

## Hotels In Burnaby

Hotels In Burnaby - Hotels will often have 1 or more Bellhops working each shift. Known also as a Bellman, Bellboy, or Porter, these employees will help customers with their luggage while checking into or out of a hotel. Usually, bellhops wear a Bell-boy hat, or uniform like other doormen or page boys. The name is taken from the olden days where the hotel's front desk clerk would ring a bell in order to summon an employee, who would "hop" or jump to the attention at the desk to receive directions. The term "porter" is used within the United Kingdom or much of the English speaking world while the term "Bellboy" or "Bellhop" is an American English term.

Normally, porters and bellhops tend to work within hotels rather than motels. Similar to every employee within the hospitality industry, their main objective is to make sure that the clients enjoy their stay. In various hotels the tasks of Bellhops and porters are similar, though usually the Bellhops work in and porters work outside of the hotel.

Bellhops have the responsibility of showing the clients to their rooms, bringing the guest's luggage, and making sure that everything in the room is working correctly. Bellhops check the lights, the ventilation, and show the clients how to utilize the phone, the TV and the air conditioner. If any equipment inside the room is not working right, Bellhops report back to the maintenance department so that it could be fixed right away.

Bellhops will sometimes be called upon to provide tourist information and local information for guests. They could run errands for customers, deliver packages, and deliver food and drink orders to the guest's rooms. Bellhops also carry bags for clients who are leaving.

Bellhops are supervised by a Bell Captain in big hotels. Bell Captains train new Bellhops, give them their assignments, record the Bellhop's work hours for payroll and handle any complaints made to their department.

A baggage is like a bellhop in that they take care of suitcases and baggage. Their job involves the delivery of a guest's luggage to their room. When the guest is ready to leave, the bellhop would arrange for the baggage to be shipped and be responsible for transporting them to the loading area. Porters mail important mail and packages for customers and occasionally run errands that take them away from the hotel during their shift. For example, they might have to leave in order to buy tickets for a sporting event or a theatre show.