

Date _____

Time _____

Location _____

		Points		STANDARD MET		Comments/ Follow-up Action
		Max	Actual	Y	N	
Concierge - Bell Staff						
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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		Points		STANDARD MET		Comments/ Follow-up Action
		Max	Actual	Y	N	
Concierge - Bell Staff						
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				

TOTAL Points reached in this Area:	22	0	0	0	Minimum to be reached: 80%
Performance in % in this Area	100%		0.0%	0.0%	