

SKILLS FRAMEWORK FOR HOTEL AND ACCOMMODATION SERVICES SKILLS MAP - BELLHOP/BELL ATTENDANT				
Sector	Hotel and Accommodation Services			
Track	Front Office			
Sub-Track	Concierge Operations			
Occupation	Concierge Professional			
Job Role	Bellhop/Bell Attendant			
Job Role Description	<p>The Bellhop/Bell Attendant creates the first impression to arriving property guests. He/She directs vehicular flow at the driveway, greets guests and directs them to the check-in desk. He provides luggage and item delivery assistance, escorts guests to their designated rooms, explains the use of room amenities and facilities, as well as addresses guests' queries and requests.</p> <p>As a service ambassador, he maintains a professional image at all times and possesses a wealth of knowledge of the tourist areas and attractions around the property to provide general direction and tourist information to guests. He assists guests with physical disabilities or special needs at the entrance or lobby. He complies with organisational and regulatory requirements as he carries out his duties and stays vigilant to report any suspicious characters, activities and items to ensure workplace safety and the security of the property.</p> <p>He is well-groomed, confident and passionate in delivering excellent guest service and possesses strong communication skills. He is physically fit to lift heavy pieces of luggage and to stand or walk for an extended period of time or for an entire work shift. He work on shifts, including weekends and public holidays.</p>			
Critical Work Functions and Key Tasks	Critical Work Functions	Key Tasks		
	Manage front office operations	Direct vehicular flow at driveways and assist guests in and out of vehicles		
		Greet guests and assist with directions and other enquiries		
		Provide luggage assistance to arriving and departing guests		
		Escort guests to their rooms and explain the use of room amenities and facilities		
		Assist guests with ground transportation in a timely manner		
		Deliver incoming items to guest rooms		
		Maintain the tidiness and cleanliness of the luggage rooms and trolleys		
		Update records on completed work tasks and work items for handover		
	Drive service and operational excellence	Adhere to personal grooming and hygiene standards to project a professional image		
		Attend to guests' enquiries on tourist and related information		
		Provide assistance to guests with physical disabilities or special needs		
		Provide assistance to meet guests' requests		
Identify areas for work improvement				
Manage operational risks	Comply with organisational and regulatory requirements on workplace safety and health when carrying out work duties			
	Identify and report suspicious characters, activities and items to safeguard property security			
	Respond to emergency situations in accordance with organisational standard operating procedures			
Skills and Competencies	Technical Skills and Competencies		Generic Skills and Competencies (Top 5)	
	Bell Service Delivery	Level 1	Service Orientation	Basic
	Crisis Management	Level 1	Communication	Basic
	Customer Challenges Management	Level 1	Teamwork	Basic
	Legal Compliance Management	Level 1	Interpersonal Skills	Basic
	People and Relationship Management	Level 1	Problem Solving	Basic
	Productivity Improvement	Level 1		
	Service Excellence	Level 1		
	Service Planning and Implementation	Level 1		
	Technology Adoption and Innovation	Level 1		
Threat Observation	Level 1			

	Tourism Promotion	Level 2	
	Workplace Safety and Health Performance Management	Level 1	
Programme Listing	For a list of Training Programmes available for the Hotel and Accommodation Services sector, please visit www.skillsfuture.sg/skills-framework/has		

The information contained in this document serves as a guide.