

SERVICE STANDARDS - MESSAGE DELIVERY

Task: Delivering Guest Message, Fax, Mail or Parcel Delivery

- Procedure:
1. Collect message from Reception. Register item details in movement sheet. Record the following:
 - * Guest name, room number, time received and delivered
 - * name of Porter responsible for delivery
 - * number of items to be delivered
 2. Upon arriving at guest room, knock three times, announce the delivery, wait 10 seconds and repeat.
 3. If no response place message under the door of guest room.
 4. If guest is in the room, greet guest with traditional Thai greeting and give items to guests.

Standard: All messages, faxes, mail to be delivered to guest room within ten minutes of receipt from Front Desk.
