

| | | |
|--|---|--------------------------|
| UNIT TITLE: PROVIDE BELL BOY/PORTER SERVICES | | NOMINAL HOURS: 15 |
| UNIT NUMBER: D1.HFO.CL2.07 | | |
| UNIT DESCRIPTOR: This unit deals with skills and knowledge required to provide bell boy/porter services within an accommodation property | | |
| ELEMENTS AND PERFORMANCE CRITERIA | UNIT VARIABLE AND ASSESSMENT GUIDE | |
| <p>Element 1: Identify the role of a bell boy/porter</p> <p>1.1 Describe the <i>services delivered by a bell boy/porter</i></p> <p>1.2 Locate the position of bell boy/porter within the enterprise</p> <p>1.3 Identify the <i>personal characteristics</i> required of a bell boy/porter</p> <p>1.4 Describe <i>grooming and personal presentation standards</i> for a bell boy/porter</p> <p>1.5 Interpret <i>enterprise policies and procedures</i> for the provision of bell boy/porter services</p> <p>1.6 Identify and explain <i>the role of communication</i> in bell boy/porter service provision</p> <p>Element 2: Assist with guest arrivals</p> <p>2.1 Prepare for <i>expected guest arrivals</i></p> <p>2.2 Comply with <i>special requests</i></p> <p>2.3 <i>Assist guests on arrival</i> as required</p> <p>2.4 <i>Escort guests</i> to rooms</p> | <p>Unit Variables</p> <p>The Unit Variables provide advice to interpret the scope and context of this unit of competence, allowing for differences between enterprises and workplaces. It relates to the unit as a whole and facilitates holistic assessment</p> <p>This unit applies to the accommodation sector of the hospitality industry and has a close working and support relationship with the front office department and to a lesser extent, housekeeping, within the labour divisions of the hotel and travel industries and may include:</p> <p>1. Front Office</p> <p><i>Services delivered by a bell boy/porter</i> may include:</p> <ul style="list-style-type: none"> • Greeting guests • Opening doors • Moving guest luggage • Complying with guest requests • Liaising and supporting front office dealings with guests • Supporting service delivery to guests from other departments as required • Providing general support services for the enterprise. <p><i>Personal characteristics</i> will include:</p> <ul style="list-style-type: none"> • Tact, diplomacy and discretion • Etiquette and good manners | |

| | |
|---|--|
| <p>2.5 Adhere to <i>enterprise policies and procedures for luggage handling</i></p> <p>Element 3: Assist with guest departures</p> <p>3.1 Respond to <i>guest requests for help when departing</i></p> <p>3.2 <i>Transport luggage for departing guests</i></p> <p>3.3 Operate <i>in-house guest luggage storage facilities</i></p> <p>Element 4: Assist other departments</p> <p>4.1 Support <i>room service requests</i> for assistance</p> <p>4.2 Provide <i>general fetching and carrying duties</i> for departments as appropriate</p> <p>4.3 Assist in <i>emergency cleaning requirements</i></p> <p>4.4 Assist in emergency situations and procedures, as required</p> <p>4.5 <i>Back-fill in departments and service areas</i> where required</p> <p>4.6 <i>Manage difficult patrons</i></p> <p>Element 5: Provide concierge services</p> <p>5.1 Distribute <i>mail and messages</i> to guests</p> <p>5.2 Arrange wake-up calls for guests</p> <p>5.3 Organise <i>transport for guests during their stay</i></p> <p>5.4 Arrange transfers for departing guests</p> | <ul style="list-style-type: none"> • Politeness and civility • Honesty and dedication • Willingness to be of genuine service • An unbiased and prejudice-free disposition. <p><i>Grooming and personal presentation standards</i> may be related to:</p> <ul style="list-style-type: none"> • Wearing of uniform • Personal hygiene • Personal appearance. <p><i>Enterprise policies and procedures</i> may relate to:</p> <ul style="list-style-type: none"> • Service standards and protocols • Honesty • Treatment of VIPs • Use of enterprise equipment and facilities • Complimentary goods and services • Discretionary authority to act on behalf of the organisation. <p><i>The role of communication</i> must include:</p> <ul style="list-style-type: none"> • Use of appropriate verbal and non-verbal communication techniques • Building rapport and goodwill • Building trust and confidence with the guest • Honesty • Tact, diplomacy and discretion • Privacy and confidentiality issues |
|---|--|

- 5.5 Organise luggage pick-up from rooms and destinations
- 5.6 Page guests as required
- 5.7 Prepare *in-house guest information/directories*
- 5.8 Respond to *guest requests for advice* and local knowledge

- Promotional and selling skills
- Recommending and advising guests
- Taking guest reservations for internal house services and facilities.

Expected guest arrivals may be identified from:

- Discussions with front office staff
- Reviewing guest arrivals lists provided by reception.

Special requests may include:

- Assisting housekeeping in readying rooms
- Assisting housekeeping by preparing and locating designated items into rooms
- Placing designated items (such as food and beverages) into rooms
- Liaising with room service to assist in provision of nominated room service
- Complying with in-house protocols for welcoming VIPs.

Assist guests on arrival may include:

- Greeting and welcoming guests
- Assisting with luggage, including removing luggage from cars, coaches, taxis and placing onto porter trolleys
- Escorting or directing guests to reception for check-in
- Providing valet parking services.

Escort guests should include:

- Moving guest luggage
- Explaining establishment facilities, services and products

- Promoting designated aspects of the prospects, such as dining, bars, sports facilities, entertainment, house facilities (laundry, cleaning, repairs, secretarial, child minding, translator, room service), in room facilities (mini bar, movies, internet, safe deposits)
- Offering to reserve table at in-house dining facilities
- Opening guest room
- Carrying luggage into room and placing same in accordance with guest wishes
- Checking operational readiness of all in room equipment, items and facilities
- Explaining in room facilities and demonstrating in room features to guests, such as lights, television, telephone, air conditioning, curtains, message systems
- Wishing guests a pleasant stay.

Enterprise policies and procedures for luggage handling should relate to:

- Luggage marking and tagging systems
- Carrying capacities for luggage trolleys
- Specified routes to be taken when moving luggage through public areas
- Observing enterprise limitations and restrictions regarding areas into which guest luggage may not be taken
- Safe manual handling procedures for handling luggage, including designated requirements for bending, carrying, lifting, loading and unloading trolleys, loading and unloading luggage from vehicles, specific procedures for dealing with 'heavy', 'very heavy' and 'fragile' items
- Placement of luggage within guest rooms
- Handling protocols for dealing with group arrivals and departures.

Guest requests for help when departing may include:

- Folding clothes and packing luggage
- Obtaining special requests to assist guests with packing, such as cardboard, foam, paper, extra bags.

Transport luggage for departing guests may include:

- Moving luggage to reception
- Placing luggage into storage
- Loading luggage into/onto vehicles for departure and transfers
- Weighing guest luggage
- Assisting guests to mail/send extra luggage and items home.

In-house guest luggage storage facilities may include:

- Tagging guest luggage and giving guest their claim tag
- Physically placing items into luggage storage areas
- Providing for the security of stored luggage
- Overseeing luggage claims by guests
- Ensuring guest luggage and luggage contents are not damaged in storage.

Room service requests may relate to:

- Assisting in the movement of room service trolleys to guest room
- Assisting in room service set up and presentation
- Assisting in room service clearing.

General fetching and carrying duties may include:

- Carrying supplies and stock from stores to departments
- Responding to in room guest requests for extra or special items
- Carrying change to bars and other cash points.

Emergency cleaning requirements may relate to:

- Spot cleaning
- Cleaning up spills and public area accidents, mess and damage.

Back-fill in departments and service areas may relate to:

- Providing short-term relief for operational staff who have been temporarily allocated to other duties
- Assisting in times of high demand
- Filling in for staff who have been injured or had to leave work due to illness or other pressing reasons.

Manage difficult patrons may include:

- Using progressive intervention steps
- Involving other staff to assist
- Using physical control tactics.

Mail and messages may include:

- Physical delivery of messages and mail to rooms
- Placing mail and messages into guest pigeon holes
- Following up mail and messages to ensure guest received them
- Posting items on behalf of guest
- Processing charges for mail to guest account.

Transport for guests during their stay may include:

- Advising on public transport options
- Arranging a hire car

- Arranging limousine service
- Providing local maps and information on transport options
- Booking local tours and trips.

In-house guest information/directories may relate to:

- Obtaining general tourist information and making it readily available
- Preparing specialised half-day and one-day trips for guests with special and general interests
- Updating contents of directories to keep them current and relevant to guest profiles.

Guest requests for advice may include providing advice, information and recommendations on a variety of topics such as:

- Tourist attractions
- Dining options
- Transport
- Local culture
- Religious and historic points of interests
- Gardens and parks
- Medical and emergency contacts
- Churches and religious services
- Nightlife
- Personal services
- Making phone calls and enquiries on behalf of guests
- Maintaining guest privacy and confidentiality.

Assessment Guide

The following skills and knowledge must be assessed as part of this unit:

- The enterprise's policies and procedures in regard to guest service delivery
- Appropriate written, verbal and non-verbal communication, interpersonal guest service and rapport building skills
- Negotiation and problem solving skills
- Liaison skills with internal and external providers
- Research and acquisition skills to source items requested by guests
- Problem solving abilities to resolve guest issues
- Ability to act as agent for the guest.

Linkages To Other Units

- Develop and update local knowledge
- Maintain hospitality industry knowledge
- Manage and resolve conflict situations
- Promote hospitality products and services
- Promote products and services to customers
- Receive and resolve customer complaints
- Provide advice to patrons on food and beverage services
- Manage intoxicated persons
- Provide information about in-house services
- Provide for the safety of VIPs
- Communicate on the telephone.

Critical Aspects of Assessment

Evidence of the following is essential:

- Demonstrated ability to provide a nominated range of support services to designated departments within the host enterprise
- Demonstrated ability to assist individual guests on arrival which must include assistance with luggage, escorting to rooms and presentation and explanation of in room facilities and features
- Demonstrated ability to assist groups of guests on arrival which must include assistance with luggage, escorting to rooms and presentation and explanation of in room facilities and features
- Demonstrated ability to assist individual guests on departures which must include assistance with luggage and on departure needs as required
- Demonstrated ability to assist groups of guests on departures which must include assistance with luggage and on departure needs as required.

Context of Assessment

Assessment must ensure:

- Actual or simulated workplace delivery of a nominated range of bell boy/porter services and support activities.

Resource Implications

Training and assessment must include the use of real or simulated establishment facilities, procedures, documentation and guests.

Assessment Methods

The following methods may be used to assess competency for this unit:

- Observation of practical candidate performance
- Role plays

- Oral and written questions
- Third party reports completed by a supervisor
- Project and assignment work.

Key Competencies in this Unit

Level 1 = competence to undertake tasks effectively

Level 2 = competence to manage tasks

Level 3 = competence to use concepts for evaluating

| Key Competencies | Level | Examples |
|--|--------------|--|
| Collecting, organising and analysing information | 2 | Research in-house and local information; prepare in-house service directories |
| Communicating ideas and information | 2 | Speak with guests; explain in room features and facilities; provide concierge advice and information |
| Planning and organising activities | 1 | Respond to guest requests for assistance |
| Working with others and in teams | 2 | Assist co-workers in the delivery of guest and customer services |
| Using mathematical ideas and techniques | 1 | Count and weigh guest luggage |
| Solving problems | 1 | Deal with guest complaints; resolve lost luggage issues; meet guest requests |
| Using technology | 1 | Use electronic key systems; use computerised reservation systems |