

	RESOURCE LIBRARY HOTEL OPERATIONS CONCIERGE – DEFINITION AND RESPONSIBILITIES	<i>Code:</i> 03.04.001 <i>Edition:</i> 1 <i>Page</i> 1 of 1
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DEFINITION

Information is defined as the service complex operated by the Bell Captain, Concierge and Guest Relations desk.

RESPONSIBILITIES

1. Concierge

Receive and distribute all incoming guest mail, faxes, telexes and current messages. If such correspondence arrives before the guest, a slip must be sent to the reservation department for entry into the computer reservations record under "Remarks" as a reminder that correspondence must be delivered to the guest upon check-in.

Mail received for guests not yet in-house shall be checked in the reservations file for an arrival date. If not found, the mail is kept for 15 days in alphabetical order under family or company name. If such correspondence is not claimed within this period, it is returned to the sender, if known, or to the local post office.

All letters, faxes and telexes must be date and time stamped upon receipt. Mail shall never be opened under any circumstances by the hotel, as this is strictly forbidden under international postal law.

2. Concierge

Take messages from or for a guest and activate the message lamp in the room (if relevant telephone system available).

3. Concierge

Maintain a sufficient supply of all promotional material concerning the hotel, MHR and touristic services in the city.

4. Guest Relations

Be in position to obtain tickets to theatres, concerts and other events with a pre-booking possibility.

5. All

Be capable of answering questions of a general nature. If the answer cannot be given immediately, the guest will be advised of an expected time for the reply to be ready. At the appointed time the guest must be advised of the answer or the reason, why it is not yet available, in which case a new deadline must be set.