

	<b>RESOURCE LIBRARY HOTEL OPERATIONS CONCIERGE – DEPARTURES</b>	<i>Code:</i> 03.04.008
		<i>Edition:</i> 1
		<i>Page</i> 1 of 1

## GUIDELINE

All calls for luggage assistance on departure have to be directed to the Bell Captain. If a call is received by the Front Desk they must ask for the room number and the number of pieces to be collected, then relay the message to the Bell Captain.

1. The Bell Captain assigns a Bellman to the errand. If the guest is no longer in the room, the Bellman must contact the Floor Supervisor.
2. The Bellman proceeds to the room, knocks at the door and identifies himself.
3. When allowed to enter the Bellman should identify the number of pieces ordered for collection. If the guest is no longer in the room, he should have a quick look for possible left articles. He will further make a visual scan of the condition of the room and note any major damage or missing room inventory.
4. If everything is in order and the guest is still present, he will accompany the guest to the Front Desk. When leaving the room check that all lights (and ev. air condition) are switched off.
5. The Bellman will stop at the Front Desk to get approval for the luggage take-out. The cashier will initial the errand card and the Bellman will proceed with luggage as the guest directs. Remember to take the license number from any car the guest may use and note it on the back of the errand card.

Calls received from the outside for luggage to be removed from the room must be transferred to and approved by the Duty Manager.

If the guest stays on in the hotel and the Bellman is requested to take out certain pieces of luggage, the latter must comply with the procedure of having the cashier sign the errand card. He shall inform Front Office regarding the number of pieces left behind, if any, and, based on this information, Front Office decides whether a check-out procedure must follow.