National Occupational Standards

Sector: Front Office

Occupation: Luggage Porter / Bellboy

MQF Level: MQF level 2

Units:

- FO201: Health and Safety requirements at the workplace
- FO202: Guest relations and customer service
- FO203: Checking in and checking out guests
- FO204: Work Ethics
FO201: Health and Safety Requirements at the workplace

This unit lists the knowledge and skills needed by a person holding this position to carry out work in compliance with health and safety requirements. Upon completion of the unit, the persons carrying out this work will possess the necessary knowledge and skills to follow health and safety procedures which ensure that their actions do not create health and safety risks to self or others.

Performance Criteria
The candidate must have the necessary knowledge and skills to:
1. Carry out safe working practices according to the workplace health and safety regulations.
2. Follow company and department safety and security policies and procedures to ensure a clean, safe, and secure environment.
3. Follow property specific procedures for handling emergency situations (e.g., evacuations, medical emergencies, natural disasters).

Required Knowledge
The Luggage Porter at MQF level 2 must know and state:
1. Their roles and responsibilities under the relevant health and safety regulations.
2. Their individual legal responsibilities as per health and safety regulations.
3. Health concerns associated with the workplace and safe practices when carrying out work.
4. Potential hazards at the place of work (such as electricity, slippery surfaces, contaminants, irritants, fire, heights, and improper use of tools and equipment).
5. The importance of being alert to the presence of hazards at the place of work.
6. The health and safety risks associated with their role regarding tools, materials and equipment.
7. The procedures for dealing with potential hazardous material at the place of work.
8. Unsafe work procedures or conditions and report them to management and/or security/safety personnel.
9. The first aid facilities that exist within work area.
10. Emergency procedures at the workplace in case of a fire, bomb threat, etc.
11. Contact details of responsible persons to whom to report health and safety matters.

Required Skills
The Luggage Porter at MQF Level 2 must be able to follow instructions to:
1. Comply with duties and obligations defined in the health and safety legislation.
2. Work according to health and safety regulations and other relevant regulations that apply on the job.
3. Identify which health and safety procedures are applicable and relevant to their particular working environment.
4. Adhere to work processes as per legitimate instructions.
5. Control health and safety hazards within own capability and job responsibility.
7. Report work related accidents, or other injuries immediately upon occurrence to manager/supervisor.
8. Comply with warning signs displayed at the workplace and set up safety signs when necessary.
9. Protect work areas from damage and perform work functions without damaging work areas.
10. Deal with hazards, risks and hazardous material according to workplace regulations.
11. Refer to superior when help is needed and falls out of own responsibility.
12. Follow emergency procedures in the workplace.
13. Recognize emergency situations and report immediately to superiors.
14. Contact relevant authorities in case of emergency.
FO202: Guest relations and customer service

This unit lists the knowledge and skills needed by a person holding this position to carry out work related to guest relations. Upon completion of the unit, the persons carrying out this work will possess the basic knowledge and skills to address requests, questions, or concerns. In addition, the person carrying out this work will supply guests with directions and information about places of interest and current activities.

**Performance Criteria**
The candidate must have the necessary knowledge and skills to:
1. Acknowledge and welcome guests in a friendly and professional manner.
2. Explain the different room and hotel facilities, give their location and provide instructions on using these facilities.
3. Offer guests information on different places of interest and different types of transportation.

**Required Knowledge**
The Luggage Porter at MQF level 2 must know and state:
1. The company policies in place to address guest requests e.g. parking of customer’s car
2. The company’s/department’s standard operating procedures.
3. The accessibility of the hotel and what services are available for persons with physical or sensory disabilities.
4. The different room and hotel facilities and their location.
5. The guest internet access, television system, entertainment system, telephone system and any other in-room technology and/or service.
6. Places of interest - give directions and suggest different means to visit them.
7. The different methods of transport available to the guest.
8. The basic protocol of flags.

**Required Skills**
The Luggage Porter at MQF Level 2 must be able to follow instructions to:
1. Greet and acknowledge guests in a friendly and professional manner. Use eye contact and refer to the guest by title and surname (eg: Mr. Brown).
2. Wherever possible anticipate guests’ service needs and take the necessary action.
3. Listen attentively to any questions or concerns by the guest, respond positively and take any required action.
4. Assist guests for the duration of their stay.
5. Assist or offer assistance to individuals with special needs.
6. Assist other employees to ensure a prompt guest service.
7. Supply guests with information and directions regarding property amenities, services, and hours of operation, local places/areas of interest and current activities.
8. Explain room features/facilities (e.g. mini-bar, TV channels, etc.).
9. Deliver newspapers and/or messages to guest bedrooms
10. Book taxis for guests on request
11. Raise flags every morning and lower them each evening.
12. Ensure the Porter's desk and luggage room are kept neat and tidy at all times.
FO203: Checking in and checking out guests

This unit lists the knowledge and skills needed by a person holding this position to carry out the required duties for guest arrivals and departures. The porter is generally the first and the last person that a customer meets.

Performance Criteria
The candidate must have the necessary knowledge and skills to:
1. Ensure that new arrivals and departing guests are well cared for and assisted with their luggage.
2. Show guests to their rooms and answer any questions they may have about hotel and room facilities.
3. Serve as the first point of contact for guests at the hotel.

Required Knowledge
The Luggage Porter at MQF level 2 must know and state:
1. The procedures when new guests arrive at the hotel
2. The location of the guest rooms, different types and facilities. Explain room services and functionality of room facilities on request.
3. The procedures for guest check-out.

Required Skills
The Luggage Porter at MQF Level 2 must be able to follow instructions to:
1. Assist guests with their suitcases on check in.
2. Carry luggage of reasonable weight while escorting guests to their rooms.
3. Keep luggage in safekeeping if room is not yet available for guests or on check-out.
4. Explain room features and hotel facilities.
5. Where applicable park and retrieve guest vehicles.
6. Assist departing guests with their luggage and carry to their cars or taxis.
7. Thank guests and provide a warm farewell.
8. Assist concierge and reception staff as required.
FO203: Checking in and checking out guests

This unit lists the knowledge and skills needed by a person holding this position to carry out work in an ethical and professional manner. This unit covers work ethics related to relations with customers and colleagues.

Performance Criteria
The candidate must have the necessary knowledge and skills to:
1. Maintain a professional and courteous attitude with customers.
2. Maintain a harmonious team work environment with colleagues.
3. Respect work obligations.

Required Knowledge
The Luggage Porter at MQF level 2 must know and state:
1. The meaning of a customer centric business.
2. The importance of working within a team mind-set.
3. The rules and regulations of the workplace.
4. Own duties, functions and responsibilities.

Required Skills
The Luggage Porter at MQF Level 2 must be able to:
1. Value the customer by adopting a professional and courteous attitude and by showing a proactive approach.
2. Address clients/customers in a professional manner.
3. Maintain a positive mind-set.
4. Carry out tasks effectively and efficiently under supervision and according to instructions.
5. Attend work in a timely and presentable manner wearing clean and appropriate clothing according the workplace standards.
6. Speak to co-workers using clear, appropriate and professional language.
7. Support all co-workers and treat them with dignity and respect.
8. Respect and follow supervisors’ and superiors’ instructions.