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CHAPTER II

GENERAL DESCRIPTION

A. Company's Profile

Aryaduta Lippo Village is a five star hotel located in Tangerang. Aryaduta Lippo Village was built in 1993 and established in September 20th , 1994. This hotel was named Imperial Century Hotel and Resort when its managed by Century International Hotels. In December 2002, PT. Lippo Karawaci Tbk as the owner of this hotel announced that they have already take over the management from Century International Hotels. After that, PT. Lippo Karawaci Tbk changed the name of this hotel from Imperial Century Hotel and Resort into Imperial Aryaduta Hotel and Country Club in the beginning of 2003.

Aryaduta Lippo Village features 191 rooms also equipped with complementing event, meeting venues, and also many exceptional facilities. The rooms in this hotel is divided into eight types. The first room is Deluxe room. This room has a Imperial golf course and garden views with an area of 28 metres cube. The second is Signature room. This room features a spacious bathroom and a king size bed. Third is Villa Deluxe. This room located direct to the pool and private garden patio. Fourth is Villa Suite. This room features direct pool access and private garden patio also designed with a separated living room and bedroom. Fifth is Business Suite. This room has a living room decorated with authentic touches within a welcoming and also has a comfy space. Sixth is Signature Suite. This room is designed with a modern minimalist accommodation with an area of 50 metres cube and also features with a king size bed and spacious bathroom. Seventh is Excecutive Suite. This room features a separated living room and dining area with an area of 50 metres cube. The last room is Aryaduta Suite. This room has its own private meeting, own guest room, and dining room with a home cinema system. That is all about the rooms in Aryaduta Lippo Village.

There are another facilities in Aryaduta Lippo Village such as swimming pool, free parking, free wifi, room service, spa, gym, golf court, tennis court, meeting room, concierge service, cleaning service, conference facilities and restaurant. There

are five different restaurant in this hotel including RJ Sport Bar and Grill, Lounge Bar, Palm Café, The Gardenia, and Laguna Bar.

B. Room Types and Facilities

Aryaduta Lippo Village has many different room types also a lot of facility and became its advantages than the others. Aryaduta Lippo Village has 191 guest rooms, suites, villas and facilities. There are 8 types of rooms in Aryaduta Lippo Village. The following are 8 room types available at Aryaduta Lippo Village:

1. Deluxe Room

The first room is Deluxe Room. This room is highly comfortable with 28 m² spacious features views over the lush Imperial Golf course, gardens and offers complimentary high-speed WIFI also access to the facilities of the Aryaduta Country Club.



Figure 2.1 Deluxe Room

2. Signature Room

The second is Signature Room. This room has 28 m² spacious and features a king bed, spacious bathroom also offers complimentary high-speed WIFI and access to the facilities of the Aryaduta Country Club.



Figure 2.2 Signature Room

3. Villa Deluxe

The third is The Villa Deluxe. The Villa Deluxe has 37 m² spacious featuring direct pool access and private garden patio set in the tropical gardens of Aryaduta Lippo Village. This room is suitable for family, leisure or business travelers. This room also equipped with complimentary high-speed WIFI.



Figure 2.3 Villa Deluxe

4. Villa Suite

The fourth is The Villa Suite. The Villa Suite has 54 m² spacious. This room features direct pool access and a private garden patio set in a tropical garden also designed with a separate living room and bedroom. The Villa Suite also suitable for family, leisure or business travelers and is equipped with complimentary high-speed WIFI.



Figure 2.4 Villa Suite

5. Business Suite

The fifth is Business Suite. This room has the Imperial Golf course view and the spacious 50 m² Business Suite features a living room decorated with authentic touches within a welcoming and comfy space to relax or work and equipped with complimentary high-speed WIFI.



Figure 2.5 Business Suite

6. Signature Suite

The sixth is Signature Suite. This modern minimalist room does not sacrifice space in the 50m² Signature Suite featuring a king bed and spacious bathroom also equipped with complimentary high-speed WIFI.



Figure 2.6 Signature Suite

7. Executive Suite

The seventh is Executive Suite. This room has 84 m² spacious featuring a separate living and dining area, equipped with complimentary high-speed WIFI, well suited for small, private business meetings and families.



Figure 2.7 Executive Suite

8. Aryaduta Suite

The last is Aryaduta Suite. This room is the biggest room in the Aryaduta Lippo Village Hotel. This 112 m² suite featuring its own guestroom, private meeting or dining room with a home cinema system and complimentary high-speed WIFI.



Figure 2.8 Aryaduta Suite

Aryaduta Lippo Village offer free high-speed Wi-Fi and access to the facilities and beautiful grounds of Aryaduta Country Club to all types of room. All facilities in the Aryaduta Country Club such as gym, jogging track, jacuzzi, sauna, swimming pool, kids club are free except for spa and massage. Aryaduta Lippo Village also has a lot of meeting room and ballroom such as Mahogany Ballroom, Ebony Ballroom, Mezzanine Room, Cendana Room, Imperial Room, Parrot Room and Hokkaido Room.

Aryaduta Lippo Village has two restaurants with a variety of dishes, lounge and bars for live music and catch sporting events. The following are the restaurants and bars available at Aryaduta Lippo Village:

1. Palm Café

Largest restaurant in Aryaduta Lippo Village that offers a wide selection of buffet menus for breakfast.

- Opening Hours 6.00 AM – 11.00 PM
- Breakfast Weekdays 6.00 AM – 10.00 AM
- Breakfast Weekend 6.00 AM – 10.30 AM



Figure 2.9 Palm Cafe

2. The Gardenia

A private restaurant that serves an Italian cuisine overlooking the hotel pool with a romantic atmosphere.

- Opening Hours 12.00 AM – 11.00 PM



Figure 2.10 The Gardenia

3. Laguna Bar

An open Balinese style bar & restaurant is located next to the Aryaduta Country Club tropical garden and overlooking the lagoon pool.

- Opening Hours 10.00 AM – 7.00 PM



Figure 2.11 Laguna Bar

4. RJ Sport Bar and Grill

A bar with a variety of cocktails and a barbeque menu influenced by live music and sporting events.

- Opening Hours Monday - Thursday 5.00 PM – 1.00 AM
- Opening Hours Friday and Saturday 5.00 PM – 2.00 AM



Figure 2.12 RJ Sport Bar and Grill

5. Lounge Bar

Lounge located near the hotel lobby to relax by enjoying snacks, tea and various colourful cocktails.

- Opening Hours 9.00 AM – 11.30 PM



Figure 2.13 Lounge Bar

C. Organizational Structure of the Company

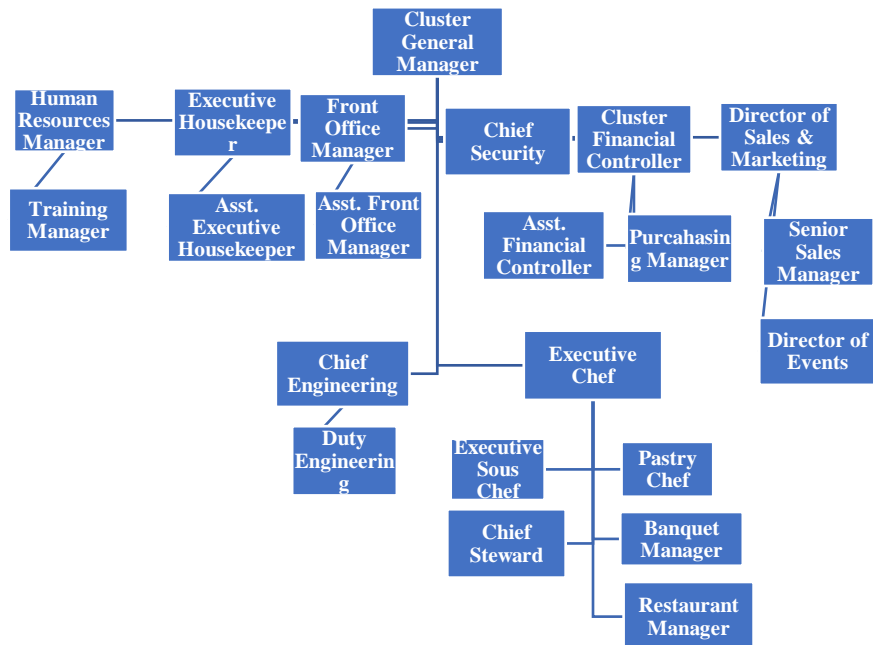


Chart 2.14 Structure of The Hotel

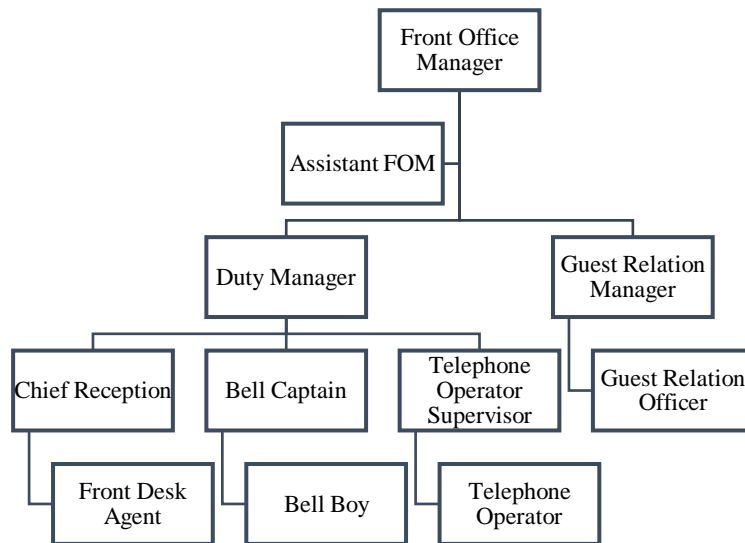


Chart 2.15 Structure of Front Office Department

The job description in the Front Office Department organizational structure in Aryaduta Lippo Village is as follows:

1. Front Office Manager:
 - a. Supervises all Front Office staff and has the ultimate responsibility to ensure optimum occupancy and average room rate to maximize room revenue.
 - b. Controlling the activities of Front Desk, Concierge, and Telephone Operator in order to ensure adherence to Aryaduta standards, policy and procedure.
 - c. Monitors the Assistant Managers to ensure guest comments and needs are given special attention through their reports pertaining Front Office.
 - d. To ensure smooth timely communication to all Departments and in particular Housekeeping, Engineering, Accounting, and Security Department.
 - e. To be able to work with Reservation Manager on room availability and selling strategy to maximize occupancy, revenue, and room rate.
 - f. To handle guest problems and complaints, keeping the General Manager as well informed as to problems and action taken.
 - g. To review all subordinates in regard to their discipline, termination and promotions.
 - h. Identifies training needs, develops formal training plans and implements training sessions.

- i. To ensure maximization of revenues and control expenses in all area.
 - j. To encourage efficient and effective inter-departmental communication in order to promote teamwork.
 - k. Encourage colleague development and promote a positive working environment.
 - l. Ensure proper staffing at all times.
 - m. Be knowledgeable of all Front Office standard operating procedure.
 - n. Frequently inspects the cleanliness and orderliness of lobby area, Front Desk, back area of Front Desk and operator room.
 - o. Maintain continuous contact with hotel guest to ensure that any problems or complaints are handled quickly, efficiently and courteously.
 - p. Ensure and maintain a very high standard of personal hygiene, behavior and grooming standards of colleagues.
 - q. To ensure that all health and safety company standards are maintained and carried out at all times.
 - r. Conduct monthly meeting with Front Office personnel.
 - s. Monitors the day to day operation of Front Office cashiering in coordination with accounting department.
 - t. Review credit limit closely works with Credit Manager.
 - u. Submit monthly reports on Hotel statistic, analysis of occupancy and average room rate in town, trend of business and another relevant subject.
 - v. Performs other duties assigned by the Management.
2. Assistant Front Office Manager
- a. Supervises all Front Office staff and has the ultimate responsibility to ensure optimum occupancy and average room rate to maximize room revenue.
 - b. Controlling the activities of Front Desk, Concierge, Business Center and Telephone operator in order to ensure adherence to Aryaduta standards, policy and procedure.
 - c. To be able to handle guest complaints and keep management informed as necessary.
 - d. To ensure smooth timely communication to all Departments and in particular Housekeeping, Engineering, Accounting and Security Department.

- e. To train Front Desk staff and supervise them in the performance of their duties.
- f. To communicate closely with Duty Manager and other Assistant Managers to ensure follow up on any special problem, guest requests, etc.
- g. To review all subordinates in regard to their discipline, termination and promotions.
- h. To review daily arrivals to ensure proper handling of VIP and Return Guests, groups, etc. and to escort VIP and Return Guests to their room.
- i. To ensure maximization of revenues and control expenses in all area.
- j. To encourage efficient and effective inter-departmental communication in order to promote teamwork.
- k. Encourage colleague development and promote a positive working environment.
- l. Ensure proper staffing at all times.
- m. Be knowledgeable of all Front Office standard operating procedure.
- n. Frequently inspects the cleanliness and orderliness of lobby area, Front Desk, back area of Front Desk and operator room.
- o. Ensure and maintain a very high standard of personal hygiene, behavior and grooming standards of colleagues.
- p. To ensure that all health and safety company standards are maintained and carried out at all times.
- q. To ensure adherence to all credit procedures in the Front Office; review High Balance report and follows up on credit problems with Credit Manager and Front Office Manager.
- r. To review all Paid Outs, Rebates, Petty Cash disbursements, Direct Billings.
- s. To check cashiers work at close of shift to ensure all transactions are reconciled with proper approvals and endorsements.
- t. Performs other duties assigned by the Management.

3. Duty Manager

- a. Responsible for the overall of late evening, overnight operation and during Public Holiday.
- b. To display at all times, a friendly, courteous and professional manner in all dealings with guests, patrons and other employee in Hotel and Country Club.
- c. Ensures the smooth operation of Front Office operations by being visible and aware of its requirements.
- d. To be able to handle guest complaints or requests. To ensure that those things are recorded, referred to appropriate department and to take immediate corrective action.
- e. To review daily arrivals to ensure proper handling of VIP's and Return Guests, and escort them to their rooms.
- f. Supervise Guest Relations Officers to ensure all guests especially VIP's receive cordial, prompt attention and personal recognition.
- g. Be thoroughly knowledgeable of the services offered by the Hotel and Country Club, how and where these facilities can be obtained and aware of all daily events.
- h. To respond properly in any Hotel and Country Club emergency or safety situation. i.e. Assisting guest if need a doctor treatment.
- i. To give a disciplinary action to employee when needed.
- j. Observes and assist other departments in Hotel and Country Club, and to ensure that all departments are well operating to a high level as expected by Senior Management.
- k. Be responsible for the Night Clerk Report and night audit process.
- l. Responsible for checking all rates before Night Duty Manager runs room charge postings.
- m. Maintain the Duty Manager Logbook and use the proper language.
- n. Responsible for room discrepancy checking to be done before 06.00 p.m.
- o. Facilitate any Lost & Found (valuables only) and releasing them (if claimed) with coordination of Housekeeping Department.

- p. Frequently inspects the cleanliness of each area of the Hotel and Country Club (floors, employee's locker, canteen, technical room, switchboard, employees' entrance, country club facilities, etc.)
- q. Conduct routine inspection of front and back of house, ensuring maximum guest prevail and public areas are well kept clean, this is done by Night Duty Manager during hotel tour.
- r. To ensure that the expected departure rooms are zero by 06.00 p.m. at latest.
- s. Prepares and signs any adjustment in case of any incorrect billing and explain the reasons for the deduction.
- t. To perform other tasks or projects as assigned by Hotel Management.

4. Guest Relation Manager

- a. Maintain guest relation to ensure maximum guest satisfaction through personal recognition and prompt cordial attention from arrival through departure.
- b. Maintain guest relation to ensure advantage plus, repeat guest and other VIP's receive special recognition and services.
- c. Check with Front Desk staff for room status of the day.
- d. Review VIP list to check room allocation, amenities and special request.
- e. Conduct room inspection assigned for VIP and regular guest to ensure that all requested for special arrangement are attended (e.g. Fruit basket or flower).
- f. Monitor lobby situation and assist to reduce and redirect guest upon/long queue.
- g. Assists in greeting, checking-in and escorting VIP and Regular guests and make sure they receive special recognition and services.
- h. To display at all times, a friendly, courteous and professional manner in all dealings with guests, patrons and other employee in hotel.
- i. Greets all guests at all times in a friendly and helpful manner and attempts to learn and use guest name at all times.
- j. Maintains positive guest and colleague interactions with good working relationships.

- k. Introduce the hotel facilities, special services and any hotel promotion while rooming the guest.
- l. Maintain a Guest History database of in-house guest, i.e. Guest birthday or anniversary.
- m. To be able to handle guest complaints or requests. To ensure that those things are recorded, referred to appropriate department and to take immediate corrective action.
- n. Inform Senior Management of special guest related problems.
- o. Assist in identifying training needs, develops formal training plans and implements training session for guest contact personnel.
- p. Compiles, analyses and control guest relation costs.
- q. To do a courtesy call for guest who just checked in, in house or who is going to depart.
- r. To make "Daily Courtesy Call" report on daily basis.
- s. Summarize Daily Courtesy Call report in monthly basis and reported to FOM.
- t. Perform related duties and special project as assigned such as GM's Cocktail Party.
- u. All staff will actively greet guests, smile and speak clearly in a friendly manner.
- v. All staff will always appear clean, crisp, polished and well fitted.
- w. Be thoroughly knowledgeable of the services offered by the Hotel and Country Club, how and where these facilities can be obtained and aware of all daily events.
- x. Responsible of filling up the legal and administrative form and correspondence.
- y. Keeps all official documents and files them regularly.

5. Guest Relation Officer

- a. To maintain guest's relation to ensure maximum guest satisfaction through personal recognition and prompt cordial attention from arrival through departure.

- b. Assists in greeting, checking-in and escorting VIP and Regular guests and make sure they receive special recognition and services.
- c. To display at all times, a friendly, courteous and professional manner in all dealings with guests, patrons and other employee in hotel.
- d. Greets all guests at all times in a friendly and helpful manner and attempts to learn and use guest name at all times.
- e. Maintains positive guest and colleague interactions with good working relationships.
- f. Check to the Front Desk Supervisor for room status of the day.
- g. Conduct room inspection assigned to VIP and regular guest to ensure that all requested for special arrangement are attended (room allocation, fruit, flower and other arrangement).
- h. Monitor lobby situation and assist to reduce and redirect guest upon or long queue.
- i. Introduce the hotel facilities, special services and any hotel promotion while rooming the guest.
- j. Maintain a Guest History database of in-house guest, ie. Guest birthday or anniversary.
- k. To be able to handle guest complaints or requests. To ensure that those things are recorded, referred to appropriate department and to take immediate corrective action.
- l. Inform Senior Management of special guest related problems.
- m. Compiles, analyses and control guest relation costs.
- n. To do a courtesy call for guest who just checked in, in house or who is going to depart.
- o. To make “Daily Courtesy Call” report on daily basis.
- p. Summarize Daily Courtesy Call report in monthly basis and reported to FOM.
- q. Perform related duties and special project as assigned such as GM’s Cocktail Party.
- r. All Guest Relation Officers will actively greet guests, smile and speak clearly in a friendly manner.

- s. All Guest Relation Officers will always appear clean, crisp, polished and well fitted.
- t. Be thoroughly knowledgeable of the services offered by the Hotel and Country Club, how and where these facilities can be obtained and aware of all daily events.

6. Chief Reception

- a. Supervise the Front Desk staffs to ensure all guests especially VIP's received cordial prompt attention and personal recognition.
- b. Controls the house count to ensure optimum occupancy and average room rate to maximize the hotel revenue.
- c. Ensure that standard procedure of check in and check out are properly implemented by the entire Front Desk staffs.
- d. Frequently inspect the cleanliness of the Front Desk area and regularly check the availability of stationeries required by Front Desk staff.
- e. Implementing of the Policies and Procedure of Accounting department which related with Front Desk.
- f. To review daily arrivals to ensure proper handling of VIP's and Return Guests, and escort them to their room.
- g. To perform other tasks or projects as assigned by Front Office Manager.
- h. Ensure that guests will depart from our hotel with positive impression of our service.
- i. Always keep the standard of behavior and appearance as expected by the Aryaduta Hotel and Country Club.
- j. To be able to handle guest complaints or requests. To ensure that those things are recorded, referred to appropriate department and to take immediate corrective action.
- k. To respond properly in any Hotel and Country Club emergency or safety situation. i.e. Assisting guest if need a doctor treatment.
- l. Familiarizes with Hotel and Country Club facilities and ensures that the up selling is performed consistently.
- m. Be fully conversant with emergency evacuation and fire procedures.

- n. To display at all times, a friendly, courteous and professional manner in all dealings with guests, patrons and other employee in Hotel and Country Club.
- o. Be thoroughly knowledgeable of the services offered by the Hotel and Country Club, how and where these facilities can be obtained and aware of all daily events.
- p. To give a disciplinary action to Front Desk staff when needed.
- q. Maintains positive guest and colleague interactions with good working relationships with another Department in the hotel.
- r. Arrange a regular monthly meeting at least once a month.
- s. Ensure rooms preparation for group is done properly.
- t. Staff will always appear clean, crisp, polished and well fitted.
- u. Greets all guests at all times in a friendly and helpful manner and attempts to learn and use guest name at all times.
- v. The staff will actively greet guests, smile, and speak clearly in a friendly manner.

7. Front Desk Agent

- a. Assisting guests who approach the Front Desk, immediately, cordially and with smile.
- b. To maintain guest's relation to ensure maximum guest satisfaction through personal recognition and prompt cordial attention from arrival through departure.
- c. Assisting hotel guests in the procedure of registering, enquires, handling message and all related matters.
- d. Registering the guest promptly ensuring that they are provided with all the necessary information.
- e. Entering all guests' folio into the system immediately and accurately.
- f. Taking room reservation effectively and efficiently.
- g. Handling both individual FIT guests, and group check in and check out according to standard procedure.

- h. Assists in greeting, checking-in and escorting VIP and Regular guests and make sure they receive special recognition and services.
- i. To display at all times, a friendly, courteous and professional manner in all dealings with guests, patrons and other employee in Hotel.
- j. Greets all guests at all times in a friendly and helpful manner and attempts to learn and use guest name at all times.
- k. Arranging guests bills into respective pockets and verifies recurrences.
- l. Posting all charges immediately to guest folios.
- m. Maintain guest ledgers in a systematic manner to facilitate balancing by the night Duty Manager.
- n. Handling foreign exchange transaction according to standard procedures, ensuring the official receipt is given.
- o. To be aware of forged currency and traveler cheques.
- p. To ensure that all adjustment and paid out vouchers are signed by Front Office Manager.
- q. Issuing and close all safety deposit boxes using proper form.
- r. Preparing and balance a cash report and remittance envelope at the end of the shift.
- s. To be responsible for all issued funds, foreign currencies and all collections.
- t. Handling payment by credit cards in accordance with prescribed procedures.
- u. Responsible with rotating float at the Front Desk.
- v. Maintains positive guest and colleague interactions with good working relationships.
- w. Introduce the hotel facilities, special services and any hotel promotion while rooming the guest.
- x. To be able to handle guest complaints or requests. To ensure that those things are recorded, referred to appropriate department and to take immediate corrective action.
- y. Be thoroughly knowledgeable of the services offered by the Hotel and Country Club, how and where these facilities can be obtained and aware of all daily events.
- z. Staff will always appear clean, crisp, polished and well fitted.

- aa. The staff will actively greet guests, smile, and speak clearly in a friendly manner.

8. Telephone Operator Supervisor

- a. Supervise operational in Telephone operator to ensure guest receive response from the staff promptly
- b. Maintain and update local, regional and international call directories
- c. Check all hotel trunk and report faulty lines/equipment
- d. Check the accurate wake up call performed by the staff
- e. Check all telephone cost of department and report to Front office Manager
- f. Ensure that telephone operator staff maintain neat and tidy work place
- g. Familiar with all extension in the hotel and outside emergency numbers
- h. Ensure that all telephone operator staff familiar with hotel emergency procedures.
- i. Always update local information and updated into system
- j. Ensure that all telephone operator staff and self know of Hotel Services and update promotion as the hotel call center
- k. Be fully conversant with emergency evacuation and fire procedures.

9. Telephone Operator

- a. Perform incoming and outgoing call promptly, friendly and efficiently in a natural voice tone
- b. Maintain and update local, regional and international call directories
- c. Test and report faulty lines/equipment
- d. Accurate wake up logging/executing based on guest request
- e. Answer call within three (3) rings
- f. Maintain neat and tidy workplace
- g. Familiar with all extension in the hotel and outside emergency numbers
- h. Familiar with hotel emergency procedures.
- i. Handling guest messages and forwarded to concierge to deliver the messages without any delay

- j. Be thoroughly knowledgeable of Hotel Services and update promotion as the hotel call center
- k. Be fully conversant with emergency evacuation and fire procedures

10. Bell Captain

- a. Welcoming the guest in the lobby and escorting the guest into the room if needed.
- b. Ensures the proper security and cleanliness of driveways, main entrance, car park and control undesirables in co-operation with Duty Manager and Security department.
- c. Handled the guest request and pass the information over the next shift.
- d. Provides general information on Jakarta and Banten such as shopping center and places of interest.
- e. Check on daily basis the cleanliness, car condition and gasoline particularly is ready to use.
- f. Responsible of organizing in handling guest's luggage.
- g. Responsible of dispatching bellboy on calls of guests.
- h. Responsible for Bellboy schedule.
- i. Responsible of group luggage's handling.
- j. Responsible for controlling cars condition.
- k. Responsible of dispatching the mail, message, newspaper or any other documents to guest's room and to other departments.
- l. Keep in touch with the representative of the Tour Leader to provide our best service in terms of handling the group luggage.
- m. Record "in and out" items from the luggage store room and make sure the tidiness and cleanliness of the area.
- n. Understand the application of hotel emergency procedures and able to execute these procedures in case of emergency.
- o. Develop weekly duty roster based on forecast and monitors his/her subordinates attendance and punctuality.
- p. To perform other tasks or projects as assigned by Front Office Manager.

- q. Familiarizes with Hotel and Country Club facilities and ensures that the up selling is performed consistently.
- r. Staff will always appear clean, crisp, polished and well fitted.
- s. Attends Front Office meeting or other meeting as required.
- t. Be thoroughly knowledgeable of the service offered by the Hotel, how and where the facilities could be obtained and aware of the daily event in the Hotel.
- u. Be thoroughly aware of the daily arrivals and departures especially VIP or groups.
- v. To display at all times, a friendly, courteous and professional manner in all dealings with guests, patrons and other employee in Hotel.
- w. Greets all guests at all times in a friendly and helpful manner and attempts to learn and use guest name at all times.
- x. Bell Captain is responsible for filling up the legal and administrative form and correspondence.
- y. Keep all official documents and file them regularly.
- z. Maintains positive guest and colleague interactions with good working relationships.
- aa. The staff will actively greet guests, smile, and speak clearly in a friendly manner.

11. Bell Boy

- a. Adheres to guest check in and check out procedures pertaining luggage handling.
- b. Be well groomed, have a pleasant disposition and willing to offer assistance at all times.
- c. Be thoroughly knowledgeable of the service offered by the Hotel, how and where the facilities could be obtained and aware of the daily event in the Hotel.
- d. Be fully conversant with emergency evacuation and fire procedures.
- e. Handle promptly and correctly all guest luggage, avoid any confusion or embarrassment to the Hotel.

- f. Be thoroughly aware of the daily arrivals and departures especially VIP or groups.
- g. Welcome guest at the curb side, greet appropriately and given direction to Front Desk.
- h. Will offer assistance with all bags, offer to send them to the room and open the hotel's front doors.
- i. To display at all times, a friendly, courteous and professional manner in all dealings with guests, patrons and other employee in Hotel.
- j. Greets all guests at all times in a friendly and helpful manner and attempts to learn and use guest name at all times.
- k. Maintains positive guest and colleague interactions with good working relationships.
- l. Introduce the hotel facilities, special services and any hotel promotion while rooming or escorting the guest.
- m. All guests will be advised of the nearest emergency exit in main building.
- n. Upon arrival in guest room, suitcase will be placed on the luggage rack, right side up, and garment bags unfolded and hung in the wardrobe.
- o. Once inside the guest room, the staff will explain the internet connection, safety deposit box, and air conditioning system.
- p. The Bell boy will actively greet guests, smile, and speak clearly in a friendly manner.
- q. Upon check out, make a quick check at the bedroom, bathroom, closet and drawers to ensure guest's belongings have nothing left.
- r. At all times stand by at the station assigned by the Bell Captain and follow further instructions.
- s. Maintains cleanliness at the Lobby area.
- t. Performs any other duties assigned from time to time.