

	<b>RESOURCE LIBRARY - CONCIERGE</b> <b>Training Checklist - Bell Section</b>	<b>CODE:</b> 03.04.020
		<b>EDIT ON:</b> 1
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## New Employee Training Profile

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

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 Ettiquettes							
6	Profesional 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	Millennuim 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 Trolleies 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 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**

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

<b>Signature of Employee</b> <b>Date</b>	
<b>Signature of Department Head</b> <b>Date</b>	
<b>Signature of Training Manager</b> <b>Date</b>	