

TSC Category	Front Office Operations and Services					
TSC	Bell Service Delivery					
TSC Description	Greet and provide assistance to arriving and departing guests, including luggage handling and delivery of items to rooms					
TSC Proficiency Description	Level 1	Level 2	Level 3	Level 4	Level 5	Level 6
	HAS-HTO-1001-1.1	HAS-HTO-2001-1.1				
	Provide bell services to guests and/or customers	Supervise provision of bell services				
Knowledge	<ul style="list-style-type: none"> Importance and guidelines for performing start-of-shift and end-of-shift activities Organisational procedures for handling guest luggage and items for storage and transportation Organisational procedures for collection and handling of guests' mail and packages Organisational procedures for attending to arriving and departing guests, customers and groups Organisation's liability, in case of loss or damage, to stored luggage and items Guidelines for documentation related to bell services and reporting of irregularities Property types, room amenities, services and facilities Local attractions, shopping and transportation Techniques for cleaning common areas, using 	<ul style="list-style-type: none"> Importance and guidelines for performing start-of-shift and end-of-shift activities Importance of conducting staff briefings Guidelines for assigning tasks Guidelines for managing irregularities with bell services Importance of handling complaints and feedback Guidelines and types of documentation related to bell services, and their purposes Techniques for coaching subordinates and peers Property room types, services, amenities, events and promotions Local attractions, shopping and transportation Guidelines for maintaining safe work areas, in accordance with the Workplace Safety and Health Act 				

	<p>appropriate cleaning tools and agents</p> <ul style="list-style-type: none"> Guidelines for maintaining safe work areas, in accordance with the Workplace Safety and Health Act 					
Abilities	<ul style="list-style-type: none"> Perform start-of-shift and end-of-shift activities Attend to arriving and departing guests and/or customers in a courteous and professional way Handle and transport luggage and items systematically Handle and deliver messages, mail, faxes, packages and couriered items to guests Handle luggage and items for storage and collection at the bell desk Orientate guests with the room amenities Update records on bell services work tasks, activities and irregularities Attend to minor cleaning jobs at the lobby and report spillage, when required Support contingency plans for unforeseen events that may arise when delivering bell services Respect and protect the privacy, safety and security of guests and/or customers when 	<ul style="list-style-type: none"> Perform start-of-shift and end-of-shift activities Monitor bell services in accordance with organisational procedures Monitor the handling of luggage and items Monitor delivery of messages, mail, faxes, packages and couriered items to guests Handle complaints and feedback of guest and/or customers Identify and handle inefficiencies in work processes related to bell services Perform documentation of bell operations and generate reports Coordinate and prioritise resources to support contingency plans that may arise in the course of work Respect and protect the privacy, safety and security of guests and/or customers when monitoring and delivering bell services at rooms and lobby Uphold the confidentiality of guest data when retrieving required information 				

	delivering bell services and safeguarding their belongings at the rooms and lobby	from property management system, except when disclosure is authorised or legally mandated				
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