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Procedures: 1. Recognize and  
acknowledge guest  
immediately upon their  
arrival at the Front Desk. -  
Make eye contact. - Smile at

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guests before they smile at you. - Assure guests that you will be with them in a moment if present job activities prevent you from formally greeting them. "Good morning, I'll be with you in a moment." 2.

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Generating Reports [Routine

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Handling Guest Awaiting For  
Room SOP - Concierge / Bell  
Desk - Incoming Item or  
Packages Delivery

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Step 1: Select an SOP Writer and Method. Select a writer who is thoroughly knowledgeable about the duties of the front desk staff and comfortable with writing. This may be someone

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already in the position, the front desk staff supervisor or perhaps a member of the Human Resources team.

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Front Office - Generating  
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Manuals HMG best practice  
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detailed written policy and  
procedure manuals for each  
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Meaning Main Functions of  
Bell Desk Department 6  
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Complaints in Hotels

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and colleagues, 2) Concierge  
Staff Speech with guests and  
colleagues, 3) Always be  
positive, 4) Establishing  
Contact with guests, 4) Be  
discreet and attentive to  
guest.

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