

INNARCHIVE .com	RESOURCE LIBRARY - CONCIERGE Training Checklist - Bell Section	CODE: 03.04.020
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New Employee Training Profile

Department	Front Office
Division	Rooms
Name of Employee	
Position of the Employee	Concierge/Bell Captain
Starting Date	
Employee Reports to	

SR.NO.	TASK	LEVELS OF COMPETENCY				VALIDATED BY	EMPLOYEE SIGNATURE	DATE
		1	2	3	4			
1	Appearance & Attitude							
2	Fit For Business							
3	First-Aid							
4	Fire-Safety							
5	Telephone Etiquettes							
6	Professional Look - Hygiene & Grooming Standards							

Employee Orientation

SR.NO.	TASK	LEVELS OF COMPETENCY				VALIDATED BY	Employee SIGNATURE	DATE
		1	2	3	4			
1	Millennium Vision, Mission and Values							
2	Millennium Brands							
5	Hotel facilities and services							
6	Hotel Tour							
7	Millennium Brand Standards							
8	Review of Job Description							
9	Employee Handbook							

Departmental Orientation

SR.NO.	TASK	LEVELS OF COMPETENCY				VALIDATED BY	EMPLOYEE SIGNATURE	DATE
		1	2	3	4			
1	Introduction to Front Office Department							
2	Tour of the Department							
3	Departmental Notice Board & Communications							
4	Reporting guidelines / Hours of work / Weekly Roster / Attendance / Leave Procedures							
5	Confidentiality Policy and handling sensitive information							
6	Internet and Email Privacy Policy							
7	Important Hotel numbers							
8	Sub Department Induction							
a	Guest Services							

b	Front Desk						
c	Guest Relations						
d	Concierge, Bell Desk						
e	Doorman, Valet						
f	Airport						
g	Business Centre & Spa						
h	Hotel Loyalty Programme						
i	Butler services						

PRODUCT KNOWLEDGE

SR.NO.	TASK	LEVELS OF COMPETENCY				VALIDATED BY	EMPLOYEE SIGNATURE	DATE
		1	2	3	4			
1	Review Hotel facilities and services							
2	Room product and floor plans							
3	Club Floors and Club Lounge							
4	Guest Arrival and Departure Experience							
5	City Info							

TASKS

SR.NO.	TASK	LEVELS OF COMPETENCY				VALIDATED BY	EMPLOYEE SIGNATURE	DATE
		1	2	3	4			
2	How to maintain the Luggage Trolleys and Trucks							
3	How to Raise Hotel Flags							
4	How to sort and deliver Newspaper/s to a Guest Room/s							
5	How to handle guest parcels and deliver them							
6	How to handle guest faxes and deliver them							
7	How to handle guest messages and deliver them							
8	How to handle guest luggage on Arrival							
9	How to handle guest luggage on Departure							
10	How to handle group luggage on Arrival							
11	How to handle group luggage on Departure							
12	How to store FIT Guest Luggage - Short Term							
13	How to store FIT Guest Luggage - Long Term							
14	How to store Group Luggage - For same day							
15	How to perform a room change - In the presence of the guest							
16	How to perform a room change - In the absence of the guest							
17	How to assist a physically challenged Guest							
18	How to handle a guest at airport who claims to have a Reservation							
19	How to liaise with the Hotel for Guests who are No-shows on a Flight							
20	How to handle guest requests for local taxis							
21	How to handle guest errands							
22	How to handle guests errands outside the hotel							

23	How to update the errand card						
24	How to page for a guest in the hotel						
25	How to identify and report a guest with scanty baggage						
26	How to arrange theatre tickets for guests						
27	How to assist a guest with restaurant reservation in the hotel						
28	How to assist a guest with restaurant reservation outside the hotel						
29	How to assist a guest with valet parking						
30	How to Page for a guest at the airport						
31	How to Assist a departing guest at the airport						
32	How to assist a guest with his luggage at the airport						
33	How to introduce the guest to his chauffeur						
34	Service sequence during limosine use by a guest during airport pickup						
35	Service sequence during limosine use by a guest during airport drop						
36	Service sequence during limosine use by a guest during city transfers						
37	How to Greet and open the car door for the guest						
38	Procedure for retrieving guest car						
39	How to issue a car parking tag to the guest						
40	How to deliver guest luggage to the room						
41	Preparing the roster						
42	Taking briefings						
43	Handling VIP guests						
44	Control of Master key						
45	Proper updation and upkeep of Parcel register						
46	Opera Reports (Arrival and VIP's)						
47	Printing daily arrival report and arrivals with notes						
48	Reading guest comments report						
49	Effective handover of responsibilities between shifts						

Legend of Competency Levels

Level 1	Has received training
Level 2	Able to perform task with coaching and guidance
Level 3	Able to perform task independently
Level 4	Able to train others on tasks

Signature of Employee Date	
Signature of Department Head Date	
Signature of Training Manager Date	