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Basic responsibilities


To ensure that all guests perceive him as their “*Man Friday*”

House of Operation : 24 hours
Reporting Relationship : Reports directly to FOM:
Dotted line to the AM (FO)


Responsibility Level : 8 (entry level)

Specification Responsibilities


1. Delivery of guest mail/ packets specific to the Le Royal , Clearance of all mail pertaining to the Vice Chairman’s office as well
2. Coordinating all car requirements through the car rental
3. Guest ticketing – Air / Railway along with re-confirmation
4. Tele check-in
5. Disbursement of information to Airport Representative regarding arrivals of the day and clients to be met.
6. Coordinates the any special hiring services
7. Itinerary planning and organizing sight seeing
8. Arranging for tickets for cultural events/ theaters/ movies/ sports events/ national events
9. Arranging for the hotel Doctor
10. Delivery of cakes; flowers for sales – on holidays/ Sundays
11. Reservations for clients in other hotels and restaurants.
12. Booking Meeting Rooms
13. Arranging appointments for guests as required
14. Replying to guest queries

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15. Night Concierge to take first step in enacting role of (AM-FO) in terms of :
 - VIP check-in;
 - Collection of Occupancy figures from the competition;
 - Pushing room sales;
 - Reception operations;
16. Multi skilled in terms of Front Desk counter operations.
17. Co-ordinate to arrange for recovery of guest baggage lost at the Airport
18. Handling Guest Relations phone calls between 10:00 pm and 08:00 am
19. Entertaining of contacts within city; authorized for A&G facilities for the same
20. Authorized to sign to paid-outs and IOU's concerning guest ticketing, transportation vouchers for outside errands.
21. Assist VIP guests escorting
22. Any out of the way request of guest as long as they are moral and legal.
23. Sending and receiving courier packets
24. Disbursement of stamps
25. Disbursement of non-prescription drugs and first aid kit items
26. Assist with passports, visas, immigration
27. Sale of commonly used emergency amenity items (for example film roll, shaving foam, etc.) as per standard list after shop hours.
28. Disbursement of general information
29. Building of contacts with local operations, peers in other hotels, "Golden Key Club"
30. Handling of guest complaints (10:00 pm to 08:00 am) and keeping the AM-FO posted on the same
31. Attend Meetings

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32. Attend Training sessions
33. To observe hotel standards and policy at all times
34. Solicit guest feedback with regards to hotel service and act upon suggestions which result in the hotel serving the guest better.
35. Actions all VIP requirements as marked by GM/ EAM/FOM/DSM
36. Maintenance of proper records of receipt and disbursement of courier packets / other packets
37. Informs all departments of events happening in the city / country
38. Exemplifies a customer first culture – ***I take charge***

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INFRASTRUCTURAL BACK – UP

The following is a collection of items suggested to be kept readily available, and updated, at the concierge desk:

1. International Hotel guide
2. Travel guides
3. Telephone Directories
4. Official Airline guides
5. Card files
6. Computer terminals
7. Printer
8. Telephone lines – Incoming/Out going
9. One touch dial from guest room
10. Atlas
11. Maps
12. Brochures of hotel / events
13. Visa forms
14. Stationery
15. Postal stamps
16. Yellow pages
17. Log books
18. Register
19. Lockable cash box
20. Lockable drawers
21. Safe storage area

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BELLDISK OVERVIEW

Group departures:

When your Captain gives you room numbers to bring down the luggage, collect all luggage in front of the room get a count of the luggage kept near each room write the number of your slips. Inform Housekeeping for mini-bar checking. Bring down the luggage. Before unloading, ask the Captain the place, when the Captain gives the okay, load the luggage to the Van or Bus and ask the Driver or Cleaner to which Hotel the luggage should go to and get a count of luggage loaded and inform the Captain

Grooming:

When you come on duty, clean shave, shoes must be polished, black socks, clean white shirt, pressed uniform, buttons polished, short haircut, note book, pen, name tag

City Information

If a guest wants information about the city, you should help the Guest, with maps, information of banks/ shops in the city. If he wants to travel by taxi, inform the Driver to take him to the correct destination. The way you can help a Guest, try to help him or her.

Scanty Luggage


When a guest checks-in with no luggage or no reservation or with small bags, it is called a "scanty arrival"

Scanty Luggage Procedure:

- When a guest checks-in at Reception, check for the luggage and inform the Lobby Manager on duty. Reception also must inform the Bell Desk. A cash deposit or the passport or a signed imprint will be taken on the instructions of the Lobby Manager. Then enter details in the "scanty arrival book" with the date of departure

Parcels procedure

When you get a parcel enter details in the "parcels register" and place it in the cupboard. When the owner requests for the parcel, National Identity card number, signature should be obtain prior to handing over the parcel


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Room changes

When the Reception informs the Bell Desk of a room change, take the keys and go up to the room. Check the room, greet the guest and do the room change. Inform Housekeeping and Reception that the room change was done.

Group arrivals:

When a Group checks-in, bring the baggage inside and place it neatly out of the way, tag the bags, take a count and inform the Captain. Take the rooming list, mark the bags and take up to the rooms. Greet the guest and explain about the room and keep the bag inside the room

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HANDOUTS FOR BELL DESK STAFF


STORING OF LUGGAGE

If a guest wants to keep luggage in the Baggage Room, there are few important points you should be aware of.

These are:

- Check if the bags are opened
- Check if there are any valuables in the bags
- Check if the bills are settled and whether the room key has been deposited at the Reception
- Check if the bags are damaged
- Check with Security for outside Luggage, if any

Issue a baggage tag to the guest, write all details, type of luggage etc. and enter the details in the luggage register". Tag all bags with the same numbers and store them in the luggage Room.

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NEWSPAPER DISTRIBUTION

As soon as you receive the Newspapers, check the count and file the relevant slip. Mark the papers by checking the computer report and if there are any (Theme Night) slips, attached them to the papers and then distribute. When you are distributing the papers, please ensure that the papers are placed inside the room and not outside.

On some days, there will be a shortage of supply of Newspapers, and, if there is any, please inform the Captain on duty, before the distribution is done.