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CHAPTER II

GENERAL DESCRIPTION

A. Company's Profile

Aryaduta Lippo Village is a 4-star hotel located in Tangerang, Lippo Karawaci Township. Aryaduta Lippo Village is a part of Lippo Group which is a company engaged in a property including housing, condominiums, offices, industrial centers, hotels, golf, and hospitals. Lippo Group is a large company in Indonesia founded by Mochtar Riady. This group started its business as Lippo Bank, which has changed its name and changed its stock position to CIMB Niaga Bank. The company then developed itself in the property business which later developed in Indonesia, China and several other countries. In addition to the property business, Lippo Group also develops retail, telecommunications, and various other types of businesses.

Aryaduta Lippo Village was built in 1993 and began operating on 20 September 1994. The beginning of this hotel stood under the name Imperial Century Hotel & Resort which is owned by PT. Lippo Karawaci, Tbk and managed by Century International Hotel. Then in March 2001 Imperial Century & Resort was appointed to manage the Imperial Country Club which is located next to the hotel and owned by the same company so that it changed its name to Imperial Aryaduta & Country Club.

Since the beginning of 2003 Century International Hotel's management contract has ended, Imperial Hotel & Country Club has been completely taken over by PT. Lippo Karawaci, Tbk and eventually changed its name to Imperial Aryaduta Country Club. So that in 2009 until now the name of this hotel became Aryaduta Lippo Village Hotel & Country Club.

B. Hotel Facilities

Aryaduta Lippo Village has 8th floor with 191 guest rooms, suites, villas and equipped with complementing event, meeting venues, and facilities.

1. Room Types

There are 8 types of rooms in Aryaduta Lippo Village. The price of each room varies according to the official website of Aryaduta and hotel occupancy. The following are 8 room types available at Aryaduta Lippo Village

a. Deluxe Room

The 28 m² extremely comfortable space overlooks the lush Imperial Golf Course and the gardens. Prices for standard room at Aryaduta Lippo Village start from IDR 800,000 per night.



Figure 2.1 Deluxe Room

b. Signature Room

Pleasant 28 m² room features a king bed and spacious bathroom with a minimalist modern feel. Signature Room is an upgrade from a Deluxe room which has a minimalist room type without carpet. Prices for this room type start from IDR 1,180,000 per night.



Figure 2.2 Signature Room

c. Villa Deluxe

The 37 m² villa featuring terrace, direct access to the pool and private garden patio set in the tropical gardens of Aryaduta Lippo Village. Villa Deluxe prices start from IDR 1,050,000 per night.



Figure 2.3 Villa Deluxe

d. Villa Suite

The 54 m² Villa Suite combines comfort and spacious space with direct access to the pool and a private garden patio set in a tropical garden with a separate living room and bedroom. Prices for Villa Suite start from IDR 1,350,000 per night.



Figure 2.4 Villa Suite

e. Business Suite

The spacious 50 m² Business Suite overlooks the Imperial Golf Course and features a living room decorated with authentic touches in a warm and comfortable place to relax or work. Prices for Business Suite start from IDR 1,275,000 per night.



Figure 2.5 Business Suite

f. Signature Suite

The spacious and minimalist 50m² Signature Suite has a living room decorated in beautiful modern furniture. Signature Suite prices start from IDR 1,425,000 per night.



Figure 2.6 Signature Suite

g. Executive Suite

Luxurious 84m² suite with a dedicated living and dining room with a price range of IDR 2,560,000 per night.



Figure 2.7 Executive Suite

h. Aryaduta Suite

Luxury spacious 112 m² suite featuring a home cinema system with its own guestroom, private meeting space and dining room. Aryaduta Suite has a price range of IDR 3,000,000 per night.



Figure 2.8 Aryaduta Suite

All types of rooms at Aryaduta Lippo Village offer free high-speed Wi-Fi and access to the facilities and beautiful grounds of Aryaduta Country Club.

2. Guest Facilities

All hotel guests can enjoy the facilities at Aryaduta Country Club such as fitness center, wall climbing, jogging track, jacuzzi, sauna, swimming pool, and kids club for free except for spa and massage. This facility is not open to the public and is only open to hotel guests and members of the Aryaduta Country Club. All facilities are open from 8 am to 10 pm.

a. Swimming pool



Figure 2.9 Hotel's Pool



Figure 2.10 Aryaduta Country Club's Pool

b. Fitness center



Figure 2.11 Fitness Center

c. Kids Club



Figure 2.12 Kids Club

3. Restaurant

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:

a. Palm Café

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

- 1) Opening Hours 6.00 AM – 11.00 PM
- 2) Breakfast Weekdays 6.00 AM – 10.00 AM
- 3) Breakfast Weekend 6.00 AM – 10.30 AM



Figure 2.13 Palm Cafe

b. The Gardenia

A private restaurant that serves an Italian cuisine overlooking the hotel pool with a romantic atmosphere. The Gardenia opens from 12.00 AM to 11.00 PM.



Figure 2.14 The Gardenia

c. Laguna Bar

An open Balinese style bar & restaurant is located next to the Aryaduta Country Club tropical garden and overlooking the lagoon pool. Laguna Bar is open from 10.00 AM until 7.00 PM.



Figure 2.15 Laguna Bar

d. RJ Sport Bar and Grill

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

1) Opening Hours Monday - Thursday 5.00 PM – 1.00 AM

2) Opening Hours Friday and Saturday 5.00 PM – 2.00 AM



Figure 2.16 RJ Sport Bar and Grill

e. Lounge Bar

Lounge located near the hotel lobby to relax. Guests can enjoy snacks, tea and various colorful cocktails. Lounge Bar opens from 9.00 AM to 11.30 PM.



Figure 2.17 Lounge Bar

C. Organizational Structure of the Company

Under the Front Office Manager, there are a lot of staff employed. The Front Office configuration varies depending on the size of the hotel business, the hotel's physical size, and the policies of the hotel management. The organizational structure involved in the Front Office Department at Aryaduta Hotel Lippo Village is described as follows:

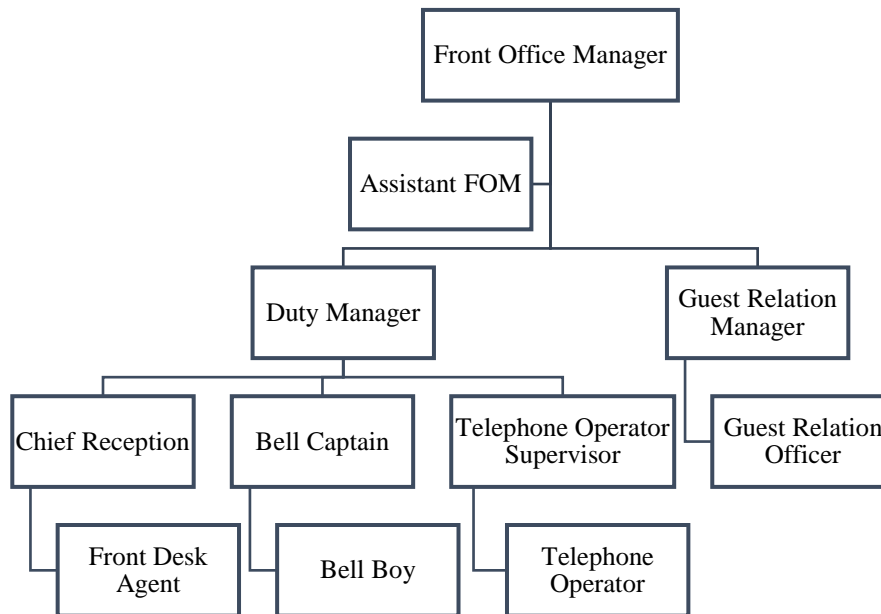


Figure 2.18 Structure Organization

Based on data files from the Aryaduta Lippo Village Human Resource Department, the job descriptions in the Front Office Department organizational structure in Aryaduta Lippo Village are 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. Controls 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. Ensures smooth timely communication to all Departments and in particular Housekeeping, Engineering, Accounting, and Security Department.

- e. Works with the Reservation Manager on room availability and selling strategy to maximize occupancy, revenue, and room rate.
- f. Handles guest problems and complaints, keeping the General Manager as well informed as to problems and action taken.
- g. Reviews all subordinates in regard to their discipline, termination and promotions.
- h. Identifies training needs, develops formal training plans and implements training sessions.
- i. Ensures maximization of revenues and control expenses in all area.
- j. Encourages efficient and effective inter-departmental communication in order to promote teamwork.
- k. Encourages colleague development and promote a positive working environment.
- l. Ensures proper staffing at all times.
- m. Is 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. Maintains continuous contact with hotel guest to ensure that any problems or complaints are handled quickly, efficiently and courteously.
- p. Ensures and maintain a very high standard of personal hygiene, behavior and grooming standards of colleagues.
- q. Ensures that all health and safety company standards are maintained and carried out at all times.
- r. Conducts monthly meeting with Front Office personnel.
- s. Monitors the day to day operation of Front Office cashiering in coordination with accounting department.
- t. Reviews credit limit closely works with Credit Manager.
- u. Submits 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. Controls the activities of Front Desk, Concierge, Business Center and Telephone operator in order to ensure adherence to Aryaduta standards, policy and procedure.
- c. Is be able to handle guest complaints and keep management informed as necessary.
- d. Ensures smooth timely communication to all Departments and in particular Housekeeping, Engineering, Accounting and Security Department.
- e. Trains Front Desk staff and supervise them in the performance of their duties.
- f. Communicates closely with Duty Manager and other Assistant Managers to ensure follow up on any special problem, guest requests, etc.
- g. Reviews all subordinates in regard to their discipline, termination and promotions.
- h. Reviews daily arrivals to ensure proper handling of VIP and Return Guests, groups, etc. and to escort VIP and Return Guests to their room.
- i. Ensures maximization of revenues and control expenses in all area.
- j. Encourages efficient and effective inter-departmental communication in order to promote teamwork.
- k. Encourages colleague development and promote a positive working environment.
- l. Ensures proper staffing at all times.
- m. Is 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. Ensures and maintain a very high standard of personal hygiene, behavior and grooming standards of colleagues.
- p. Ensures that all health and safety company standards are maintained and carried out at all times.

- q. Ensures 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. Reviews all Paid Outs, Rebates, Petty Cash disbursements, and Direct Billings.
- s. Checks that 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. Displays 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. Is able to handle guest complaints or requests. Ensures that those things are recorded, referred to appropriate department and to take immediate corrective action.
- e. Reviews daily arrivals to ensure proper handling of VIP's and Return Guests, and escort them to their rooms.
- f. Supervises Guest Relations Officers to ensure all guests especially VIP's receive cordial, prompt attention and personal recognition.
- g. Is 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. Responds properly in any Hotel and Country Club emergency or safety situation. i.e. Assisting guest if need a doctor treatment.
- i. Gives 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. 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. Maintains the Duty Manager Logbook and use the proper language.
- n. Responsible for room discrepancy checking to be done before 06.00 p.m.
- o. Facilitates any Lost & Found (valuables only) and releases 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. Conducts routine inspection of front and back of house, ensures maximum guest prevail and public areas are well kept clean, this is done by Night Duty Manager during hotel tour.
- r. Ensures 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. Performs other tasks or projects as assigned by Hotel Management.

4. Guest Relation Manager

- a. Maintains guest relation to ensure maximum guest satisfaction through personal recognition and prompts cordial attention from arrival through departure.
- b. Maintains guest relation to ensure advantage plus, repeat guest and other VIP's receive special recognition and services.
- c. Checks with Front Desk staff for room status of the day.
- d. Reviews VIP list to check room allocation, amenities and special request.
- e. Conducts 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. Monitors 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. Displays 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 uses guest name at all times.
- j. Maintains positive guest and colleague interactions with good working relationships.
- k. Introduces the hotel facilities, special services and any hotel promotion while rooming the guest.
- l. Maintains a Guest History database of in-house guest, i.e. Guest birthday or anniversary.
- m. Is able to handle guest complaints or requests. Ensures that those things are recorded, referred to appropriate department and to takes immediate corrective action.
- n. Informs Senior Management of special guest related problems.
- o. Assists in identifying training needs, develops formal training plans and implements training session for guest contact personnel.
- p. Compiles, analyses and controls guest relation costs.
- q. Does a courtesy call for guest who just checked in, in house or who is going to depart.
- r. Makes “Daily Courtesy Call” report on daily basis.
- s. Summarizes Daily Courtesy Call report in monthly basis and reports to FOM.
- t. Performs related duties and special project as assigned such as GM’s Cocktail Party.
- u. All staff actively greets guests, smiles, and speaks clearly in a friendly manner.
- v. All staff always appears clean, crisp, polished and well fitted.
- w. Is 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 correspondences.
- y. Keeps all official documents and files them regularly.

2. Guest Relation Officer

- a. Maintains 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. Displays 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. Checks to the Front Desk Supervisor for room status of the day.
- g. Conducts 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. Monitors lobby situation and assist to reduce and redirect guest upon or long queue.
- i. Introduces the hotel facilities, special services and any hotel promotion while rooming the guest.
- j. Maintains a Guest History database of in-house guest, ie. Guest birthday or anniversary.
- k. Is able to handle guest complaints or requests. Ensures that those things are recorded, referred to appropriate department and to takes immediate corrective action.
- l. Informs Senior Management of special guest related problems.
- m. Compiles, analyses and controls guest relation costs.

- n. Does a courtesy call for guest who just checked in, in house or who is going to depart.
- o. Makes “Daily Courtesy Call” report on daily basis.
- p. Summarizes Daily Courtesy Call report in monthly basis and reports to FOM.
- q. Performs related duties and special project as assigned such as GM’s Cocktail Party.
- r. All Guest Relation Officers actively greets guests, smiles and speaks clearly in a friendly manner.
- s. All Guest Relation Officers always appears clean, crisp, polished and well fitted.
- t. Is 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.

3. 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. Ensures that standard procedure of check in and check out are properly implemented by the entire Front Desk staffs.
- d. Frequently inspects the cleanliness of the Front Desk area and regularly check the availability of stationeries required by Front Desk staff.
- e. Implements of the Policies and Procedure of Accounting department which related with Front Desk.
- f. Reviews daily arrivals to ensure proper handling of VIP’s and Return Guests, and escort them to their room.
- g. Performs other tasks or projects as assigned by Front Office Manager.
- h. Ensures 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. Is 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. Responds properly in any Hotel and Country Club emergency or safety situation. i.e. assists guest if need a doctor treatment.
- l. Familiarizes with Hotel and Country Club facilities and ensures that the up selling is performed consistently.
- m. Is fully conversant with emergency evacuation and fire procedures.
- n. Displays at all times, a friendly, courteous and professional manner in all dealings with guests, patrons and other employee in Hotel and Country Club.
- o. Is 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. Gives 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. Arranges a regular monthly meeting at least once a month.
- s. Ensure rooms preparation for group is done properly.
- t. Staff always appears 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 actively greet guests, smiles, and speaks clearly in a friendly manner.

4. Front Desk Agent

- a. Assists guests who approach the Front Desk, immediately, cordially and with smile.
- b. Maintains guest's relation to ensure maximum guest satisfaction through personal recognition and prompt cordial attention from arrival through departure.
- c. Assists hotel guests in the procedure of registering, enquires, handling message and all related matters.

- d. Registers the guest promptly ensuring that they are provided with all the necessary information.
- e. Enters all guests' folio into the system immediately and accurately.
- f. Takes room reservation effectively and efficiently.
- g. Handles 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. Displays 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. Arranges guests bills into respective pockets and verifies recurrences.
- l. Postings all charges immediately to guest folios.
- m. Maintains guest ledgers in a systematic manner to facilitate balancing by the night Duty Manager.
- n. Handles foreign exchange transaction according to standard procedures, ensuring the official receipt is given.
- o. Is aware of forged currency and traveler checques.
- p. Ensures that all adjustment and paid out vouchers are signed by Front Office Manager.
- q. Issues and close all safety deposit boxes using proper form.
- r. Prepares and balance a cash report and remittance envelope at the end of the shift.
- s. Is responsible for all issued funds, foreign currencies and all collections.
- t. Handles 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. Introduces the hotel facilities, special services and any hotel promotion while rooming the guest.

- x. Is 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. Is 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 always appears clean, crisp, polished and well fitted.
- aa. The staff actively greets guests, smiles, and speaks clearly in a friendly manner.

5. Telephone Operator Supervisor

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

6. Telephone Operator

- a. Performs incoming and outgoing call promptly, friendly and efficiently in a natural voice tone.
- b. Maintains and update local, regional and international call directories.
- c. Tests and reports faulty lines/equipment.
- d. Accurate in wake up logging/executing based on guest request.

- e. Answers call within three (3) rings.
- f. Maintains neat and tidy workplace.
- g. Familiar with all extension in the hotel and outside emergency numbers.
- h. Familiar with hotel emergency procedures.
- i. Handles guest messages and forwarded to concierge to deliver the messages without any delay.
- j. Is thoroughly knowledgeable of Hotel Services and update promotion as the hotel call center.
- k. Is fully conversant with emergency evacuation and fire procedures.

7. Bell Captain

- a. Welcomes the guest in the lobby and escorts 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. Handles the guest request and passed the information over the next shift.
- d. Provides general information on Jakarta and Banten such as shopping center and places of interest.
- e. Checks on daily basis the cleanliness, car condition and gasoline particularly are ready to use.
- f. Responsible of organizing in handling guest's luggage, dispatching bellboy on calls of guests, bellboy schedule, group luggage's handling, and controlling cars condition.
- g. Responsible of dispatching the mail, message, newspaper or any other documents to guest's room and to other departments.
- h. Keeps in touch with the representative of the Tour Leader to provide our best service in terms of handling the group luggage.
- i. Records "in and out" items from the luggage store room and makes sure the tidiness and cleanliness of the area.
- j. Understands the application of hotel emergency procedures and is able to execute these procedures in case of emergency.

- k. Develops weekly duty roster based on forecast and monitors his/her subordinates attendance and punctuality.
- l. Performs other tasks or projects as assigned by Front Office Manager.
- m. Familiarizes with Hotel and Country Club facilities and ensures that the up selling is performed consistently.
- n. Staff always appears clean, crisp, polished and well fitted.
- o. Attends Front Office meeting or other meeting as required.
- p. Is 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.
- q. Is thoroughly aware of the daily arrivals and departures especially VIP or groups.
- r. Displays at all times, a friendly, courteous and professional manner in all dealings with guests, patrons and other employee in Hotel.
- s. Greets all guests at all times in a friendly and helpful manner and attempts to learn and use guest name at all times.
- t. Bell Captain is responsible for filling up the legal and administrative form and correspondence.
- u. Keeps all official documents and file them regularly.
- v. Maintains positive guest and colleague interactions with good working relationships.
- w. The staff actively greets guests, smiles, and speaks clearly in a friendly manner.

8. Bell Boy

- a. Adheres to guest check in and check out procedures pertaining luggage handling.
- b. Is well groomed, always has a pleasant disposition and willing to offer assistance.
- c. Is 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. Is fully conversant with emergency evacuation and fire procedures.
- e. Handles promptly and correctly all guest luggage, avoid any confusion or embarrassment to the Hotel.
- f. Is thoroughly aware of the daily arrivals and departures especially VIP or groups.
- g. Welcomes guest at the curb side, greet appropriately and gives direction to Front Desk.
- h. Offers assistance with all bags, offer to send them to the room and open the hotel's front doors.
- i. Displays 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. Introduces the hotel facilities, special services and any hotel promotion while rooming or escorting the guest.
- m. All guests are advised of the nearest emergency exit in main building.
- n. Upon arrivals in guests room, suitcase is 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 actively greets guests, smiles, and speaks 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.