

	RESOURCE LIBRARY HOTEL OPERATIONS CONCIERGE – PROBLEMS OCCURRING WITH ARRIVALS	<i>Code:</i> 03.04.006 <i>Edition:</i> 1 <i>Page</i> 1 of 1
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GUIDELINE

In none of the following cases the Bellman will make any comment to guest or take any action by himself. All action must be referred to the reception in the following cases:

1. The room door can not be opened. Probable cause: Electronic defect or the room is still occupied and locked from the inside.
2. There is still luggage in the room assigned. Probable cause: An erroneous check-out or Housekeeping report has been made.
3. The room is not serviced. Probable cause: erroneous status report from Housekeeping or false room assignment.
4. The guest is not satisfied with the room and wishes to see an alternative. In this case the phone shall be handed to the guest for direct communication with the reception.

Solution to above 4 problems: The Bellman contacts the reception, if possible by phone from the room, awaits new instructions and returns to the guest.

5. If the guest is not satisfied with the room but does not bother to change, the Bellman must carefully relay the remarks of the guest to Guest Relations or Front Office upon returning to the lobby.
6. When members of a group decide themselves after check-in to change rooms, the Bellman must ask the guests to report such changes to Front Office in order that they may be correctly recorded in the computer system. The guest shall be warned that, if he/she fails to do so, all accounts signed into the original room will be the liability of the original guest.
7. If the guest is not proceeding to the room at once but wishes the luggage to precede him, the Bellman will use the normal errand procedure.