

Luggage storage and parcel service

PROCEDURE VALIDATION

Version	Corporate area	Approved by		Approval date
1	Operations (Process Owner)	Operations Control Direc Chief Operations Officer	Anja Loijens Ramón Aragonés	July 2012
	Internal Audit	SVP Internal Audit		
	Resources	SVP Human Resources		
	Strategy & Development	SVP Quality & Competition		
	Management Committee			Steering Minutes 09/07/2012

UPDATED

Version	Approved by	Approval date
2	SVP Operations	December 2018
	Organization Director	

OBJECTIVE AND SCOPE

The process by which we are requested to store and return the luggage in good conditions to our guests. This process is extremely important as it is our responsibility to keep track and be aware at all times of where the luggage which has been handed in to us is placed.

To achieve this, we must standardize the actions and guidelines to carry out in the reception for the safe-keeping and delivery of the luggage to the guests in order to avoid the misplacement, confusion or delay in the service.

This procedure applies to:

- Bellboys: person in direct contact with the clients (if any is available)
- Front Office Department: the receptionists will advise the bellboys in case the client requests this service. In the hotels that do not have bellboy service, the receptionists will be responsible for providing this service. The Front Office Manager will be responsible for this service.

SUMMARY

1. Luggage Storage
2. Delivery of parcels
3. Aspects to take into consideration
4. Templates and file periods

1 LUGGAGE STORAGE

Responsible: Bellboys (if any is available), Front Office Department

When the client arrives to the hotel, make eye contact and smile calling the guest by his/her name if we know this.

"Good morning /afternoon. May I assist you with the luggage?"

Offer the luggage storage service by anticipating the client's needs and proceed to store it:

- **Luggage storage upon arrival:** Only in the case there are no rooms available upon arrival, we will offer this service until the room is ready.
- **Luggage storage upon departure:** Once the client has paid the invoice, offer the possibility to store the luggage in the storage room.

To be taken into consideration during the arrival as well as upon the departure:

- Count the suitcases and confirm with the guest that the amount is correct.
- Check that the luggage is in good condition and indicate to the client if you find any damage and show this on the ticket as well as on the tag.
- Mark each item with the standardized tag.
- Hand in the client a ticket for each item informing him/her to keep them in order to remove the luggage along with a brief description to assist in locating it.
- Try to keep the luggage of the check-in and check-out separated and register this along with the room number or with the tickets designed for this purpose.
- Exceptionally, simply count the items and confirm the number with the guest when we accompany them to the room (arrival) or from the room (departure) along with the luggage.
- Never store the luggage on the inside of the reception or leave it unattended in the common areas of the hotel.
- For security reasons, the door of the luggage room must remain locked and the access restricted to authorized personnel of the hotel, avoiding to allow them to drop off or pick up their luggage.
- After checking the luggage tag and prior to the delivery, remove the tag.

If the client has lost the tag, we will proceed in the following manner:

- Ask the guest for some kind of identification.
- Check the room number.
- Request for a detailed description of the suitcase.
- Request for the signature of the client indicating the date, name and surname, room number, document number of the official identification, telephone contact number and a brief description of the luggage removed.

In case of offering this **storage service for a prolonged time**, we will take note of all the details in the shift book of the hotel and label the suitcases accordingly. We will only offer this service exceptionally for regular guest and with the approval of the Management of the hotel.

If a group stores the luggage in the storage room:

- It will be handled by the group responsible.
- One tag will be placed for each piece of luggage.
- In case there is no space available for the luggage, another location will be allocated which should also be watched over.

2 DELIVERY OF PARCELS

Responsible: Bellboys (if any is available), Front Office Department

When material, luggage or some kind of parcel or package is received to be delivered to a client or company, we will proceed with the following guidelines depending on the receiver:

- **To clients or companies who have not yet arrived to the hotel**, we will proceed in the usual manner including some actions:
 - ✓ Check if there is a reservation associated with the client or company.
 - ✓ Mark each item with the tag indicating the guest's name, the company, the date and if it is for a banquet or meeting.
 - ✓ Store it in the storage room unless otherwise indicated by the guest.
 - ✓ Whether the delivery has been carried out by an individual or by a company, it is necessary to complete the template established for this purpose - *Parcel template.xls*
 - ✓ Always register this in the shift book and in case of individual reservations, indicate this by including a trace to handle this during check-in.
- **For clients or companies in house who leave material, luggage, or some kind of parcel or package at the Reception to be picked up by an individual client or company not belonging to the hotel. In this case, we would proceed as follows:**
 - ✓ Complete the template established for this purpose (*Parcel template.xls*) and in case no one claims the package within the time limit established, we will contact the sender, person in house or person who was recently a guest at the hotel to inform them about this situation.

KEY TASKS

In case packages or envelopes are kept at the Reception of the hotel, it is necessary to indicate the identity of the person who will pick them up. At the time of the delivery, it will be necessary to check the identity of the person by requesting an official document or ID, signing in the corresponding template – Parcel Template.xls

3 ASPECTS TO TAKE INTO CONSIDERATION

- Maintain the storage room clean and tidied up.
- Anticipate the guest's needs.
- Keep a record at the Reception in case the material arrives before the guest.
- Assist the guest with the luggage when possible.
- Do not use any other documents which have not been standardized / approved.
- Do not accept luggage from any person who is not a guest.
- In case we receive mail or some package after the client's departure, we will retain it during 72 hours. If no one claims it, we will return it to the sender

4 TEMPLATES AND FILE

Documentation or template	Responsible	File period
Parcel template	Front Office	See Templates and File per BU