g. "Welcome to the Hotel (NAME OF HOTEL)," "Good (MORNING/AFTERNOON/EVENING), (SIR/ MADAM/M'AM)"
 - » Ask if they would like Valet service
- Open doors for guests and help them out of the vehicle if appropriate
- Ask if there is any luggage they would like removed from the vehicle; if so
 - » Place it on a Trolley
 - » Transfer it to the Bell Attendant/Porter, who will secure it until the guest goes to their room
 - » Give the guest a luggage tag for each piece of luggage
- If the guest requests Valet service
 - » Inspect the vehicle and note any existing damage
 - » Politely request that the guest sign a form that includes a waiver and acceptance of any applicable local laws
 - » Make certain to take the correct key(s) for the vehicle
 - » Explain the retrieval process
 - » When moving the vehicle, do not touch any guest belongings or change any settings (radio, temperature, etc.)
 - » Safely drive the vehicle to the assigned parking area; park and lock it
 - » Never leave a vehicle unattended and unlocked and/or with the keys still with it
 - » Make certain that the keys are hung in a safety deposit box with the vehicle's registration number clearly attached

RETRIEVING THE CAR

- When guests call to request their vehicle,
 - » Give them an estimated time when it will arrive at the front entrance
 - » Make certain the car is available within 10 minutes of the request
- Carefully drive the vehicle to your hotel's Front Entrance
- Place any luggage in the vehicle's trunk or storage area
- Ask the guests to confirm that all of their luggage is in the vehicle
- Open all doors that the guests and their party will use to get into the car
- Give the key to the driver
- Close all doors once the party is in the vehicle
- Offer a sincere and positive farewell, e.g.
 - » "I hope you enjoyed your stay with us"
 - » "I hope to see you back soon"
 - » "Can I help you with directions"
 - » "It has been a pleasure to assist you"



Make sure all vehicles are available within 10 minutes of the request.



Offer each guest a sincere and positive farewell.



For Door Attendants, greet all guests at the vehicle they arrive in.

GREETING GUESTS (FOR THE DOOR ATTENDANT)

- Greet all guests at the vehicle in which they arrive
 - » Maintain a sincere and welcoming smile
 - » If they arrive
 - In a taxi, limousine, or van (or private vehicle and your hotel has no Valet on duty),
 - Open the vehicle door for the guest
 - Help them out if appropriate
 - In a private vehicle, and if your hotel has a Valet on duty
 - Confirm that the Valet is not busy with other guests
 - If so, then open the vehicle door and help the guest out if appropriate
- Offer a welcoming salutation, e.g.: "Good (MORNING/AFTERNOON/EVENING)!" "Welcome to the Hotel (LOCATION)!" "How can I assist you?"
- Offer assistance with luggage: "Would you like assistance with your luggage?"
- Escort the guests into the lobby and point out where they can check in
- Thank the guests for choosing your hotel and offer them a sincere wish for a good stay, using their name if known



For Porters, make sure that luggage trolleys are always ready at the front of the hotel.



Give the guest a receipt for each piece of luggage for which you are responsible.



When escorting guests to their room with their luggage, ask them if they have stayed at your hotel before.

HANDLING LUGGAGE (FOR BELL ATTENDANT/PORTERS)

- Make certain that luggage trolleys are always ready at the front of your hotel
- If the guest accepts your offer of help with luggage
 - » If the Door Attendant has not already done so,
 - Load the guest's luggage onto a trolley
 - Give the guest a receipt for each piece of luggage
 - » Show the guest where to check in and suggest that they check back with you to retrieve their luggage
 - » Hold the luggage in a secure area while the guest checks into the hotel
- If the room is ready, accompany the guest to the room with their luggage
- If several guests request luggage assistance at the same time,
 - » Advise them that their luggage will be brought to their rooms as soon as possible
 - » Label the guests' luggage with their room number and store it securely until it can be delivered to their room
- Deliver all luggage within 15 minutes

ROOMING THE GUEST (FOR BELL ATTENDANT/PORTERS)

- Escorting guests to their room provides an opportunity to show interest, demonstrate consistency of service, and make it clear that your hotel cares for the guests' comfort and well-being
- On the way to the room, ask guests if they have stayed at your hotel before
 - » If so, welcome them back
 - » If not, offer information about the hotel, including
 - Restaurants
 - Recreation facilities
 - Etc.
 - » If they are on business, be sure to mention the location and hours of the Business Center

- When you arrive at the room
 - » Open the door for the guest
 - » Allow the guest to enter the room first
 - » Place any items hanging on the Trolley rail in the wardrobe
 - » Place suitcases on the case stand
 - » If daytime, and the room has a pleasant view, open the curtains
 - » Offer to explain your hotel's different services and amenities
 - » Ask if the guest needs any explanation of room features, including
 - Air conditioning/heating
 - Television
 - Minibar
 - Tea and Coffee-making machines
 - » Show room features such as
 - The iron
 - Internet access
 - » Offer to get ice
 - » Explain that you are available for any other assistance, e.g.: “My name is (YOUR FIRST NAME). If there is anything else that I or any of my colleagues can do for you, please let us know.”
 - » Wish the guest a good stay
- When delivering luggage at a later time,
 - » Knock
 - » Address the guest by last name (Mr./Mrs., Miss)
 - » Identify why you are there (“Luggage delivery”)
 - » If the guest responds, follow the steps outlined above for
 - Entering the room,
 - Placing the luggage, and
 - Offering assistance
 - » If there is no answer
 - Knock again
 - Use your key to open the door
 - Announce yourself before entering
 - Once in the room, follow the luggage placement steps outlined above



When you arrive at the room, open the door for the guest.



When delivering luggage at a later time, knock, address the guests by their last name, and identify why you are there.

IMPACT YOUR KPI PERFORMANCE SCORES

By following the procedures shown here you'll positively impact these **Key Performance Indicators (KPI)**

- Hospitality of bell staff
- Ease of parking
- Use of guests name
- Overall pre-arrival/arrival
- Speed/efficiency of check-in process
- Ease of high-speed internet access



Take faxes and packages to the Concierge and make sure they are registered.

MESSAGE, FAX & PACKAGE-HANDLING (FOR BELL ATTENDANT/PORTERS)

- Your overall goal is to handle all Guest mail, faxes and packages in a timely, efficient, and accurate manner
- Make sure that guests' faxes and packages are delivered to their room within 15 minutes
- Take faxes and packages to the Concierge and
 - » Make sure they get registered in the delivery book or electronic log
 - » If the guest has already checked in
 - Check in the Property Management System (PMS) to see if there is a locator for the guest (for example, if the guest is in a meeting room)
 - Deliver the item to the guest
 - » If the guest hasn't checked-in
 - Enter a message in to your hotel's Guest Reservation system (Fidelio or other)
 - Make sure that the item is either
 - Attached to the registration card or
 - Kept at the Concierge Desk with a notation in their Message Book

- If a message is received for an in-house guest
 - » Always repeat the message back to the caller or the person leaving the message
 - » Confirm that you have the correct contact information associated with the message
 - » Input into the PMS
 - » Print out a copy
 - » Make certain that
 - The printed copy is delivered to the guest's room
 - The electronic "message indicator" telephone or television alert in the guest's room is activated

NOTE: Never give out a guest's room number to a caller or visitor

- Once the guest has received the message, make certain the "message indicator" alert in the guest's room is immediately turned off



Make certain that printed copies of all messages are delivered to the receiving guest's room.

IMPACT YOUR KPI PERFORMANCE SCORES

By following the procedures shown here you'll positively impact these **Key Performance Indicators (KPI)**

- Concierge service
- Helpfulness of hotel staff
- Overall service



When a departing guest calls to request luggage assistance, confirm the name, room number and number of items.



When collecting luggage, unlock the guest's door after knocking, waiting 15 seconds, then knocking and announcing again.

HANDLING LUGGAGE FOR DEPARTING GUESTS (FOR BELL ATTENDANT/PORTERS)

- When departing guests call to request assistance with their luggage
 - » Follow all telephone answering protocols
 - » Confirm
 - The guest's name
 - The room number
 - The number of items
 - » Ask
 - If the guests will need their luggage stored until their departure time
 - If the guests will be in their room when the luggage is retrieved; if not confirm that
 - It will be acceptable for the luggage to be retrieved without them present
 - All pieces of luggage will be packed and within easy view
- Collect the luggage within 5-10 minutes; if you know that there will be a delay
 - » Call the guest
 - » Apologize
 - » Provide a new pickup time
- When collecting luggage from the guest's room
 - » Knock firmly on the door and announce, "Bell Desk"
 - » If there is no answer after 15 seconds
 - Knock and announce again
 - Unlock the door, announcing yourself as you do
 - If the luggage is closed and within easy view, collect it and close the door securely
 - If the luggage has not been closed or is not within easy view, leave a note asking that the guest call to reschedule a pickup

» If the guest opens the door, explain why you are there and ask if you may enter the room

» When retrieving their luggage

- Confirm with the guests that all luggage is accounted for
- Remind the guests to remove any items from the safety deposit box
- Ask the guests if they had a pleasant stay
- If they respond negatively
 - Apologize and ask what could have gone better
 - Report the information to the Front Office for Service Recovery

» Escort the guest to the lobby

» Offer

- To arrange any needed transportation
- To store their luggage if they aren't leaving immediately

» If the guests need their luggage and other items such as coats to be stored until they leave

- Place it in your hotel's secure luggage room
- Provide the guests with a separate luggage ticket for each piece or
- If the guests are not present, clearly label each piece with their name and room number

» If the guest requires a taxi, make sure one is called for when needed

» If the guests are driving themselves

- Ask if they would like their car to be brought to the front
- If they do, make certain that the Valet knows about the request



When retrieving the guest's luggage, confirm with the guest that all luggage is accounted for.



If a guest needs luggage to be stored, place it in your hotel's secure luggage room.



Before retrieving luggage from the storage area, guests must provide a tag for each item.



Only allow guests in the storage area to confirm the identity of their property with a staff escort.

RETRIEVING LUGGAGE FROM THE STORAGE AREA (FOR BELL ATTENDANT/PORTERS)

- When retrieving luggage and coats from the storage area, guests must provide
 - » A tag for each item or
 - » Verification of the name and room number
- If a guest has lost the luggage ticket(s)
 - » Ask for the following information
 - Full name, address and telephone number
 - Ticket number (if known)
 - Room number (if applicable)
 - Check-out date
 - Full description of the item, and anything that will help to identify the item
 - Some form of identification, for example, passport or driver's license
 - » Record the information in the "Lost Ticket Record Folder" which is kept at the Concierge Desk
 - » Do not allow the guest to search for items in the luggage storage area
 - » Only allow guests in the luggage storage area
 - To confirm the identity of their property
 - With a staff escort
 - » Make certain that guests sign to confirm receipt of their items when found

THE FAREWELL (FOR DOOR ATTENDANTS)

- When guests are leaving
 - » Offer to take their luggage to the vehicle the guest will use to depart the hotel
 - Personal car
 - Taxi
 - Hotel van
 - » Place the guest's luggage in the vehicle's trunk or storage area
 - » Ask the guest to reconfirm that all the luggage has been placed in the vehicle
 - » If they are driving
 - Ask if you can provide directions
 - Offer information on local traffic
 - » Ask if you can provide any other assistance
 - » Thank the guest for staying at your hotel
 - » Invite them to return
 - » Wish them a pleasant journey
 - » Offer a friendly "Farewell"



When guests are leaving, wish them a pleasant journey and offer a friendly "Farewell."



Always thank our guests for staying with us.

IMPACT YOUR KPI PERFORMANCE SCORES

.By following the procedures shown here you'll positively impact these **Key Performance Indicators (KPI)**

- Overall departure
- Hotel safety and security
- Hospitality of staff



When checking and maintaining the lobby, make certain that all table surfaces are clean.



Make certain that lobby furniture is arranged according to your hotel's floor plan.

MAIN ENTRANCE AND LOBBY MAINTENANCE (FOR BELL ATTENDANTS/PORTERS, DOOR ATTENDANTS AND VALETS)

- It is everyone's responsibility to keep your hotel's public spaces clean and inviting
- When checking and maintaining the Lobby, at a minimum
 - » Empty all ashtrays into a dustpan using a brush
 - Make certain all ashes are extinguished and that there are no sparks or embers
 - Dispose of ash and cigarette butts carefully
 - » Make certain that all table surfaces are clean and tidy
 - » Remove any dirty items and replace them with clean ones
 - » Properly dispose of any discarded newspapers
 - » Make certain that lobby furniture is arranged according to your hotel's floor plan
 - » Confirm that all display tables
 - Are clean and neat
 - Display current leaflets and/or brochures
 - » Check to make sure that elevators are clean; if not, notify Housekeeping
 - » Confirm that background music is on and set at a reasonable volume

MAIN ENTRANCE MAINTENANCE (FOR VALETS)

- When checking and maintaining the Main Entrance, at a minimum
 - » Make certain that it is kept clean at all times
 - » Sweep up and carefully dispose of all cigarette butts – and remove any that have been disposed of in plant pots
 - » If traffic cones are placed, make certain they are neatly arranged and in good condition
 - » Always make certain that no vehicles are in fire lanes around the front of the hotel
 - » Confirm that all flags
 - Are being flown as required by Brand Standards
 - Are in a good state of repair
 - » Make certain that all signage is clean and clear of cobwebs, dust, etc.
 - » Check to confirm that the matting is clean and in good repair
 - » Confirm that the main hotel door is clean and in good working condition



When maintaining the Main Entrance, make certain that it is kept clean at all times.



Make sure that all signage is clean and easy to read.

IMPACT YOUR KPI PERFORMANCE SCORES

By following the procedures shown here you'll positively impact these **Key Performance Indicators (KPI)**

- Appearance of lobby
- Appearance of hotel exterior
- Overall experience
- Return to THIS hotel
- Likelihood to recommend

DELIVERING THE BRAND PROMISE