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SPHM
HOSPITALITY

SPHM – F.O CONCIERGE



By: | Agustinus Agus Purwanto, SE MM



Front Office Concierge

Concierge

Sun Paradise Hotels Management



SPHM



Dear team member,

Firstly, a very warm welcome to Sun Paradise Hotels as part of Front Office Department; Our key to success depends very much on your positive attitude, creative flair and eye to details. We are committed to develop people through knowledge enlarging, skill training and workforce motivation. Your remarkable contribution in Front Office Department will be greatly appreciated.

I wish you a pleasant and fruitful working experience at Front Office Department.

Yours truly,

Agustinus Agus Purwanto, SE MM

Chief Executive Officer



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FRONT OFFICE ORGANIZATION CHART

JOB DESCRIPTION

Job Title : Concierge Supervisor

LOCATION: SUN PARADISE HOTELS

Department : Front Office

Responsible to : Chief Concierge

Responsible for :
Bell Boy
Door girl

Job Summary: To ensure the smooth operation of the Concierge daily operation, Bell Service transportation, ensuring maximum guest satisfaction.

MAIN DUTIES PERSONNEL:

1. Read the concierge shift Log-Book, check if some things which last shift left need to be follow up.
2. Check the transportation daily arrangement notice book, if guest books airport pick up or drop off, we should check and make sure the mineral water, hand towel, newspaper were well set up inside the hotel vehicle before they go to airport for picking guest or sending guest, make sure the guest's name (inclusive gender) which typed on the paper is correctly. Besides pay more attention: check the flights' clear information, must be familiar with airport' status. As we know, there are two terminals at airport. Difference flight number with the difference terminal for arrival and departure, REMEMBER: for airport drop off service, we should get the clear flight number from guest or our management. Especial for foreigners we must pass the clear information to our driver.
3. Check and make sure all the transportation order were well arranged and all the transportation charge were done in proper way.
4. Check the luggage storage room, reconfirm luggage amount according to storage control sheet,



5. Check the daily arrival list and departure list.
6. Check the VIP arrival, departure, and in house list, check the hotel long staying guest according to Daily Activity Report , make sure all of VIP rooms and LSG rooms were send properly newspaper on time according to their nationality or history/habit
7. Check the daily function report, make sure all of concierge staff knows the details meeting venue.
8. Check the staff' appearance and the attendance of shift.
9. Check the cleanliness of all the luggage trolley, check the umbrella par stock, check wheel chair' status.
10. Check the cleanliness and tidiness of luggage storage room and concierge service counter.
11. Check the cleanliness of the hotel main entrance, check the cleanliness of hotel vehicle, inside and outside, smell fresh inside.
12. Check the stationary. Check concierge operation forms.
13. Check and make sure staff know all the memo and information, push staff to read concierge logbook.
14. Check and make sure all the message, fax, and internal information were delivered and recorded in proper way.
15. Check and make sure all the in coming and out going items were recorded in proper way. (Hold for pick up, mails, laundry. Etc.)
16. Check and make sure all bellboys' activities were recorded in proper way.
17. Check and make sure all the luggage (FIT, group) was delivered to guest room in proper way.
18. Check and make sure all staff on duty is very familiar with hotel activity.



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19. Check and make sure all staff on duty answering the telephone in proper way, the door girl and bellboy on duty greeting and smiling to guest and hotel management anytime.
 20. Check and make sure every case happened on your shift were followed up in proper way and record on the logbook.

The above points should be followed up strictly and accordingly by all the Concierge supervisor and driver/bellboy, Serious disciplinary action will be taken if the above points are not been followed up accordingly.



Concierge Supervisor Checking List

Morning Shift

Date:

Time

Before proceeding with the checking list, **remember** to check yourself before you check on others.

Time	Location/Section	Remarks	Action
	1. Signing in and attending the Night Manager Briefing.		
	2. Read & sign logbook.		
	3. Hand over the Concierge cash float, Concierge Keys, Hotel vehicle keys status, Walkie Talkie /battery and park tickets according to the Shift Hand Over list		
	3. Check & follow up daily transportation arrangement: Ask receptionist to print daily trace report; and then enter VHP system, press "5" to enter Expected Arrivals, Press "LIM" code at special service space, then press "enter" we will get daily Transportation arrangement report. Compare trace report, LIM report and our original arrangement. Make sure every TPT request will be arranged properly.		
	4. Check and get the most update Luggage storage record, Hold for pick up items record and airport pick up sign from night shift bellboy.		
	5. Check the Daily Activity Report and be familiar with the VIP arrivals/today's events/occupancy, Check the daily temperature forecast status		
	6. Check staff appearance, staff attendance.		
	7. Check equipment & stationary; keep service counter clean & tidy. Luggage tag, Luggage claim, Drive me to card, stationary.		
	8. Check Luggage trolley, main entrance status.		
7:15AM	Give a briefing to shift bellboys and door girls		
7:30AM	Pass the hotel daily sales information and had the night shift bellboy sent a copy of Daily Transportation Control Sheet to Driver office.		
8:AM	Daily newspaper delivery: Print out the In House VIP guests Report and the guest with special request for the newspaper report and had the bellboy sent the newspaper right away accordingly.		



	Print the stay over guest's report and send right daily newspaper to guest room according to their nationality. Pay more attention for House use Newspaper delivery and assign the delivery work among bellboys.		
9:00AM	Daily mail receiving and delivering Pay more attention: all of Express mails and registered mails and parcel, package's order should record details on bellboy movement control sheet and had concerned person sign for receiving. Empty the mail holding drawer accordingly.		
9:30AM	Attending CEO morning briefing if the Chief Concierge is taking day off. Check and get new information from Concierge CC mail box with our password and brief to Concierge staff.		
10:AM	Assign the luggage ,message. fax, forms delivery work. Monitor bellboy's movement.		
14:20PM	Hand over to Afternoon shift staff.		



Sun Paradise Hotels Concierge Supervisor Checking List

Afternoon Shift

Date:

Time

Before proceeding with the checking list, Remember to check yourself before you check on others.

14:30PM	1. Sign in and Attending the concierge Briefing. And be familiar with the VIP arrivals/today's events/occupancy, Get to be briefed about the daily temperature forecast status. Check staff appearance, staff attendance.		
	1. Attending the Front Office Briefing		
	2. Read & sign logbook.		
	3. Hand over the Concierge cash float, Concierge Keys, Hotel vehicle keys status, Walkie Talkie /battery and park tickets according to the Shift Hand Over list		
	4. Check equipment & stationary; keep service counter clean & tidy. Make sure there are enough stock at the counter such as Luggage tag, Luggage claim, Drive me to card, stationary.		
	5. Check Luggage trolley, main entrance status.		
15:30PM	. Check & follow up daily transportation arrangement: Reconfirm the transportation arrangement and find out the items which need to follow up.		
16:00PM	Assign the luggage, message. Fax, forms delivery work. Monitor bellboy's movement.		
18:00Pm	Reconfirm the tomorrow's transportation reservation.		
20:00PM	Check tomorrow's transportation arrangement and calls the concerned driver for overtime work if necessary. Put all of the requested information into the VHP system accordingly.		
22:00PM	Print out the Actual Arrival Guest Report and assign the newspaper delivery work among the bellboys.		
22:30PM	Reconfirm if all the transportation was charged accordingly and submit the Transportation Daily Sales Report.		
23:00PM	Shift handed over to night shift bellboy. Check vehicle keys and finish the record. Lock all of vehicle keys into concierge 29# safe and pass the safe key to Night Shift AM.		
23:05PM	Pass 10 pieces of Chinese and English newspaper to reception counter for those late checks in guests' needs.		



Sun Paradise Hotels Bellboy Checking List

Overnight Shift

Date:

Time

23:00PM	Sign in, Read & sign logbook. Hand the shift over from concierge afternoon shift supervisor.		
23:30PM	Check equipment & stationary, keep service counter clean, tidy and get enough stock at the counter.		
2:00AM	Help the Guest Service Center for the PSB in-put if necessary.		
3:00AM	Check the Luggage storage and Hold for pick up items and update the record in the computer file. Clean the storage room if necessary.		
3:30AM	Prepare the airport pick up sign for tomorrow's transportation arrangement according to guest's request..		
4:00AM	Polish all of Luggage Trolley.		
4:30AM	File all the forms at the concierge counter into the file holder accordingly.		
7:00AM	Deliver the Night reports and internal departments newspaper.		



JOB DESCRIPTION

JOB TITLE: CONCIERGE AMBASSADOR

LOCATION: SUN PARADISE HOTELS

DEPARTMENT: ROOMS/FRONT OFFICE

ORGANIZATION STRUCTURE:

DIRECT REPORT TO: CONCIERGE SUPERVISOR

INDIRECT REPORT TO: CHIEF CONCIERGE

JOB SCORE: In charge of guest's fax and message, newspaper, internal departments letters delivery work. Follow up section inventory and guest's hold for pick up items follow up. Coordinate with Bellboys in the opening and closing hotel door and assist to tidy up concierge file system.

PRIMARY RESPONSIBILITIES:

1. Concierge ambassador is only available from Monday to Friday for concierge morning and afternoon shift.
2. Concierge ambassador morning shift will prepare the newspaper for guests and internal departments at 8:30AM daily and send out to concerned department before 9:00AM. Department should be informed by ambassador for any delay.
3. Concierge ambassador should check guest's message and fax box every 5 minutes interval and send items as soon as possible.
4. Concierge ambassador morning shift should check all of OCT leader laundry and call the concerned driver to pick it up at 11:00AM. He must ensure the proper record is maintained.
5. All of letters should be sent out at 14:00PM daily by morning shift concierge ambassador and shift supervisor must be informed for any unclaimed letters.
6. Concierge ambassador should clean all of internal department form delivery work at each shift close.



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7. Concierge ambassador afternoon shift on every Wed. must check the section inventory and stationary then raise the request to Chief Concierge before 16:00 for approval.
 8. The afternoon shift concierge ambassador on every Thu. must draw all of requested items before 16:00.
 9. Every shift concierge ambassador must clean the same day hold for pick up item and report to shift supervisor at each shift end.
 10. The afternoon shift concierge ambassador at each month end must clean all of file holder at file area and pass it to shift supervisor for storage.
 11. Concierge ambassador should coordinate with Bellboys in the opening and closing hotel door when he is not busy.
 12. Shift supervisor must assign the concierge ambassador work among bellboys on Sat. and Sun.



JOB DESCRIPTION

JOB TITLE: DOORGIRL

LOCATION: SUN PARADISE HOTELS

DEPARTMENT: ROOMS/FRONT OFFICE

ORGANIZATION STRUCTURE:

DIRECT REPORT TO: CONCIERGE SUPERVISOR

INDIRECT REPORT TO: CHIEF CONCIERGE

JOB SCORE: Assists arriving and departing guests mainly by opening doors for the ensures The smooth flow of traffic in front of the hotel. Coordinates with Bellboys in the loading and unloading of guest's luggage from their vehicles.

PRIMARY RESPONSIBILITIES:

- 1 Maintain a friendly, neat and professional image to guest
- 2 Provide courteous service to guest and respond promptly and tactfully to guests complaints, requests and inquiries
- 3 Assist guest and patrons by unfailingly opening and closing vehicles doors and hotel doors
- 4 Direct incoming guests to the registration desk and call Bellboy for the luggage
- 5 Ensure that "No Parking areas are clear to provide smooth flow of traffic
- 6 Ensure that the Door girl's station and front of the hotel are clear anytime
- 7 Keep undesirable characters away from the hotel, ask the help of the Assistant Manager when necessary
- 8 Summon hotel's Taxi cabs for guest and patrons
- 9 Keep umbrella available to protect guests and patrons coming in and out of the hotel from the rain
- 10 Refrain from any personnel conversation at main entrance with bellboys or other employees
- 11 Help keep the lobby area clean and in door



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- 12 Report the Assistant Manager any and all unusual circumstance occurring in the lobby and main entrance area
 - 13 Prepare and renew newspaper and mineral water for hotel vehicle before leaving hotel.
 - 14 Reconfirm all of shuttle bus guest's reservation with Concierge and Business Center before the bus leaves hotel.
 - 15 Comply with Sun Paradise policies and procedures
 - 16 To utilize guest comment log to give feedback and recommendation for product and service improvement
 - 17 To maintain appropriate standard for discipline dress, hygiene, uniform, appearance, posture and product
 - 18 To adhere the policies, procedure and rules outline in the Employee handbook
 - 19 To carry out any other duties as instructed by senior member of staff
 - 20 To be fully conversant with the hotels facilities and service



REF NO.:Rooms/FO Con.-001	EFFECTIVE DATE:	NO.PAGES: 15
SUBJECT: Transportation Check list		
COMMUNICATED TO: All Department Heads		
PREPARED BY: Room Division Manager	APPROVED BY: General Manager	

Objective:

This policy & procedure to make sure all the staff concern know the standard for hotel transportation arrangement and offer transportation for guests convenience.

Policy:

It is the policy of the Sun Paradise Hotels that all requests for limousine service are to be channeled through the concierge using the appropriate request form.

Procedures:

When a guest requests limousine service from reservation, the following procedures will apply:

1. Guest request for hotel limousine service should be handled by reservation first during the reservation operation hour from 8:30 to 20:30 on week day and 9:00 to 17:00 on weekend. Concierge should handle the in-house guest's request and the request which is not in the reservation operation hour.
2. Reservation staffs will obtain full flight arrival details and enter it into the computer after confirmed with guests.
3. Reservation should confirm with the concierge shift supervisor for the availability of the special limousine like Benz600 before confirming guest's reservation.
4. The reservation staff should fill the Transportation Requisition Form properly when



guest's request is confirmed and the concierge copy should be forwarded to concierge desk as soon as possible.

5. One day prior to guest's arrival, reservation afternoon shift supervisor on duty should print out a limousine reservation summary for next day and reconfirm with the concierge duty supervisor at 19:00 on weekday and 17:00 on weekend.
6. Concierge afternoon shift supervisor should print out a limousine reservation summary for next day and call the Hire Car Company reconfirm with the supplier at 19:00. The supplier should be informed right away for any next day cross border new booking after 19:00.
7. Every afternoon, the concierge duty supervisor will review all limousine booking for next day and assign the work to drivers. The supervisor should inform the concerned driver for overtime work if necessary. The transportation supervisor and chief concierge must be informed if the concierge shift supervisor has problem on driver's work assignment.
8. The concierge Morning shift supervisor will complete all same day Transportation Vouchers and then pass the Transportation Voucher to lobby GRO for guest's signature. Upon the guest's check-in at hotel the lobby GRO will present the transportation voucher for guest's signature. The voucher has 2 copies, one copy will be passed to the Front Desk for posting and the second copy will be attached with Transportation Requisition Form and will be forwarded to Night Auditor on daily basis together with the transportation daily sales report.

The following procedures will apply for hotel to airport transfer:

1. If a Guest Service Center, GRO or a Front office receives guest's requests for hotel to airport transfer, either by telephone call or guests personally tell the above colleague. He/she should channel to the concierge before confirming with guests.
2. The concierge shift supervisor will confirm the limousine availability and record the requests in the Concierge Daily Transportation Control Sheet.
3. The concierge shift supervisor will complete the Transportation Vouchers for signature at guest's convenience. He may assign bellboy to send the voucher to guest's room for signature if necessary the charge could only be posted into guest's room bill after getting guest's signature.
4. All transportation charge should be posted by shift supervisor and the Transportation



Vouchers must reach the Front Desk prior to the guests' departure.

6. The concierge shift supervisor will assign drivers available at that time for the journey.

Complimentary use of the Limousines

1. All requests of complimentary use of the limousines must be authorized by the General Manager first before it was passed to concierge.
2. A charge will be made to the requesting department. If it is a late request, the chief concierge must be contacted together with the authorized In House Transportation Order. Complimentary trip will not be accepted without this procedure be followed.
3. The In House Transportation will be recorded on a daily basis by chief concierge and it will be sent to Chief Account and Cost Control Manager at the end of month to be tallied against the charges the complimentary trip made.

Transportation Discount:

1. Transportation discount can be given by Chief Concierge / Assistant Manager / Sales Manager with 10% off of the rack rate; and Director Of Sales & Marketing / Director Of Sales, Front Office Manager/ACEO can give 20% off of the rack rate; above that, it must be approved by General Manager/Deputy General Manager, and EAM IC Rooms.
2. Chief Concierge and Assistant Manager are authorized to approve the normal car upgrade due to unavailability or special request.
3. With the exception of complimentary car arrangement, can only be approved by General Manager/Deputy General Manager, and EAM IC Rooms.
4. Hotel internal staff is entitled to have 30% off of the rack rate according to availability. Advance booking with department head approval is requested for the employee rate.

Limousine unavailable at airport

1. If a guest has booked a limousine and for some reason the limousine is not at airport on guest arrival the following procedure applies:
 - Must apologized for the inconvenience caused to guest.



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- Get the guest's contact cell phone number, advise the guest we will call back for arrangement within 3 minutes.
 - Chief concierge must be informed about the case.
2. For the guest at Ngurah Rai airport, advised the guest we will send a limousine to pick him up in about 30 minutes. If the guest could not accept, advise the guest to take a taxi from the airport and get the taxi plate number from guest. For the guest at Hong Kong airport, advise the guest to take the Contracted Bus company or wait for the Contract Hire Car Company for picking up.
 3. Chief concierge must be available upon guest's arrival at the hotel main entrance and extend VIP registration



REF NO.: Rooms/FO Con.-002	EFFECTIVE DATE:	NO. PAGES: 15
SUBJECT: Picking Up And Sending Off Handling		
COMMUNICATED TO: All Department Heads		
PREPARED BY: General Manager		APPROVED BY: CEO

Objective:

To meet guests satisfaction by providing an efficient an efficient welcome and farewell at the Airport

Policy:

It is the policy of the Sun Paradise Hotels that every arrival/departure guest who utilizes hotel's limousine service must be handled in an effective and efficient way with minimal hassle.

Procedures:

Arriving Guests—Hotel driver

1. Hotel driver should be at the airport 10 minutes prior guests' flight expected arrival time. Hotel driver should reconfirm the guest's flight information upon arrival at the airport.
2. Hotel driver will have the arriving guests` names clearly printed on the Welcome Signboard and held in a visible manner for the guests to see at the airport passenger exit.
3. Upon the guests' approach, hotel driver should re-verify the guests` names as the same ones on the Signboard.
4. Guests may approach you because of the Sun Paradise Hotels Sign, sell hotel room to guests if possible.
5. Once you have verified the guests` names are correct. Welcome the guests and introduce yourself.



6. Assist the guests with their luggage to where the limousine is parking.
7. Open door to car for guests to take seats. Reconfirming the number of guest's luggage after loading luggage.
8. Ensure all the guests` bags are loaded in the trunk in a secure manner to prevent damage of falling out while being transported.
9. Before car departing, hotel driver should call Guest Service center in the hotel and advise of guests` names and that they just departed from hotel.
10. On departing the airport, the driver should greet the guests and introduce himself/herself. Then offer hand towel.
11. Advise guests of how long it will take to get to hotel and offer music list to check if guests like some music along their trip.
12. If a guest is sleeping or has his eyes closed, do not wake him to have the conversation. If the guest seems like he/she does not want to talk, do not disturb the guest.
13. When arriving at the hotel, assist in unloading the guests` luggage and report to concierge shift supervisor.

Arriving Guests—Bellman

1. Prior to guests arrival Bellboy should stand by with trolley for limousine arrival.
2. Upon limousine arrival, assist in unloading luggage from Limo on to trolley.
3. Bring guests to the VIP check-in counter directly for registration. Bellman should obtain room numbers from. Lobby GRO
4. Proceed to guest elevators and to guest rooms.
5. Wish guests a pleasant stay as departing the room.



Departing Guest with limousine Booking—Concierge

1. Any guest's transportation request before 10AM, the staffs who take the reservation should confirm with the guest if he need a wake up call in the morning.
2. Guests call down to either Concierge Desk or Guest Service Center advising they are checking out.
3. Concierge shift supervisor should verify if they are taking limousine to airport or another location and ask guests for the number of their luggage.
4. If taking limousine, Concierge shift supervisor should call a driver to have a limousine stand by for guests going to Airport.
5. Concierge shift supervisor should send a Bellboy with trolley to pick up luggage.
6. Concierge shift supervisor should verify Hotel system if the guests have already been charged for the airport transfer. If not, complete Transportation Voucher and post to guests' accounts.
7. Inform front desk to prepare guest's bill.

Departing Guest with Limousine Booking—Bellman

1. Upon notification of luggage pick-up Bellboy proceed directly to guest rooms via guest elevators.
2. Knock on door.
3. Load luggage on to cart in a safe manner.
4. Verify with guests of the number of luggage.
5. Take Baggage down and load into limousine, stand by until guest's arrival and verify with guests of the number of luggage again.
6. Thank guests for staying in the Sun Paradise Hotels and wish guest to have a nice trip.



Departing Guest with Limousine Booking—Driver

1. The driver should park the limousine at hotel main entrance 10 minutes prior guest's requested time. Driver should get detailed information from concierge shift supervisor include airport terminal and guest's flight departure time.
2. The driver should reconfirm the newspaper and mineral water in the limousine has been renewed or not.
3. The driver should welcome the guests and greet guests by name when the concierge shift supervisor or the lobby GRO escorting guest to the limousine.
4. Advise guests how long it will take to get to airport.
5. Upon arrival at Airport assist in unloading the guests' luggage and reconfirm the number of guest's luggage. Try to help guests to get luggage cart and direct guest's flight check-in counter if possible.
6. Driver should thank guests for staying in Sun Paradise Hotels and say goodbye.



SUBJECT: Room Change

COMMUNICATED TO: All Department Heads

PREPARED BY: General Manager

APPROVED BY: CEO

Objective:

To achieve guest satisfaction and provide valuable rooms to guests

Policy:

It is the policy of Sun Paradise Hotels that a room changes should be effected as quickly as possible. In case of a upgrade due to guest booking type unavailable, every effort should be made to keep the guest on the same floor for convenience purpose

Procedures:

Upon receiving verbal notification of room change from Front Desk, the concierge shift supervisor will assign a bellboy with trolley and get key cards from Front Desk:

Guest not in the room:

1. If guests are not present a security staff must accompany the bellboy.
2. After the items are packed, the bellboy and security staff should move the guest luggage to the new room together.
3. Upon placing the items in the new room, the bellboy should try and put them back in the same location as they were in the other room. The security staff is to be present during this process until the bellboy leaves the room.
4. The bellboy will advise Front Desk and housekeeping when the room change is completed.
5. The bellboy should note the room change on the bellboy movement control sheet. He need to note the security staff's name also.



Guest in the room:

1. The bellboy will knock on the door and announce himself upon arrival.
2. Bellboy will greet the guests and advise that he is here to change guests to another room.
3. Place luggage carefully on trolley and confirm the piece of luggage with guest.
4. Bellboy should remind guests to check the room, wardrobe and safe etc.
5. Upon arrival to the new room, assist guests with belongings and handover new key cards with the key card holder and ask guests for the previous room key.
6. Bellboy will check with guests if there is anything else we can assist, such as: send laundry, etc. Also if different room type reintroduce the room type to the guest if necessary.
7. Bellboy will bring back the guest's previous room key to front desk. He will advise the front desk once room change is completed.
8. Bellboy should note down the room change on the Bellboy Movement Control Sheet.



REF NO.: Rooms/FO Con.-004	EFFECTIVE DATE:	NO. PAGES: 15
SUBJECT: Check In and Check Out Luggage Procedure		
COMMUNICATED TO: All Department Heads		
PREPARED BY: General Manager		APPROVED BY: CEO

Objective:

To achieve an expectation of guests, of what service should be provided.

Policy:

It is the policy of the Sun Paradise hotel that all guests are offered a warm .friendly, and efficient luggage handling service.

Procedures:

Check-In

1. Door girl will stand by the hotel main entrance and help the bellboy unload luggage from vehicles
2. Bellboy is to ensure that all luggages are removed from vehicles and verify the total number of pieces with the guest the total amount of luggage received. And if there is any fragile item that needs special care. Identify if guest have booked a room on CPC floor or normal floor and lead the guest to Reception or CPC check in counter.
3. Bellboy will load the guests' luggage onto Luggage Carts (depending on the amount and weight of the luggage, the Bellboy should try to hand carry light luggage) and the luggage tags on each individual piece of luggage.
4. Bellboy will take luggage and stand parallel and 2 meter behind the guests at reception counter.
5. Bellboy will stand with hands loosely clasped behind his back, standing at attention and facing the reception counter.
6. Upon completion of check-in the Front Desk will inform the Bellboy of the guests' room



numbers, bellboy may escort the guests to the room in the same elevator. While escorting guest to the room, use this time to acquaint him/her with the hotel facilities and services, selling the restaurant, lounges and other in-house facilities. In front of the elevator, press the elevator and keep the door open to let guest go in.

7. Bellboy should advise the guest go to room first if it was not convenient. Upon arrival of the guest's room Bellboy will first knock on the guest room door and wait for an answer
8. When the guest opens the door, the Bellboy will say ***"Bell service, Mr. /Ms ----"if he knows the guest name or "Sir/Madam"*** and then take the luggage into the room and place the suitcase on the luggage rack, for hand –carry luggage like clothes, lap top, etc., the Bellman will ask the guest where she/he would like to put these luggage. Reconfirm the amount of luggage
9. Introducing the room facilities if it is necessary.
10. After luggage delivery and farewell the guest, face to guest and back off 3 steps, close the door lightly and return to lobby via elevator.
11. Bellboy will then note the room numbers, time of going up to the rooms and tag sign the luggage Bellboy movement control Sheet.

V.I.P. ARRIVAL

1. The Concierge shift supervisor will obtain correct room number in advance which the VIP will check-in.
2. In some occasion, a guest elevator will be blocked off and will be attended by a Bellboy to serve the guests to their floor.
3. Bellboy should wait for the Guest Relation Office Manager/Guest relation officer to complete the room introduction and escorting procedure before entering the room

NOTE:

- 1 If the guest have some comments or other request, please follow up right away, inform Assistant Manager if necessary.
- 2 Bellman should not wait or solicit for any gratuities from guests.
- 3 Luggage is to be delivered to the room within 5 minutes upon completion of guests' registrations.



- 4 If you need deliver several FIT guest's luggage at the same time, you do not need escort guest to their room, after guest enter their room, you should knock their door and say "Bell service" for their luggage delivery.

Check-out

1. Upon receiving a call either from guest or colleague for picking up luggage, The shift supervisor will immediately send a Bellboy up to the guest' rooms with luggage trolley if necessary
2. The shift supervisor will record the guest's room number and the time of the pick-up request on the Bellboy Movement Control Sheet
3. Bellboy will knock on the guest room door and wait for a reply, when the guest opens the door; the Bellman will greet the guest then say "**Bell service Mr. /Ms---**", and then load the luggage onto a Luggage cart. Bellboy should confirm the pieces of guest's luggage and offer the luggage claim tag to guest.
4. If the guest has already left the room, then the Bellboy will request a room attendant to open the door and pick up the luggage
5. Luggage will be stored behind the concierge counter until the guest has checked out and claim the luggage back by the claim tag.
6. The luggage will be released after verification of guest's luggage claim tag. The Bellboy will take luggage from the concierge counter, ask the guests to verify pieces and then take luggage to vehicle.
7. Bid farewell to the guest in a friendly and professional manner.

NOTE:

- 5 If the guest is leaving in a short while, place the luggage behind the concierge counter and chain up together if more than one piece.
- 6 Check with Concierge desk if the guest has a hotel limousine arranged. If not, confirm with the guest what he/she would like to arrange as departure transfer and the destination.



Hold For C/I Luggage

1. If the rooms for the guest are unavailable upon guests' arrival the Bellman will hold the luggage (with guests' approval) until the rooms are ready for check-in
2. The luggage is to be held in the luggage storeroom and identified by a luggage tag with the guests' names and noted, "Hold for check-in".
3. The concierge shift supervisor should put "Please call concierge upon C/I for the Hold For C/I Luggage. Tag No:####. in the Hotel System remarks of guest's reservation then wait for advice from the Front Desk on the time of delivery and the guests' room numbers.
4. Luggage will then be promptly delivered

NOTE:

- 7 Bellboy should be flexible and assist the guests should they wish to unpack certain items while waiting for their rooms to be ready, A space should be made available in the luggage storeroom for this purpose.
- 8 Guests are not encouraged to open suitcases in the lobby area.
- 9 Special attention must be paid to luggage with "Fragile Stickers" to avoid breakage.



REF NO.: Rooms/FO Con.-005	EFFECTIVE DATE:	NO. PAGES: 15
SUBJECT: Luggage Room and Storage Procedure		
COMMUNICATED TO: All Department Heads		
PREPARED BY: General Manager		APPROVED BY: CEO

Objective:

To safeguard of guests' luggage with convenience to guests

Policy:

It is the policy of the Sun Paradise Hotels that no guest or staffs are allowed to enter Luggage Storage Room except for the specified staff.

Procedures:

1. Luggage storage service is for hotel guests only.
2. Luggage storage will not take any alive creature for storage. No food or fruit is allowed in the storage room for over night. The article with unpleasant smell could not be accepted for storage.
3. The following staffs are allowed to enter Luggage Storage Room: Front Office Manager/Assistant Front Office Manager, Concierge staff and Hotel Management.
4. Smoking or food is strictly prohibited in the Luggage Storage Room.
5. The luggage Storage Room must be kept clean and tidy at all time by Concierge staff. The storage room should be general cleaned on each Friday by all morning shift duty staffs.
6. The Luggage Storage Room must remain locked at all times.



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7. The Bellboy on night duty is responsible for ensuring that the Luggage Storage Room is thoroughly cleaned.
 8. The Bellboy on night duty is also responsible for conducting a check on all items stored and items stored must tally with all the Luggage Storage Records.
 9. The Chief Concierge is responsible for maintaining an accurate record of luggage storage.
 10. All clothing such as overcoat, fur coat, coat, jacket etc for storage whether short or long term must be covered with a laundry bag cover and hung up.
 - 9 Upon guests requesting for luggage storage Bellboy should verify the guest's names, room numbers and the number of luggage with guest.
 - 10 Bellboy should confirm with the guest for the valuable or fragile articles storage and remind the guest to note conditions on the reverse side of luggage claim tag. Should put the Fragile Sticker on the breakable article if they guest take the conditions
 - 12 Then bellboy will write down guest name, room number , date and time of storage and guest's contact phone number or E-Mail address and his initial on the 2-fold Luggage Storage Tags , then ask guest to sign for confirming.
 - 13 Bellboy will tear the 2nd fold to guest and advise guest to present these tags upon claiming of his luggage.
 - 14 Bellboy will tie the 1st fold of the Luggage Tags to guests' luggage and take the luggage to the Storage. Use luggage strings to bind the luggage if necessary.
 - 15 Bellboy will fill Luggage Control Sheet.
 - 16 Concierge supervisor shift hand over should carefully check the entire storage luggage according to the luggage storage record and update the record.



Deposited Article Over 6 Months

1. The hotel has right to handle the deposited article which is over 6 months according to hotel policy if no special arrangement has been made with.
2. Chief concierge should submit the monthly summary to the department head for the deposited article that has been kept in the concierge storage room unclaimed over 6 months.
3. Chief concierge should try to contact guest first to get the instruction from guest. For the article we could not get contacted with guest, chief concierge should check the unclaimed items together with security staff and record the detailed information.
4. Chief concierge could only have the right to handle the deposited article after hotel management approval.



REF NO.: Rooms/FO Con.-006	EFFECTIVE DATE:	NO. PAGES: 15
SUBJECT: Newspaper Delivery		
COMMUNICATED TO: All Department Heads		
PREPARED BY: General Manager	APPROVED BY: CEO	

Objective:

To achieve guests' satisfaction and it is a feature of hotel services.

Policy:

It is the policy of the Sun Paradise Hotels to provide in-house guests daily newspapers as soon as possible.

Procedures:

1. Upon arrival of newspapers to the hotel from Postman, Door girl will record the number of copies received of each kind on the Newspaper Control Sheet.
2. Concierge shift supervisor will print out an In-house Guest List and Expected Arrival List for the day from computer for counting total quantities of newspapers required.
3. Concierge supervisor should prepare the newspaper for floor attendant according to guest list and have bellboys sent to floors with guest list before 9:00AM daily. Floor attendant should sign for receiving.
4. Floor attendant will distribute the newspapers according to In-house Guest List of the day by 11:00AM. Each floor will have 10 pieces extra for those Expected Arrival and Walk-In guest.
5. Concierge shift supervisor will then allocate newspapers based on nationality of VIPs, Club Floor guests, long staying guests and guest with special request in computer. The supervisor should have the bellboy sent those newspapers out before 11:00AM in the newspaper bag. HSKP should be informed about those room numbers.
6. For arrivals with room numbers assigned, newspapers will be sent to the rooms by room attendant prior to guests check-In.



7. For arrivals without room numbers assigned, walk-ins, newspapers will be sent to the rooms right after guest's check-in by room attendant right away.
8. For extensions, HSKP should be informed for sending newspapers to the rooms upon notification. Guest relation officer must provide an due out room list to HSKP Office daily by 14:00.
9. Any "Do Not Disturb." Room, the newspaper should be put in the newspaper bag and hanged on the door knob by room attendant.
10. Local Daily in room free of charge. Any guests from other country will be entitled to have one copy of China Daily in room free of charge.
11. VIPs, Club Floor guests, long staying guests and deluxe suite room guests may have special request for one copy from the below newspaper during their stay: Local Morning Post, USA Today and International Herald Tribune. Other guests request for those newspapers will be charged.
12. Concierge should be informed to handle right away if guest has any special request for newspaper.

Remarks:

Guest Use newspaper Summary:

News Paper	Total Pieces
Local News Paper	
English Newspaper	

REF NO.: Rooms/FO Con.-010	EFFECTIVE DATE:	NO. PAGES: 15
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SUBJECT: Guest's Mail / Parcel / Package

COMMUNICATED TO: All Department Heads

PREPARED BY: General Manager

APPROVED BY: CEO

Objective:

To achieve satisfaction and to provide convenience of guest

Policy:

It is the policy of the Sun Paradise Hotels that the Concierge Desk will handle storage, and delivery of all guest parcels, mail and courier packages

Procedures:

1. Upon receipt of all parcels, mail & courier packages, Bellboy must register on the Mail, Parcel & Package Control Sheet the items received.
2. For courier packages, Bellboy must check the in house guest list and/or the future arrivals before signing for receipt. If guest names are not in the captioned record, guest' history will be traced. Both record are negative, Bellboy must advise the messenger and does not keep the packages. Bellboy must also consult Front Desk/Reservation if unable to find guest name as there maybe a different name or spelling.
3. The Shift supervisor will leave message through Hotel System message system for informing guests after receiving their mail/parcels/courier packages. The guest will be advised immediately when the item arrived at the Hotel.
4. Bellboy will ask the guests to sign upon receiving of the item.
5. If the guest are unavailable or yet to arrive, Concierge supervisor should leave message "Please call concierge upon C/I for guest's mail. Kept at Hold for Pick Up Item Area." to advise the guests of the item being stored by the Concierge. All arriving guests will be given their items as they check in.
6. If there is any fragile item, valuable items or any queries on handling the parcel,



Concierge supervisor should consult with Chief concierge.

7. Concierge shift supervisor should call the concerned sales manager if we received big mails for the meeting event. The concerned manager should find a place for keeping the mails and inform the guest.
8. All mails should be emptied from the Hold for Pick up Area with the daily newspaper at 9:00AM.



REF NO.: Rooms/FO Con.-011	EFFECTIVE DATE:	NO. PAGES: 15
SUBJECT: Stacking Of Luggage on Cart		
COMMUNICATED TO: All Department Heads		
PREPARED BY: General Manager		APPROVED BY: CEO

Objective:

To ensure a consistent and high standard for handling guest luggage at all times.

Policy:

It is the policy of the Sun Paradise Hotels to place luggage on a trolley so that no luggage will be damaged or placed in an unsuitable position at any time.

Procedures:

1. In case of heavy luggage, bellboy should place it on the base of the trolley and ensure that luggage is secured at all times.
2. Bellboy should not place luggage on the trolley if it obstructs the view and place pressure on the trolley or bellboy.
3. Bellboy should be aware of fragile or breakable items and treat with care. Hands carry those items such as laptop, etc. As much as possible.
4. Bellboy should place hanging items on the racks provided.
5. Bellboy should be conscious of walls door etc.
6. If the luggage cart with luggage is too heavy, bellboy should ask the other colleagues to help when entering elevator.
7. Bellboy should never attempt to lift them is very heavy, ask for assistance from colleague if necessary.



REF NO.: Rooms/FO Con.-012	EFFECTIVE DATE:	NO. PAGES: 15
SUBJECT: Group Luggage Handling		
COMMUNICATED TO: All Department Heads		
PREPARED BY: General Manager		APPROVED BY: CEO

Objective:

To establish a consistent and high standard for handling group luggage at all times.

Policy:

It is the policy of the Sun Paradise Hotels to ensure the group luggage is tagged and delivered in an efficient and timely manner to the correct rooms with care.

Procedures:

1. Upon group arrival at the hotel, door girl should inform Front Desk.
2. Bellboy will unload luggage from truck or coach carefully to group luggage area at the main entrance and tag it immediately.
3. Bellboy will count total number of pieces and ask the Tour Leader to sign acknowledgement on the Group Luggage Record.
4. Bellboy should note down the group luggage Van number.
5. If any luggage is found damaged. The shift supervisor will inform the Tour Leader at once, as the hotel does not bear any responsibility. Tour Leader should note the damage on the Group Luggage Record.
6. Bellboy will tie luggage tag on each piece of luggage and will note down room numbers according to the rooming list.



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7. In any event if a name not on the rooming list, the shift supervisor should report to Tour leader for the instruction.
 8. Bellboy will send all luggage to guest's rooms as soon as possible and note down the number of luggage to each room.
 9. If some guests prefer to carry their own luggage, bellboy must check their passport against rooming list or check with the Tour Leader for security reason and record details and number of pieces on the Group Luggage Record.
 10. Bellboy must report any special cases or incidents to Chief concierge or Assistant Manager.



REF NO.: Rooms/FO Con.-013	EFFECTIVE DATE:	NO. PAGES: 15
SUBJECT: Hold For Pick Up Item		
COMMUNICATED TO: All Department Heads		
PREPARED BY: General Manager		APPROVED BY: CEO

Objective:

To avoid confusion as to the whereabouts of the items; Ensure that items are securely stored and Ensure that a proper control and proper records are maintained.

Policy:

It is the policy of the Sun Paradise Hotels that the items are to be kept for pick up is to be securely stored and proper records must be maintained.

Procedures:

1. All Hold for Pick up Item could not be sent to guest's room directly without in house guest's approval.
2. Obtain the following information from the guest:
 - 1 Room number and Guest's full name
 - 2 Description of Articles
 - 3 To whom
 - 4 Telephone number of both side
 - 5 Expected collecting Date
3. Write down the details in the "Hold for Pick up" form, Valuables item such as antiques, cash, jewellery, passport, cheques, airline-tickets should be handed to the A.M. desk for storage in the safe.
4. Upon collection, the bearer should be able to disclose the guest's name, the name of receiver or company name, then cross check with the information with the Hold For Pick up form.



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5. If all proved correct, fill in all necessary information into every single column of the Hold for Pick Up form, such as bearer's name, date/time of collection and the handling clerk's initial.
 6. After completion the Hold for Pick up Form, one copy should be attached to the item and the one copy should be kept in the File for guest's reference. The bearer should also keep a copy as receipt and be noted for the remarks on the form.
 7. Large parcels or samples should be kept in the luggage room. Frozen food item should be kept at the room service freezer. Any item which could not be kept at Hold for Pick Up Item Area must be noted down the location on the form.
 8. Every Friday, the record of "Hold for Pick Up" should be checked with the actual Items on hand of Hold for Pick Up. Morning Shift supervisor should call the concerned guest to trace the result.
 9. If we receive the pick up items such as envelope, we should check the seal properly, if the seal is not stick, we must be stick the seal of envelope face to the sender.
 10. The bearer must be informed right away if the receiver refused to take the hold for pick up item and it must be noted on the form with is attached to the item.
 11. The Duty Supervisor should prepare and complete the "Hold for Pick up Notice" message to guest room as soon as possible.



REF NO.: Rooms/FO Con.-014	EFFECTIVE DATE:	NO. PAGES: 15
SUBJECT: Paging Service		
COMMUNICATED TO: All Department Heads		
PREPARED BY: General Manager		APPROVED BY: CEO

Objective:

To ensure that the proper steps are taken when paging a guest

Policy:

It is the policy of the Sun Paradise Hotels to ensure the group luggage is tagged and delivered in an efficient and timely manner to the correct rooms with care.

Procedures:

1. Accept the "paging request"
2. Politely inform the caller to hold on the line, and then press the "HOLD" button on the telephone.
3. Check the information with the computer to establish whether there is any information on the location of the guest. (Check also with Concierge daily log for any information)
4. Give the guest's name (never disclose room number) to the Bellboy for paging.
5. The bellboy should write the guest's name on the paging board by black Mark Pen.
6. The Bellboy should walk through the lobby, keeping alert for the response of the paged guest.
7. If the guest response to the page, the Bellboy should show the guest where to pick up the phone.
8. If there is no response, the bellboy should inform the caller that there has been no response to the page and offer to take a message.



REF NO.: Rooms/FO Con.-007	EFFECTIVE DATE:	NO. PAGES: 15
SUBJECT: Driver Rules		
COMMUNICATED TO: All Department Heads		
PREPARED BY: General Manager		APPROVED BY: CEO

Objective:

To ensure a consistent and high standard of driving experience with high level of car cleanliness is provided to guests.

Policy:

It is the policy of the Sun Paradise Hotels that the following rules and regulations are applicable to the operation of hotel limos.

Procedures:

1 Drivers are not allowed to bring personal items, such as books, toys, etc. into car.

2 The driver should daily stock the car/shuttle bus which he/she will driver following:

Inside the car/shuttle bus:

3 Bottles of Mineral water

One piece of Local Daily News Paper, Business Daily and English News Paper

One copy of hotel map, hotel Guide 5 music CD (Hotel approved ones only)

Cold/hot towel for Limousine only

Clipboard containing Vehicle Mileage Log Book

Guest comment Card

Hotel Brochure

Life style Sun Paradise



Trunk

- 1 One dry rags issued by hotel and one umbrella
- 2 Storing of wet rags in trunk is not allowed due to mildew and smell they will generate. Rags Storing are to be changed by driver daily.
- 3 Driver should always use turn signals.
- 4 Driver should not break traffic laws, otherwise it is at driver's expense.
- 5 At no time driver should exceed the speed of 120 kilometer per hour.
- 6 Driver must use common courtesy when driving to ensure guest 's comfort.
- 7 Driver is not allowed to play music while guests are in the car unless so request by the guests.
- 8 Playing of driver's own personal music is not allowed.
- 9 Listening to radio while guests are in the car is not allowed
10. Smoking is strictly prohibited for driver in the car/shuttle bus
11. Driver should always open door for guests to enter or exit the car.
12. Driver should stop to let guest depart from the car only in locations where it is safe for the guests to get our of the car.
13. Driver should complete a safety check inspection of car at beginning of your shift. Checking break lights, turn signals, head lights and windshield wipers are working correctly. Checking that all windows and door locks function correctly. Check oil level in car.
14. Driver should ensure that the interior and exterior of the car is neat and clean
15. Drinks or consumption of alcoholic beverages are not allowed for driver while on duty. If driver are too tired to drive then notify your shift supervisor accordingly.



REF NO.: Rooms/FO Con.-008	EFFECTIVE DATE:	NO. PAGES: 15
SUBJECT: Driver's Expenses		
COMMUNICATED TO: All Department Heads		
PREPARED BY: General Manager		APPROVED BY: CEO

Objective:

To supervise and control the vehicle expenses during the transportation service.

Policy:

It is the policy of the Sun Paradise Hotels that every driver shall bear the small amount expenses relating the vehicle operation for the limousine service.

Procedures:

1. All drivers must report to work to Concierge counter in the beginning of each shift.
2. At the end of the shift the driver should give any receipts (highway express fee, car parking fee, road tax fee etc) attached with transportation request form with his driver sheet to Chief Driver then the Chief Driver will give those cash.
3. The Chief Driver will prepare Petty Cash Request Form attached with receipts to the EAM IC Room's Secretary for EAM and CEO's review and approval daily for proceeding reimbursement.
4. After the approval of EAM IC Rooms and CEO, the secretary will send the Petty Cash Request Form to Finance Department for reimbursement.



REF NO.: Rooms/FO Con.-009	EFFECTIVE DATE:	NO. PAGES: 15
SUBJECT: Driver Expenses		
COMMUNICATED TO: All Department Heads		
PREPARED BY: General Manager		APPROVED BY: CEO

Objective:

To ensure a clear and accurate mileage record is in place for monitoring the consumption of petrol and the usage of vehicle.

Policy:

It is the policy of the Sun Paradise Hotels that each vehicle must be with a vehicle mileage log book recording the mileage and the destinations.

Procedures:

1. The driver must log down the following information every time when the vehicle in use:

Date time
Who use vehicle/Room No.(if he/she an in-house guest)

Destination
Mileage
Refueling record

2. If it is an internal usage, a duly approved Transportation Request should be attached.
3. The Vehicle Mileage Log Book must be reviewed and endorsed by Driver Supervisor twice a week.



REF NO.: Rooms/FO Con.-0015	EFFECTIVE DATE:	NO. PAGES: 15
SUBJECT: Vehicle Maintenance		
COMMUNICATED TO: All Department Heads		
PREPARED BY: General Manager		APPROVED BY: CEO

Objective:

To supervise and control the vehicle maintenance expenses and to ensure hotel vehicles are in good condition.

Policy:

It is the policy of the Sun Paradise Hotels that any hotel vehicle maintenance should be approved by hotel management with concerned form.

Procedures:

Hotel vehicle Maintenance:

1. Any hotel vehicle maintenance must be sent to the specialized contract garage.
2. Transportation supervisor should firstly make a request for any major car maintenance with the details as well as the quotation and submit to Chief Concierge together the maintenance record of the concerned vehicle.
3. This request will passed to the Director of Engineer for double check & reconfirmation.
4. Once the Director of Engineer confirms the need of the service, he should also sign on the request.
5. The signed request will then be passed to hotel Management for the final approval.
6. Once final approval is obtained, the transportation supervisor can proceed with the maintenance.



7. Transportation supervisor will get the Director of Engineer to have a check of the car once the maintenance is completed. Any changed parts must be brought back to Director of Engineer.
8. Both the transportation supervisor and the Director of Engineer will need to sign for the completion of the maintenance before the hotel pays the garage for any car repair.
9. For minor repair and emergency case. The transportation supervisor will need to inform the Front Office Manager or the Assistant Front Office Manager in advance.
10. Please be guided accordingly or else the hotel will not be responsible for the expenses occurred.

Hotel vehicle Cleanness:

1. Hotel drivers are pointed to in charge of concerned vehicle cleanness and condition.
2. The afternoon shift drivers should send all of vehicle for cleaning according to the business situation. Any vehicle which is not been cleaned should be handed over to next shift.
3. The driver should make a maintenance request according to concerned vehicle mileage to transportation supervisor for approval before the vehicle was sent to garage.
4. The transportation supervisor must point a driver to replace the concerned work if any driver takes leave.
5. A general vehicle cleaning work must be carried out on every Friday.
6. The transportation supervisor must submit a hotel vehicle maintenance record and monthly maintenance summary to Chief concierge on the 27th of each month.



Acknowledge Letter from Employee

I _____ acknowledge receipt of this departmental employee handbook of Sun Paradise Hotels and I understand that the rules and procedures contained herein formed. I admit that department trainers had trained me, according to the handbook lists.

Employee's Signature: _____

Staff ID Number: _____

Section/Outlet Manager: _____

Date: _____