

Date \_\_\_\_\_  
 Time \_\_\_\_\_  
 Location \_\_\_\_\_

|                               | Points  |        | STANDARD MET |   | Comments/ Follow-up Action |
|-------------------------------|---|--------|--------------|---|----------------------------|
|                               | Max   | Actual | Y            | N |                            |
| <b>Concierge - Bell Staff</b> |   |        |              |   |                            |
| 1                             | Do bell persons offer a standard guest greeting at door?  | 1      |              |   |                            |
| 2                             | Do door/bell staff screen guests to direct them to the appropriate check-in area if necessary   | 1      |              |   |                            |
| 3                             | Are cars and cabs greeted promptly?   | 1      |              |   |                            |
| 4                             | Does the bell staff smile and converse with the guest in a friendly manner?   | 1      |              |   |                            |
| 5                             | Does the bell person/door attendant present a professional appearance and professional conduct at all times, even when guests are not directly present? | 1      |              |   |                            |
| 6                             | Do bell persons provide an orientation while rooming guest that ensures the guest   | 1      |              |   |                            |
| 7                             | Is aware of all functions in the room as well as the services that the hotel has to offer?  | 1      |              |   |                            |
| 8                             | Is storage of extra bell carts in a secured and out-of-sight area?  | 1      |              |   |                            |
| 9                             | Does the bell staff "thank" the guest for his/her business?   | 1      |              |   |                            |
| 10                            | Can the bell staff give concise and accurate directions to local attractions and facilities?  | 1      |              |   |                            |
| 11                            | Are all service calls logged and timed, and is action time logged?  | 1      |              |   |                            |
| 12                            | Is the bell staff phone set up so that it can be answered at all times, even when   | 1      |              |   |                            |
| 13                            | When a bell staff member is not available, is an alternate planned to provide service to the guest?   | 1      |              |   |                            |
| 14                            | Are valet and laundry delivered promptly when received?   | 1      |              |   |                            |
| 15                            | Is orientation and information about the hotel provided to the bell staff?  | 1      |              |   |                            |
| 16                            | Are written tour handling procedures provided to the bell staff?  | 1      |              |   |                            |
| 17                            | Are guests pressured to use bell staff if not desired?  | 1      |              |   |                            |
| 18                            | Are all bell staff aware of proper procedures in checking and holding luggage?  | 1      |              |   |                            |

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|    |   | Max    | Actual | Y            | N |                            |
|    | <b>Concierge - Bell Staff</b>   |        |        |              |   |                            |
| 19 | Is guest checked luggage in a secure area with claim checks issued accordingly?                               | 1      |        |              |   |                            |
| 20 | Is luggage to be sent to the guest's room properly labeled?   | 1      |        |              |   |                            |
| 21 | Are procedures documented to move luggage to guest room, should guest wish to proceed to room without escort? | 1      |        |              |   |                            |
| 22 | Is there a written procedure for handling claims of lost luggage?   | 1      |        |              |   |                            |
|    |   |        |        |              |   |                            |
|    |   |        |        |              |   |                            |

|   |      |   |      |      |                               |
|---|------|---|------|------|-------------------------------|
| <b>TOTAL Points reached in this Area:</b> | 22   | 0 | 0    | 0    | Minimum to be reached:<br>80% |
| <b>Performance in % in this Area</b>      | 100% |   | 0.0% | 0.0% |                               |