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SPHM  
HOSPITALITY

SPHM – BELL STAFF



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# Bell Staff

# Bell Staff

## Standard Operating Procedures



STANDARD OPERATING MANUAL		INDEX	
Effective:			
AREA Bell Staff	PROCEDURES General	Agustinus Agus Purwanto	

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## **POLICY:**

It is SPHM policy that the safety and security of our guests is a priority responsibility, therefore all potential drivers of company vehicles are carefully screened, selected, and trained.

## **PROCEDURE:**

The controls referenced to are the responsibility of the Rooms Director/Director of Operations.

Where properties are engaged in regularly scheduled or infrequent transportation of guests and/or employees, the Driver Screening, Selection and Training Policy must be followed.

### DRIVER SCREENING PROCEDURES

Driver screening procedures will include the following:

- Motor Vehicles Register Check

The Motor Vehicle Register Check (MVR) is a list of moving violations reported against a driver's license number for the past three to five years. An MVR copy for prospective employees may be obtained by writing to the proper state authority. This check may require that permissible must first be obtained from employees with any moving violations and then confirmed by means of the MVR as a condition of employment. Motor Vehicle Register Checks are to be kept in personnel files and obtained on all drivers on a yearly basis.

- Driver Evaluation Profile

The Driver Evaluation Profile (see below) is used to objectively evaluate an applicant. This is done through information included in the application and written report of motor vehicle violations as described above. The Driver Evaluation Profile will also be kept in the Human Resources file.

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- Road Tests

An applicant must have a driving skill test ride administered prior to employment. Results should be noted on the Road Test Checklist after the evaluation is performed. The Screener should be familiar with the form before the road test, but the form should only be completed after the applicant has completed the driving test.

- Driver Application Questionnaire

All applicants must complete the SPHM Driver Application Questionnaire (see below) prior to employment. This document should be kept on file in the employee's personnel file. The information obtained should be taken into serious consideration in determining the employment of the applicant.

- Drug or Alcohol Abuse

Knowledge of any past drug or alcohol abuse should be fully investigated and considered.

### DRIVER SELECTION PROCEDURES

- Hire Versus Non-Hire

No minimum standard is established by SPHM. All properties should evaluate their own drivers and find their own minimum requirements for the purposes of hiring into drivers' positions.

- Physical Examination

A job placement physical examination is required of all applicants for the positions of Vehicle Driver and Bellman (or any other position where the employee could be called upon to drive). This applies to new applicants and transferred employees. A Job Placement Medical Questionnaire (see below) is to be filled out during the interview and sent to the examining physician along with a copy of the Job Placement Physical Examination (see below).

The applicant must meet the established minimum physical requirements (as outlined in Regulation Criteria of Physical Examination list (see below) as a condition of employment.

These interview handling points should be utilized:

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1. DO NOT give the Job-Placement Medical Questionnaire to the applicant to fill out. The questions should be asked by the interviewer. This encourages conversation from the applicant revealing greater detail of the medical history.
2. Use the clinical physician who handles your Worker's Compensation claims as the job placement physician. His knowledge of accidents occurring at out hotels will be valuable in the examination.
3. The examination should be given upon employment or transfer to the positions of Vehicle Driver and yearly thereafter. Copies of the completed questionnaire and physical exam should be kept on file in the employee's personnel file.

#### DRIVER TRAINING PROCEDURES

Each property is required to initiate its own program of training and re-training. All properties involved in casual or constant transportation of employees or guests must initiate some form of driver training.

At a minimum, the following areas should be included in all training programs:

1. Hotel Rules and Policies should be defined and committed to writing. Important aspects should be reviewed with the new driver.
2. Equipment Familiarization is necessary to minimize unintentional equipment abuse or misuse.
3. Routes and Schedules should be explained. Routing should be established to avoid congested areas, poor road conditions, high accident frequency areas and roads with restrictive conditions.
4. Emergency Procedures should be established to deal with accidents and mechanical breakdowns.
5. Safe Driving Techniques should be evaluated when giving a prospective driver his pre-employment road test.
6. Traffic Regulations & Safety Regulations should be covered with the new driver with specific emphasis on those peculiar to each hotel's operation.

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Each driver will be required to read, sign, and date the Driver Responsibility form (see below). New drivers will be instructed on how to fill out the Pre-Trip Checklist (below). A log book should be maintained for the purpose of retaining this checklist.

### ACCIDENT PROCEDURES

All drivers should be aware of state laws governing actions at the scene of an accident.

Any SPHM vehicle used to transport guests will contain, in the glove box, Instructions to Drivers in Case of Accident (see below). Envelopes will be printed by each hotel for this purpose. These envelopes will contain a card that should be presented to the driver of the other vehicle (if one is involved and if that person is not seriously injured). The card is to gather the necessary information concerning the other driver.

The Driver's Report of Accident should also be kept in the glove box of any SPHM vehicle. In the event of an accident, it should be filled out by the driver immediately after securing the Instruction to Drivers information.

Both documents should be retained by the hotel driver and turned over to the Resident Manager. Upon receipt of these forms, the Resident Manager must complete an Automobile Accident Report and submit it to the appropriate insurance company office.

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## DRIVER AND VEHICLE FORMS

The forms and documents listed below are for use and reference in driver screening, selection, training and vehicle maintenance:

- Driver Evaluation Profile
- Telephone Reference Check of Vehicle-Driving Applicants
- Road Test
- Driver Applicant Questionnaire
- Job Placement Medical Questionnaire
- Job Placement Physical Exam
- Regulation Criteria of Physical Examination
- Driver Qualification
- Driver Responsibility
- Driver's Pre-trip Checklist
- Instructions to Drivers in Case of Accident
- Driver's Report of Accident
- Automobile Accident Report

## **DRIVER EVALUATION PROFILE**

When evaluating your vehicle operator, there are four significant factors to consider: the length of time the person has been in your employ, their age, the number of moving violations and/or accidents (as indicated on their Motor Vehicle Record) in which they have been involved during the past three years. (For purposes of this profile, accidents are only those reported to the police and listed on the Motor Vehicle Record. Violations are only moving traffic violations not associated with an accident.)

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Statistics reveal that a driver's past driving record often reveals their future driving experience. So, by checking the appropriate boxes for each of these four categories on the Driver Evaluation Profile, you will get a quick, accurate analysis of your driver's accident potential.

"Accident potential" is determined through studies of large groups of vehicle operators. The majority of drivers should follow the indicated accident potential for their statistical groups. However, one caution here: there may be individuals who deviate from the pattern of their particular groups.

Drivers have been categorized from low to high in accident potential. Remember, the more checks a driver receives in medium or high areas, the more prone this person may be to accidents. In addition, the figures in parentheses beside each box are weighted values that allow you to compare each of your drivers individually with the other drivers in your employ. Their scores may be correlated as follows:

Low Accident Potential                            40-89

Medium Accident Potential    90-129

High Accident Potential                            130-185

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## **REGULATION CRITERIA OF PHYSICAL EXAMINATION-DRIVER QUALIFICATION**

1. Applicants must have no impairment of the use of a foot, leg, hand, finger, arm, or other structural member.
2. Applicants must have no medical history or current diagnosis of diabetes mellitus requiring control by injected insulin. An exception to this severe condition would include mild forms of diabetes mellitus capable of being controlled by oral medication and/or diet.
3. Applicants must have no current diagnosis or medical history of a cardiovascular condition, angina coronary insufficiency, or thrombosis. Any condition which is likely to cause congestive cardiac failure renders the applicant unacceptable.
4. Applicants must have no current diagnosis or medical history of any respiratory dysfunction.
5. Applicants must have blood pressure below 160/90. Relaxation must be permitted prior to readings on three consecutive days if the first reading is above 160/90.
6. Applicants must have no medical history in clinical diagnosis of neuromuscular or vascular disease.
7. No applicant having epilepsy (grand mal, petite or psychomotor) shall be considered.
8. Vision
  - Visual acuity must be at least 20/40 (tanellen) in both eyes.
  - Distant binocular acuity must be at least 20/40 (snellen) in both eyes.
  - Peripheral vision should be 70 degrees or more in both eyes.
  - Ability to recognize red, amber and green is required.
  - Corrective lenses are acceptable to meet any of the above criteria.
9. Applicant must be able to perceive 40 decibels of sound intensity at 500 Hz, 1,000 Hz and 2,000 Hz with or without a hearing aid.
10. No applicant with a current drug or alcohol problem may be considered for employment.

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### **DRIVER RESPONSIBILITY, INSTRUCTIONS TO DRIVER IN CASE OF ACCIDENT, PRE-TRIP CHECKLIST**

1. You may not transport guests in a hotel vehicle unless you have been issued and hold a valid chauffeur's license.
2. You must carry your driver's license with you at all times you are operating a motor vehicle.
3. You may not loan your driver's license to anyone.
4. In the event your license is revoked or suspended, you MUST notify your supervisor.
5. In the event your license is revoked or suspended, you cannot operate any motor vehicle.
6. If you are involved in a traffic accident, you are required by law to:
  - Stop at the scene.
  - Render assistance.
  - Report accident to police authorities.
  - Report accident to the hotel for which you work.
  - Obtain accident information and record on accident form (located in glove box) for all vehicles involved.
7. Observe all traffic laws -- obey all traffic signs and signals -- give proper signals when making a turn.
8. Permit no unauthorized riders.
9. Do not permit anyone to ride on running boards, fenders, top of cab, or cab shield.
10. Never follow the vehicle ahead too closely.
11. Do not allow capacity to exceed the legal vehicle limits. THE DRIVER IS RESPONSIBLE FOR THE LOADING AND UNLOADING OF PASSENGERS.
12. Always park vehicle off the right-of-way, do not leave the motor running while in park position. When parking a vehicle --SET THE BRAKES, put in parking gear.
13. Driver's license is subject to suspension if caught operating defective equipment that does not pass the state inspection Law.

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14. Each driver is responsible for keeping the vehicle clean and free of accumulation inside.
15. Conduct the following safety check daily before your first trip (report any discrepancy to your supervisor immediately). Safety Check:
  - Check your lights --keep reflectors, lenses, and license plates clean.
  - Check your brakes. Never drive with defective brakes.
  - Keep your windshield clean and the windshield wipers in good working order.
  - Check your horn for proper operation.
  - Make sure your tires are in good, safe condition.
  - Insure that the vehicle has a registration card in the vehicle corresponding with the license plate.
  - Insure vehicle has flares, first aid kit, and fire extinguisher.
  - Complete the attached Driver's Pre-trip checklist before your first trip. Any problems should be reported to your supervisor immediately.

Whenever possible, verify the mechanical condition of your vehicle from the off-going driver. Report any problem areas to the Front Office Manager or his/her representative immediately.

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Employee's Signature

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Date

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## **POLICY:**

All properties will display United States, state and company (corporate) flags in accordance with procedures established herein.

## **PROCEDURE:**

1. The national flag should be displayed on stationary flag staffs, in the open, from sunrise to sunset on all days that weather permits. The flag may be displayed twenty-four hours a day if properly illuminated during the hours of darkness.
2. When displayed outdoors with other flags, the position of honor for the United States flag is on the United States flag's own right, which is normally the extreme left as you face the flags and the building. The proper order of display as you face the building should be the United States flag on the left, the state flag in the middle, and the company (corporate) flag on your right.
3. If the center flag pole is higher, the United States flag should be displayed on the center pole, with the state flag on the right and the company (corporate) flag on the left.
4. The United States flag (and others) should be hoisted briskly and lowered ceremoniously.
5. When the United States flag (and others) is to be flown at half mast, it should first be hoisted to the top of the pole and then lowered to half mast. When lowering a half mast flag for the day, it should first be raised to the top of the pole and then lowered.

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## **POLICY:**

Prior to the arrival of any tour, full information concerning all requirements of the group must be provided to the Front Office and Housekeeping.

## **RESPONSIBILITY:**

The Sales Manager who is responsible for the group.

## **PROCEDURE:**

### PRIOR TO ARRIVAL

The booking sheet or tour memorandum should include all detailed information as itemized on the following checklist:

1. An up-to-date rooming list.
2. The total number of rooms needed for:
  - Students or individuals.
  - Chaperons or guides.
  - Tour director or directors.
  - Bus drivers.
3. Room types and number of each required.
4. The rate structure.
5. Special rates, if any. The number of complimentary rooms (if any) and the names of the individuals to occupy them.
6. The number of cots (rollaways) that will be required. The Reservations Manager should notify the Housekeeping department in advance of the number of cots (rollaways) required so they can be made up in advance and immediately available as the tour group arrives.

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7. Number of keys required per room - some groups have as many as five guests per room. This should be coordinated with Engineering to ensure a sufficient supply of keys.
8. Complete and accurate billing information.
9. Information as to what charges, other than room and tax, are authorized to be placed on the master account. Should movies, phone and/or Honor Bars be restricted to prevent unauthorized charges?
10. Information as to whether bus driver rooms are to be charged to the master account, or individually paid by the bus drivers.
11. Person(s) authorized to sign charges, cash checks, and sign for the billing of the total tour charges (master account) at the time of departure.
12. Estimated arrival and departure time.
13. Method of arrival (i.e., car, bus, etc.)
14. Mode and time of baggage arrival and instructions for Bellman service, including specific baggage handling requests, amount of Bellman gratuity, and who will pay the gratuity (individual or bill to master account).
15. Method of check-in (i.e., Pre-Key, Remote).
16. Special rooming instructions: Complete information as to the number of persons in each room, separation of boys from girls by floor or building, and location of chaperon rooms in relation to other tour rooms.
17. Length of stay.
18. Request for morning wake up service: The time tour rooms are to be called.
19. A projection of which hotel facilities will be used by the group: Restaurant, Pool, Lounge, etc.
20. Authorized use of telephones: Are guest room phones to be restricted?

As far in advance of the arrival of the tour as possible, the person doing the blocking should make the decision as to the area of the hotel that will be occupied by the group. In a manual

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environment, all blocking should be done on the rack. In a PMS or Appetite environment, each individual reservation should be blocked.

#### DAY OF ARRIVAL

On the day of arrival, the tour should be blocked as early as possible and the following actions taken:

1. The room numbers assigned should be indicated on the rooming list next to each grouping of guests. A completed copy should then be given to the Housekeeper, Bell Captain and PBX Operator. For groups with three to five guests per room, PBX will use this rooming list for calls, as we normally don't enter every name in the system.
2. The Front Office Manager or Executive Housekeeper must ensure that the Bellman or house person places cots in all rooms so indicated on the rooming list.
3. The Front Desk Manager must ensure that there are keys available for each room and that these keys are grouped together for easy distribution. Keys should be placed in envelopes with the room number and guest's name noted on the face of the envelope. These envelopes can then be taken aboard the tour buses for distribution.
4. The Front Desk Manager will package all mail being held for the group and place it with the rooming list for delivery to the tour director at the time of the group's arrival. The tour director should notify all members of the tour to have all mail marked in care of the name of the tour.
5. The Food and Beverage outlets should be notified of the correct arrival time.

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### ROOMING OF TOUR

When the tour buses arrive, the following procedure should be followed:

1. The Bellman should direct the buses to the hotel parking area reserved for the tour, allowing ONLY the tour director to disembark and enter the Front Office area. It is very important that the buses not be allowed to stop or park in front of the hotel, and that the guests are not allowed to get off the buses before they have been assigned to their rooms.
2. The Sales Manager responsible for the group should accompany the tour director and Bellman to the tour area or floor to ensure that the group is properly roomed, and that any questions concerning meals, hotel facilities, and billing are properly answered. If the tour is comprised of non-English speaking guests, arrangements should be made to have an interpreter available.
3. The person assigned to room the tour should distribute the room keys to the tour escort/director and indicate the direction and/or location of the rooms. By this time the Bellman will have removed the baggage from the buses and will have deposited it in a convenient, central location or will be delivering it to the rooms.
4. After the tour has been completely roomed, the rooming list should be verified with the tour director for accuracy and completeness. PBX should then be given a copy.
5. The master account for the group should be prepared by the Front Office Manager or Assistant Front Office Manager. Care should be taken to ensure that the rate for the group is accurately computed.
6. When the exact number of persons actually registered with the tour is known, the Food and Beverage outlets should be notified so they are prepared to render proper service.
7. The Front Office Manager or Reservations Manager must inform the tour director that charges will be posted for all telephone calls, regardless of whether they have been authorized.

### ONE DAY PRIOR TO DEPARTURE

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1. The Front Office Manager should review all charges posted to the master folio with the Tour Director. This may prevent delaying the group's departure the following day.
2. Incidental charges and balances on individuals should be reviewed with the Tour Director so potential problems can be identified and resolved before departure.

### DEPARTURE

On the day of departure, the following procedure should be followed:

1. The Front Office Manager must ensure that all charges incurred during the stay have been posted to the master account, including all phone calls.
2. The Executive Housekeeper must ensure that a visual inspection be made of the rooms to ensure that no damage has been sustained.
3. Request that the tour director review all charges posted to the master bill so that all differences and disputes can be cleared at this time.
4. After the master bill has been reviewed and any problems resolved, request that the tour director pay the bill or sign it to acknowledge the accuracy of the charges and the billing address. Any unauthorized charges by individuals, such as telephone calls or restaurant charges should be collected in cash at this time.

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## **POLICY:**

A post-convention (or conference) critique should be completed after all conventions/conferences.

## **RESPONSIBILITY:**

**The Sales Manager that is responsible for the group.**

## **PROCEDURE:**

Prior to the convention/conference, the Sales Manager will send a critique form to each Executive Committee member.

1. At the conclusion of the convention/conference, the Executive Committee member should complete the critique and return it to the Sales Manager. The Executive Committee member must seek input for the critique from all department managers.
2. All critiques must be returned to the Sales Manager within three days of the conclusion of the convention/conference.
3. The Sales Manager will then consolidate all critiques and distribute to the Executive Committee members, Sales Managers and Catering Managers.
4. Appropriate comments and notes should be placed in the group's file for future reference.
5. Suggestions and ideas for improvement should be discussed at staff meetings, Sales and Catering Meetings, and implemented for future conventions, conferences and groups.

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## POLICY:

All properties must ensure that uniforms are provided and in accordance with standards outlined herein.

## PROCEDURE:

Uniforms are provided to add to the orderly impression of the hotel, to identify hotel employees to guests and to other employees, and to protect the clothing of employees who perform tasks that might unduly wear out their personal clothing. Uniforms project the image of the hotel. They must be clean, serviceable, and correctly sized.

Name tags are considered part of the uniform and are mandatory for all employees and managers. Employees that speak a language other than English should be provided with name tags bearing the flag of the country whose language they speak.

Uniforms are not optional. All uniforms which have certain accessories or specific shoes should be worn as designated.

The following positions are to be uniformed:

- Front Desk Supervisors, and Clerks
- PBX Supervisor and Staff
- Reservation Sales Agents
- Bell Captain and Bell staff
- Van Drivers
- Doormen
- Garage Attendants and Valet Parkers
- Concierge Supervisors and Staff
- Housekeeping Supervisors and Staff
- Laundry Supervisors and Staff
- Recreation Supervisors and Staff

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All full-time employees should be issued two sets of uniforms. Part-time employees should be issued one uniform. At time of issue the employee should sign a form documenting the number and type of uniform received. This is to be retained in their personnel file. At the time of separation from employment the Department Manager should refer to this issue form to ensure that the uniform is retrieved for reissuance if in desirable condition.

It is each employee's responsibility to properly maintain his/her uniform. An employee without appropriate uniform should not be allowed to work their shift unless corrected.

It is recommended that uniforms requiring dry cleaning be the financial responsibility of the individual employee. However, exceptions are at each property's discretion.

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## **POLICY:**

All properties will follow specific procedures in handling handicapped guests.

## **PROCEDURE:**

### RESERVATIONS/FRONT DESK

1. If during the reservation process the agent is alerted to special guest needs, she/he should:
  - Inquire if an accessible room is required. If so, note in special request field (PMS) or on the reservation (manual).
  - Inquire if a wheel chair is needed. Again note in special request field (PMS) or on the reservation (manual).
  - If it is another disability, i. e., hearing impaired, etc.; note in special request field (PMS) or on reservation (manual).
  - “P/A” and block in accessible room, if required.
2. Daily, on each shift, the desk will run the accessible special request code report. For manual properties, reservations should stamp the folio “handicapped” and make any other notes as appropriate when preparing the bucket. A manual list of special requests must be generated. Copies of the “AS” or Special Request Report should go to PBX, Security, Bell Stand, MOD Book and Housekeeping.
3. During the blocking process, special care must be taken with requests. Every effort should be made to accommodate requests for low floors, near elevators, etc.
4. For PMS properties, during check-in a special request code should be noted for any visible special needs. For manual properties this information will be noted on the folio.
5. Ensure Bell Stand is alerted for escort.
6. Do not “wait” handicapped guests unless absolutely necessary.
7. Arrange for special phone for hearing impaired persons.

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8. Arrange for sight and/or hearing impaired guests to have a special smoke detector installed (by the Engineering Department) for their stay. Engineering will have three special smoke detectors working and available at all times.)

### BELL STAND

The Bell Stand will assist a handicapped guest with the following:

1. A Bellman should be assigned to assist the guest with check-in as well as to escort the guest to their room.
2. The concierge should be notified of guest name and room number.
3. Inform the guest that the Bell staff is available to assist with errands.

### SECURITY

If a fire, alarm or other emergency situation occurs which requires the evacuation of the guest floors, the following procedures are to be followed by the Safety and Security Officers on duty:

1. Check the PMS or manual list from the Front Desk showing the room numbers of all handicapped guests.
2. Proceed to the floors being evacuated and check all handicapped guest rooms. Render any required assistance in assisting the handicapped guest in evacuating.
3. If the evacuation is due to a fire alarm, stay with the handicapped persons who are unable to use stairways. Assist them to the elevator lobby and notify the Officer at the Fire Control Room that a handicapped guest must be evacuated by elevator. When the fire department arrives, the Officer will notify them of the appropriate floor(s) and fire department personnel will then operate the elevators and ensure the handicapped person's evacuation.
4. When the fire department gives the "all clear", assist any evacuated handicapped guests back to their rooms as necessary.

### PBX

1. If a fire, alarm or other emergency situation occurs which requires evacuation, the PBX staff will call all guest rooms on the Accessible room request or manual report

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and alert them that an alarm has been sounded. If evacuation is necessary, the Security Department and the fire department will evacuate them.

2. If it is determined that the alarm is false, PBX operators are to again call each guest on the Accessible room or manual report to notify them. The same checklist should be used to ensure that no one is missed.
3. PBX will provide special phones for the hearing impaired upon request. Each property will maintain an inventory of at least three of these phones. The PBX Supervisor is responsible for inventorying these phones and ensuring that they are in working order at all times.
4. The Accessible room or manual report must be kept current at all times and should be re-issued to all recipients whenever modified.

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## TRANSPORTATION

(Where the property normally provides airport transportation.)

1. At the option of the individual property, any guest confined to a wheel chair will be offered the option of transportation to and/or from the airport via taxi, at the hotel's expense. Most vans have a high ground clearance and this presents a high risk of injury not only to the guest, but also to the employee(s) trying to lift them.
2. A petty cash voucher will be authorized by the Desk Manager or Supervisor (receipt attached), and cash disbursed to the taxi driver.

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## **POLICY:**

All properties will provide laundry and dry cleaning services for hotel guests.

## **SCOPE:**

To define policies and procedures to be followed when guest laundry and dry cleaning services are contracted with an outside operator.

To ensure that guest laundry and dry cleaning services are provided in a high quality and professional manner.

## **RESPONSIBILITY:**

The Rooms Director/Director of Operations has the responsibility for selecting the outside operator, negotiating agreement terms and monitoring service.

### **REQUIRED SERVICES**

1. The selected operator must be capable of providing first-class, professional cleaning services including but not limited to the cleaning, pressing, laundering, dry cleaning, and repairing of wearing apparel and other similar items.
2. These services must be performed in a first-class manner, competitive with similar cleaning establishments and consistent with the highest standards of the industry.
3. In addition to providing services for guests, the operator will, on a complimentary basis, pick-up daily, launder, clean, and return articles of clothing belonging to the hotel Executive Committee and Executive Chef. These managers will monitor the quality of the work performed in the interest of guest satisfaction.
4. Services for other hotel employees shall be performed at a fee which does not exceed the operator's store counter prices.

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5. Where necessary and feasible, the operator should be able to provide commercial laundry services (table linens, bed linens, terry, etc.) on an emergency or as needed basis.
6. The operator must be able to provide additional cleaning services such as table skirting, hotel uniforms, etc.

#### REQUIRED SUPPLIES AND EQUIPMENT

1. The operator must furnish, at his expense, all supplies and equipment necessary for operation, including "Master Sheets", pre-printed laundry and dry cleaning tickets, plastic laundry bags imprinted with the hotel name, hangers and other items required for the transport of all garments and items to and from the hotel.
2. Each guest room must have at least two laundry bags and tickets. These items must be made available by the operator and will be placed in the guest rooms by the hotel Housekeeping staff.
3. Laundry/dry cleaning tickets, plastic garment bags, boxes, etc. should be imprinted with the hotel name and logo, not the name of the operator (can be included).

#### DAILY OPERATIONAL PROCEDURE

1. The guest completes the laundry/dry cleaning ticket and places it in the bag along with garments to be laundered/cleaned.
2. The bell staff will collect the garments to be cleaned from the guests, either at the Bell stand, or, if requested, they will go to the guest's room to pick up the items.
3. All bags/bundles must be logged on the "Daily Valet Summary Master Sheet" (provided by the operator) at the Bell stand as a control measure.
4. All bags/bundles collected will be placed in a central, secure location, designated by the Rooms Director/Director of Operations.
5. The operator will pick up all bags/bundles from the designated location, along with the laundry/dry cleaning tickets by 9:00 A.M. every business day. "Business day" is defined as Monday through Saturday, excluding national holidays.

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6. The operator must return the cleaned and/or pressed garments to the hotel by 5:00 P.M. on the same business day as the pick up and tailored and/or repaired garments must be returned by 5:00 P.M. on the business day following pick up.
7. Each guest's garments must be packaged in boxes or on hangers with plastic bags with a copy of the laundry/dry cleaning ticket (priced and extended) attached to the package.
8. It is the responsibility of the Rooms Director/Director of Operations to ensure that the returned garments are delivered to the guest's room by the bell staff immediately upon return to the hotel.
9. Each business day, the operator will provide the property with a daily summary listing all garments picked up and delivered (returned) by the operator ("Master Sheet"). The Master Sheet will list all garments and the services provided (laundered, dry-cleaned, tailored, repaired, etc.), the guest's room number, name and the price to be charged to each guest for services provided.
10. The bell staff should compare the operator's Master Sheet with the Log completed by the bell staff prior to the morning pick up to ensure that all garments are returned.
11. The Front Desk should post all laundry/dry cleaning charges to the guest's folio and must ensure that the total amount posted to all guest folios is equal to the total on the Master Sheet. It is the Shift Manager's responsibility to ensure that the postings balance to the Master Sheet.

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### SUGGESTED PRICING AND COMMISSION

1. While it is recommended that guest laundry/dry cleaning be priced at 35% over the operator's normal counter prices, local market and competition will usually be a determining factor in pricing. All pricing decisions are to be negotiated and agreed to by the operator and the Rooms Director/Director of Operations.
2. Commission received by the hotel should also be a consideration in pricing. Commissions normally range from 25% to 50%, depending on pricing and other required extras.
3. Each property is responsible for negotiating the best possible pricing and commission.
4. All prices must be pre-printed on the laundry/dry cleaning ticket.
5. Any changes in pricing must be approved by the Rooms Director/Director of Operations in writing, in advance.
6. Where there is more than one SPHM Hotel in a city, it is recommended that the properties use the same vendor, negotiating jointly for better commissions.

### LOSS OF GARMENTS

1. Provision for settlement/payment in case of lost or damaged garments should be part of any agreement with a vendor.
2. In the event of loss or damage to any garments belonging to a guest, for which the guest's claim does not exceed \$50.00, the hotel may, at its discretion, make restitution to the guest on behalf of the operator, so long as the hotel notifies the operator of the amount of the restitution and the circumstances surrounding the loss or damage.
3. In the event of loss or damage to garments belonging to hotel guests, employees or the hotel in excess of \$50.00, the operator must agree, upon notification, to immediately investigate the situation and take any and all steps to correct within five business days, including replacement of or full cash reimbursement for any lost or damaged garments.
4. While investigating any claim for loss or damage to garments, the operator will deal directly with the guest and keep the property informed of the status.

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5. When the operator determines the extent of its liability, if any, with regard to alleged lost or damaged garments(s), the operator should take appropriate action and notify the property of the disposition.
6. If the operator fails to make satisfactory settlement of a claim, or refuses to do so, and the property determines that the garment is in fact lost or damaged, the property may settle, to the satisfaction of the hotel and the guest, any such claim on the operator's behalf and expense in order to protect the reputation, good name and business image of the property. In this case, the operator must reimburse the property for the amount of the settlement.

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## POLICY:

At the time of check-in, all guests will be offered assistance with luggage and full explanation of services and facilities from the bell staff.

## PROCEDURE:

1. The front desk clerk will introduce the Bellman by name to the guest as the room key is handed to the Bellman. (The room number is never announced for security reasons.)
2. Welcome the guest to the property (utilizing the guest's name throughout the rooming process), and proceed to take his/her luggage.
3. (Proceed towards elevators.) Ask the guest if they have been to the hotel before. If so, ensure that the guest is still familiar with the facilities and services.
4. If the guest is not acquainted with the hotel, familiarize them with the layout, i.e., meeting rooms, lobby, restaurant(s), lounge(s) and health club. Inform the guest of any additional services and the hours of operation for the outlets.
5. Upon arrival to the room, place the luggage away from the entry door. Open the door, turn the welcome light on and enter the room to ensure it is ready.\* Invite the guest inside, turn on other lights to make sure they work. Instruct the guest in operation of the thermostat, television and radio. Explain dry cleaning and transportation services, if applicable.

NOTE: If the room is not ready or occupied, apologize to the guest; have them wait in the hall while another key is obtained at the front desk. When possible, get a room as close as possible to the original room.

6. Offer to get ice, explain the location of the nearest vending area.
7. Give the guest the room key and wish for a pleasant stay. Offer additional assistance by dialing the Bell stand.
8. If anything in the room was not working properly, report it immediately to the correct department.

## BELLMAN'S ROOMING CONVERSATION (Example)

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Bellman approaches front desk and receives key and rooming slip from desk clerk. Bellman, with eye to eye contact, will cheerfully say:

- “Good morning/afternoon/evening, Mr. \_\_\_\_\_ Welcome to the your hotel.
- Have the guest identify his luggage.
- “Let me please assist you to your room.”
- Have you ever stayed with us before?”
- If yes, then:
- “We certainly appreciate you returning to the (your hotel). Are you aware of all our facilities in the hotel?”
- If yes, then:
- “Good. As a reminder, our hours of operation for (name of restaurant) are from \_\_\_\_\_ A.M. to \_\_\_\_\_ P.M. every day. Would you like me to have reservations made for your dinner this evening?”
- “As you’re aware, our lounge and gift shop are located on the first floor and their hours of operation are from AM to \_\_\_\_\_ AM for the lounge, and \_\_\_\_\_ AM to \_\_\_\_\_ PM for the gift shop.”
- “If you would like a quiet drink, we will have entertainment from PM to PM in the lobby.”

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- “You can also find food service outdoors, poolside. Feel free to stop by and see the pool and health club facilities. The pool will be open until    PM this evening, and will open again tomorrow at AM.”
- “During the season, we also have dining available outdoors on the patio of the (restaurant name). You may wish to consider that as an option for dinner or lunch.”
- “Mr. Smith, if you’re going to meetings, you’ll find our ballroom, junior ballroom and boardroom on the first floor on the opposite side of the lobby.”
- “The remainder of our facility includes our number of floor) of guest rooms.”
- (If applicable.) “On your next stay with us, you may wish to stay on one of our two concierge floors. That will afford you the luxury of a private continental breakfast in the morning and use of the concierge lounge for relaxing or meeting associates. An hour bar is available in the evening, also. We are extremely proud of our concierge lounge and amenities.”
- By now, you are at the guest’s room. The Bellman will use the key to open the door for the guest, and enter the room first to visually inspect the room prior to the guest.

Topics to be covered while in the room:

- Message light
- AM/FM radio
- TV/in-house movies/express video check-out
- Laundry services.

After mentioning the above items, the Bellman should reach for the ice bucket and tell the guest that he’ll be back in a moment with some ice.

Upon returning with the ice, the bellman’s departing comments will be:

“Thank you again for staying at the (your hotel). My name is first name, if we may be of any assistance, please feel free to ring the Bell stand, and we will be more than happy to assist you. Have a good evening.

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## **POLICY:**

All guest requests for luggage assistance will be handled efficiently with a sincere interest in providing superior service.

## **PROCEDURE:**

1. Arrive to the room, greet the guest warmly.
2. After taking the guest's luggage out of the room, ask them to check the room to ensure nothing is left behind.
3. Enroute from the room to the lobby, ask the guest:
  - "Was the room satisfactory and your stay enjoyable?" (If not, make note of any grievance and report it to the proper department upon completion with the guest.)
  - "What means of transportation will you be taking today?" (Automobile, airport shuttle, taxi, etc.); assist with arrangements.
  - Keep good conversations going from the room to the lobby
  - Ask the guest to fill out a comment card (hand one to the guest).

Load the guest's luggage into the means of transportation. Wish the guest a pleasant trip, thanking them for staying with us. Invite the guest back to stay the next time they are in the area.

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## **POLICY:**

Luggage checking services will be provided for hotel guests (incoming and/or outgoing).

## **PROCEDURE:**

1. Each article checked will receive a claim check. The claim check are two (2) part tags - one attached to the item being checked, the second part will be given to the guest for claiming purposes.
2. Valuable items (i.e., mink coats, video equipment, etc.) will not be stored in the bell closet.
3. The bell closet is not a coat room or storage area for boxes. Guests looking to store boxes, AV equipment, etc., should be referred to the Catering Service Department.
4. In the event the check room becomes completely filled, or if a special group wants separate luggage storage, a designated area will be assigned. Normal luggage checking procedures will be followed, having someone from the bell staffs control the procedure to ensure security measures are followed.
5. Before a guest may pick up stored items, they must present their copy of the claim check. The numbers will be matched and the guest given their luggage. All claim checks must be removed from items and all copies destroyed.
6. If a guest loses the claim checks, they must sign the back of each check that is attached to their luggage. The guest must provide a detailed description of the luggage before it is released. The signed checks will be retained at the Bell stand for future reference.
7. The check room must be kept neat at all times. Eating and drinking is not permitted in the room.

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		Effective:	
	AREA <b>Bell Staff</b>	PROCEDURES <b>Lobby Duties / Post Positions</b>	Agustinus Agus Purwanto

## **POLICY:**

The bell staff is responsible for assisting Housekeeping with tidying the lobby area. Post positions are rotated to equally divide work load and guest requests.

## **PROCEDURE:**

### TIDYING THE LOBBY

Keep ashtrays, trash receptacles clean.

Keep glass doors clean, free of prints.

Pick up newspapers, debris from tables/chairs.

Keep main entrance clean; sweep walk off mats.

Keep furniture arranged properly.

### POST POSITIONS: FRONT MAN

The Bellman in the first position is the “up man” and the next front will be his.

### POST POSITIONS: SECOND MAN

Post at the Bell stand, monitor incoming telephone calls, and assist guests with questions, and check or unchecked baggage.

### POST POSITIONS: LAST MAN

Position centrally between the center of the lobby and the front doors. Assist guests through the front doors, assuring cleanliness of the main entrance.

Frequently, the last man will run an errand or provide a guest service. This may be delivering a message to a meeting room, unlocking a sticky door, delivering flowers to a guest’s room or dropping a guest off at a nearby office building. The job may be administrative; taking mail to another department, obtaining supplies, helping another employee with heavy boxes, etc. Normally, these duties can be accomplished quickly and will incur no gratuity.

Last man is responsible to take any call from the front desk that is not rooming a guest:

- room changes

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- delivering a room key
- awake-up call check
- any request made from the desk or bell captain

Last man rotates to front position.

#### GENERAL

1. Bellman should stay in proper post positions.
2. Bellman must talk to guests when they're in the Lobby. Initiate conversation, smile, and be friendly. When a guest approaches a Bellman in the Lobby, don't wait for the guest to ask for help.
3. Bellman on post will stand at attention; not leaning on luggage carts, desk or walls and doors.
4. No guest luggage will be left in the lobby unattended. The Bellman should suggest that the guest use our luggage storage room.
5. When a guest is checking out, take his luggage from the lobby to the cab or car.
6. Call taxis for the guest. Never tell them to call their own.
7. No gum chewing is allowed.
8. No eating or drinking is allowed in the lobby.
9. Bellman are not to count or flash their money in any public areas of the hotel.
10. Always be alert and attentive to guests' needs and be lobby.
11. Keep non-work related conversations to a minimum in the lobby. Bellman will not engage in lengthy conversations or "get together" while on post.
12. Bellman is to follow through with all requests made of them. When possible, do not refer guests to other departments, i.e., make any necessary phone calls yourself.

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## **POLICY:**

Properties with van service will retain daily mileage and maintenance logs.

## **PROCEDURE:**

1. Keys for the vans will be stored in PBX in the lock box and will be signed out per the master key sign-out procedures.
2. Visual inspections of each vehicle should occur at every usage. The interior should be clean, representing the quality we offer.
3. Vans will be inspected daily using the Van Maintenance Log (see below). Any deficiencies will be attended to or scheduled immediately.
4. Every time a van is driven, the Van Mileage Log (see below) must have the beginning and ending mileage recorded, destination, and number of passengers being transported.
5. Assist guests with opening doors, getting into the van and loading luggage.
6. While driving the van, speak to the guests. Answer questions; speak about hotel services, local attractions and activities. If you hear anything concerning service, make sure you notify the proper department immediately.
7. Returning to the hotel, park in designated area. Tidy the van, return keys to PBX, making sure to complete the Van Mileage Log.
8. Maintenance Requirements:
  - Oil changes - twice per month, negotiated with local service station.
  - Tires - rotated/changed as needed.
  - Fluids checked - every time vehicle is fueled. Tire pressure will be checked at these times also.
  - Miscellaneous Repairs (i.e., wiper blades, head lamps, weather stripping on doors) - as needed.
  - Brakes - pads and shoes checked every month.
9. Vans will be used for guest passenger only, to and from the airport.

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10. Vans will not be utilized to jump start other vehicles. A local service station should be contracted for this service.

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## Van Mileage Log

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## VAN MAINTENANCE LOG

Van #: \_\_\_\_\_

Date: \_\_\_\_\_

Time: \_\_\_\_\_

Inspected by: \_\_\_\_\_

Outside clean:

yes  no

Any noticeable scratches or dents:

Do all lights work:  yes  no

If no, which ones:

Doors work properly:

Inside clean:  yes  no

If no, what needs done:

Instrument panel lights work:  yes  no

A/C works:  yes  no

Radio works, and is set to proper station.  yes  no

Washer fluid ok:  yes  no

Miscellaneous notes:

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