

	RESOURCE LIBRARY HOTEL OPERATIONS CONCIERGE – ROOM CHANGE	<i>Code:</i> 03.04.007
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GUIDELINE / PROCEDURE

A room change may only be ordered by Front Office. The duty Bellman gets the appropriate change slip with the old and new room number from Front Office and proceeds as follows:

1. Having obtained the key card to the new room the Bellman goes to the old room, knocks on the door and identifies himself and his errand.
2. In the room he will offer to help packing articles not yet in a suitcase, arranges for larger clothing items (dresses, coats, suits) to be taken directly from closet to closet and checks the room for any left belongings before completing the last transfer.
3. At the new room the entry procedure for arrivals will be observed and all articles rearranged as they were found in the old room.
4. Upon return to the reception he will confirm that the change has been completed, initial the Room Change Form and return the key card from the old room. The errand card will be processed as normal.

A room change shall not normally be made, if the guest is not present. Exceptions must be arranged with the guest and accompanied by a senior receptionist, a housekeeping supervisor or Guest Relations.