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|  | RESOURCE LIBRARY HOTEL OPERATIONS CONCIERGE – MAIL | <i>Code:</i> 03.04.002 |
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GUIDELINE

Mail Rack

The mail rack at the concierge desk should be constructed to contain letters, faxes, telexes and messages received for guests registered or arriving the same day. All correspondence must be time/date stamped on receipt. At the same time the message light must be activated in the guest's room.

The night receptionist should clear the mail rack every night and ascertain the reason, why mail has not been collected. Mail for non-arrivals is placed in the alphabetical mail file for later arrival (max. 15 days).

Registered Mail

Registered letters or parcels or notices from the PTT for guests are delivered to the concierge desk where each piece must be kept and recorded in the "Registered Mail Book" with the following details:

- Name and address of sender
- Name of guest (recipient)
- Room number (if known)
- Post office registration number
- Date and time received (stamp)
- Initials of receiving clerk
- Guest signature upon collection

A mail notice (not the letter) is placed in the guest's mail rack – all other procedure steps as for other correspondence above except that the guest must sign when collecting such mail.

Registered mail may be delivered to the room by the Bellman, who must take the "Registered Mail Book" for signing by the guest.

A registered letter for a guest, who is not yet registered, may only be accepted, if a definite reservation is on file. The envelope shall be marked with the arrival date and kept at the back of the "Registered Mail Book" in the order of arrival date.

Special Delivery Mail

Same procedure as for registered mail.