

**Module 3**

**BELL DESK**

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- A desk located very close to the main entrance of the hotel,
- Headed by a bell captain
- Bell captain leads a team of bell boys(also called bellhops) and page boys
- Bell desk is responsible for handling guest luggage from the guest vehicle to the lobby and to the guest rooms at the time of arrival and from their rooms to guest vehicle at the time of departure.
- Bell desk is also called as '**porters lodge**'.
- Height of Bell Desk is **4.3 ft to 4.6 ft**.

**FUNCTIONS OF BELL DESK**

- Bell desk is responsible for the following tasks:
  - ❖ Handling guest luggage at the time of guest arrival and departure.
  - ❖ Escorting guests to their room on arrival.
  - ❖ Familiarizing guests about safety features and in-room facilities.
  - ❖ Providing information to guests about hotel facilities and services when asked.
  - ❖ Locating guest in a specified area of the hotel.
  - ❖ Handling guest and hotel mails.
  - ❖ Keeping the guests luggage in left luggage room if requested by the guest.
  - ❖ Making sundry purchases like postage stamps, medicines etc. for guests.
  - ❖ Reporting a scanty baggage guests.
  - ❖ Distribution of newspaper and magazines to guests rooms.

### **EQUIPMENTS USED AT BELL DESK**

- Bell hop trolley
- Luggage net
- [Franking Machine](#): For printing the value of postage
- Telephone with intercom services
- Computer
- Paging Board
- Arrival Departure Register
- Luggage Tag
- Postage weighing Machine
- Stamp folder, twines, glues, scissors, cardboard for packaging etc.
- Date & Time punching machine for putting the date & time of receiving the mail and message by the bell desk.

### **BAGGAGE HANDLING PROCEDURE**

- Baggage handling may be done in following situations:
  - ❖ Baggage handling for FIT arrival and FIT departure
  - ❖ Baggage handling for GIT arrival and GIT departure
  - ❖ Left luggage procedure

### **FIT**

- Free independent traveler (any individual who is not in a group) or a non-affiliated group member, also called as free individual traveler.

### **BAGGAGE HANDLING AT FIT ARRIVAL**

- Commissionaire opens the door, greets and welcome the guests.
- After the completion of check-in formalities at the front desk, the receptionist will inform to the bell desk for carrying the guest luggage to their respective rooms.
- Bell boy enquires about no. of baggage and place luggage in luggage arrival area.
- Bell boy fills the information of luggage in arrival errand card.
- Bell boy fills the **luggage tag**.
- Bell boy escorts the guest to the room & explain about hotel facilities.
- Knock the door three times before entering.
- Opens the door, leads the guest, place baggage on luggage rack.
- Ask for any assistance
- Reports back to bell desk. Handover errand card to bell captain.
- Bell captain will fill the information in lobby control sheet.

### **BAGGAGE HANDLING ON FIT DEPARTURE**

- Check out request is received at front desk or bell desk.
- The front desk or bell captain sends a bell boy to transfer the guest luggage from room to the lobby.
- The bell boy fills the departure errand card.
- Bell boy knocks the door 3 times and announces bell boy for baggage handling.
- Greets the guests, count luggage, look for any missing item.
- Bell boy will also draw the curtain and lock the balcony and windows.

- Place luggage outside the room and collect room keys from guest.
- Lock the room and hang ‘**clean my room**’ tag on the door knob.
- Bell boy then escorts guests to the cashier’s counter.
- Tag luggage slip with hotel’s name for publicity.
- Collects **luggage out pass** from the cashier, show it to doorman and places the luggage in taxi.
- Informs guest about no. of baggage.
- Return errand card to bell captain.
- Records are maintained (Lobby Control Sheet).

### **BAGGAGE HANDLING PROCEDURE AT THE TIME OF GROUP ARRIVAL (GIT)**

- GIT- Group inclusive tour
- The front desk prepares a Rooming List in advance, which should contain the names of group members and corresponding room no. & handover the same to the bell captain.
- Bell captain deploys bell boys accordingly.
- On arrival of group, the commissionaire wishes the guests and welcomes them.
- Bell boys handle the luggage & should identify the luggage of individual guests & put the luggage tag as per the rooming list.
- Bell boy will fill the **arrival errand card**.
- Baggage is taken to floors on bell hop trolleys.
- Baggage is sorted out room wise on floors with the help of rooming list.
- Bell boy escorts GIT’s to their respective rooms & explains room facilities.
- Rechecks the baggage with the guest.
- Ask the guest for any other assistance.
- Wishes the guest & leaves the room.

- Handover the arrival errand card to the bell captain.
- Bell captain fills up arrival & departure register.

### **BAGGAGE HANDLING PROCEDURE AT THE TIME OF GROUP DEPARTURE(GIT)**

- Procedure is similar to baggage handling at the time of FIT departure.
- Group baggage handling is difficult task.
- Bell captain deploys a team of bell boys to handle guest baggage.
- Group departure involves careful supervision.
- Bell boys fills departure errand cards.
- Bell boys sent to rooms according to group rooming list.
- Bell boys knocks three times at guest door, announces bell boy for baggage handling
- Takes out the baggage, checks for any damages in the guest room and locks the door.
- Brings luggage in the lobby stacked neatly and tagged with luggage slip.
- Puts hotel sticker on the baggage for publicity.
- Bell captain takes a luggage count & handover all room keys to the receptionist.
- Bell captain works in coordination with the group leader for transportation.
- The cashier prepares the luggage out pass and gives to the bell boy as a cue to remove the guest luggage from the lobby.
- Baggage is loaded onto the transport.
- Bell boys returns to bell desk and updates the records.

**Arrival Errand Card**

- A card filled by the bell boy who carry the guest luggage from lobby to guest room at the arrival of guest in the hotel.

**Departure Errand Card**

- A card filled by the bell boy who brings the departing guest’s luggage from his room to lobby.

**ARRIVAL/DEPARTURE ERRAND CARD**

<b>Hotel ABC</b>				
<b>Arrival/Departute Errand Card</b>				
Bell Boy Name:			Call Time:	
Name of Guest:			Room NO.:	
<b>Articles</b>				
Suitcase	Handbag	Package	Briefcase	Overcoat
Others				
Signature (Bell Captain)		Signature (Receptionist)		

**BELL BOY CONTROL PROCEDURE**

- One of the primary function of bell desk is to control the movement of bell boys in a shift.
- The **Lobby Or Bell Boy Control Sheet** serves the same purpose.
- Every bell boy has an employee code or bell boy name can also be used for the same purpose.

**LOBBY OR BELL BOY CONTROL SHEET**

HOTEL ABC LOBBY CONTROL SHEET						
Bell Captain _____			Sheet No. _____			
Shift _____			Date _____			
Room No.	Bell Boy Name	Arrival Time	Departure Time	Service Call Time		Remarks
				From	To	
Bell Boy's Signature.: 1. _____ 2. _____ 3. _____ 4. _____ Bell Captain Signature _____						

**GUEST PAGING**

Paging is the process of locating the guests in a specified area of the hotel. When a guest is not in his/her room (though he/she is in the hotel premises) and is expecting a visitor, he/she may fill a location form and leave the same at the front desk. When the visitor comes to meet the guest, the front desk agent writes the name and room number of the guest on a page board and sends a bellboy to the area mentioned by the guest on the location form. The bellboy holds the page board above his head and shakes it so that the bells attached to it ring and attract people's attention. The guest contacts the bellboy, who escorts him/her to the front desk to meet the visitor.

