



BELL DESK

A) Bell desk is an extended arm of front desk. There are many activities at the time of arrival, during stay and at the time of departure of guest which cannot be carried out from the front desk but are to be carried out essentially, in order to provide services to the guest. As the name suggest it is a small desk /counter in the lobby near the main entrance of the hotel. The bell desk should be situated in clear view of the front desk, cashier and particularly the doorman standing outside the lobby, so that the doorman may signal for a bellboy at the arrival of a guest. Further, it is also important that the bell desk is situated near the luggage centre and luggage entrance.

Function of Bell desk

- 1) **Luggage handling:** Luggage handling of the guest is done at various occasion such as arrival, during stay (change of rooms) and at the time of departure. At the time of arrival when the luggage of the guests moved from car/taxi to the lobby and further to the allotted room, the activity is called “Up bell activity”. When the luggage of the guest is moved from room to lobby and further to the car/taxi at the time of departure the activity is called “down bell activity”.
- 2) **Paging:** Apart from luggage handling the bell desk is also responsible for paging a guest. The paging is a system of locating the guest in the hotel. Many times the in-house guest expects a phone call or a visitor but decides not to wait in the room, and might decide to go to public area such as bar, restaurant, swimming pool, lobby or lounge etc. of the hotel or may go out of the hotel. In such cases hotel request the guest to tell about his whereabouts through a location form. This proforma may be kept in the stationery folder in the room as well as at the information section of the counter. Usually it is filled in by the guest but many times it may be filled in by the hotel staff on the instructions of the guest.
- 3) **Mail and Message Handling:** The bell desk’s function is also to handle and distribute mail and message received by the front desk in the absence of the guests to their respective rooms. Also distribution of newspapers and magazines etc. to various rooms and the areas of the hotel and keeping a record of the same is done by the bell desk.
- 4) **Delivery of newspaper:** As per the hotel policy all hotel guests receive a copy of hotel newspapers each morning. The bellboys in the night shift are responsible for delivering the newspapers to all occupied rooms.



- 5) **Collection of Room Keys at departures:** Another very important function of the bell desk is the collection of room key from a check out guest and depositing the same at the information desk.
- 6) **Miscellaneous Jobs:** Miscellaneous jobs such as postage stamps handling, taking care of outgoing mail of the guest, carrying out outside errands for the guest and hotel such as buying of cinema tickets, moving of files and documents etc. for the guest as well as going to banks, post office and FRRO police station for delivering of 'C forms' et.,.

B) Procedures and Records.

1) Left Luggage procedure: At times guest find it inconvenient and expensive to carry their luggage to a place where they are going for a few days. Guest are expected to check out by check out time (12 noon) even if their flight is in the evening and they find it too expensive to retain the room for extra day just to keep the luggage. Mostly hotels offer the left luggage room facility free of cost but some hotels do charge for it. Left luggage facility may also bring back the guest to stay in your hotel on his next visit. The procedure for receiving luggage is as such:

- Before accepting the luggage, it is checked that whether guest has settled his bill or not.
- Check the baggage of the guest if it is properly locked or not. In case the baggage is damaged then the guest must be informed and note for the same must be made in the receipt.
- Luggage stickers should be pasted on all luggage pieces. A proper receipt must be made, signed by both guest and bell captain and handed over to the guest.
- Enter the details in the left luggage register with the expected date the luggage will be picked up by the guest.
- Keep the luggage in the left luggage room under lock and key.

When the guest comes to pick up his luggage pieces from the left luggage room then the following procedure is carried out.

- The guest is requested to give the receipt. In case guest has lost the receipts then guest is requested to sign in the left luggage register.
- Check the receipt and bring out his luggage pieces from the left luggage room.
- Make an entry in the left luggage register entering the date luggage pieces delivered.
- Stick hotel stickers for publicity.

2) Scanty Baggage Procedure



Scanty baggage means no baggage or a light baggage consisting of brief case or air bag. Guest with scanty baggage is normal skippers from the hotel. Skippers are those persons who check out of the hotel without settling their bills. The scanty baggage guests also normally go out with their light baggage and hotel never knows that if this guest is going out with an intention to come back or not. To save guard the hotels interest, normally guest with scanty baggage are requested to pay in advance.

There is a set procedure adopted by hotels to keep a control on guests, with scanty baggage.

- Lobby manager and the reception are notified immediately on guest's arrival about the scanty baggage.
- Arrival errand card is stamped with scanty baggage.
- Guest registration card's all copies are stamped with 'scanty baggage'.
- The scanty baggage register is filled up by the bell desk.
- Get the guest registration cards and the scanty baggage register signed by the lobby manager.

3) Luggage handling procedure in case of groups' arrival & departures.

In case of a large group arrival, usually there are many number of luggage pieces to be carried to the guests' room. Usually each suit case has the guest name printed. A copy of the rooming list is supplied by the tour operator, which contains the names of all the residents. The room are allotted by the receptionist. The bell boy puts the luggage tags and hotels stickers on each suit case. On luggage tags the bell boy writes the room number of the guest. The bell boy ensures that each suit case is delivered to the respective guests' room as early as possible.

At the time of check out, the guest is requested to keep their luggage outside their room or they are picked up from their rooms and brought down to the lobby. After getting the luggage pass from the cashier, the bell boy take their luggage to the waiting cars/buses.
