



## RQF LEVEL 4



### **FHOLH401** **FRONT OFFICE AND HOUSEKEEPING OPERATIONS**

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### **Luggage Handling Activities**

## **TRAINEE'S MANUAL**

August, 2024



# LUGGAGE HANDLING ACTIVITIES



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## LIST OF ABBREVIATIONS AND ACRONYMS

**CBET:** Competence Base Education and Training

**PPE:** Personal Protective Equipment

**RQF:** Rwanda Qualification Framework

**RS:** Rwandan Standard

**RSB:** Rwanda Standards Board

**RTB:** Rwanda TVET Board

**TVET:** Technical and Vocational Education and Training

**PMS:** Property Management System

**RFID:** Radio Frequency Identification

**Q&A:** Question and Answers



## INTRODUCTION

This trainee's manual encompasses all necessary skills, knowledge and attitudes required to: Organize luggage handling activities. Students undertaking this module shall be exposed to practical activities that will develop and nurture their competences. The writing process of this training manual embraced competency-based education and training (CBET) philosophy by providing practical opportunities reflecting real life situations.

The trainee's manual is subdivided into units, each unit has got various topics, and you will start with a self-assessment exercise to help you rate yourself on the level of skills, knowledge and attitudes about the learning outcome.

A discovery activity is followed to help you discover what you already know about the learning outcome.

After these activities, you will learn more about the topics by doing different activities by reading the required knowledge, techniques, steps, procedures and other requirements under the key facts section, you may also get assistance from the trainer. The activities in this training manual are prepared such that they give opportunities to students to work individually and in groups.

After going through all activities, you shall undertake progressive assessments known as formative and finally conclude with your self-reflection to identify your strengths, weaknesses and areas for improvement.

Do not forget to read the point to remember the section which provides the overall key points and takeaways of the learning outcome.

## Module Units:

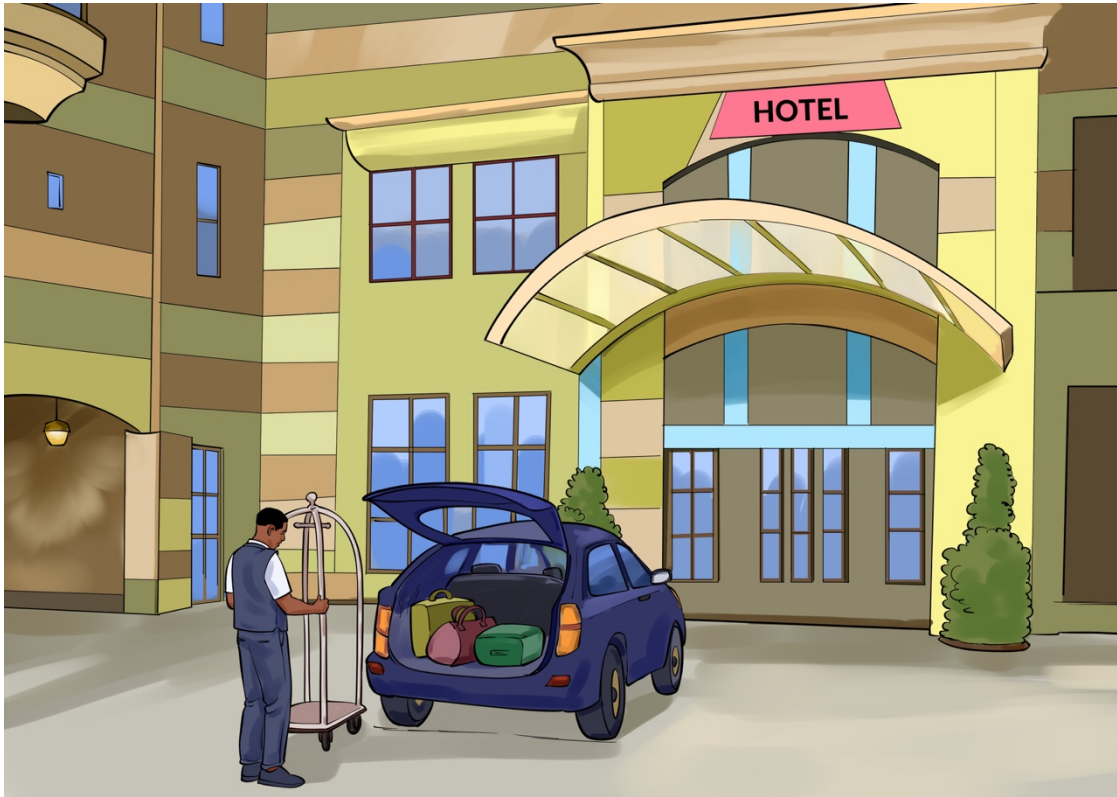
**Unit 1:** Prepare daily activities

**Unit 2:** Verify stored luggage

**Unit 3:** Deliver newspapers and messages

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## UNIT 1: PREPARE DAILY ACTIVITIES



### Unit summary

This unit provides you with the knowledge, skills and attitudes required to prepare daily activities required to organize luggage handling activities. It covers main activities for daily activities preparation such as gathering luggage's information; attend bell staff briefing and preparation of tools and equipment.

## Self-Assessment: Unit 1

Part 1:

1. Study the unit illustration above and answer the following questions:
  - a. What do you see in the illustration?
  - b. What activity do you think is taking place?
  - c. What do you think will be covered in this unit based on the illustration?
2. Fill in and complete the self-assessment table below to assess your level of knowledge, skills and attitudes under this unit.
  - a. There is no right or wrong way to answer this assessment. It is for your own reference and self-reflection on the knowledge, skills and attitudes acquisition during the learning process.
  - b. Think about yourself: do you think you have the knowledge, skills or attitudes to do the task? How well?
  - c. Read the statements across the top. Put a check in a column that best represents your level of knowledge, skills and attitudes.

At the end of this unit, you will assess yourself again.

My experience	I don't have any experience doing this.	I know a little about this.	I have some experience doing this.	I have a lot of experience with this.	I am confident in my ability to do this.
Knowledge, skills and attitudes					
Describe types of guest luggage					
Familiarize with luggage types and categories					

My experience	I don't have any experience doing this.	I know a little about this.	I have some experience doing this.	I have a lot of experience with this.	I am confident in my ability to do this.
Knowledge, skills and attitudes					
Operate Property Management System (PMS)					
Understand the nature of work with related procedures					
Understand the hotel's daily operations and guest activities					
Differentiate tools and equipment working procedures and functionalities					
understand customer service delivery strategies					
Organize data for guest luggage's information					
Analyze data for guest luggage's information					

My experience	I don't have any experience doing this.	I know a little about this.	I have some experience doing this.	I have a lot of experience with this.	I am confident in my ability to do this.
Knowledge, skills and attitudes					
Document guest luggage's information for record-keeping					
Cope with personal grooming					
Cope with shift briefing for daily activities					
Maintain the work progress as per handover report.					
Prepare tools and equipment for daily activities					
Inspect tools and equipment for damage, functionality, and cleanliness and					
Provide customer service					

My experience	I don't have any experience doing this.	I know a little about this.	I have some experience doing this.	I have a lot of experience with this.	I am confident in my ability to do this.
Knowledge, skills and attitudes					
Pay attention to detail					
Consider PMS configured details					
Respect code of conduct at work					



## Key Competencies:

Knowledge	Skills	Attitudes
1. Describe types of guest luggage	1. Organize data for guest luggage's information	1. Pay attention to detail
2. Familiarize with luggage types and categories	2. Analyze data for guest luggage's information	
3. Operate Property Management System (PMS)	3. Document guest luggage's information for record-keeping	2. Consider PMS configured details
4. Understand the nature of work with related procedures	4. Cope with personal grooming	3. Respect code of conduct at work
	5. Cope with shift briefing for daily activities	
	6. Maintain the work progress as per handover report.	4. Take initiative in preparing tools and equipment ahead of time of the work
5. Understand the hotel's daily operations and guest activities	7. Prepare tools and equipment for daily activities	



Knowledge	Skills	Attitudes
6. Differentiate tools and equipment working procedures and functionalities	8. Inspect tools and equipment for damage, functionality, and cleanliness	
7. Understand customer service delivery strategies	9. Provide customer service	5. Customer-centric approach



### Discovery Activity



### Task 1:

Read the following statement and answer the related questions.

Organizing luggage handling is among the crucial responsibilities of any hotel services, as a person in charging of preparation of daily activities in Excellus hotel,

- What do you understand by preparing daily activities in handling guest luggage?
- Describe the process of gathering guest luggage's information
- What do you understand by bell staff briefing?
- What is the key outcome of attending bell staff briefing?
- How can you explain the personal grooming as to be considered in bell staff briefing?
- What are the tools and equipment to be prepared for daily bell staff activities?
- Plan what you have to do in order to be prepared for your daily activities in handling guest luggage

## Topic 1.1: Gathering luggage's information



### Activity 1: Problem Solving



#### Task 2:

Read the scenario below about kalisa getting ready to gather guest luggage's information.

In the holiday Kalisa got a part time job in one of the Hotels in Rubavu district specifically in front office department. His responsibilities include preparation of gathering guest luggage's information. The hotel is expecting to receive 5 tourists who will stay for 10days, as an IV trainee answer to the following questions.

- Define the term guest luggage
- Describe the types of guest luggage
- What should be prepared by Kalisa
- What kind of information do you think are essential for Kalisa?
- What are the activities Kalisa will do
- What are the technics, procedures Kalisa will respect in gathering guest luggage information?

### Key Facts 1.1: Gathering luggage's information

- **Status of guest luggage**

- ✓ Guest luggage refers to the personal belongings, typically in the form of bags, suitcases, or other containers, that a hotel guest brings with them during their stay. It includes items such as clothing, toiletries, accessories, electronics, documents, and any other possessions that guests typically travel with. Guest luggage can vary in size, shape, and quantity depending on the individual guest's needs and length of stay. Hotels provide services to assist guests in handling their luggage, such as collection upon arrival, storage during the stay, and assistance with transportation or retrieval upon departure. The handling and care of guest luggage are important aspects of ensuring a pleasant and convenient experience for hotel guests.

- ✓ Types of guest luggage

- ✓ Guest luggage can come in various types, depending on the needs and preferences of the individual guest.





- **Here are some common types of guest luggage:**

- ✓ **Suitcases:** Suitcases are large, rectangular bags with handles and wheels, designed for holding and organizing clothing, shoes, and other personal items. They come in different sizes, including carry-on and checked-in options.
- ✓ **Backpacks:** Backpacks are versatile bags worn on the back with two shoulder straps. They are popular among travellers for their convenience and mobility. Backpacks can range in size from small daypacks to larger backpacking packs.
- ✓ **Duffel bags:** Duffel bags are cylindrical bags with a top closure and often feature shoulder straps or handles. They are flexible and spacious, suitable for holding clothing and other items. Duffel bags come in various sizes, from small gym bags to larger travel duffels.
- ✓ **Briefcases:** Briefcases are typically used for business or professional purposes and are designed to hold documents, laptops, and other work-related items. They are usually rectangular with a handle or shoulder strap.
- ✓ **Carry-on bags:** Carry-on bags are smaller-sized luggage designed to meet the size restrictions imposed by airlines for bringing luggage into the cabin. They are suitable for shorter trips or when travellers prefer not to check in their luggage.
- ✓ **Garment bags:** Garment bags are specialized bags designed to protect and transport clothing items, particularly formal wear or delicate garments. They typically feature hangers and compartments for suits, dresses, and other hanging clothing items.
- ✓ **Trolley bags:** Trolley bags, also known as rolling bags or wheeled bags, have built-in wheels and a retractable handle. They provide easy mobility and are commonly used for travel, offering the convenience of rolling the bag instead of carrying it.
- ✓ **Personal bags:** In addition to larger luggage, guests often carry personal bags such as handbags, laptop bags, or small backpacks for everyday essentials like wallets, electronics, documents, and personal items. These are just a few examples of the types of guest luggage commonly used by travellers. The choice of luggage depends on factors such as the purpose of travel, duration of stay, personal preferences, and specific needs of the individual guest.






- **Strategies used to gather guest luggage information**

- ✓ **Introduction:** Hotels employ various strategies to gather guest luggage information efficiently and accurately.


✓ **Here are some common strategies used by the hotel bell staff:**

-  **Personalized interaction:** The bell staff engages in friendly and professional conversations with the guests, creating a welcoming atmosphere. They approach guests with a warm greeting and then proceed to ask relevant questions to gather the necessary luggage information.
-  **Active listening:** The bell staff actively listens to the guests, paying attention to their needs, preferences, and any specific instructions regarding their luggage. They provide their full attention and ask clarifying questions when needed, ensuring a clear understanding of the guests' requirements.
-  **Structured questioning:** The bell staff follows a structured approach to gathering luggage information, using a set of standardized questions. This helps ensure consistency and completeness in the information collected. They may have a checklist or form to guide them through the process.
-  **Visual inspection:** The bell staff visually inspects the luggage while interacting with the guests. They observe the size, appearance, and condition of the bags, taking note of any distinctive features or damages. This visual inspection aids in accurately describing and identifying the luggage.
- ✓ **Technology assistance:** Some hotels use technology solutions to streamline the luggage information gathering process. This can include handheld devices or tablets with digital forms, allowing the bell staff to input and record information electronically. Such systems may also offer prompts or reminders for important details to capture.
- ✓ **Training and communication:** Hotels provide training to the bell staff on effective communication and information gathering techniques. They emphasize the importance of being courteous, attentive, and thorough when interacting with guests and their luggage. Regular communication and feedback channels are established to address any issues or improve the information collection process.
- ✓ **Collaboration with other hotel departments:** The bell staff collaborates with other hotel departments, such as front desk, concierge, or housekeeping, to gather comprehensive luggage information. They may communicate and share relevant details to ensure a seamless guest experience and proper coordination within the hotel. By employing these strategies, hotels aim to gather accurate and complete luggage information while


providing exceptional service to their guests. The goal is to ensure that guests' belongings are handled with care and that their specific needs and preferences regarding their luggage are met.


- ✓ **The status of hotel guest luggage when gathering information of luggage to be handled by hot bell staff** When gathering information about luggage to be handled by hotel bell staff, the status of hotel guest luggage typically depends on various factors such as the guest's arrival or departure time, specific requests made by the guest, and the hotel's policies and procedures.
- **Here's a general overview:**
  - ✓ **Arrival:**
    -  **Pre-arrival:** Prior to the guest's arrival, the hotel may request information about the guest's expected arrival time and any special requests regarding luggage handling. This information helps the staff prepare for the guest's arrival and allocate resources accordingly.
    -  **Baggage handling:** Upon arrival, guests often have the option to request assistance with their luggage. The bell staff or porters are responsible for collecting the luggage from the guest's vehicle or taxi and then transporting it to the guest's room. The guest may provide specific instructions or preferences regarding the handling of fragile items, valuables, or any other special requirements.
  - ✓ **During the stay:**
    -  **Luggage storage:** If guests require temporary storage for their luggage during their stay, the hotel typically provides a secure storage area. Guests may request the bell staff to collect and store their luggage until they need it. In some cases, the hotel may offer a luggage tagging system to ensure the security and easy retrieval of stored luggage.
    -  **Handling special requests:** During the guest's stay, they may request assistance from the bell staff for various reasons, such as retrieving or transporting luggage within the hotel premises, delivering items to their room, or arranging transportation for their luggage to another location.
  - ✓ **Departure:**
    -  **Luggage collection:** On the day of departure, guests may request assistance with their luggage to be transported from their room to the lobby or vehicle. The bell staff


will typically coordinate with the guest to determine the desired departure time and handle the luggage accordingly.


 **Holding luggage:** In some cases, guests may need to store their luggage temporarily after checking out, especially if they have a later departure time. Hotels often offer luggage storage facilities for this purpose, allowing guests to explore the area or conduct business without the burden of carrying their luggage with them. It's important to note that specific hotels may have their own policies and procedures regarding luggage handling. It's recommended for guests to communicate their needs and preferences directly with the hotel to ensure a smooth and satisfactory experience.


✓ **When the hotel guest arrives and the bell staff is responsible for handling their luggage, the following information is typically gathered:**

 **Guest's name:** The bell staff asks for the guest's name to ensure accurate identification and to associate the luggage with the correct guest.

 **Number of bags:** The bell staff inquires about the quantity of luggage the guest has brought with them. This helps determine the resources and manpower required for handling the luggage effectively.

 **Special instructions or requests:** The bell staff asks if the guest has any specific instructions or requests regarding their luggage. For example, the guest may have fragile items that need special care or valuables that require secure handling. Any such instructions or requests are noted to ensure the luggage is handled appropriately.

 **Assistance needed:** The bell staff may ask if the guest requires assistance with transporting the luggage from the vehicle or taxi to the hotel entrance. This helps them plan and allocate resources accordingly.





 **Contact information:** In some cases, the bell staff may collect the guest's contact information, such as a phone number or room number. This allows for communication if there are any questions or updates regarding the luggage. By gathering this information upon the guest's arrival, the bell staff can provide efficient and personalized luggage handling services, ensuring that the guest's belongings are properly taken care of during their stay at the hotel.

Category of tools and equipment	Tools and equipment	Use of the tools and equipment
<b>1. Safety equipment</b>	<b>Gloves</b>	Used for protecting hands
	<b>First-aid kit</b>	It is a collection of medical supplies and equipment used for immediate health issues and for emergencies.
	<b>Professional dresses/ Complete uniform</b>	For protecting staff/workers professionally and from any hazards  Identifying bell staff from others
	<b>Sign posts</b>	For directing guests and staff
	<b>Duster bin</b>	For collecting useless things
<b>2.Tools and equipment using in gathering/handling luggage information</b>	<b>Computer/ Register book/ papers</b>	For recording information gathered
	<b>Pen and pencil</b>	
	<b>Scotch</b>	For matching
	<b>Staples, stapler machine</b>	
	<b>Tables and chairs</b>	Working place
	<b>Trolley</b>	For holding or keeping luggage
	<b>Tags</b>	For tagging luggage
	<b>Stand</b>	For holding and keeping newspaper and brochures

- **Duration for Gathering luggage information**

When the hotel bell staff is gathering guest luggage information, the duration of the guest's stay is an important piece of information to collect. Knowing the duration helps the staff plan and coordinates the handling and storage of the luggage effectively.




✓ **Relevant information about the duration that the bell staff may need to gather:**

-  **Length of stay:** Ask the guest about the specific length of their stay, including the number of nights or the check-in and check-out dates. This information allows the staff to estimate the duration for which the luggage needs to be stored and plan accordingly.
-  **Extended stays or multiple reservations:** Inquire if the guest has multiple reservations or if they plan to extend their stay. This helps in determining if the luggage needs to be stored for an extended period or if it requires any transfers between rooms.
-  **Early arrival or late departure:** If the guest is arriving before the standard check-in time or departing after the regular check-out time, note these details. This allows the staff to make arrangements for temporary storage or hold the luggage until the guest's room is ready or until their departure time.
-  **Storage duration:** Determine if the guest requires temporary storage for their luggage during their stay. Some guests may need to store their luggage for a few hours, while others may require longer-term storage for several days or weeks. By gathering the duration information, the bell staff can ensure that the guest's luggage is handled and stored appropriately for the required period. It helps in organizing the storage areas efficiently and ensures a seamless experience for the guests regarding the handling and retrieval of their belongings.








- **Recording**

When the hotel bell staffs is gathering hotel guest luggage handling information, it is important to maintain a record of the details collected. This record helps in ensuring accurate communication and efficient handling of the luggage.

✓ **Here are the key pieces of information that the bell staff should record:**

-  **Guest name:** Note down the guest's full name to associate the luggage with the correct guest.
-  **Room number:** Record the guest's room number to ensure accurate delivery of the luggage to the designated room.
-  **Number of bags:** Document the quantity of bags the guest has brought with them. This helps in assessing the resources and support required for handling the luggage.



-  **Description of luggage:** Take detailed notes on the physical appearance, size, and type of the bags. This includes bag type (suitcase, backpack, etc.), color, pattern, size, brand or design, and any notable features or accessories.
-  **Special handling instructions:** Document any specific handling instructions provided by the guest. This may include instructions for fragile items, valuables, perishable items, or any other special care requirements.
-  **Storage requirements:** Note down whether the guest requires any storage services for their luggage during their stay, such as temporary storage upon arrival, during their stay, or after check-out.
-  **Delivery preferences:** Record the guest's preferences for luggage delivery, such as assistance in transporting the luggage to their room upon arrival or from their room to the designated area during departure.
-  **Contact information:** Document the guest's contact information, such as a phone number or email address, for any future communication regarding their luggage or in case there are any further inquiries or updates.
-  **Signature or acknowledgment:** Ask the guest to sign or provide an acknowledgment confirming the accuracy of the recorded information. This helps establish a record of the guest's agreement and ensures accountability.
-  **Additional notes:** Make additional notes or comments as necessary, such as any existing damages or pre-existing conditions of the luggage, to document the condition of the bags at the time of collection. Maintaining a comprehensive record of these details allows the bell staff to provide personalized and efficient service, ensuring that the guest's luggage is handled with care and delivered accurately. It also helps in effective communication among hotel staff members involved in luggage management.



## Activity 2: Guided Practice



### Task 3:

Read the following scenario and execute the required task.

MUGAMBIRA Lodge hotel located in Volcano Park has received a booking of a group of 20 tourists who will stay for 7 days. To accommodate them, the hotel must handle their luggage for the whole stay including their valuable properties.

As trainee taught in organizing luggage handling activities, collect information of those 20 tourists' luggage considering their status.



### Activity 3: Application



#### Task 4:

**Read the scenario below and perform the tasks required.**

Visit a nearby hotel, when getting back develop a report concerning the reception of 20 tourists in gathering their luggage's information.

## Topic 1.2: Attend bell staff briefing



### Activity 1: Problem Solving



#### Task 5:

Referring to the following scenario answer the related questions.

Nyungwe Lodge has welcomed/received a group of 10 tourists for 5 days. For preparing the daily activities as bell staff you have to be informed about your daily work in order to know what to perform and how performing those activities.

1. What are the sources of information for daily activities?

.....

.....

2. Describe a bell staff during daily activities.

.....

.....

3. Brief bell staffs who are going to start his/her daily activities.

.....

.....







4. Describe what the hotel bell staffs expects from the briefing?


.....


.....

## Key Facts 1.2: Attend bell staff briefing

- **Personal grooming for a hotel bell staff**

- ✓ **Introduction:** Refers to the practice of maintaining a neat, clean, and professional appearance while on duty. It involves paying attention to hygiene, grooming standards, and presenting oneself in a manner that reflects the hotel's brand and image.
- ✓ **Here are some key aspects of personal grooming for a hotel bell staff:**
  -  **Uniform:** Wearing the designated uniform provided by the hotel is essential. The uniform should be clean, well-fitted, and properly pressed. It is important to follow the hotel's guidelines regarding the uniform, including wearing the appropriate accessories and name badges.
  -  **Cleanliness:** Personal cleanliness is paramount. Bell staff should maintain good personal hygiene by showering regularly, using deodorant, and ensuring fresh breath. Clean and well-maintained nails are also important.
  -  **Hair:** Hair should be well-groomed and neatly styled. For male staff, facial hair should be well-trimmed and presentable. Any hair accessories should be discreet and in line with the hotel's grooming standards.
  -  **Makeup and grooming products:** Female staff members may wear subtle and professional makeup, ensuring it enhances their appearance without being excessive. Grooming products such as cologne or perfume should be used sparingly to avoid overwhelming scents.
  -  **Jewelry and accessories:** It is important to adhere to the hotel's guidelines regarding jewelry and accessories. Generally, minimal and tasteful jewelry is preferred. Watches and small earrings are typically acceptable, while excessive or flashy accessories should be avoided.
  -  **Posture and body language:** Maintaining an upright posture and displaying confident body language is essential for projecting a professional image. It is important to stand tall and maintain a friendly and approachable demeanor while interacting with guests.

 **Personal items:** Personal items such as cell phones, wallets, and personal belongings should be discreetly stored or kept out of sight during work hours. Personal items should not interfere with the professional appearance of the bell staff.

 **Personal fitness:** Staying physically fit and maintaining a healthy lifestyle contributes to overall grooming and appearance. Regular exercise, a balanced diet, and adequate rest help in presenting a vibrant and energetic image. Personal grooming for a hotel bell staff is crucial as it creates a positive impression on guests, enhances professionalism, and aligns with the hotel's standards of service and excellence. It ensures that the bell staff presents themselves as competent, approachable, and capable of providing exceptional service to hotel guests.

- **Shift briefing/ Schedule and Shift Assignments**

During a shift briefing for hotel bell staff, the supervisor or manager provides important information, instructions, and assigns specific duties and responsibilities for the shift.

- **Here's what typically happens during a shift briefing:**

- ✓ **Attendance and roll call:** The supervisor takes attendance to ensure that all bell staff members scheduled for the shift are present. Any changes to the schedule or staffing are communicated at this time.
- ✓ **Review of the day's events and occupancy:** The supervisor provides an overview of the hotel's occupancy for the day, including any special events or groups. This information helps the bell staff anticipate potential busy periods or specific service requirements.
- ✓ **Operational updates:** The supervisor shares any updates on hotel policies, procedures, or services that may impact the bell staff's duties. This can include changes in check-in or check-out procedures, updated safety protocols, or new service offerings.
- ✓ **Review of previous shift issues or incidents:** The supervisor may discuss any notable issues, incidents, or guest feedback from the previous shift. This provides valuable information and helps the bell staff be aware of any ongoing concerns or areas that require attention.
- ✓ **Daily goals and objectives:** The supervisor outlines the goals and objectives for the shift, such as providing exceptional customer service, ensuring efficient luggage handling, or maintaining a clean and organized lobby area. This sets the focus for the bell staff's activities during the shift.
- ✓ **Assignments and responsibilities:** The supervisor assigns specific duties and responsibilities to each bell staff member based on the occupancy, guest requests, and

operational requirements. This can include tasks such as luggage handling, guest assistance, transportation arrangements, or maintaining the lobby area.

- ✓ **Communication and teamwork:** The supervisor emphasizes the importance of effective communication and teamwork among the bell staff and with other hotel departments. Clear communication channels are established, and the staff is encouraged to support each other and share information as needed.
- ✓ **Safety and security reminders:** The supervisor provides reminders about safety and security procedures, emphasizing the importance of guest privacy, reporting any suspicious activity, and following established protocols for handling guest belongings.
- ✓ **Equipment and resource availability:** The availability and condition of equipment and resources such as luggage carts, radios, or storage areas are discussed. This ensures that the bell staff has the necessary tools and resources to carry out their duties effectively.
- ✓ **Q&A and clarification:** The briefing allows the bell staff to ask questions, seek clarification on any instructions or procedures, or share relevant information. This promotes understanding and ensures that everyone is aligned on expectations.
- ✓ **Motivational words and closing remarks:** The supervisor provides closing remarks, inspiring the bell staff to deliver exceptional service and maintain a positive attitude throughout the shift. Any final announcements or reminders are shared before the staff members begin their assigned duties. A well-conducted shift briefing helps the bell staff start their shift with clear objectives, a shared understanding of expectations, and the necessary information to provide excellent service to hotel guests.

- **Handover**









- ✓ **Introduction**

In a hotel setting, a handover for a bell staff refers to the transfer of information, responsibilities, and tasks from one bell staff member to another during a shift change. The handover process ensures that all relevant information is communicated effectively, allowing for seamless continuity in providing service to guests.

- ✓ **Here's the meaning and process of a handover made in a hotel for a bell staff:**



**Timing and location:** The handover typically takes place at the bell desk or another designated area where the incoming and outgoing bell staff members can meet. It occurs at the end of one shift and the beginning of another, ensuring a smooth transition of duties.

-  **Introduction and exchange of information:** The outgoing bell staff member introduces themselves to the incoming staff member and initiates the handover process. They exchange basic information such as names, shift timings, and any critical updates or immediate concerns.
-  **Shift summary:** The outgoing bell staff member provides a summary of the activities, tasks, and events that occurred during their shift. This includes relevant information about guest interactions, service requests, ongoing transportation arrangements, or specific instructions from guests.
-  **Outstanding tasks and pending requests:** The outgoing staff member informs the incoming staff member about any pending tasks or outstanding guest requests that need attention. This includes details about luggage deliveries, transportation arrangements, or other responsibilities the incoming staff member should take over.
-  **Guest-related information:** The outgoing staff member shares any guest-specific details that are important for providing personalized service. This can include guest preferences, special requirements, or noteworthy incidents that occurred during their interaction with guests.
-  **Equipment and inventory:** If there are any specific equipment or inventory-related updates, such as the availability of trolleys, radios, or supplies, the outgoing staff member communicates this information to the incoming staff member. It ensures that the incoming staff is aware of the resources at their disposal.
-  **Operational updates:** The outgoing staff member communicates any operational updates or changes in hotel policies, procedures, or services that may impact the bell staff's responsibilities. This ensures that the incoming staff is up to date with the latest information and can align their actions accordingly.
-  **Q&A and clarification:** The incoming staff member has the opportunity to ask questions, seek clarification, or request additional information during the handover. This promotes understanding, addresses any concerns or uncertainties, and ensures a smooth transition.
-  **Confirmation and acknowledgement:** At the end of the handover, both the outgoing and incoming staff members confirm their understanding of the information exchanged. They may provide verbal acknowledgement or sign off on a handover log or sheet to acknowledge the completion of the handover process. The handover process for a bell staff in a hotel is crucial for maintaining excellent service standards, ensuring guest

satisfaction, and facilitating effective communication between shifts. It allows the incoming staff member to seamlessly take over responsibilities and continue providing a seamless experience to guests.



## Activity 2: Guided Practice



### Task 6:

**Read the following scenario and use it to perform tasks that follow.**

BCOFF is a bell staff supervisor of Touristic hotel located in Kinigi near Volcano National Park. The hotel hires you as a professional bell desk intern. It is preparing to receive for a group of 10 tourists who will stay for 3days. The hotel must handle their luggage for the whole stay including their valuable properties; and you are the one to receive them with your supervisor. As you are trained on hotel bell staff operations, you are requested to perform the following activity:

- a. Give briefing to the hotel bell staff of the work to be done in reception of 10 tourists' luggage.
- b. Make a handover to the bell staff of the work done from the previous shift.



## Activity 3: Application



### Task 7:

**Read the following scenario and use it to perform tasks that follow.**



ABF hotel located in Musanze has received a booking of group of 4 tourists who will stay for 7days. To accommodate them, the hotel must handle their luggage for the whole stay including their valuable properties. You are hired as part time bell staff during your vacancies. Returning back from holidays to school, you are asked to develop a report on attending bell staff briefing including the following:

- a. Personal grooming
- b. Shift briefing
- c. Handover

## Topic: 1.3. Preparation of tools and equipment



### Activity 1: Problem Solving



#### Task 8:

Read the given below scenario and answer related questions.

Nyungwe hotel has welcomed/received a group of 10 tourists for 5 days. For preparing the daily activities as bell staff you have to prepare tools and equipment that will be used during your daily work.











1. What are tools and equipment needed to be prepared by hotel bell staff?
2. What are the **factors** to consider while selecting tools and equipment for daily activities

### Key Facts 1.3: Preparation of tools and equipment

- **Identification of tools and equipment**

When bell staff prepare for their daily activities, they typically utilize various tools and equipment to assist them in their tasks.

- ✓ **Here are some common tools and equipment that bell staff members may use:**

-  **Bell carts or luggage trolleys:** These are wheeled carts designed to transport luggage and other belongings for guests. Bell staff use them to assist guests with their luggage when checking in or out of the hotel.
-  **Luggage tags and labels:** These are used to identify and label guests' luggage to ensure proper handling and delivery.
-  **Bellman's carts:** These are smaller, more maneuverable carts used to transport smaller items, packages, or amenities to guest rooms.
-  **Keyboards or keycards:** Bell staff may have access to keyboards or keycard systems to generate room keys and ensure secure access to guest rooms.
-  **Communication devices:** Bell staff often use radios or mobile devices to stay in contact with other team members and various hotel departments for coordination and communication purposes.
-  **Handheld devices or tablets:** Some hotels provide handheld devices or tablets equipped with software or applications to manage guest requests, update room statuses, and maintain efficient communication within the bell staff team.
-  **Signage and directional tools:** Bell staff may use signage or directional tools, such as maps or floor plans, to assist guests in finding their way around the hotel or to provide directions to various facilities.
-  **Protective equipment:** Depending on the hotel's policies and procedures, bell staff may be required to use personal protective equipment (PPE) such as gloves, masks, or shoe covers to maintain hygiene and safety standards.
-  **Maintenance tools:** Bell staff may have access to basic maintenance tools like screwdrivers, wrenches, or pliers to assist with minor repairs or adjustments.
-  **Miscellaneous supplies:** Bell staff may also carry additional supplies such as luggage straps, luggage tags, notepads, pens, or guest amenities like umbrellas, water bottles, or towels. It's important to note that the specific tools and


equipment used by bell staff may vary depending on the hotel's size, standards, and individual protocols. The above list covers some common tools and equipment that are typically associated with bell staff activities.


- **Clean**


- ✓ **Introduction**


Cleaning tools and equipment used by hotel bell staff is important to maintain hygiene standards and ensure the safety of both staff and guests.


- ✓ **Guidelines for cleaning tools and equipment:**


-  **Regular cleaning:** Establish a schedule for regular cleaning of tools and equipment. This can be daily, weekly, or as needed based on usage and the specific item. Consistent cleaning helps prevent the build-up of dirt, grime, and bacteria.




-  **Use appropriate cleaning agents:** Select cleaning agents suitable for the type of tools and equipment being cleaned. Follow manufacturer instructions and guidelines for the proper use of cleaning agents. Ensure that the cleaning agents are effective in disinfecting and removing dirt and germs.

-  **Disassemble if necessary:** Some tools or equipment may have removable parts or components that require separate cleaning. Disassemble the items as per the manufacturer's instructions, if applicable. Clean each part thoroughly and ensure they are completely dry before reassembling.

-  **Wipe down surfaces:** Use clean, damp cloths or wipes to wipe down the surfaces of tools and equipment. Pay attention to areas that come into direct contact with guests, such as handles, buttons, or surfaces that kills bacteria or germs. For electrical equipment, take precautions to avoid moisture or water entering sensitive components.

-  **Deep cleaning:** Periodically, perform a more thorough deep cleaning of tools and equipment. This may involve soaking or immersing items in cleaning solutions, using brushes or scrubbers to remove stubborn dirt or stains, and rinsing thoroughly. Again, follow manufacturer guidelines for specific cleaning procedures.

-  **Drying:** After cleaning, ensure that all tools and equipment are thoroughly dried before storing or using them again. Moisture can lead to the growth of bacteria or cause damage to certain materials. Allow sufficient time for drying, or use towels or air-drying methods to expedite the process.


-  **Storage:** Store cleaned tools and equipment in a clean and dry environment. Consider using designated storage areas or containers to keep them organized and protected from dust and contamination. Proper storage helps maintain cleanliness and extends the lifespan of the items.
-  **Inspection:** Regularly inspect tools and equipment for any signs of damage or wear. Replace any items that are no longer in good condition to ensure safe and effective use.
-  **Training and awareness:** Provide training to the bell staff on proper cleaning procedures for different tools and equipment. Emphasize the importance of hygiene and cleanliness in their daily activities. Encourage staff members to report any issues or concerns regarding the cleanliness or maintenance of tools and equipment. Following these guidelines for cleaning tools and equipment used by hotel bell staff helps maintain a clean and safe environment for staff and guests. It is crucial to adhere to any additional cleaning protocols or guidelines provided by the hotel or local health authorities to ensure compliance with hygiene standards.


- **Arrangement**









- ✓ **Introduction**

Proper arrangement of tools and equipment for hotel bell staff is crucial for efficiency, accessibility, and ensuring a smooth workflow.

- ✓ **Guidelines for arranging tools and equipment for bell staff in their daily activities:**

-  **Carts and trolleys:** Place the primary cart or trolley used by bell staff in a convenient location near the bell desk or designated storage area. Ensure it is easily accessible and stocked with necessary items such as luggage tags, guest information packets, maps, pens, and any other essential items.

-  **Luggage handling equipment:** Keep luggage carts or dollies nearby for efficient handling of guest luggage. These should be organized and readily available for use. Ensure they are in good working condition, with functioning wheels and sturdy handles.

-  **Communication devices:** Provide bell staff with radios or mobile devices for effective communication. Ensure they are fully charged, easily accessible, and have good signal reception. Consider providing a charging station or designated area for storing and charging communication devices.
-  **Key management:** Establish a secure and organized system for managing keys. Provide bell staff with key rings or key boxes to hold keys for guest rooms, storage areas, or other designated areas. Ensure keys are labelled clearly for easy identification and have a system in place to track and sign out keys when needed.
-  **Signage and directional tools:** Make sure bell staff have access to signage, directional maps, or floor plans to assist guests in finding their way around the hotel. Keep these materials organized and easily accessible, either on carts, in storage pockets, or digital formats.
-  **Miscellaneous tools:** Equip bell staff with the necessary tools for their daily activities. This may include flashlights, multi-tools, luggage straps, tape measures, and other tools that may be required for specific tasks. Store these tools in designated compartments or toolboxes for easy access and organization.
-  **Maps and directories:** Provide bell staff with up-to-date maps of the hotel and surrounding areas. Include directories or lists of amenities, facilities, and local attractions to assist guests with inquiries. Keep these materials organized and easily accessible, either in digital or printed formats.
-  **Personal protective equipment (PPE):** Ensure that all required PPE, such as face masks, gloves, and safety vests, are readily available for bell staff. Store them in a designated area on the carts or in nearby storage for easy access and compliance with safety protocols.
-  **Restocking supplies:** Regularly check and restock supplies such as luggage tags, maps, pens, and other guest-related materials. Assign responsibility to a staff member for inventory management and ensure that supplies are replenished as needed.
-  **Training and familiarization:** Provide proper training to bell staff on the organization and arrangement of tools and equipment. Familiarize them with the location and proper use of each item. Regularly communicate any updates or changes in the arrangement to ensure staff members are aware and can adapt accordingly. By following these guidelines, you can create an organized and

efficient setup for bell staff, enabling them to carry out their daily activities effectively and provide excellent service to guests. Regularly evaluate the arrangement and seek feedback from staff members to make any necessary improvements or adjustments.

*“Bardi, James A. Hotel Front Office Management. 6th ed., John Wiley & Sons, Inc., 2016”.*



## Activity 2: Guided Practice



### Task 9:

**Read the following scenario and use it to perform tasks that follow.**

Perfect hotel located in Kinigi near Volcano National Park has received a reservation request for a group of 10 tourists who will stay for 3days; the hotel must handle their luggage for the whole stay including their valuable properties.

You are required to prepare tools and equipment for handling the 10 tourists' luggage in respect of the following:

- a. Prepare tools and equipment that you will use during handling guest luggage
- b. Maintain and clean the tools and equipment prepared.
- c. Arrange tools and equipment prepared according to the activities.



## Activity 3: Application



### Task 10:

**Read the following scenario and use it to perform tasks that follow.**

XYW hotel located in Volcano Park has received a booking of group of 4 tourists who will stay for 7days. To accommodate them, the hotel must handle they luggage for the whole stay including their valuable properties. You are asked to visit a nearby hotel, thereafter you should, develop a report on what observed during the tour considering sequences of preparing tools and equipment.



**I. Answer the following questions:**

- a. Define the term the guest luggage
- b. Identify the types of guest luggage
- c. Explain the term bell staff briefing
- d. Demonstrate the handover process when preparing daily activities
- e. What do you understand by preparing daily activities in handling guest luggage?
- f. Describe the process of gathering guest luggage's information
- g. What is the key outcome of attending bell staff briefing?
- h. How can you explain the personal grooming as to be considered in bell staff briefing?
- i. What are the tools and equipment to be prepared for daily bell staff activities?
- j. Identify PPE and safety equipment the hotel bell staffs has to prepare for the daily activities.

**II. Choose the correct answer**

1. The following are the strategies used to gather guest information.
  - a. Garment bags, Trolley bags, Personal bags.
  - b. Pre-arrival, Baggage handling, Handling special requests and Luggage collection
  - c. Personalized interaction, Active listening, structured questioning, Visual inspection and Technology assistance
2. One of the below sentences is not including the guest in luggage handling instructions.
  - a. Luggage tags check if the luggage already has luggage tags attached
  - b. Fragile items, Valuables, Special care for specific items and Privacy and security.
  - c. Storage requirements: Guests may specify if they need their luggage to be stored in a particular manner.
3. The following statements on personal grooming are correct except:
  - a. Posture and body language; maintaining an upright posture and displaying confident body language is essential for projecting a professional image.
  - b. The supervisor provides an overview of the hotel's occupancy for the day, including any special events or groups.
  - c. The practice of maintaining a neat, clean, and professional appearance while on duty.
4. The following sentences; one is the meaning of "Bell carts or luggage trolleys"
  - a. These are smaller, more maneuverable carts used to transport smaller items, packages, or amenities to guest rooms.

- b. Prioritize tools and equipment that promote safety and ergonomic practices.
- c. These are wheeled carts designed to transport luggage and other belongings for guests.
- 5. Selecting tools and equipment, a bell staff member should consider several conditions and guidelines to ensure they have the appropriate tools for their tasks which are:
  - a. Task requirements, Safety and ergonomics, Compatibility and integration and Hotel policies and standards
  - b. Operational updates or changes in hotel policies, procedures, or services that may impact the bell staff's responsibilities
  - c. Regular exercise, a balanced diet, and adequate rest help in presenting a vibrant and energetic image.



### Points to Remember

- Report to work clean and in good health
- Dress in appropriate clean attire
- Gathering luggage's information in detail
- Attend bell staff briefing on regular rules and regulation
- Arrangements of tools and equipment after being used



## Self-Reflection

1. Read the statements across the top. Put a check in a column that best represents your level of knowledge, skills and attitudes.

My experience	I don't have any experience doing this.	I know a little about this.	I have some experience of doing this.	I have a lot of experience with this.	I am confident in my ability to do this.
Knowledge, skills and attitudes					
Describe types of guest luggage					
Familiarize with luggage types and categories					
Operate Property Management System (PMS)					
Understand the nature of work with related procedures					
Understand the hotel's daily operations and guest activities					
Differentiate tools and equipment working procedures and functionalities					
understand customer service delivery strategies					
Organize data for guest luggage's information					

My experience	I don't have any experience doing this.	I know a little about this.	I have some experience of doing this.	I have a lot of experience with this.	I am confident in my ability to do this.
Knowledge, skills and attitudes					
Analyze data for guest luggage's information					
Document guest luggage's information for record-keeping					
Cope with personal grooming					
Cope with shift briefing for daily activities					
Maintain the work progress as per handover report.					
Prepare tools and equipment for daily activities					
Inspect tools and equipment for damage, functionality, and cleanliness and					
Provide customer service					
Pay attention to detail					

2. Fill in the table above and share results with the trainer for further guidance.

Areas of strength	Areas for improvement	Actions to be taken to improve
1.	1.	1.
2.	2.	2.
3.	3.	3.

## UNIT 2: VERIFY STORED LUGGAGE



## Unit summary

This learning outcome provides you with the knowledge, skills and attitudes required to learning outcome required to organize luggage handling activities. It covers the topics: Verification of luggage tagging activities, Verification of luggage recording and Verification of luggage area.

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## Self-Assessment: Unit 2

### Part 1:

Referring to the unit illustration above:

- What does the illustration show?
- What do you think this unit is about based on the illustration?
- Identify what you think this unit is going to cover.

### Part 2:

My experience Knowledge, skills and attitudes	I don't have any experience doing this.	I know a little about this.	I have some experience doing this.	I have a lot of experience with this.	I am confident in my ability to do this.
Understand of luggage tagging, recording and management of the luggage area processes and procedures.					
Familiarize with different types of luggage tags and recording systems their features, and apply them.					
Understand of the data and information that should be captured on luggage handling process.					
Know potential issues or errors and security risks that can occur at different stages of the luggage handling process when Verifying stored luggage					
Verify and cross-check luggage tagging, recording, and the overall management of the luggage area by paying attention to details					



My experience Knowledge, skills and attitudes	I don't have any experience doing this.	I know a little about this.	I have some experience doing this.	I have a lot of experience with this.	I am confident in my ability to do this.
Address any issues or discrepancies in the luggage handling process during Verifying stored luggage					
Maintain accurate records and documentation in the luggage handling process.					
Handle a wide range of scenarios and situations related to luggage handling when verifying stored luggage.					
Have commitment to accuracy and quality to ensure proper luggage tagging					
Pay attention to detail and thoroughness in the verification process					
Proactive and responsive approach to identifying and addressing issues					
Continuous learning mindset to stay updated with industry best practices and technological advancements in luggage verification					



## Key Competencies:

Knowledge	Skills	Attitudes
1. Understand of luggage tagging, recording and management of the luggage area processes and procedures.	1. Handle a wide range of scenarios and situations related to luggage handling when verifying stored luggage.	1. Have commitment to accuracy and quality to ensure proper luggage tagging
2. Familiarize with different types of luggage tags and recording systems their features, and apply them.	2. Verify and cross-check luggage tagging, recording, and the overall management of the luggage area by paying attention to details	2. Pay attention to detail and thoroughness in the verification process
3. Understand of the data and information that should be captured on luggage handling process.	3. Maintain accurate records and documentation in the luggage handling process.	3. Continuous learning mindset to stay updated with industry best practices and technological advancements in luggage verification
4. Know potential issues or errors and security risks that can occur at different stages of the luggage handling process when verifying stored luggage	4. Address any issues or discrepancies in the luggage handling process during Verifying stored luggage	4. Proactive and responsive approach to identifying and addressing issues



### Discovery activity:



### Task 11:

#### Answer to the following:

- a. What do you understand by verification of luggage tagging activities in handling guest luggage?
- b. Describe the process of Verification of luggage tagging activities
- c. What do you understand by luggage tagging?
- d. What is the key outcome of luggage tagging activities?
- e. How can you explain the luggage recording as to be considered in verifying stored luggage?
- f. What are you understand by the term verification of luggage area?
- g. Plan what you have to do in order to verify stored luggage.
- h. What you understand of luggage recording?
- i. Explain the term Property management system.
- j. What do you mean by checking luggage register?
- k. How can you explain reconfirming with bell staff when verifying of luggage recording?

## Topic 2.1: Verification of luggage tagging activities



### Activity 1: Problem Solving



#### Task 12:

Read the following scenario and perform the tasks related:

CAVE hotel located in Nyabihu district employ you as a part time bell staff during your holiday, as the hotel situated in touristic site, experience to receive many guests who came in their trip.

- a. What do you understand by verification of luggage tagging activities in handling guest luggage?
- b. Describe the process of Verification of luggage tagging activities
- c. What do you understand by luggage tagging?
- d. What is the key outcome of luggage tagging activities?
- e. How can you explain the luggage recording as to be considered in verifying stored luggage?
- f. What are you understand by the term verification of luggage area?
- g. Plan what you have to do in order to verify stored luggage.

### Key Facts 2.1: Guest identification

Guest identification is an important aspect of the luggage tagging activities performed by hotel bell staff.

- **Guidelines for guest identification during the verification of luggage tagging:**
  - ✓ **Check guest information:** Before tagging any luggage, bell staff should verify the guest's identity. This can be done by checking the guest's name and room number on the luggage tag or by cross-referencing the luggage with the information provided by the front desk or reservation system.
  - ✓ **Use unique identifiers:** Ensure that each guest has a unique identifier, such as a room number or a specific code, associated with their luggage. This helps prevent mix-ups or confusion when handling multiple bags simultaneously.
  - ✓ **Request identification documents:** In situations where there is uncertainty about luggage ownership or if a guest's identity needs to be confirmed, bell staff can politely request

identification documents, such as a government-issued ID or passport. This helps ensure that the luggage is being handled correctly and that it belongs to the intended guest.

- ✓ **Communicate with the front desk:** Maintain open communication with the front desk or reception staff to confirm guest identities and any special instructions regarding luggage handling. If there are any concerns or discrepancies, consult with the front desk for guidance and clarification.
- ✓ **Properly label luggage:** Once the guest's identity is confirmed, affix a luggage tag or label to the bag. Ensure that the tag includes the guest's name, room number, and any other relevant information. Use legible and durable tags that can withstand the handling and transportation of luggage.
- ✓ **Maintain confidentiality:** While verifying guest identification, ensure that any personal information or identification documents are handled with care and discretion. Respect guest privacy and avoid discussing sensitive information in public areas.
- ✓ **Double-check before moving luggage:** Before transporting or moving any luggage, double-check the guest identification and ensure that the luggage matches the assigned guest. Avoid assuming ownership based solely on appearance or location.
- ✓ **Clear communication with guests:** Maintain clear and friendly communication with guests throughout the luggage tagging process. Inform them about the tagging procedure and reassure them that their belongings are being handled securely. Address any concerns or questions they may have.
- ✓ **Record-keeping:** Maintain a record or log of luggage tagging activities, including guest names, room numbers, and any relevant details. This can serve as a reference in case of any issues or inquiries later on.
- ✓ **Training and awareness:** Provide proper training to bell staff on guest identification protocols and luggage tagging procedures. Emphasize the importance of accuracy, confidentiality, and professionalism in handling guest belongings.


By following these guidelines, hotel bell staff can effectively verify guest identification during luggage tagging activities, ensuring that each guest's belongings are handled securely and accurately.


- **Duration**


- ✓ **Introduction**


The duration of luggage tagging activities by hotel bell staff can vary depending on several factors. Typically, the process should be completed promptly to ensure efficient service. While specific timings may vary.


✓ **General considerations regarding the duration of luggage tagging activities:**


 **Number of bags:** The total number of bags that need to be tagged will impact the duration. If there are only a few bags, the process can be completed relatively quickly. However, if there is a large volume of luggage, it may take more time to verify and tag each bag.

 **Efficiency of the staff:** The experience and efficiency of the bell staff members involved in the tagging activities will influence the duration. Well-trained staff who are familiar with the process and have good organizational skills can complete the verification and tagging swiftly.

 **Guest cooperation:** The cooperation of guests plays a role in the duration of the process. If guests are prepared and have their luggage readily accessible for verification, it speeds up the overall process. Clear communication and instructions to guests regarding the tagging process can help facilitate their cooperation.

 **Complexity of luggage:** Some bags may be more complex or require additional attention during verification. For example, larger or irregularly shaped bags, bags with multiple compartments, or those containing fragile items may take more time to handle and tag appropriately.


 **Additional services or requests:** If guests have additional requests or require special handling, such as storing valuables or arranging for oversized items, it may add to the overall duration. Bell staff should be prepared to handle such requests efficiently while ensuring the accuracy of the tagging process.


 **Technology and tools:** The use of technology, such as barcode scanners can streamline the tagging process and reduce the duration. Automated systems can quickly match luggage with guest information, expediting the activities. While it is challenging to provide an exact timeframe for luggage tagging activities by bell staff, hotels typically aim to complete the process promptly to ensure guest satisfaction and efficient service. Factors such as the number of bags, staff efficiency, guest cooperation, and the complexity of luggage will influence the duration. Regular training, clear procedures, and effective communication can help optimize the process and minimize any delays.


- **Purpose**


The primary purpose of bell staff verifying guest luggage tagging is to ensure accuracy, security, and proper handling of the luggage.


✓ **Strategic purposes of this process:**


 **Accuracy:** The bell staffs verifies the luggage tagging to ensure that each bag is correctly associated with the respective guest. By cross-referencing guest identification, reservation details, and luggage tags, they confirm that the luggage belongs to the right person. This helps prevent mix-ups, misplaced bags, or incorrect delivery of luggage to the guest's room.

 **Security:** Luggage verification is an essential security measure to prevent unauthorized access to guest belongings. By confirming the guest's identity and matching it with the luggage, the bell staff ensures that only the rightful owner can access their bags. This helps protect guest property and maintain a secure environment within the hotel.

 **Guest Assistance:** The luggage verification process allows bell staff to assist guests with their luggage-related needs. They can address any concerns or questions the guest may have, provide information about storage options, and offer assistance in handling oversized or special items. Verifying the luggage enables the staff to provide personalized and efficient service to guests.

 **Efficient Handling:** By verifying luggage tagging, the bell staff can efficiently handle guest luggage. They can prioritize and organize the bags based on the guest's needs, room location, and any specific instructions provided. This ensures that the luggage is promptly delivered to the correct room, enhancing guest satisfaction and minimizing delays.

 **Communication and Coordination:** The luggage verification process facilitates effective communication and coordination between the bell staff, front desk, and other hotel departments. It ensures that accurate information about luggage and guest preferences is shared, allowing for seamless coordination and smooth operations throughout the hotel.

 **Accountability and Documentation:** Verifying luggage tagging establishes accountability and creates a documented record of the process. By maintaining accurate records of luggage identification, guest details, and any notes or special instructions, the hotel can address any issues or inquiries that may arise later. This documentation can be used for reference, tracking purposes, or resolving disputes related to luggage handling. Overall, the purpose of bell staff verifying guest luggage tagging is to ensure accuracy, security, efficient handling, and guest satisfaction. By carefully matching the luggage with the

respective guest and maintaining proper documentation, hotels can provide a seamless and secure experience for their guests.





## Activity 2: Guided Practice



### Task 13:

**Read the below scenario and do the related tasks**

During your holidays, visit any industry of hospitality of your choice specifically on the front office and ask to work with the bell staff in verification of stored luggage. And then produce a report demonstrating all activities you have participated in related to verification of guests' luggage.



## Activity 3: Application



### Task 14:

**Read the below scenario and do the related tasks**

Make a study visit any hotel located in your destination, then observe on how bell staff verify luggage tagging activities, and try to ask them more clarifications for being equipped with enough knowledge and skills and this study visit will be conducted within 4hours.

Up on arrival to school you should develop a narrative report demonstrating verification of luggage tagging activities.

## Topic 2.2: Verification of luggage recording



### Activity 1: Problem Solving



#### Task 15:

**Read the following scenario and perform the tasks related:**

Spring water hotel located in Rubavu district employ you as a part time bell staff during your vacancies, as the hotel situated in touristic site, experience to receive many guests who came in their trip especially experiencing watering place and volcanoes.

- What are you going to do when it happens that you are requested to make their luggage recording' verification.
- What you understand of luggage recording?
- Explain the term Property management system.
- What do you mean by checking luggage register?
- How can you explain reconfirming with bell staff when verifying of luggage recording?

### Key Facts 2.2: Check hotel Property Management System (PMS)

- **Checking hotel Property Management System (PMS)**

When bell staff is verifying and recording luggage, they may utilize the hotel's Property Management System (PMS) to assist in the process.


✓ **Here's how the PMS can be involved:**





**Guest Identification:** The PMS can display guest information, such as the guest's name, room number, and reservation details. The bell staff can cross-reference this information with the guest's identification and the luggage being verified to ensure accuracy.





**Room Assignment:** The PMS can provide the room assignment for each guest, allowing the bell staff to verify that the luggage is being tagged correctly for delivery to the appropriate room.

 **Bag Tagging:** The PMS may have functionality to generate and print luggage tags. The bell staff can use the PMS to print tags with unique identifiers that link the luggage to the guest's room and other relevant information.

 **Recording Details:** The bell staff can enter information related to the luggage into the PMS. This may include details such as the number of bags, bag descriptions (e.g., color, size), any special handling instructions, or additional services requested by the guest (e.g., storage, handling of valuables).

 **Updating Status:** The PMS can be used to update the status of the luggage. For example, the staff can mark when the luggage has been verified, tagged, and delivered to the guest's room. This helps keep track of the progress and ensures that all steps are completed.


 **Communication:** The PMS may have communication features such as messaging or notes, allowing the bell staff to communicate with other hotel departments, such as the front desk or housekeeping. This facilitates efficient coordination and ensures that everyone has access to the necessary information about the luggage and guest preferences.








 **Reporting and Documentation:** The PMS can generate reports or provide a record of the luggage verification process. This documentation can be useful for future reference, tracking purposes, or resolving any disputes or inquiries related to luggage handling. The specific functionalities and features of the PMS may vary depending on the system used by the hotel. However, the PMS serves as a valuable tool for the bell staff to access guest information, generate luggage tags, record details, update statuses, communicate with other departments, and maintain documentation related to the luggage verification process.

- **Check luggage register/ Luggage Details**

When bell staff is verifying and recording luggage, they typically check the luggage register or maintain a record of luggage details.

- ✓ **Common elements found in a luggage register or details:**

 **Luggage Tag Number:** Each bag should have a unique luggage tag number, which serves as an identifier. The bell staff can verify that the luggage tag matches the number on the guest's baggage claim ticket or any other form of identification provided.

-  **Description of Luggage:** The staff may record a brief description of each bag, including details such as the color, size, brand, or distinguishing features. This information helps in identifying the luggage accurately.
-  **Quantity of Bags:** The staff counts and records the total number of bags being checked or delivered. This ensures that all bags are accounted for and properly handled.
-  **Special Handling Instructions:** If there are any special handling instructions for specific bags, such as fragile items, perishables, or oversized luggage, the staff notes them down. This helps ensure appropriate care and handling of the luggage.
-  **Condition of Luggage:** The staff may inspect the condition of the bags and note any existing damages or notable wear and tear. This serves as a reference point to assess the condition of the luggage upon delivery or retrieval.
-  **Associated Guest Information:** The staff records the guest's name, room number, and other relevant details to associate the luggage with the correct guest. This information is cross-checked with the guest's identification to ensure accuracy.
-  **Handling Status:** the staffs update the status of the luggage in the register. This may include marking when the luggage has been verified, tagged, delivered to the room, or any other relevant progress updates.
-  **Signature or Initials:** The staff may require the guest's signature or initials in the luggage register as proof of receipt or acknowledgement of the luggage.


The luggage registers or details serve as a record-keeping system to ensure that the luggage is handled accurately, securely, and efficiently. It helps the staff track the movement of bags, maintain accountability, and provide a reference point for any future inquiries or disputes related to the luggage.







- **Reconfirm with Bell staff**

- ✓ **Introduction**

when bell staff is verifying and recording guest luggage, it is essential to reconfirm certain details with them to ensure accuracy and avoid any misunderstandings.

- ✓ **Important points to reconfirm with the bell staff during this process:**

-  **Guest Identification:** Double-check the guest's name and room number to ensure that the luggage is associated with the correct guest. Verify that the information matches the guest's identification or reservation details.

-  **Luggage Tag Number:** Confirm that the luggage tag number matches the number on the guest's baggage claim ticket or any other form of identification provided. This ensures that the luggage is correctly identified and tracked.
-  **Special Handling Instructions:** Review any special handling instructions provided by the guest. Ask the bell staff if they are aware of any specific requirements, such as fragile items, perishables, oversized luggage, or valuables. Make sure the staff understands and can accommodate these instructions.
-  **Quantity of Bags:** Ask the bell staff to double-check the number of bags being recorded and delivered. Confirm that all bags have been accounted for and that the quantity matches what the guest has indicated.
-  **Condition of Luggage:** Inquire about the condition of the luggage. Verify with the bell staff if there are any existing damages or notable wear and tear on the bags. This helps ensure that the guest's belongings are handled with appropriate care.
-  **Delivery or Storage Preferences:** If the guest has specified any delivery or storage preferences, such as a specific delivery time or location, confirm with the bell staff that these preferences have been noted and will be accommodated.
-  **Documentation:** Ensure that the bell staff has accurately recorded all the necessary details in the luggage register or documentation system. Double-check that the information is complete, including guest information, special instructions, bag descriptions, and any other relevant data. By reconfirming these details with the bell staff during the luggage verification process, you can ensure that the staff has a clear understanding of the guest's requirements and that the luggage is handled accurately and according to the guest's preferences. This helps provide a seamless and satisfactory experience for the guest.



## Activity 2: Guided Practice



### Task 16:

**Read the following scenario and perform the tasks related:**

GXS Water Hotel situated in Rubavu district employ you as a part time bell staff during your holiday, as the hotel placed in touristic area, experience to receive many guests who wish to make their trip at

that destination for enjoying watering place and volcanoes. You are requested to check the 15 guests' luggage recording by using PMS.



### Activity 3: Application



#### Task 17:

**Read the following scenario and perform the tasks related:**

Visit Umukindo Water Hotel situated in Rubavu district, as the hotel placed in touristic site, experience to receive many guests who wish to make their trip at that destination for enjoying watering place and volcanoes. Work with the bell staff who are in charge of handling guest luggage, then observe how they make verification of luggage recording from the point one up to the last.

Up on of the job shadowing, you are required to develop a report reflecting the activities and processes you have get involved in.

## Topic 2.3: Verification of luggage area



### Activity 1: Problem Solving



#### Task 18:

**Read the following scenario and answer the questions related:**

Kivumbi hotel located in Rutsiro district employ you as a professional intern bell staff, as the hotel situated in touristic site, experience to receive many guests who came in their trip especially experiencing watering place and volcanoes.


- a. What the activities associated with luggage verification?
- b. What are the key considerations while verifying guests' luggage?
- c. What do need to be carefully in cleanliness of the luggage area?
- d. How can you verify the daily luggage stored?
- e. How long stored luggage should be verified?


### Key Facts 2.3: Verification of luggage area


- **Cleanliness and maintenance of the area**

**Introduction:** When verifying the luggage area, hotel bell staff typically prioritize cleanliness and maintenance to ensure a pleasant and organized environment for guests.

✓ **Here is an overview of the process:**

 **Regular Cleaning:** The bell staff will regularly clean the luggage area to maintain its cleanliness. This includes dusting surfaces, vacuuming or sweeping the floor, and wiping down any furniture or fixtures.

 **Organized Luggage Storage:** The bell staff will ensure that luggage is properly stored and organized in designated areas. They may use luggage racks, closets, or storage rooms to keep luggage neatly arranged and easily accessible.

 **Inspecting for Damage:** As part of their maintenance duties, the bell staff will inspect the luggage area for any signs of damage or wear. They will promptly address any

issues such as broken furniture, damaged locks, or malfunctioning storage equipment.

- ✚ **Adequate Lighting:** The bell staff will ensure that the luggage area is well-lit to enhance visibility and safety. They will replace any burnt-out bulbs or address any lighting-related concerns.

- ✚ **Security Measures:** The bell staff will take necessary security measures to protect guests' belongings. This may include keeping the luggage area locked when unattended, monitoring the area through security cameras, or implementing access control protocols

- ✚ **Reporting Issues:** If the bell staff identifies any maintenance or cleanliness issues beyond their scope, they will promptly report them to the appropriate department, such as housekeeping or maintenance, for further attention and resolution. These practices help maintain a clean, organized, and secure luggage area, ensuring that guests can retrieve their belongings in a well-maintained environment. Hotel policies and procedures may vary, so it's advisable to consult the specific hotel's guidelines for more precise information on their luggage area maintenance and cleanliness protocols. Ensuring cleanliness in the area where luggage is stored is essential for maintaining a high standard of service and protecting guests' belongings.

✓ **When verifying the luggage area, cleanliness can be assessed using the following measures:**




- ✚ **Visual Inspection:** Conduct a visual inspection of the luggage storage area. Look for cleanliness indicators such as absence of dust, dirt, or debris on surfaces, floors, and shelves. Check if the area appears well-maintained and organized.





- ✚ **Odor Assessment:** Assess the area for any unpleasant odors. A clean luggage storage area should be free from foul smells or any indication of poor hygiene or sanitation.

- ✚ **Cleanliness of Surfaces:** Check the cleanliness of surfaces where luggage is stored, such as shelves, racks, or compartments. These surfaces should be clean, free from stains, and regularly maintained to prevent the accumulation of dirt or residue.


- ✚ **Flooring Condition:** Examine the condition of the flooring in the luggage storage area. It should be clean, well-maintained, and free from dust, spills, or any other visible signs of dirt.





-  **Adequate Lighting:** Ensure that the luggage storage area has proper lighting. Sufficient lighting enables staff members to maintain cleanliness effectively and allows guests to inspect their luggage easily.
-  **Sanitization and Hygiene Practices:** Inquire about the sanitization and hygiene practices implemented in the luggage storage area. Hotels should have regular cleaning schedules, use appropriate cleaning products, and follow hygienic protocols to ensure a clean and safe environment.
-  **Pest Control Measures:** Verify that the luggage storage area has adequate pest control measures in place. This includes routine inspections, preventive measures, and prompt action in case of any pest-related issues. If any concerns regarding cleanliness are identified during the verification process, it is recommended to bring them to the attention of the hotel staff or management. They can address the issues promptly and ensure that the luggage storage area maintains a high standard of cleanliness and hygiene for the satisfaction and peace of mind of the guests.
- **Daily luggage stored**
  - ✓ **Introduction**

When guests store their luggage with the hotel bell staff, the daily procedures for managing and verifying the stored luggage can vary depending on the hotel's policies and the specific needs of the guests.
  - ✓ **General outline of the process:**
    -  **Guest Check-In:** When guests arrive at the hotel, they may approach the bell staff to request luggage storage. The staff will provide the necessary forms or tags for identification and retrieval purposes.
    -  **Luggage Documentation:** The bell staff will document relevant details about the stored luggage, including the guest's name, room number, date, time, and a description of the luggage (e.g., size, color, unique features). This documentation helps in tracking and identifying the luggage later.
    -  **Security Measures:** The bell staff will ensure that the luggage is stored securely. This may involve storing the luggage in a locked storage room or dedicated area, with limited access restricted to authorized staff members only.
    -  **Luggage Tagging:** Each piece of stored luggage will be tagged with a unique identifier or label that corresponds to the guest's documentation. These tags can be attached

securely to the luggage handle, strap, or any other suitable location to facilitate easy identification during retrieval.

 **Storage Organization:** The bell staff will organize the stored luggage in a systematic manner to optimize space and accessibility. This may involve categorizing the luggage based on factors such as room numbers, departure dates, or guest preferences.

 **Retrieval Process:** When a guest requests their stored luggage, the bell staff will verify the guest's identification by checking their room number or other provided details. They will then locate the corresponding luggage based on the documentation and retrieve it for the guest.


 **Baggage Claim Procedure:** The bell staff will assist the guest in retrieving their luggage, which may involve carrying it to a designated area or delivering it directly to the guest's room, depending on the hotel's policies and the guest's preference. Throughout the process, the bell staff maintain security and confidentiality to protect guests' belongings. They handle the stored luggage with care and ensure that it is returned to the correct owner in a timely and organized manner. It's important to note that specific hotels may have variations in their procedures, so guests should inquire directly at the hotel's front desk or concierge for more detailed information on their luggage storage and retrieval process.


- **Long term luggage stored**


- ✓ **Introduction**


- when hotel guests require long-term storage for their luggage, the hotel bell staff may offer specific procedures to accommodate this extended storage duration.


- ✓ **General outlines of how long-term luggage storage is typically managed:**


-  **Guest Request and Agreement:** Guests interested in long-term luggage storage will approach the bell staff and make a specific request for extended storage. The staff may provide a long-term storage agreement or require the guest to fill out a form with details such as contact information, storage duration, and any special instructions or restrictions.


-  **Documentation and Inventory:** The bell staff will create comprehensive documentation for each piece of luggage stored long-term. This includes recording the guest's name, contact details, description of the luggage (e.g., size, color, distinctive features), and any additional notes or instructions provided by the guest.


 **Security Measures:** To ensure the security of long-term stored luggage, the bell staff will store it in a secure area with limited access. This area may be monitored by security cameras, and only authorized staff members will have permission to handle or retrieve the luggage.

 **Labeling and Tagging:** Each piece of luggage stored long-term will be labeled and tagged with a unique identifier. This identifier corresponds to the guest's documentation and helps facilitate accurate identification and retrieval of the luggage when requested.

 **Storage Organization:** The bell staff will organize the long-term stored luggage in a systematic manner to optimize space and ease of retrieval. They may categorize the luggage based on factors such as guest name, storage duration, or other relevant criteria to ensure efficient management and easy access.

 **Regular Check-Ins:** Depending on the hotel's policies and the agreed-upon storage duration, the bell staff may periodically request a check-in with the guest regarding their long-term stored luggage. This allows them to confirm the continued need for storage and update any necessary information.

 **Retrieval Process:** When the guest requests retrieval of their long-term stored luggage, the bell staff will verify the guest's identification and cross-reference it with the stored documentation. They will then locate and retrieve the specific luggage for the guest, ensuring its safe and secure return.


 **Billing and Payment:** If there are any fees associated with long-term luggage storage, the bell staff will handle the billing and payment process according to the hotel's policies. This may involve settling any outstanding fees before releasing the luggage to the guest. Throughout the entire storage duration; the bell staff will prioritize the security and proper handling of the long-term stored luggage. They will take necessary precautions to ensure the luggage remains secure and in good condition, and they will handle it with care during the retrieval process. It's important to note that specific hotels may have variations in their procedures for long-term luggage storage, so guests should consult with the hotel's front desk or concierge for detailed information on their specific policies and processes.


- **Rearrangement of stored luggage**


- ✓ **Introduction**


When the hotel bell staff needs to verify the luggage area and rearrange the stored luggage, they follow a systematic process to ensure efficient organization and easy access.


✓ **Step-by-step explanation of how the rearrangement is typically carried out:**


 **Assessment and Planning:** The bell staff assess the current state of the luggage area and determine the need for rearrangement. They evaluate factors such as available space, the volume of stored luggage, and any specific requests or requirements from guests. Based on this assessment, they create a plan for the rearrangement process.


 **Categorization and Sorting:** The staff categorize the luggage based on various factors, such as guest name, room number, or storage duration. This categorization helps group similar items together and makes it easier to locate specific luggage during the verification and retrieval process.

 **Clearing Access Aisles:** The staff ensures that access aisles within the luggage storage area are clear and unobstructed. They remove any items or obstacles that may hinder their movement while rearranging the luggage. This step is crucial for efficient navigation and accessibility within the storage area.

 **Methodical Movement:** The bell staff systematically move the luggage within the storage area according to the predetermined plan. They handle each piece of luggage with care to avoid damage and maintain its proper orientation. The staff may use equipment like luggage carts, trolleys, or dollies to facilitate the movement of multiple items at once.

 **Optimizing Space:** As they rearrange the luggage, the staff optimize the available space in the storage area. They make efficient use of the available shelves, compartments, or racks to maximize the storage capacity. The aim is to utilize the space effectively while ensuring easy visibility and accessibility to each stored item.

 **Labeling and Documentation:** During the rearrangement, the staff update the labels and documentation associated with each piece of luggage. They ensure that the labels accurately reflect the new location of each item. This step helps maintain an organized record and simplifies the retrieval process when guests request their luggage.

 **Verification and Quality Check:** After completing the rearrangement, the bell staff conduct a thorough verification and quality check. They review the documentation and physically cross-check the placement of each piece of luggage. This process

ensures that the storage area is accurately represented in the records and that all items are accounted for.



**Communication with Guests:** If any changes have been made to the location of specific luggage, the staff may communicate this information to the respective guests. They inform the guests about the new location of their belongings, ensuring that they can easily retrieve their luggage as needed. By following a systematic approach to verify and rearrange the stored luggage, the hotel bell staff can maintain an organized and efficient storage area. This facilitates easy access, minimizes the risk of misplacement, and ensures a smooth experience for both the staff and the guests.



## Activity 2: Guided Practice



### Task 19:

**Read the following scenario and perform the tasks related:**

Kivumu Hotel located in Rubavu district employ you as a bell staff, as the hotel situated in touristic site, experience to receive many guests who came in their trip especially experiencing watering place and volcanoes.

You are requested to check the luggage area' of 10 tourists who will stay for 5 days and other 20 tourists for 1 day.



## Activity 3: Application



### Task 20:

**Read the following scenario and perform the tasks related:**

Suppose that you are an intern in Kivumu Hotel situated in Rubavu district, as it is placed in touristic site experience to receive many guests who wish to make their trip at that destination for enjoying watering place and volcanoes.

You are required to work with the bell staff, and then make a report reflecting the luggage verification activities that you have been involved in.





## Formative Assessment

1. Answer by true or false
  - a. Guest identification is an important aspect for using unique identifiers.
  - b. The bag has a prominent brand name or logo is noted for luggage description.
  - c. When special handling instructions, guest valuable items are not considered.
  - d. Matching documentation is one key of luggage tagging activities.
  - e. Cleanliness and maintenance of luggage area is including luggage claim ticket.
2. Provide answers to the following questions:
  - a. How do you understand by verification of luggage tagging activities in handling guest luggage?
  - b. Describe the process of Verification of luggage tagging activities
  - c. What do you understand by luggage tagging?
  - d. What is the key outcome of luggage tagging activities?
  - e. What do you understand by the term verification of luggage area?
3. Complete the following sentences with correct missing word
  - a. When bell staff is verifying and recording luggage, they may utilize the hotel's .....to assist in the process.
  - b. The .....can use the PMS to print tags with unique identifiers that link the luggage to the guest's room and other relevant information.
  - c. When bell staff is....., it is essential to reconfirm certain details with guests to ensure accuracy and avoid any misunderstandings.
  - d. Hotel bell staff typically prioritize .....to ensure a pleasant and organized environment for guests.
  - e. The bell staff will .....on factors like arrival or departure times, room numbers, or guest preferences.



## Points to Remember

- Preparing with guest credentials for verifying stored luggage.
- Commit to quality and accuracy.
- Understand Luggage Storage Protocols
- Recognize Security Risks and Mitigation
- Collaborate and Communicate for meeting guest expectations



## Self-Reflection

Read the statements across the top. Put a check in a column that best represents your level of knowledge, skills and attitudes.

My experience	I don't have any experience doing this.	I know a little about this.	I have some experience doing this.	I have a lot of experience with this.	I am confident in my ability to do this.
Knowledge, skills and attitudes					
Understand of luggage tagging, recording and management of the luggage area processes and procedures.					
Familiarize with different types of luggage tags and recording systems their features, and apply them.					
Understand of the data and information that should be captured on					



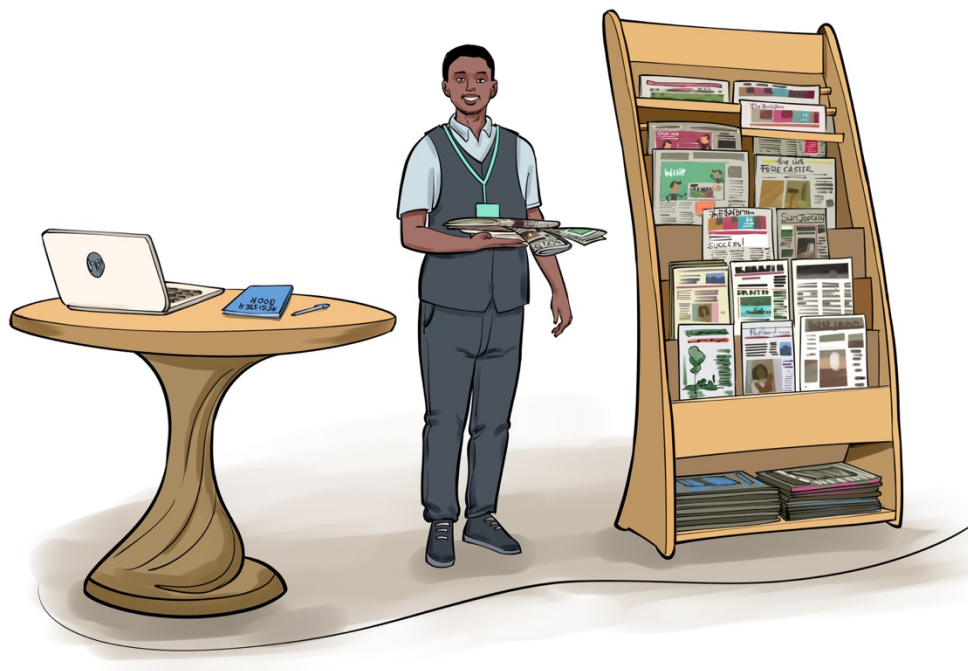
My experience Knowledge, skills and attitudes	I don't have any experience doing this.	I know a little about this.	I have some experience doing this.	I have a lot of experience with this.	I am confident in my ability to do this.
luggage handling process.					
Know potential issues or errors and security risks that can occur at different stages of the luggage handling process when verifying stored luggage					
Verify and cross-check luggage tagging, recording, and the overall management of the luggage area by paying attention to details					
Address any issues or discrepancies in the luggage handling process during Verifying stored luggage					
Maintain accurate records and documentation in the luggage handling process.					
Handle a wide range of scenarios and situations related to luggage handling when verifying stored luggage.					
Have commitment to accuracy and quality to					

My experience Knowledge, skills and attitudes	I don't have any experience doing this.	I know a little about this.	I have some experience doing this.	I have a lot of experience with this.	I am confident in my ability to do this.
ensure proper luggage tagging					
Pay attention to detail and thoroughness in the verification process					
Proactive and responsive approach to identifying and addressing issues					
Continuous learning mindset to stay updated with industry best practices and technological advancements in luggage verification					

1. Fill in the table above and share results with the trainer for further guidance.

Areas of strength	Areas for improvement	Actions to be taken to improve
1.	1.	1.
2.	2.	2.
3.	3.	3.

## UNIT 3: DELIVER NEWSPAPERS AND MESSAGES



### Unit summary

This unit provides you with the knowledge, skills and attitudes required to Deliver Newspapers and Messages required to organize luggage handling activities. It covers Newspapers and messages request, Sorting tips and Distribution process.

---

## Self-Assessment: Unit 3

1. Study the unit illustration above and answer the following questions:
  - a. What do you see in the illustration?
  - b. What activity do you think is taking place?
  - c. What do you think will be covered in this unit based on the illustration?
  
2. Fill in and complete the self-assessment table below to assess your level of knowledge, skills and attitudes under this unit.
  - a. There are no right or wrong ways to answer this assessment. It is for your own reference and self-reflection on the knowledge, skills and attitudes acquisition during the learning process.
  - b. Think about yourself: do you think you have the knowledge, skills or attitudes to do the task? How well?
  - c. Read the statements across the top. Put a check in a column that best represents your level of knowledge, skills and attitudes.
  - d. At the end of this unit, you will assess yourself again.

My experience	I don't have any experience doing this.	I know a little about this.	I have some experience doing this.	I have a lot of experience with this.	I am confident in my ability to do this.
Knowledge, skills and attitudes					
Know the hotel's newspaper and message delivery policies and procedures					
Understand the different types of newspapers available to guests					
Familiarize with the hotel's messaging system					
Know the hotel's layout					

My experience	I don't have any experience doing this.	I know a little about this.	I have some experience doing this.	I have a lot of experience with this.	I am confident in my ability to do this.
Knowledge, skills and attitudes					
Aware of guest privacy and confidentiality guidelines					
Navigate skills to locate guest rooms and deliver newspapers and messages promptly					
Communicate to interact with guests and accurately convey messages or answer inquiries.					
Manage time for efficient delivery of newspapers and messages.					
Prioritize and deliver newspapers and messages within designated timeframes					
Handle and distribute newspapers					
Handle guest requests					
Resolve issues					
Demonstrate commitment to delivering exceptional service to guests.					
Demonstrate professionalism and courtesy when interacting with guests					

My experience	I don't have any experience doing this.	I know a little about this.	I have some experience doing this.	I have a lot of experience with this.	I am confident in my ability to do this.
Knowledge, skills and attitudes					
Respect for guest privacy and confidentiality					
Adapt and be flexible to accommodate guest preferences or changes in delivery schedules.					
Collaborate, support colleagues and cooperate with other hotel staff					



## Key Competencies:

Knowledge	Skills	Attitudes
1. Know the hotel's newspaper and message delivery policies and procedures	1. Navigate skills to locate guest rooms and deliver newspapers and messages promptly	1. Demonstrate commitment to delivering exceptional service to guests.
2. Know the hotel's layout	2. Prioritize and deliver newspapers and messages within designated timeframes	2. Respect for guest privacy and confidentiality
3. Aware of guest privacy and confidentiality guidelines	3. Communicate to interact with guests and accurately convey messages or answer inquiries.	3. Adapt and be flexible to accommodate guest preferences or changes in delivery schedules.



## Discovery activity:



### Task 21:

#### Read the scenario below and answer to the asked questions

You are a trainee joining the bell staff team during holidays at a prestigious hotel. Today is your first day on the job, and you will be shadowing an experienced bell staff member, Alex, who will guide you through the process of delivering newspapers and messages to guests. AS you arrive at the hotel's front desk, Alex greets you with a warm smile and introduces themselves as your mentor for the day. He explained you that one of the essential tasks of a bell staff member is delivering newspapers and messages to guests promptly and professionally.

- Explain what you have to do when you are handling newspaper and messages requests.



- b. Describe the process of sorting messages and delivering newspaper
- c. Explain the process of distributing newspaper and messages.
- d. what to do by a hotel bell staff in order to handle newspaper and messages requests.
- e. Explain the process of receiving newspaper and messages requests.
- f. Discuss on how you can make the selection of newspapers.
- g. Explain the process of receiving hotel guest messages.
- h. Develop new procedures for handling newspaper and messages requests as hotel bell staff.
- i. Handle the newspaper receiving as requested.
- j. Perform selection of newspaper according to the request.
- k. Perform the process of receiving messages as per guest request.

## Topic 3.1: Newspapers and messages request



### Activity 1: Problem Solving



#### Task22:

Read the following scenario and answer related questions

Emily, the hotel manager, notices an increase in guest complaints regarding newspaper and message requests. Issues such as incorrect newspaper delivery, missed messages, and delays have become more frequent. Emily realizes that addressing these problems is crucial to maintain the hotel's reputation for outstanding service.

- What are the activities in handling newspaper and messages requests.
- Explain the process of receiving newspaper and messages requests.
- What are the considerations while selecting newspapers.
- Explain the process of receiving hotel guest messages.
- Describe the steps of loading newspaper tray during distribution process
- Demonstrate how handle special requests and preferences when distributing process.

### Key Facts 3.1: Newspapers and messages request

- **Receiving Newspapers**

If a hotel guest requests to receive newspapers, it is common for the hotel bell staff to assist with such requests. The bell staff's primary responsibility is to provide various services to hotel guests, including delivering items to their rooms.




✓ **To accommodate the guest's newspaper request, the bell staff can follow these steps:**



**Guest Request:** When a guest requests to receive newspapers during their stay, the front desk or concierge usually receives this information. The guest may specify a particular newspaper preference or request a selection of newspapers.



**Newspaper Arrangement:** The front desk or concierge then communicates the guest's request to the bell staff. They inform the bell staff about the specific newspapers the guest desires and any other relevant details.


-  **Newspaper Procurement:** The bell staff member responsible for the task can retrieve the requested newspapers. They may obtain them from the hotel's designated newspaper vendor or purchase them from nearby newsstands.
-  **Newspaper Delivery:** Once the bell staff member collects the newspapers, they deliver them directly to the guest's room. They knock on the door and await the guest's response before entering. If the guest is not present, they may leave the newspapers inside the room or follow any specific instructions provided by the guest.
-  **Additional Assistance:** In addition to newspaper delivery, the bell staff can assist with any other requests the guest may have. They may provide information about hotel amenities, answer questions, or offer other services as needed. It's important to note that hotel policies and procedures may vary, so the exact process may differ from one hotel to another. Some hotels may charge an additional fee for newspaper delivery, while others may offer it as a complimentary service.


- **Selection of newspapers**


- ✓ **Introduction**


when a hotel guest requests a selection of newspapers, the hotel bell staff can typically accommodate their preferences based on availability and the hotel's resources.


- ✓ **Here's how the bell staff can handle the selection of newspapers:**


-  **Guest Preferences:** The front desk or concierge communicates the guest's newspaper preferences to the bell staff. The guest may specify a particular newspaper or request a specific category of newspapers, such as local, national, international, or business newspapers.

-  **Newspaper Availability:** The hotel may have partnerships or subscriptions with specific newspapers, which allows them to provide a standard selection to guests. The bell staff can check if the requested newspapers are readily available for delivery. If the hotel doesn't have subscriptions, the bell staff may need to purchase the requested newspapers from nearby newsstands

-  **Consider Local and International Choices:** If the guest doesn't specify a preference, the bell staff can consider providing a mix of local and international newspapers to cater to different interests. Local newspapers can offer regional news and events, while international newspapers can provide a broader perspective.

 **Personalization:** If the hotel has a range of newspapers available, the bell staff can personalize the selection based on the guest's interests. For example, if the guest is known to have a keen interest in sports, the bell staff can include sports newspapers or sections that cover relevant sports news.

 **Multiple Copies:** If there are multiple guests or rooms requesting newspapers, the bell staff ensures that each room receives the requested selection. They can coordinate with the front desk or concierge to keep track of the number of copies needed and distribute them accordingly.


 **Regular Updates:** The bell staff should stay informed about any changes to newspaper subscriptions or availability. This ensures that they can provide up-to-date information to guests and make adjustments to the selection as needed. By following these steps, the hotel bell staff can ensure that guests receive their preferred selection of newspapers during their stay.


- **Receive messages**


- ✓ **Introduction**


Hotel bell staff often receive messages on behalf of hotel guests as part of their concierge services.


- ✓ **Here's how the process typically works:**

 **Guest Provides Information:** A person who wishes to leave a message for a hotel guest will approach the bell staff at the hotel's front desk or concierge. They will provide the guest's name, room number, and the content of the message they want to relay.

 **Message Documentation:** The bell staff will carefully document the message, ensuring they capture all relevant details accurately. They may use a message log or a digital system to record the information.

 **Message Security:** To protect the guest's privacy, the bell staff will handle the message with confidentiality. They will make sure the message is securely stored and not accessible to unauthorized individuals.

 **Message Delivery:** The bell staff will take responsibility for delivering the message to the guest. They may do this by personally delivering the message to the guest's room or by placing it in their mailbox or designated message area.

 **Guest Notification:** If the guest is not available in their room, the bell staff may leave a notification card at the guest's room, informing them that a message is waiting for

them. The guest can then collect the message from the front desk or contact the bell staff for further assistance.

It's important for the bell staff to handle messages promptly and efficiently, as they play a crucial role in ensuring effective communication between guests and external parties. Remember that specific hotel policies may vary, so it's advisable to check with the hotel directly regarding their message handling procedures and any associated fees or restrictions.



## Activity 2: Guided Practice



### Task 23:

**Read the scenario bellow, then perform the tasks given.**

A luxury hotel with a dedicated bell staff responsible for providing exceptional service to guests. Michael, the hotel manager, observes that there have been occasional delays and miscommunications in handling newspaper and message requests from guests. He recognizes the importance of a seamless experience for guests and decides to implement a new procedure to enhance the efficiency and accuracy of handling these requests.

- Develop a new procedure for handling newspaper and messages requests as hotel bell staff.
- Handle the newspaper receiving as requested.
- Select newspaper according to the request.



## Activity 3: Application



### Task 24:

**Read the scenario bellow, and then perform the tasks given**

A prestigious hotel renowned for its exceptional service, with a dedicated bell staff responsible for attending to guest needs. Jessica, the hotel manager, recognizes the importance of providing seamless service to guests. She notices occasional inconsistencies and delays in handling newspaper and

message requests by the bell staff. Determined to improve efficiency and guest satisfaction, Jessica decides to implement standardized procedures for these tasks.

To address the issue, you are hired to develop standardized procedures for handling newspaper and message requests in 3 consecutive days.

## Topic 3.2: Sorting tips



### Activity 1: Problem Solving



#### Task 25:

Read the below scenario, after answer the questions related questions


A high-end hotel with a dedicated bell staff responsible for providing exceptional service to guests. Michael, the hotel manager, notices that the bell staffs occasionally faces challenges when sorting tips for newspapers and messages. He understands the importance of efficiently managing tips to ensure fairness and transparency. To address this, Michael decides to implement a new sorting process for the bell staff. Michael calls for a meeting with Sarah, the bell staff supervisor, Alex, a bell staff member, and Lisa, the front desk manager, to develop a new sorting process for tips associated with newspapers and messages.


- a. Outlines the steps in sorting tips of newspaper and messages.
- b. Describe the area or location for sorting tips of newspaper and messages
- c. Identify the categories of messages.
- d. Describe the prioritization of newspaper and messages


### Key Facts 3.2: Sorting tips for newspaper/messages

- **Sorting tips/ Areas or location:** When the hotel bell staff sorts newspapers, messages, and tips for guests, they typically utilize specific areas or locations within the hotel.
  - ✓ **The common areas involved in this process:**
    - ✚ **Bell Desk/Concierge Desk:** The bell desk or concierge desk serves as the central point of contact for the bell staff. It is where they handle guest requests, provide information, and manage various items. This desk often includes designated spaces for sorting newspapers, messages, and tips.
    - ✚ **Newspaper Station:** The hotel may have a dedicated newspaper station or area where the bell staff manages newspapers for guests. This station usually consists of racks, shelves, or holders where different newspaper titles are displayed and

organized. The staff ensures that the newspapers are neatly arranged and accessible for guests to pick up.

 **Message Board/Message Centre:** Hotels often have a designated message board or message centre where the bell staff organizes and displays messages for guests. This can be a physical bulletin board, a series of slots, or a digital display system. Messages, envelopes, or packages addressed to guests are placed in their respective slots or display areas for easy identification and retrieval.

 **Tip Sorting Area:** The bell staff typically has a designated area at the bell desk or concierge desk where they sort and manage tips received from guests. This area may include trays, envelopes, or containers where the tips are organized and recorded. The staff ensures that the tips are handled discreetly and accurately distributed among the relevant staff members.


 **Guest Information System/Software:** In addition to physical areas, the bell staff may use a guest information system or software to assist in managing newspapers, messages, and tips. This digital platform helps them track guest preferences, record messages, and maintain an organized system for tip distribution. It allows for efficient retrieval and updates relevant guest information as needed. It's important to note that the specific layout and organization of these areas may vary depending on the hotel's setup and practices. The bell staff adapts their sorting processes to align with the hotel's procedures and ensures that newspapers, messages, and tips are properly managed and easily accessible to guests and staff members.

- **Categories of messages**


- ✓ **Introduction**


- When sorting messages for hotel guests, the hotel bell staff can categorize them based on their content or purpose.


- ✓ **Some common categories that can be used as a tip for organizing messages in the sorting area:**


-  **Incoming Calls:** Messages related to incoming phone calls for guests should be categorized separately. This includes notes taken by the front desk or concierge regarding calls received for guests who are not available or have requested to be notified.




 **Package Delivery:** Messages pertaining to package deliveries or notifications about parcels received for guests should be sorted into a specific category. These messages can include details about the package, delivery status, and any instructions for the guest to pick up their package.

 **Guest Requests:** Messages related to specific guest requests should be categorized separately. This can include requests for additional amenities, room service, housekeeping, or other services. Sorting these messages into a distinct category helps ensure that guest requests are promptly addressed.

 **Wake-up Calls:** Messages regarding wake-up call requests should be sorted into a separate category. These messages contain the requested wake-up time and any additional instructions provided by the guest.

 **Restaurant Reservations:** Messages related to restaurant reservations made on behalf of the guests should be organized under this category. These messages typically include details such as the restaurant name, reservation time, and any special preferences or dietary requirements.

 **General Information:** Messages that convey general information for guests can be sorted into this category. This includes messages about hotel events, promotions, updates on facilities, or any other relevant information that applies to all guests. By categorizing messages based on their content or purpose, the hotel bell staff can easily locate and distribute them to the appropriate guests. This system helps streamline the sorting process and ensures that messages are efficiently managed and promptly delivered to the intended recipients.

- **Prioritizing**

- ✓ Introduction

sure, here is a prioritized list of the key sorting tips for hotel bell staff when delivering messages and newspapers to guests:

- ✓ **Identify Urgent Messages:** Quickly sort through any messages and mark those that are time-sensitive or require immediate attention. These should be delivered first.
- ✓ **Organize by Room Number:** Arrange the messages and newspapers by room number to streamline the delivery process. This allows the bell staff to efficiently move through the hotel floors.

- ✓ **Group by Floor:** After sorting by room number, group the items by floor. This minimizes the back-and-forth between floors during the delivery rounds.
- ✓ **Use Delivery Carts:** Utilize wheeled carts or trays to transport multiple items at once. This improves efficiency and reduces trips back-and-forth.
- ✓ **Note Special Requests:** If any guests have made special requests (e.g. early morning delivery, newspaper left outside the door), make a note of these to ensure their needs are met.
- ✓ **Document Delivery:** Keep a log of which guests received their items and at what time. This provides a record in case of any questions or concerns.
- ✓ **Communicate with Guests:** If there are any delays or issues with the delivery, politely inform the guests so they are aware of the situation. The top priorities are identifying urgent messages, organizing by room number, and grouping by floor. These steps maximize efficiency and ensure the most important items are delivered first. The use of delivery carts and documentation also help streamline the process. Finally, being attentive to special requests and communicating with guests rounds out the best practices.



## Activity 2: Guided Practice



### Task 26:

**Read the below scenario and do the tasks related**

The training room of a hotel, where the bell staff members gather for a practice session on sorting tips associated with newspapers and messages. Sarah welcomes the bell staff members and explains the purpose of the practice session. The objective is to familiarize the staff with the sorting procedures for tips related to newspapers and messages and to provide hands-on practice for effective implementation.

From the given newspapers and messages, you are asked to sort them in line with the following:

- a. The areas or location
- b. Categories
- c. Prioritize



## Activity 3: Application



### Task 27:

**Read the following statement, and then do the tasks required.**

As an IV student go to the hospitality workshop and sort all available newspapers and messages:

- a. Areas or location
- b. Categories of message
- c. Prioritizing

## Topic 3.3: Distribution of newspaper



### Activity 1: Problem Solving



#### Task 28:

Read the following scenario and answer the asked questions


Imagine you are working as a bell staff member in a luxury hotel. One morning, you receive a request from a guest to deliver a specific newspaper and an urgent message to their room. However, upon checking the designated area, you realize that the requested newspaper is not available, and there is no clear instruction on how to handle urgent messages.


- Describe the steps of loading newspaper tray during distribution process
- What do you understand by the delivery schedule?
- Demonstrate how handle special requests and preferences
- Demonstrate the steps of newspaper and messages distribution process.


### Key Facts 3.3: Distribution process


- **Efficient Routing:** Efficient routing is crucial when it comes to distributing newspapers and messages to hotel guests.
  - ✓ **Some tips for the hotel bell staff to ensure an organized and streamlined distribution process:**
    - ✚ **Organize by Guest Name or Room Number:** Sort newspapers and messages alphabetically by guest name or room number. This makes it easier for the bell staff to quickly locate the items for each guest during the distribution process.
    - ✚ **Use a Trolley or Tray:** Use a dedicated trolley or tray with compartments for each guest's newspapers and messages. Assign a specific section for each room or guest, ensuring that the items remain separate and organized. This setup allows for efficient movement throughout the hotel and minimizes the risk of misplacement or confusion.
    - ✚ **Maintain a Delivery Route:** Establish a well-defined delivery route that covers all guest rooms or designated areas. This route should be optimized to minimize

unnecessary backtracking or wasted time. Start from one end of the hotel and proceed in a logical order, following a systematic path to ensure all guests receive their newspapers and messages in a timely manner.

 **Time Management:** Efficiently manage time during the distribution process. Prioritize urgent messages or time-sensitive newspapers to ensure they reach the guests promptly. Group together deliveries to neighboring rooms or floors to minimize unnecessary trips and optimize time efficiency.

 **Clear Communication:** Establish clear communication channels between the bell staff, front desk, and other departments. Stay updated on guest check-ins, check-outs, room changes, or any special requests that may impact the distribution process. This enables the staff to deliver newspapers and messages accurately, avoiding any confusion or miscommunication.

 **Confidentiality and Privacy:** Respect guest privacy and confidentiality during the distribution process. Ensure that newspapers and messages are delivered discreetly, using sealed envelopes or folded newspapers to maintain the confidentiality of the content.

 **Confirmation and Documentation:** Keep a record of newspapers and messages that have been delivered. Use a delivery log or digital system to record the time, date, and recipient of each item. This documentation helps track the distribution process, identify any discrepancies, and provide accountability. By implementing these efficient routing tips, the hotel bell staff can ensure that newspapers and messages are delivered promptly and accurately to the respective guests. This enhances guest satisfaction, maintains guest privacy, and contributes to a seamless and organized hotel experience.

- **Load news paper tray**

When it comes to loading the newspaper tray during the distribution process of newspapers and messages to hotel guests, the hotel bell staff can follow these tips for efficiency:

- ✓ **Prepare Sufficient Newspapers:** Ensure an ample supply of newspapers is available before starting the distribution process. Check with the front desk or concierge to

determine the number of newspapers required for each day or shift. Restock the newspaper tray accordingly to avoid running out during the distribution rounds.

- ✓ **Organize by Newspaper Type:** If the hotel offers multiple newspaper options, separate them into different sections within the newspaper tray. For example, stack different newspapers or publications side by side or use dividers to clearly separate them. This helps in quickly identifying and retrieving the desired newspaper for each guest.
- ✓ **Arrange neatly and accessibly:** Place the newspapers in the tray in an organized and easily accessible manner. Ensure they are stacked evenly and neatly to avoid them toppling over or becoming disorganized during transportation. This allows for quick and hassle-free retrieval of newspapers when distributing them to guests.
- ✓ **Consider Guest Preferences:** Take note of any guest preferences for specific newspapers. If a guest has requested a particular newspaper, ensure it is prominently placed on top or in a designated section of the tray. This makes it convenient for the bell staff to locate and distribute the requested newspaper to the respective guest.
- ✓ **Prioritize Time-Sensitive Newspapers:** If there are time-sensitive newspapers, such as morning editions, ensure they are placed at the top of the tray. This allows the bell staff to distribute them to guests promptly, especially during breakfast hours or early morning rounds.
- ✓ **Regularly Monitor and Refill:** Throughout the distribution process, periodically check the newspaper tray to monitor the inventory. As newspapers are distributed, refill the tray as needed to maintain a sufficient supply for subsequent guests. This ensures that all guests receive a newspaper without any shortage or delay.
- ✓ **Communicate with Colleagues:** Maintain open communication with other bell staff members or departments involved in the distribution process. Notify them of any changes in newspaper availability or specific guest requests to ensure a smooth and coordinated workflow. By following these tips, the hotel bell staff can efficiently load the newspaper tray and ensure a seamless distribution process. This helps deliver newspapers to guests accurately and promptly, enhancing their overall experience during their stay.

- **Arrangement**

- ✓ **Introduction**

when arranging the distribution process of newspapers and messages to hotel guests, the hotel bell staff can follow these guidelines for an organized and efficient approach:

- ✓ **Sorting Area:** Set up a designated sorting area where newspapers and messages can be organized before distribution. This area should be easily accessible and well-lit, allowing the bell staff to efficiently handle the items.
- ✓ **Separate Newspapers and Messages:** Keep newspapers and messages separate to avoid confusion. Use separate trays, bins, or compartments for newspapers and messages, ensuring they are clearly labeled.
- ✓ **Organize by Room Numbers or Floors:** Arrange the newspapers and messages in the sorting area according to the room numbers or floors they are assigned to. This order allows the bell staff to easily locate the items when delivering them to the respective guests.
- ✓ **Alphabetical or Numerical Order:** Consider organizing the newspapers and messages alphabetically by guest surname or numerically by room number. This arrangement facilitates quick retrieval and delivery, especially when handling a large number of guests.
- ✓ **Visibility and Accessibility:** Ensure that all newspapers and messages are clearly visible and accessible in the sorting area. Avoid stacking items too high or overcrowding the space, as this can make it difficult to find and retrieve specific newspapers or messages.
- ✓ **Time-Sensitive Items:** Place time-sensitive items, such as morning newspapers or urgent messages, at the top of the arrangement. This prioritization ensures that these items are readily available for immediate distribution during the appropriate timeframes.
- ✓ **Double-Check Accuracy:** Before distributing newspapers and messages, double-check that each item corresponds to the correct guest room number or recipient. Accuracy is crucial to avoid misdeliveries or mix-ups.
- ✓ **Efficient Transport Method:** Determine the most efficient method for transporting the newspapers and messages to guest rooms. This could involve using a service cart, a handheld tray, or a designated bag. Choose a method that allows for easy access and swift movement between rooms.
- ✓ **Communication with Front Desk:** Maintain open communication with the front desk or concierge regarding any changes, updates, or special requests related to newspaper and message distribution. Regularly check in with them to ensure accurate and up-to-date information.
- ✓ **Documentation:** Keep a log or record of the newspapers and messages distributed, including the room numbers, delivery times, and any special instructions or preferences. This documentation helps track deliveries, resolve any discrepancies, and provide a reference for future interactions. By following these guidelines, the hotel bell staff can

create an organized arrangement for the distribution process of newspapers and messages. This ensures efficient delivery to guests, reduces the likelihood of errors, and enhances the overall guest experience during their stay.

**(Jay Kandampully, Connie Mok, Beverley A. Sparks 2001)**





## Activity 2: Guided Practice



### Task 29

**Read the scenario below then do the work given**

Imagine you are working as bell staff members in a luxury hotel. One morning, you receive a request from 9 guests to deliver specific newspapers and in their respective rooms.

You are required to elaborate the delivery schedule which will serve as the guidance for the service.



## Activity 3: Application



### Task 30

**Read the following scenario and perform the required task.**

Bellava hotel is a recently started hotel; one of the sensitive services to be offered is related to distribution of the newspaper and messages. The hotel owner gives you a job for developing an efficient strategy regarding the service distribution.



## Formative Assessment

### I. Matching questions: Write the correct answers(the letter only) in the last column

s/n	Terminology	Meaning	Answers
1	Efficient Routing	A. Sort newspapers and messages alphabetically by guest name or room number.	1.....
2	Sorting tips	B. To separate newspapers and messages effectively in the sorting area for guests	2.....
3	Labelling and marking	C. Inform the bell staff about the specific newspapers the guest desires and any other relevant details.	3.....
4	Newspaper Arrangement	D. the hotel bell staff sorts newspapers, messages, and tips for guests, they typically utilize specific areas or locations within the hotel.	4.....
5	Organize by Guest Name or Room Number	E. Crucial when it comes to distributing newspapers and messages to hotel guests.	5.....

### Open questions

- Identify the efficient routing of newspaper and messages distribution process
- Describe the tips that hotel bell staff can follow when loading newspaper tray.
- What are the effective delivery schedule tips for newspaper and messages?
- Identify categories of messages when in sorting tips.



## Points to Remember

- Categorize messages for best delivery.
- Deliver newspaper and messages to guests in a timely and efficient manner.
- Personalize experience for guest satisfaction
- Handle messages professionally and provide efficient assistance
- Ensure a smooth communication experience for hotel guests.



## Self-Reflection

1. Read the statements across the top. Put a check in a column that best represents your level of knowledge, skills and attitudes.

My experience Knowledge, skills and attitudes	I don't have any experience doing this.	I know a little about this.	I have some experience of doing this.	I have a lot of experience with this.	I am confident in my ability to do this.
Know the hotel's newspaper and message delivery policies and procedures					
Understand the different types of newspapers available to guests					
Familiarize with the hotel's messaging system					
Know the hotel's layout					
Aware of guest privacy and confidentiality guidelines					
Navigate skills to locate guest rooms and deliver newspapers and messages promptly					
Communicate to interact with guests and accurately convey messages or answer inquiries.					
Manage time					
Prioritize and deliver newspapers and messages within designated timeframes					
Handle and distribute newspapers					
Handle guest requests					
Resolve issues					

My experience Knowledge, skills and attitudes	I don't have any experience doing this.	I know a little about this.	I have some experience of doing this.	I have a lot of experience with this.	I am confident in my ability to do this.
Demonstrate commitment to delivering exceptional service to guests.					
Demonstrate professionalism and courtesy when interacting with guests					
Respect for guest privacy and confidentiality					
Adapt and be flexible to accommodate guest preferences or changes in delivery schedules.					
Collaborate, support colleagues and cooperate with other hotel staff					
Know the hotel's newspaper and message delivery policies and procedures					
Understand the different types of newspapers available to guests					
Familiarize with the hotel's messaging system					
Know the hotel's layout					
Aware of guest privacy and confidentiality guidelines					
Navigate skills to locate guest rooms and deliver newspapers and messages promptly					

My experience	I don't have any experience doing this.	I know a little about this.	I have some experience of doing this.	I have a lot of experience with this.	I am confident in my ability to do this.
Knowledge, skills and attitudes					
Communicate to interact with guests and accurately convey messages or answer inquiries.					
Manage time					
Prioritize and deliver newspapers and messages within designated timeframes					
Handle and distribute newspapers					
Handle guest requests					
Resolve issues					
Demonstrate commitment to delivering exceptional service to guests.					
Demonstrate professionalism and courtesy when interacting with guests					
Respect for guest privacy and confidentiality					
Adapt and be flexible to accommodate guest preferences or changes in delivery schedules.					
Collaborate, support colleagues and cooperate with other hotel staff					

2. Fill in the table above and share results with the trainer for further guidance.

Areas of strength	Areas for improvement	Actions to be taken to improve
1.	1.	1.
2.	2.	2.
3.	3.	3.

### Integrated situation

VMK Hotel and Resort located in Kamonyi District, on March 20, 2024 had received a group of tourists who spend 10 days in the hotel. At their check out, three of them left their bags at the hotel for picking them when they will come after gorilla trekking which makes them to stay out of the hotel for two days. When they came back one of their luggage was missing from the luggage room was a big problem to hotel bell captain for the poor management of guest luggage and this pushes the management of the hotel to the extent of hiring a qualified and experienced bell captain in charge of organizing and handling luggage and deliver newspapers.

As a new bell captain on duty at VMK Hotel, you are requested to properly handle guest's luggage's and deliver all newspapers in the appropriate places. And all activities have to be done within 60min.

1. Prepare daily activities
2. Verify stored luggage
3. Deliver newspapers and messages

All required tools and materials are available in the hotel luggage room

#### Resources

<b>Tools</b>	Punching machine, stapling machine, office tray
<b>Equipment</b>	Computer, telephone, air condition, working tables, hotel Trolley, shelves, First Aid kit
<b>Materials/ Consumables</b>	Worksheet, log book, lost and fund register, tags, pen, paper, notepad, steeples, files, newspapers.



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