

Porter Service

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Objective and scope

For those hotels who offer Porter Service, this procedure ensures that the person in charge will carry out tasks such as to accompany the guests upon arrival, departure and any type of service related with the luggage of the guest.

The porter is one of the first persons in direct contact with the guest and will influence the first impression the guest acquires about our service.

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1 Daily service performance

Responsible: Bellboy of the hotel

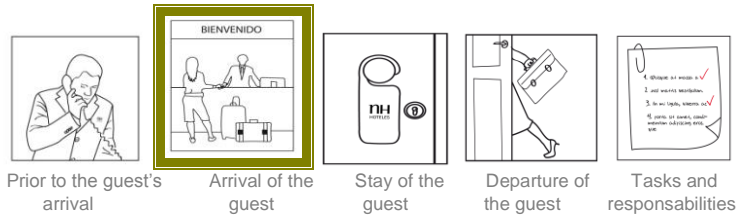
1.1 Arrival service

The staff that offers this service will be visible in the hall or the door entrance of the hotel (always whenever possible), attentive always to the arrival of the guests.

Upon the arrival of the guest, the bellboy will welcome him/her. (*"Good morning, welcome to the hotel, do you have a room reserved?"*). The bellboy will take care of the luggage and also offer assistance with the car by providing the parking ticket.

("Good morning, welcome to the hotel. Please accompany me to the Reception", my colleague will do your "check in")





If there are several suitcases, load them on the trolley and then leave them aside until the guest checks in. Only if the room is not available, keep the luggage in the storage room. For more information, consult the procedure, *Luggage storage and parcel service*.

Once the guest has registered at the Reception desk, the bellboy will be in charge of accompanying him/her to the room by assisting with the luggage and politely take advantage of promoting the services of the hotel.

The receptionist will hand over to the bellboy the corresponding key and the identification card and also provide instructions to accompany the guest to the room. From that moment on, the bellboy must act in the following manner:

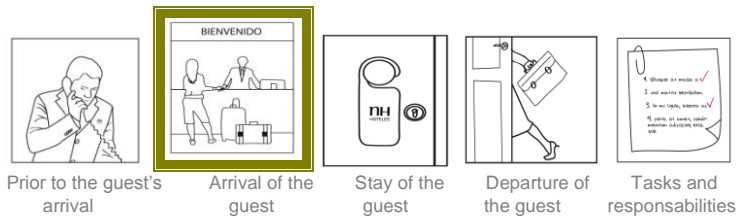
- Look immediately at the welcome card to identify the name of the guest, the room number and indicate to the guest you will accompany him/her.
- On the way to the room, we will address the guest by the name and ask if he/she had a pleasant flight or if they are familiar with the services of the hotel. If it possible, we will take advantage of promoting the services of the hotel and their location (restaurants, swimming pool, any entertainment, beach, etc.). For more information, consult the procedure *Customer Service*.
- When we reach the elevator, we will always let the guest pass first.
- Upon reaching the floor of the room, the guest will exit first and we will indicate in which direction to walk.
- Before opening the bedroom door, knock with your knuckles and if there is no response, open the bedroom door and switch on the lights and allow the guest to enter. Place the luggage on top of the luggage rack.
- The door will remain open as long as the bellboy is inside with the guest.
- If it is day time, we will draw the curtains to see the daylight.
- Afterwards, explain to the guest how the main technical elements operate such as lights, air conditioning, heating, television, hair dryer, closets, safety deposit boxes... and services such as the laundry or minibar.
- Before leaving the room, ask the guest if everything is satisfactory indicating the telephone number in case they may need anything and hand in the welcome card wishing them a pleasant stay.
- If at the end of the service, the client offers a tip, thank the guest and put away the money without checking the exact amount given. If a tip is not offered, do not hint anything to the guest.
- Say farewell to the guest and shut the door carefully to avoid making noise.
(*"Have a pleasant stay and welcome to the Hotel, good bye Mr/Mrs xxx"*)

1.2 Service during the stay

During the stay of the guest, the following tasks of the bellboy should be carried out:

- Deliver messages to the room according to what is indicated in the procedure, *Visits, calls and messages*.
- Perform security tasks such as control and identify all the guests of the hotel and visits according to the identified procedure, *Visits, calls and messages*.

Organization Department – Porter service



- Attend the claims and suggestions of the guests and forward them to a supervisor in case they cannot be solved according to the indications of the procedure, *Suggestions, complaints and claims*.
- Check the parcels that have been handed in and if there is anything pending for the day or a package which has not been delivered. For more information, consult the procedure *Luggage storage and parcel service*.
- Distribute the mail.
- Check several times the newspaper area to arrange them neatly and replace them if necessary.
- At certain times, if it is necessary you may need to go out and buy newspapers.

1.3 Departure service

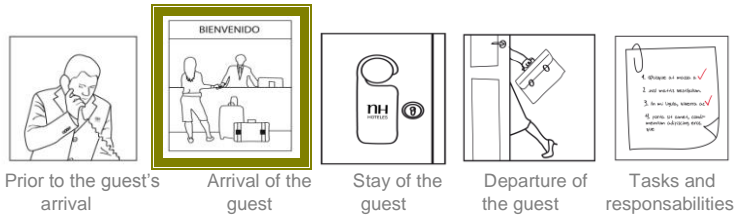
We will take into consideration if we are assisting a loyal or special /preferred guest in order to pick up the luggage from the room at the requested time. For more information, consult the procedure *Personalization and benefits*.

When a guest requests for the luggage to be removed from the room, we will proceed in the following manner:

- Knock on the door even if the door is open. Greet the guest by the name and inform him/her that you have come to remove the luggage. *"Good morning Mr./Mrs. XXX., I have come to remove your luggage as per your request. May I come in please?"* Ask the guest how many suitcases are necessary to remove and take them down to the Reception.
- Once the guest has identified the suitcases, we will place an identification tag.
- Discreetly observe if there is any item or object broken or damaged in the room and if so, notify this to the Reception.
- If the guest will accompany you, take advantage and ask him/her if they will need a taxi and if so, notify the Reception.
- Always say farewell to the guest wishing him/her a pleasant flight. *("Wishing you a pleasant flight back and hope to welcome you soon.")*
- If the guest offers a tip, thank him/her and never check the amount received.

When a guest takes down his own luggage, be attentive to help the guest in case we perceive his/her presence. Offer the guest our luggage service and a taxi if this is necessary. *Luggage storage and parcel service*.





2 What to do when...

2.1 We detect some kind of breakdown / damage or room out of order upon the arrival of the client

If you observe any kind of breakdown or damage in the room such as curtains not hung properly, a blown out light bulb or something missing in the room (towels, directory, etc.), apologize to the guest and contact to reception in order to offer to the guest a quick solution. When you go down to the Reception, inform immediately the corresponding department so that they can provide a quick solution.

2.2 The client comments that the room is not satisfactory

Transmit the comment to the Reception and wait to receive instructions. Take special care to convey to the client that we will do our best to satisfy him/her.

- In case, the Reception assigns another room, proceed to show the client the room and keep the luggage in the first room. If the second room is satisfactory to the client, we will inform him/her that his luggage will be moved and a new key will be provided along with a new registration card to be signed immediately.
- If the Reception informs us that it is necessary for the client to come down to be informed of the options to decide on the best solution, we will accompany the client and take down the luggage. We will not arrange any room move without the previous authorization from Reception.

2.3 We find something suspicious in the client

If we perceive a suspicious attitude in the client, luggage in bad conditions, a pet or similar aspect, proceed to inform this immediately to the Reception so as to take the corrective measures.

2.4 The client does not travel with luggage

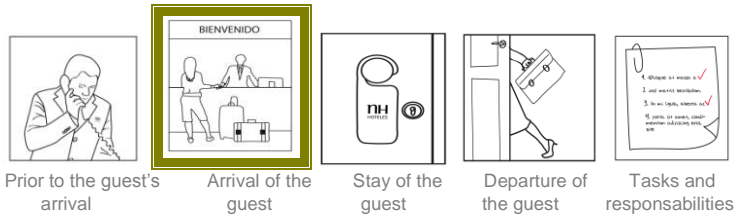
When a client is checking in and we observe that he/she has few or no luggage, notify this discreetly to the receptionist so as to be sure that the client settles the account beforehand or provides the required deposit.

Record this in the incident shift /daily memo book to inform all the receptionists.

2.5 There is an arrival of a group

When there is an arrival of a group, the hotel will request from the group organizer / coordinator to previously inform the guests to identify their luggage indicating their names. Once the group arrives, the Reception will hand in the rooming list with the rooms all assigned and meanwhile they are being checked in, organize the luggage to distribute them by floors in order to facilitate the delivery of the suitcases.

If we find a suitcase which has not been clearly identified, we will store it in the luggage room until the client claims it. We will indicate to the clients the directions to access the rooms and in case there is a VIP client within the group, we will accompany this guest directly to the room.



2.6 The bellboy is not available when the client has checked in

The Reception will inform the client that the bellboy is busy with another guest and that his /her luggage will be brought up to the room as soon as possible. Place a tag on the suitcase indicating the corresponding room number. When we deliver the luggage to the room, we will apologize for the delay and continue the service according to the established procedure.

3 Related procedures

Luggage storage and parcel service
Customer Service
Visits, calls and messages
Customer Personalization

4 Procedure validation

Version	Corporate area	Approved by:		Approval date
1	Operations (Process Owner)	Operations Control Director 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