

	RESOURCE LIBRARY HOTEL OPERATIONS CONCIERGE – PROCEDURE FOR ARRIVALS	Code: 03.04.005
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PROCEDURE

1. The “front” Bellman (Bell Captain) takes position where he can watch the doorman and any incoming movements.
2. When receiving arriving guests he takes the guests and the luggage to the nearest free reception island/desk ascertaining that the luggage will not create an obstruction.
3. To proceed with the luggage movement he must fetch a “Bellman Errand Card” from the Bell Captain and wait next to the luggage until the receptionist makes a sign and tells him to take “Mr.(s). (name) to his room”. The mention of the guest’s name is important at this point, as it allows the Bellman also to address the guest by name.
4. The receptionist gives the room key card and the welcome booklet to the Bellman, who escorts the guest to the room using a luggage cart, if the luggage can not be carried safely by hand. If the check-in concerns several rooms the Bellman must identify the correct pieces for each room with the guests and label them accordingly.
5. The Bellman opens the door, turns on the light, if necessary, and stands aside to let the guest enter first, then proceeds as follows:
 - Up to two suitcases will fit on the luggage rack
 - Additional bags will be placed under the luggage rack or as the guest advises
 - If the guest is wearing a coat offer to hang it in the closet. Val-a-pack must always be hung in the closet
6. He will draw the curtains, turn on additional light and explain the features of the room including how to operate the air-conditioner, the radio, the TV, etc. as may be required.
7. He will explain the valet and room service and inquire if he can be of further assistance. If not, he will wish the guest a pleasant stay, hand over the key card and leave the room.
8. Upon returning to his station he must fill out the remaining boxes on the “Bellman Errand Card” and hand it to the Bell Captain. The latter time stamps the card and enters the pertinent data into the “Bellman Control Sheet”.