

STANDARD OPERATING PROCEDURE

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|----------------|---|------------------------|-----------------|---|---------------------|
| Date | : | | Dept | : | Front Office |
| Revised | : | | LSOP No. | : | 2A |
| Subject | : | Arrival Baggage | | | |

Objective

To ensure that guests' baggage is handled in a consistent and considerate manner at the time of arrival.

Procedure

Follow the below procedure when the coach / car reaches the porch area.

- You will need to initiate a security check for the bags (*"Sir / Madam, may I request your bags for a security check?"*). (If available)
- After the security check is complete, the bell boy brings the bags to the bell desk and puts the arrival tags on the received baggage.
- After the check-in procedure, the guest is asked by the Front Desk associate to identify their bags (*"Mr. / Ms _____, could you please help identify your baggage and may I have a look at your room number?"*). Associate should not ask for the room number from the guest to maintain privacy of the room number.
- Once the pieces of baggage are identified by the guest, The bell desk associate writes the room number and the total number of bags he/she has got on each tag and their counter foils are given to the guest, informing them that it needs to be returned to the person delivering the baggage to his/her room – *'Mr/Ms _____, may I request you to return the counter foils to the associate once the baggage is delivered to your room'*
- Before the bell desk associate takes the bags to the guest room the room number, number of bags, the name of the associate and the time at which the associate takes the bags are noted down on the **concierge tracking sheet**.
- Once the bell desk associate completes the task of delivering the bags to the guest room, the counter foils are returned and stored at the bell desk, and the associate makes a note of the errand on his errand card.

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|----------------|---|--------------------------|----------------|---|---------------------|
| Date | : | | Dept | : | Front Office |
| Revised | : | | LSOP No | : | 2B |
| Subject | : | Departure Baggage | | | |

Objective

To ensure that the correct baggage is either returned to the guest or loaded into the coach / car during departure.

Procedure

- When the Bell Desk associate receives a request for baggage pick up, the associate asks for the number of bags that the guest wants brought down ("Mr. / Ms _____, how many pieces of luggage would you like picked up").
- The Bell Desk associate then takes the departure tags and a trolley (depending on the number of bags) to the guest room. Each bag is tagged and the necessary information is recorded on the tags.
- The counter foils of each tag are given to the guest. The guest must be told to return the counter foils to the Bell Desk when claiming his / her bags ("*Please produce the counter foil at the time of your departure and my colleague will assist you to the coach.*")
- Before giving the bags to the guest or loading them into the coach / car, the associate should ensure the following.
 - The bags have been identified by the guest.
 - The counter foil is collected from the guest
 - The room bills are all settled.
- Once everything has been confirmed, the associate loads the guest's bags into the coach / car.