

SERVICE STANDARDS - GUEST ROOM CHANGE

Task: Moving In-house Guest - Guest Present

- Procedure:
1. Obtain request to change room from Reception.
 2. Obtain new room key from Reception.
 3. Note time of room change.
 4. Contact guest to confirm time of room change.
 5. Proceed to current guest room with luggage trolley and key.
 6. Assist guest to pack if required.
 7. Place luggage and personal items on luggage trolley.
 8. Advise guest to cross check all personal belongings removed from room.
 9. Escort guest to new room.
 10. Advise guest of new room floor and room number.
 11. Unload luggage and offer to assist guest to unpack.
 12. Wish guest an enjoyable stay.

Standard: Room move to be carried out in presence of guest and immediately following notification from Reception.

Task: Moving In-house Guest - Guest Absent

- Procedure:
1. After confirmation from Front Desk and permission from guest, carry out room move with guest absent.
 2. Obtain room move information from Reception.
 3. Obtain existing and new room key from Reception.
 4. Proceed to guest room with luggage trolley.
 5. With another Porter or Security Officer, place all guest personal belongings on trolley.
 6. Porter is careful with personal items not packed to move.
 7. Prior to leaving room, cross check drawers, wardrobes, writing desk, bathroom, shower and mini-bar fridge that no guest items have been left.
 8. Proceed to new room and place items in same location as in previous room.
 9. Secure door and return both keys to Reception advising that room change has been completed.
 11. Note time and security guards name on room move advice.
 12. File room move advice for reference and action by Front Desk and Housekeeping.
- Standard: Room moves carried out in guest absence must be conducted by more than one Porter or with a Security Officer - move to be completed immediately after notification.
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