



PARTICIPANT HANDBOOK



Hospitality

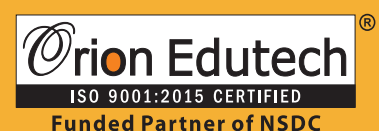
Language:
English

Front Office Cum Receptionist



N · S · D · C
National
Skill Development
Corporation

Transforming the skill landscape



FRONT OFFICE CUM RECEPTIONIST

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Chapter 1

Bellboy

अध्याय 1

बेलबॉय

LEARNING OUTCOME:

- Maintaining Guest arrival procedure
- Knowing Guest departure procedure
- Knowing Basic Front office terminology
- Knowing Energy and Water Conservation
- Knowing Lobby hierarchy
- Knowing Scanty baggage procedure
- Knowing Job description of a Bellboy

PRE-SESSION ACTIVITY: 1

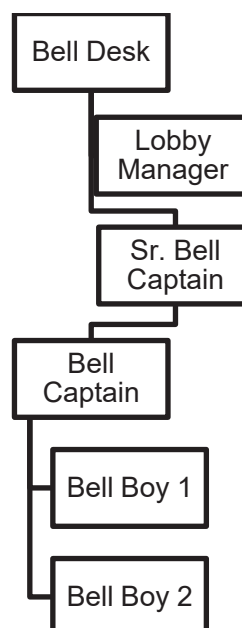
- This activity is in the form of **‘Show and Tell’**
- The trainer is supposed to show various icons/tools of bell desk Equipment
- The Trainees will name each of the components of the Equipment
- The trainer then will explain the handling techniques of the Equipment by elaborating few points:
 - Page guest shifting Guest baggage
 - Handling left luggage
 - Handling newspaper and postage
- The best answer will be appreciated in the session

**PRE-SESSION ACTIVITY: 2**

- The Trainer shows an introductory video on **“How to practice waste disposal as per environmental laws”** from the laptop, using an Overhead Projector and a white screen.
- The link is:
https://www.youtube.com/watch?v=HjNv_iTsXn8
- After the video, the Trainer starts introducing the topic by taking relevant and apt cues from the video

1.1 Introduction to the Job Role

- **Bellboy** is an attendant whose task is solely entitled to carry out services related to guest
- The job description of the bellboy can broadly be classified:
 - Bellboy encompasses the first impression of the service standard maintained by any hotel/resort
 - Operating at the desks are maintained by the Bell Captain/Head Hall Porter
 - In cases of large/five star/three star resorts, the desk is operated by the senior bell captain
 - Bellboy performs multiple job roles at a single time
 - Various job roles performed are spot cleaning, customer service, and maintenance.
 - He has to be organized, friendly, responsive and able to think on his feet
 - He should possess absolute knowledge of the hotel/resort he is representing
 - On arriving any resort, customer's first interaction is with the bellboy
 - His job role starts right from helping the guests out of vehicles, continuing with unloading their luggage, transporting it into hotel and in their personal rooms
 - Many guests like aged people or middle class families are unaware of the door lock systems
 - The bellboy educates the guest on how to operate unlocking the door locks
 - The bellboy informs the guests about the upcoming events in the town
 - He should highlight the facilities and services available in the venue
- On having an idea about the number of guests to be entertained, arrangements of pillows, blankets, any extra requirements needed by the guests:



1.2 Guest Arrival Procedures:

The Guest arrival procedure follows:

- when any guest arrives, the doorman buzzes the Bell Captain's Desk for a bellboy
- The bellboy wishes the guest and unloads the baggage from the transport
- He carry's the luggage from the entrance gate to the rooms booked
- He places the baggage beside the main door till the reception formalities are been documented
- Many hotels have separate policy for guests with scanty baggage
- The receptionist will confirm to the bell boy that the guest has been registered into the hotel by signing the arrival errand card and gives the name and room number of the guest.
- The receptionist will also hand the allotted room key to the Bell Boy
- The bellboy will open the door for the guest and will arrange the luggage's in the rack provided for it in the rooms
- The guest will enter the room first followed by the bellboy
- The Bell Boy explains the following features in the room:
 - The console from where room lights are operated
 - The television controls and how to operate it
 - Internal locking system
 - Mini-bar operation
 - Telephone controls include messaging facility
 - Internet connection points
 - Display of fire-exit rules
 - Safety locker (if provided in the room) and how to operate it
 - Air-conditioning/heating thermostat and how to operate it



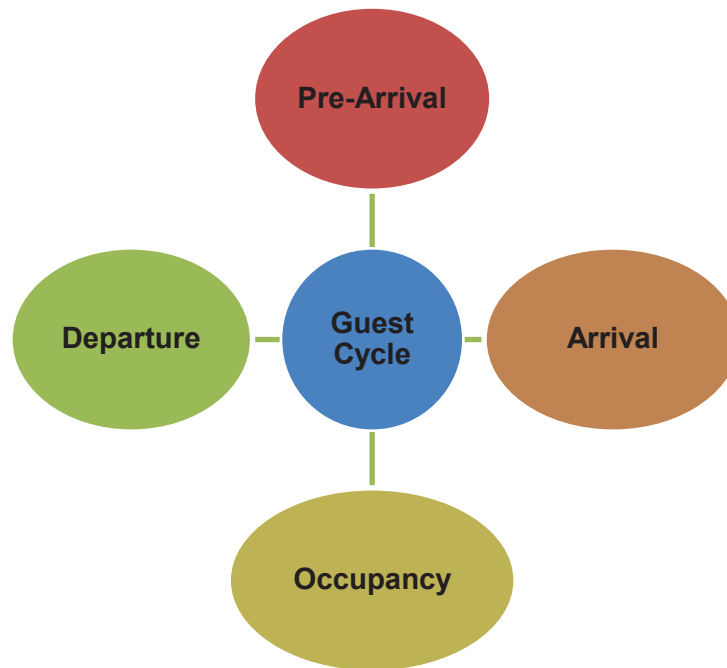
Greetings the customers should be:

- Professional
- Personable
- Welcoming
- Sincere
- Friendly



Internationally, bellboys are given tips but he should not solicit it

In any resort, guest cycle plays a vital role with its four fundamental concepts



a. Arrival Errand Card

- Errand cards are the documented version of keeping tracks of guest luggage's
- Separate errand cards are filled up at the time of check in and check out of the guest
- Arrival Errand Card comprises of list of information about the particulars of the guest
 - Bell Boy Number
 - Date
 - Time
 - Room Number
 - Guest Name
 - Baggage Type and Number

Arrival - Errand Card		
Hotel Name	Guest Name	
Room No	Group / Company / TA	
Date		
BAGGAGE DETAILS		
Suitcase	Strolley	Travel Bag
Suitcase	Suitcase	Suitcase
Notes:-.....		
Baggage Screening Done - YES / NO		
Bell Desk	Duty Manager	Cashier

b. Maintaining Registration Procedure

- The registration process includes:
 - Preregistration activities
 - Creating the registration record
 - Assigning the guest room, and room mate
 - Establishing the guest's method of payment
 - Verifying the guest's identity
 - Issuing the room key or access code
 - Responding to special requests

Hotel	REGISTRATION CARD	Hotel
NAME	NATIONALITY	
ADDRESS		
CITY OR TOWN	CAR REGISTRATION NO.	
DATE OF ARRIVAL	DATE OF DEPARTURE	
METHOD OF PAYMENT <input type="checkbox"/> C. Card <input type="checkbox"/> Cash <input type="checkbox"/> Cheque		
ROOM RATE	<input type="checkbox"/> DINNER, BED & BREAKFAST <input type="checkbox"/> BED & BREAKFAST	
NEWSPAPER ORDERED	CHECKOUT TIME 10am	
SIGNATURE	ROOM NO.	

*Notes: Cheques must be accompanied by a current BANK card.
Credit Cards must be imprinted and signed, amount to be verified prior to departure.
Cash customers can elect to either pay in advance, or on a day to day basis.
(prior to 12 noon each day for the following days stay).*

- Registration procedures take place after the guest visits the front desk
- The Guest name should be verified at the time of registration
- Registration includes Name, Nationality, Room Preference, Room Rate, Arrival Time and Departure Time
- Ensure that all the records are correct and various details are to be checked
- One has to be sure about the room status before handing it to the customer
- Payment method is the most crucial role played by the front desk manager
- After the procedure, the manager hands the keys to the bellboy to escort the guest to their rooms



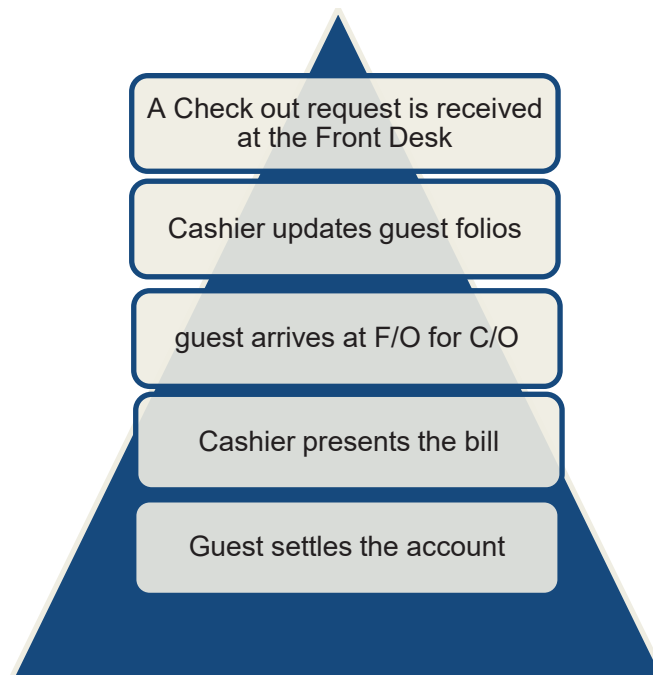
• **Test Yourself:**

Fill in the Blanks:

1. Operating at the desks are maintained by the _____.
2. When any guest arrives, the doorman buzzes the _____ for a bellboy
3. On arriving any resort, customer's first interaction is with the _____.
4. In any resort, _____ plays a vital role with its four fundamental concepts.
5. Registration includes Name, _____, Room Preference, Room Rate, Arrival Time and Departure Time.

1.3 Maintaining Guest Departure Procedure

- Checking out the fundamentals is the prior duty of the Front Desk manager in the guest departure procedure
 - Creation of the departure list
 - Confirmation of guest identity
 - Quality of stay inquiry
 - Property Exchange
 - Final data entry
 - Guest folio inspection
 - Processing guests payment
 - Future reservation inquiry
 - Filing documentation
 - Revision of room status



Before the departure procedure begins, the bellboy with prior permission should enter the guest room and carry out the luggage's with care

The bellboy has to ensure the following:

- Collecting room keys from the guest
- Checking the room for any possible damage to the property.
- Drawing the curtains locks the balcony.
- Checking bathroom and fittings.
- Escorting the guest to the Front Desk
- Putting a “room to be cleaned tag” card on the door after switching of the lights and air conditioner
- The bellboy after the room is vacant, should ensure that all the luggage's are taken away by the guest or if any items are left out

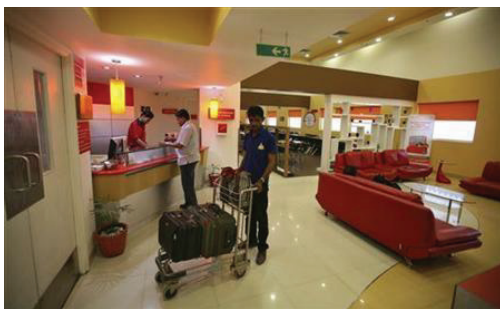
At the lobby, the bell boy will perform certain tasks:

- Keeping the guest's luggage at the bell desk
- Putting hotel stickers and mark the luggage with “D” indicating departure luggage.
- Collecting the luggage out clearance slip from the reception and loads the luggage in the car/taxi.
- Returning the errand card to the bell captain which will then be entered onto the bell captain's control sheet.



Carrying Out Guest Departure Procedures:

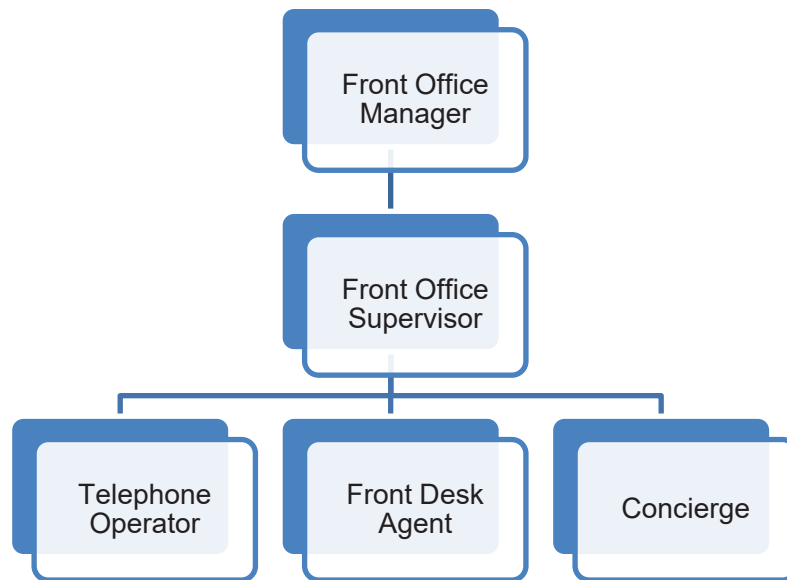
Departure - Errand Card		
		
Hotel Name		
Room No	Guest Name	
Date	Group / Company / TA	
BAGGAGE DETAILS		
Suitcase	Strolley	Travel Bag
Suitcase	Suitcase	
Notes:.....		
Baggage Screening Done - YES / NO		
Bell Desk	Duty Manager	Cashier



- The Bell Captain asks the guest the number of baggage he/she has to send the right number of bell boys.
- The Bell Captain maintains the **Departure Errand Card** writing the date, time, guest name, room number and the number of baggage
- He allots a Bell Boy/s and writes his identity number on the card
- The Bell Captain deposits the Departure Errand Card with the Front Cashier
- The Bell Boy in the meantime proceeds to the guest room, knocking on the door announcing his name in
- If required and if there is no response, he may repeat the knock after 30 seconds if there is no response, announcing himself again
- Upon entering the room, wishing the guest is very important key role of the bellboy
- He then proceeds to inspect the room and bathroom for any guest belongings
- He has to look around the room for any damage to hotel property or anything missing
- He takes care of the room key and also takes the baggage out of the room
- He switches off the air conditioning/heating and room lights and shuts and locks the door
- The Bell Boy then leads the guest to the elevator or informs him (the guest) to meet him in the lobby in case a baggage elevator has to be used
- The Bell Boy places the baggage at the bell desk
- After handling the keys to the cashier, he waits for the confirmation of the billing so that he can escort the guest to the exit door
- The cashier signs the Departure Errand Card and hands it to the Bell Boy as a cue to remove the guest baggage.
- loading and unloading of the luggage's are assigned to the bellboy
- He wishes the guest a pleasant trip and returns to the bell desk for the next assignment

1.4 Basic Front Office Terminology

- Front office is the first place that the guests encounter and creates an impression about the resort
- Front office manager has to always be ready to answer the queries of the visitors
- The job role of the Front office Manager directly affects the revenue of the business
- Sometimes the front office manager may lack motivation as they perform the same task everyday
- Keeping the revenue and profit of the resorts, he has to have a 'smile ready' in his face to welcome guest



- He helps to ease the stay of the guests and provide comfortable trip stay
- The crucial role is the payment method of the guest to be made at the end of the stay
- Any complaints are looked after by the Manager, to make their stay pleasant

a. Key Job Roles of the Front Office Manager

Front Office Manager is the pillar of the resort who encounters the guest and creates the impression about the resort. These are the following job roles of the Manager:

- Registering guests and assigning rooms
- Accommodating special requests whenever possible
- Assisting in preregistration and blocking of rooms for reservations
- Understanding and Adhering to proper credit, check-cashing, and cash handling policies and procedures



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- Understanding room status and room status tracking
- Knowing room locations, types of rooms available, and room rates.
- Manager must be sales-minded
- He should be ready presenting options and alternatives to guests and offers assistance in making choices
- Using suggestive selling techniques to sell rooms and to promote other services of the hotel
- Knowing the location and types of available rooms as well as the activities and services of the property
- Coordinating room status updates with the housekeeping department by notification housekeeping of all check outs, late checkouts, early check-ins, special requests, and day use rooms
- Possessing a working knowledge of the reservations department. Takes same day reservations and future reservations when necessary
- Having proper Knowledge of cancellation procedures
- Maintaining guest room key storage, and maintains and supervises access to safe deposit boxes
- Filing room keys (only for manual room key hotels)
- Knowing how to use front office equipment
- Processing guest check-outs
- Performing cashier related functions like posting charges to guest accounts, raising paid out's, currency exchange
- Following procedures for issuing and closing safe deposit boxes used by guests
- Using proper telephone etiquette during reservation or pre-reservation
- Performing cashiering tasks like bill / invoice settlement, posting charges to the guest, paid out's, foreign currency exchange etc.
- Using proper mail, package, and message handling procedures.
- Knowing to read and early the pass-on log and bulletin board daily. Is aware of daily activities and meetings taking place in the hotel.
- Attending department meetings to enhance the growth of the resort
- Reporting any unusual occurrences or requests to the manager or assistant manager.
- Knowing all safety and emergency procedures, Is aware of accident prevention policies.
- Maintaining the cleanliness and neatness of the front desk area.
- Understanding that business demands sometimes make it necessary to move employees from their accustomed shift to other shifts which includes coordination among colleagues



1.5 Energy and Water Conservation

- For any resort, water and energy are both important resources to affect the revenue
- For any resort or hotels, one must have the knowledge that water and energy are closely linked

a. Energy Conservation

- **Energy conservation** is the effort taken to save energy by reducing less of energy
- By implementing simple eco measures, one can easily cut down the energy consumption bills by 20%
- Lighting control, raising room and water temperatures, and raising energy awareness among staff are just some of the options



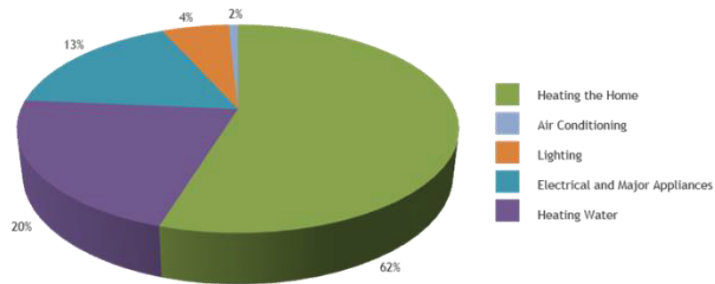
Some of the steps implemented by the British Gas having its advantages and disadvantage:

Heating:



- Avoiding overheating bedrooms and corridor areas
- This is not only expensive, it can also be uncomfortable for guests aim for 19-21°C
- Ensuring good control of the heating system
- Using timer switches and thermostatic radiator valves, and checking that thermostats are unaffected by draughts, sunlight, radiators and fireplaces
- Servicing will save up to 10% of the annual heating costs
- Ensuring that pipework feeding bedrooms and common areas is well insulated

Hot Water:



- Avoiding overheating hot water
- A temperature of 60°C is ideal for providing comfortable hot water and is hot enough to kill legionella bacteria
- Considering fitting spray water taps, as they use less hot water and energy
- Making sure that leaking taps are repaired promptly
- Ensuring that pipework is well insulated

Lighting:



- Installing occupancy and daylight sensors so that your lights are only on when required
- Using low-energy lighting is the best way to conserve energy
- Replacing tungsten GLS lamps and T12 fluorescent tubes with much more energy efficient items such as T5 tubes or compact fluorescent or LED lamps
- These could help to reduce the electricity consuming for lighting by up to 80
- Furthermore, some of the newer bulb types last more than eight times longer than tungsten GLS lamps, and, as they produce less heat, they will put less strain on the cooling required from your air conditioning system

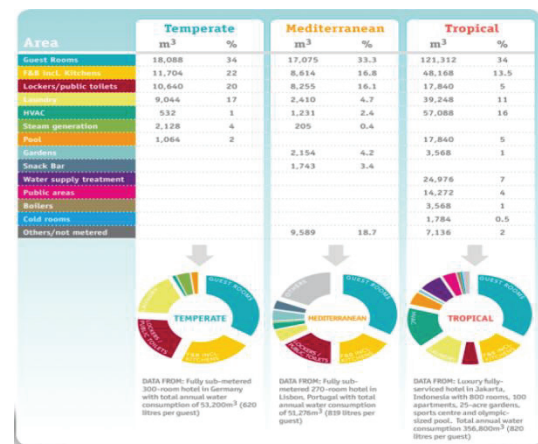
b. Water Conservation



- **Water Conservation** is the storage and prevention of misuse of water in any sector
- Water scarcity is a globally recognized problem with demand for water projected to exceed supply by 40% by 2030
- Hotel companies have both strong commercial and moral authority for addressing water use
- Records shows that water accounts for 10% of utility bills in many hotels
- Most hotels pay for the water they consume twice – first by purchasing fresh water and then by disposing of it as waste water
- According to the latest research conducted by SIWI, almost 20 % of the world’s population live in areas of physical water scarcity
- For water conservation, careful planning, organisation, training and follow-up is required

Few targets for establishing water management plan in resorts are:

- Carrying out a water audit to show where the major water costs are and where savings can be made
- Comparing total and departmental consumption figures with hotel industry benchmarks to determine the potential for savings (see the diagrams below)
- Calculating the water used per guest per night by dividing the total water consumed in guest rooms by the number of guests for that month. 0.0001
- Checking if funding / loans are available from government or other sources for investment in new technology or water reduction schemes
- On the back of the information gathered, establishing realistic goals for each department and the entire hotel is a must
- Communicating the management’s commitment to water reduction and the following objectives and goals to all employees
- Training staff so they understand how to make prudent use of water and how to maintain equipment for optimum energy-efficiency



- Encouraging staff to put forward their own suggestions for water reduction
- Establishing a monitoring and targeting system so that you can regularly report progress back to staff and other stakeholders. Motivate through feedback and reward success
- Joining forces with other hotels and provide mentoring to help them reduce their water consumption

Bathrooms:

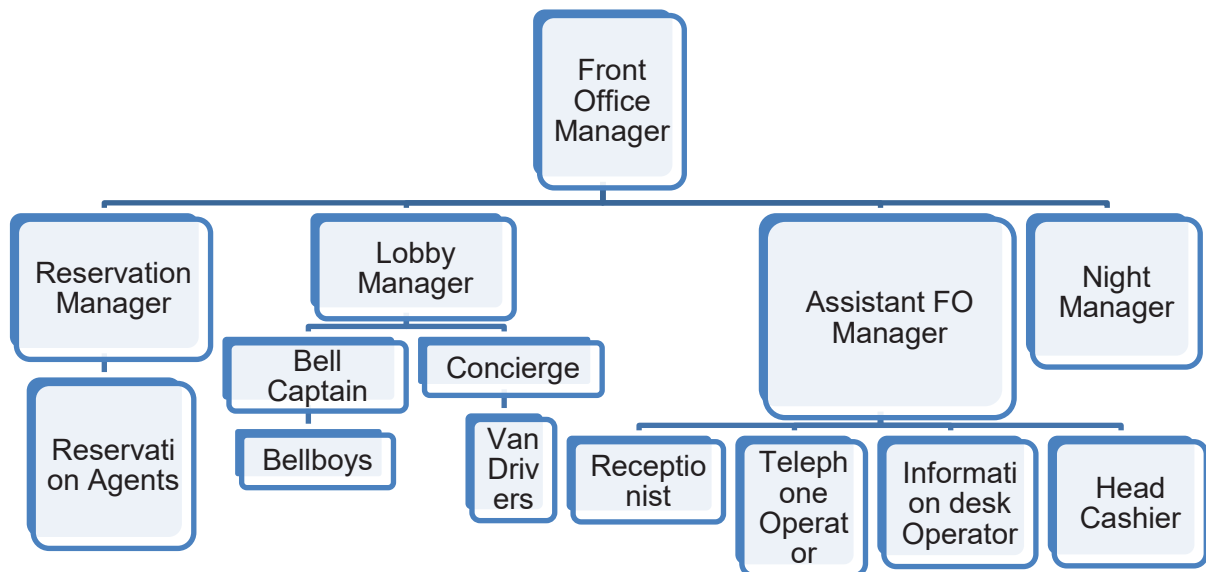


**Saving the
Future Drip
by Drip with
Innovative
Technologies**

- Making the shower flow not more than 10 litres/minute
- Low flow toilets use an average of just six litres per flush, compared to older models that use roughly two to four times more than that.
- To conserve water, one can install dual flush toilets so guests can opt for a shorter flush
- Taps should have a maximum flow of six litres / min, or four in hand washing sinks in public bathrooms. Flow restrictors or better aerators can both help reduce tap flow
- Maintenance is a key part of saving water consumption – a leaking toilet can lose 750 litres of water day

1.6 Lobby Hierarchy

- Lobby is the room faced after the entrance of the resort
- Lobby is also addressed as Foyer, Reception or Entrance Hall
- This lobby has its hierarchy performing various tasks
- Lobby Hierarchy comprise of 4 sub division having Front Office Manager at its head
- The subdivisions are Reservation Manager, Lobby Manager, Assistant FO Manager and Night Manager
- The diagram below represents the 'Lobby Hierarchy':



a. Responsibilities of Front Office Manager

- Administrative tasks are performed by the FO manager
- He has the sole responsibility of hiring staffs, training motivating, giving appraisals
- Ensuring smooth functioning of department is in the hand of the FO manager
- As revenue is an important factor for any resort, making department budgets has to be maintained and recorded by the manager
- Checking arrivals, departures and reviewing all reports will enhance the smooth working of the departments
- Department that Front Office coordinates are represented in the diagram:
- **Front Office coordination** includes:
 - Lobby
 - Housekeeping
 - Accounts
 - Telephone Operator
 - Room Service
 - Engineering
 - Stores
 - Sales and Marketing

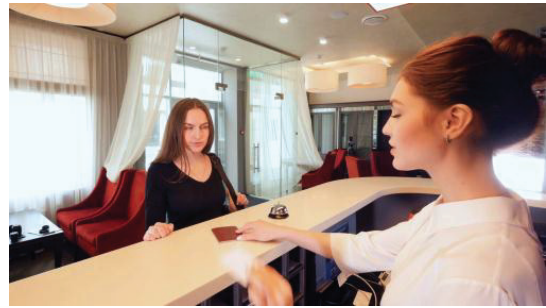


b. Lobby Manager

- Lobby Manager's first responsibility is to ensure the check in and check out of the guests
- Smooth functioning of the department is also handled by the lobby manager
- Lobby manager works hand in hand with the Front Office Manager
- Special care is for the keys is looked after by the Manager

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- Any complaints are first heard by the Manager
- Proper arrangements of the rooms are looked after by the Manager
- Manager has to have apt knowledge of the requirements of the guests by keeping a record of it
- Motivating the staffs is the responsibility of the Manager



c. Front Office Staff

- Front office staff should be hard working member in terms of it duties
- Pleasing personality always encourages the customers having a warm and good impression about the resort
- Well groomed staffs represents the level personal hygiene of the staffs
- Diplomatic behaviour is also needed to handle tough customers
- Communication skills has to be well maintained by the staffs which will create good coordination with the customers
- Security has to be looked after by the staffs
- Any requirements of the guests are taken care by the staffs
- In case of any urgent requirement, staff members also cooperates to function for other departments



1.7 Maintaining Scanty Baggage Procedure

- **Scanty Baggage** refers to the guest with hand baggage
- Special procedure is followed to entertain guest with scanty baggage and mainly performed by the bellboy

The procedures are:

- It is the task of the bell boy to inform the Bell Captain and front desk agent of a guest with scanty baggage.
- Then the Bell Captain marks a stamp 'Scanty Baggage' on the Guest Arrival Errand Card and informs the lobby manager.
- The front desk agent is immediately alerted with the stamp when he/she receives it.
- The lobby manager follows certain procedure again:
- front desk agent informs the lobby manager who has the following options for the guest:
- Asking for the entire room charges in advance
- Asking for a deposit that covers at least one night charge

SCANTY BAGGAGE REGISTER								
Date	Name Of the Guest	Room No.	Name of the Bell boy	Time	Description Of luggage	Remarks	Sign Of Lobby Manager	Sign Of Bell Boy

- Lowering the house credit limit for bills in which the guest has to clear the bills periodically once he touches the limit.
- The Bell Captain fills the Scanty Baggage Register and gets it signed by the Lobby manager.
- Housekeeping and Security Departments are informed of the guest room number to keep a watch

Greet the guest as per the time of the day	
Ask the guest to fill the GRC	
Stamp the GRC with 'scanty baggage'	
Ask for advance payment	
Allot the room and the room keys	
Escorting the guest to the room	
Sending a note of APC (all payments cleared) to all the POS	
Update the Front Office records	

- Proper attention has to be made by the Lobby Manager whether the scanty baggage guest has skipped or it is a case of sleeper
- Skipper are those guest who had left without paying the scanty baggage bills
- Sleeper are those cases where the Front office manager has forgotten to update the details of the guest who has already paid bills and left the room



Test Yourself:

A. Fill in the Blanks:

1. _____ is an attendant whose task is solely entitled to carry out services related to guest
2. _____ are the documented version of keeping tracks of guest luggage's
3. _____ is the first place that the guests encounter and creates an impression about the resort
4. Understanding room status and room status tracking is the job role of _____
5. _____ refers to the guest with hand baggage

B. Briefly Explain:

1. Scanty Baggage
2. Bellboy
3. How to conserve energy
4. Arrival Errand Card
5. Lobby Hierarchy



Points to Note

- 📦 Bellboy is an attendant whose task is solely entitled to carry out services related to guest
- 📦 In any resort, guest cycle plays a vital role with its four fundamental concepts
- 📦 Errand cards are the documented version of keeping tracks of guest luggage's
- 📦 Registration procedures take place after the guest visits the front desk
- 📦 The job role of the Front office Manager directly affects the revenue of the business

POST SESSION ACTIVITY - 1

- The Trainer shows an introductory video on “**How to maintain personal Cleanliness and Hygiene Practices**” which relates to good housekeeping practices at all times from the laptop, using an Overhead Projector and a white screen.
- The link is: <https://www.youtube.com/watch?v=dWVHVrNT80c>
- After the video, the Trainer starts introducing the topic by taking relevant and apt cues from the video

POST SESSION ACTIVITY - 2

- This activity is in the form of ‘**Lab Visit**’.
- The Trainer takes the Trainees to the nearby Resort to demonstrate the following:
 - carrying out basic First Aid Treatment/notifying accident
 - Practicing Fire Safety measures
 - Occupational hazards and safety norms
 - Pest Control Measures
- The Trainees are instructed to carry their Handbooks, Notebooks and pens to the lab.
- The Trainees must jot down important observations in their notebook

Chapter 2
Reservation Assistant & Telephone Assistant

अध्याय 1
रिजर्वेशन असिस्टेंट और टेलीफोन असिस्टेंट