GUIDELINE

Bellman Errand Card

A card is filled out and time stamped whenever a Bellman receives an assignment for a luggage or a package movement from or into a guest room. The Bellman taking the required action is responsible for completing the card and handing it back to the Bell Captain. Each card is recorded on the "Bellman Control Sheet" by the Bell Captain.

When placing luggage in a car, the Bellman must take a note of the license number.

Bellman Control Sheet

Arriving on duty the Bell Captain opens a fresh "Bellman Control Sheet". Further to the details noted above he also enters the time of issue and return of a Bellman Errand Card.

The control sheet must be filed for each month in date order and kept for three months in the Luggage Room.

The file of the current month has to be available at the Bell Captain's desk.

Rotation System

A shift duty roster is entered on the Bellman Control Sheet at the beginning of the shift. Duties are assigned according to the sequence of names on the duty roster.

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