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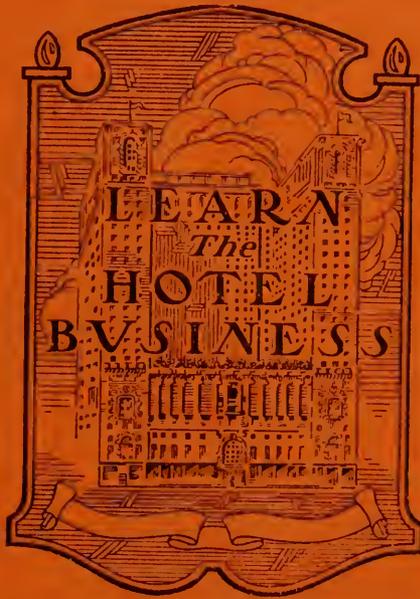
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Lesson 6  
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# LEWIS HOTEL TRAINING COURSE

## Lesson 6

CHIEF PORTER  
PORTER AND MESSENGER BOY



REVISED EDITION

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Clifford Lewis, Author

Lewis Hotel Training Schools  
Washington, D.C.

*The Original and Only School of Its Kind in the World*

The designation of "Baggage Smashers" is no longer applied to men who fill the important position of hotel porter.

### Quiet, Please

A noisy hotel is a poor hotel. Noisy service is poor service. Porters can do much to preserve an atmosphere of *quiet* throughout lobbies and upper corridors by quiet removal and delivery of baggage.

During times of heavy arrival, and departure, of guests hundreds of pieces of baggage must be moved in "double-quick" time.

The chief porter should train his assistants to avoid running, sliding baggage over floors, calling out, incessant ringing of elevator bells, and other disturbing noises.

Train men to walk softly, speak quietly, instruct carefully, and demand a quiet, polite service that will reduce one source of noise and confusion.

### Safety First

Guests are luggage conscious, spending large sums for matched pieces and prizing its smart appearance. They demand careful handling of this costly equipment and the wise porter respects their demands.

Rubber tired trucks, padded service elevators and heavy shoulder straps, for carrying hand luggage, are all aids to safe delivery.

Proper placement of baggage in elevators, and in rooms, will prevent accidents to guests through stumbling over baggage with resulting bruises to feelings as well as to shins.

Avoid too heavy loads causing strain or injury. Lift heavy luggage slowly — do not jerk.

Proper safeguards at sidewalk elevators, service elevators and lobbies will reduce danger of accidents to guests and employees.

*Report every accident at once* to head of department or proper authority. Report any condition which might lead to an accident; "An ounce of prevention is better than a pound of cure."

# Chief Porter, Porter and Messenger Boy

## Messenger Boy

The position of messenger boy may seem a small one through which to enter the hotel field, but it will be a matter of inspiration, to the lad entering the field, to know that many prominent hotel men of today started as messengers, pages, and bell boys.

One of Boston's outstanding hotel men of the last generation traced his success in hotel life to an humble start as a hotel messenger boy. He rose from this position to management of one of Boston's exclusive hotels, to presidency of the Hotel Men's Mutual Benefit Association, and to a place of honor and esteem in his community and profession.

The messenger boy is usually engaged by the chief porter, performing errands for him, or for guests, procuring amusement and railway tickets, pullman or stateroom reservations for guests, and attending to any errands guests may require. He takes orders from the chief porter, and reports back to him after the performance of each errand.

Any bright boy of today may fill the position of messenger boy in a hotel, but he must be interested, alert, and observing in order to succeed. He must be impressed from the first with the importance of the proper understanding and delivery of each message.

### Chief aim of the messenger boy

Most messages are written in detail for the messenger boy. His aim should be to deliver each message promptly, to get a signature for its delivery, to take back any reply or package necessary, and to report back to his superior. He carries a book in which all messages are recorded. This book must be signed by each person to whom a message is delivered.

Thus it is seen that four things are vital for correct delivery of messages:

1. Assume entire responsibility for every message, ticket, or package, until it has been properly delivered.
2. Take each message to the correct street, number, or place and to the proper person.
3. Get a signature for each message delivered.
4. Report back to chief porter.

**Delivery in person** *If a message is to be delivered in person (to the man or woman to whom it is addressed) and that person is not located, bring it back to the hotel.*

**Leaving the message for delivery** *If the message is to be left until called for, get the signature of the person to whom it is given. If the messenger boy has the least*

doubt that he understands exactly what he is expected to do, he must ask the guest, or chief porter, to repeat the instructions even at the risk of being considered dull or slow to understand. He will save time and annoyance to everyone, if he understands directions correctly before starting out.

**Delivery of messages through floor clerks** In one large chain of hotels where floor clerks are employed, the messenger boy is required to report at floor clerk's desk and give name of guest and room number to which he has been sent. Information is then noted on the floor clerk's time sheet. Messengers from outside the hotel must present a pass and may then be permitted to go to guest's room.

**Understand the message** Every message or instruction given him by the chief porter, or guest, should be carefully repeated to show that he understands exactly what he is to do. He must get *the sense of the message* and state his own understanding of it. If he simply repeats the message parrot-like he may forget one word and the whole meaning of the message is changed. Battles have been lost, and lives, and fortunes, sacrificed, by the error or omission of one word in the order. One wrong word in a message that is delivered verbally may change the entire plan or business future of a guest. The importance of this position must not be underestimated.

Any message may be of vital importance to the business or family life of the guest of the hotel. Start out on each errand with a perfect understanding of what is to be done, learn whether or not a reply is expected, and whether or not any special service is to be performed except the actual delivery of the message. Regard each message as important and never consider it finished until a report has been made on it to a superior.

A guest may be worried, nervous, or "upset" when sending a message. The cool-headed messenger boy, who can throw his calmness into the balance, will save time in the proper understanding and delivery of all messages.

**Studying maps of cities and towns** The messenger boy must be familiar with the city, town, or resort, in which the hotel is located. He must know it as well as the Western Union or Postal Telegraph boy knows it. He learns the names and locations of streets, avenues, circles, places, and sections of the city. He studies the location of railroad and bus stations; steamboat wharves, airports, hospitals, churches, theaters and places of amusement. He will do well to secure maps of the city and should study them carefully for all this information. Town and city libraries usually have these maps as do Chambers of Commerce

and automobile service companies. A few hours' study will fix the streets, sections and important points firmly in mind.

Never ask strangers for directions in locating an address. Ask a policeman, or go into a drug store or business place to make inquiries. Strangers may give vague, or misleading, directions that will mean loss of time or improper delivery of messages.

A bicycle may be furnished by the hotel for messenger boys to use in running errands or they may be given car or taxi fare when the distance warrants it. Bicycles require careful cleaning, oiling and inspection for small repairs. If the messenger boy is expected to care for his own bicycle, he should do this faithfully.

**Messenger boys on honor** Hotels have the serious duty of providing messenger boys who are honorable and dependable.

A story is told of a messenger boy who threw a prescription and medicine bottle into the sewer, pocketed the money given him to pay for the medicine and never returned to the hotel. There are stories, too, of messenger boys who, when sent out with messages to business houses, destroy the messages, spend the time necessary for their delivery in idling about the streets, smoking cigarettes, or visiting shows. They return to duty to have their wrong-doing discovered only after several days of anxiety on the part of the guest who sent the message.

**An interested messenger boy** Compare this type of boy with the interested, alert little messenger boy who observes each guest from whom he takes a message and is able to describe the guest to the person to whom he delivers it. One such messenger boy delivered a letter to a business firm. He was to wait for an answer and he noticed that the man who read the letter seemed puzzled about something. Evidently the writer had omitted some important detail. The man said, "Hang it—this means nothing to me," and began to question the boy. He asked him to describe the writer of the message in detail—as to appearance, dress, manner, etc.

The boy was able to answer every question because he had been interested in his message and had observed his man. Gradually the business man's face brightened and he said, "Well, you are a little brick. I understand it all now." The boy never knew what was omitted in that message, or what he supplied, but he knew that he give the information desired. This boy was *interested, alert, observing*.

The boy who hopes to make the hotel profession his life work must have a sense of honor and an appreciation of the importance of the simplest duties in this position. Never destroy a note

that has been given for delivery. If a mistake is made be honest and brave enough to admit it so that it may be corrected before it is too late.

**Principles of cleanliness** Report for duty with a clean body, and clean linen. If a uniform is furnished, keep it whole and clean, free from stains or grease spots. Keep the hair well brushed, hands and nails clean, shoes polished. The average boy, at the messenger boy age, loves swimming but often is not fond of other forms of bathing. The hotel employee must learn at once the importance of the daily cleansing of the body.

Messages must be carefully handled so that they do not become soiled or wrinkled before delivery. They must *not* be carried in the crowns of caps, or hats, but placed in an outer envelope and carried in an inside pocket. Exposure to weather may blur an address so that it will be impossible to read it; proper delivery is then delayed. A lost order for railroad tickets may cause a guest to miss a train. *Be careful.*

Cleanliness of speech must also be practiced. In the performance of their duties, messenger boys may hear coarse remarks, and vulgar or profane stories, *but these should never be repeated.* Avoid the cigarette smoking, corner idling, habits so easily formed in youth.

Frequently hotel employees lack home ties and seem to have no definite interest to attract them after their day's work. The wise boy will join an athletic association or some of the other good organizations for study, healthful recreation, and self improvement. These organizations help young boys to form clean, healthful habits of life.

*Be polite to all.* Remove hat or cap when delivering a message to a lady, also when entering an elevator in which there are ladies. Allow guests to pass from the elevator, or door, first. If there is no one else at hand, hold the door open for guests.

**Substitutes for hotel messengers** Some hotels use the "Dime messenger" service available in many cities. Bell boys may be called upon to run errands for guests. In such cases prevailing rates are charged to guest's account and bell boys are required to observe the rules set out in this lesson.

**Excellent chance to learn hotel work** The messenger boy is in direct daily contact with the manager, the staff, and the best of the hotel's guests and patrons. A willing, bright boy delivers messages promptly and correctly, keeping eyes and ears open with a view to learning the many details that come up daily in the work of the hotel office. Such a boy makes rapid progress to a better position.

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**Study the work of others** Watch the porters at their work. Watch information clerks, and mail clerks. Make notes of mistakes that are made and study to correct them. Do not discuss the mistakes of others, but strive for perfect service as a messenger boy and be ready for a better position when the chance comes. Strive to cut off minutes and movements in the performance of each errand.

## Porter

Hotel porters are hired by a head or chief porter to receive, deliver, care for, and forward the baggage of guests. These are their principal duties and must have first consideration at all times. The arrival and departure of trains, boats, buses, and airplanes, will vary in different cities and resorts according to schedules. There are many hours when porters may perform other duties assigned to them. The hours for extra work must be arranged so that it may be done without conflicting with the all-important work of handling guests' baggage.

Porters handle all *heavy* incoming and outgoing baggage. Outgoing hand baggage may be handled by porters or bell boys according to the policy of the hotel operator. The problem of handling baggage is not so complicated, now that travelers use more hand luggage than trunks.

**Impression on guests** The porter meets most of the guests who patronize the hotel, and can do much to spread the feeling of good care and service. Guests are always anxious to get baggage to their rooms as soon as possible after they register. Their stay in the city, town, or resort may be short, or they may require their baggage promptly in order to keep important engagements.

If the transportation company has done its share, and has delivered the baggage of the guest to the depot, dock or air-port, it is then the porter's duty to see that it reaches the guest's room without delay.

**Methods of delivering incoming baggage** The porter must have exact instructions from the chief porter concerning the handling of incoming baggage, as this work varies in cities and towns of different sizes and location. Generally speaking, hotels follow one of two methods to get baggage to hotel:

1. An arrangement is made with an outside, local, transfer company to do the hauling of baggage for the hotel.

2. The hotel maintains its own transfer service with trucks, or wagons, and drivers under control of the hotel management.

Baggage will also come by private motor, as an ever-growing number of motorists carry all their baggage in their cars. Bell boys will carry the hand baggage to the front office, but the porter receives all trunks and heavy pieces. The porter writes the name of the guest in full on one tag for each trunk and, having tagged the

baggage, holds it in the baggage room until guest has been assigned to room. It is then entered on incoming baggage sheet and delivered.

**Handling Incoming Baggage**

When a guest registers he may hand his baggage check to the room clerk or may go direct to the porter's window and hand check to him personally. The porter should ask the guest when baggage is desired. The guest's name and room number is then written plainly on the check and the check number is recorded in detail on the incoming baggage sheet. (See Fig. 1.) Writing the name on check is a protection for the porter, as guests frequently change rooms.

**Handling incoming baggage through local transfer company**  
calls regularly, most large hotels with capable porters can make

Local transfer companies may contract to make calls for claim checks at regular hours, and bring baggage to baggage entrance of hotel. If they do not make these

Date.....						
<b>INCOMING BAGGAGE</b>						
Room	Pieces	Check Numbers	Sample Tables	Time Rec'd	Time Del'd	Porter
202	1	3018		10 AM	10 <sup>20</sup> AM	Jones
-----	-----	-----	-----	-----	-----	-----
-----	-----	-----	-----	-----	-----	-----

Fig. 1

arrangements to telephone to the transfer company's agent at the depot, dock, or air-port, giving him the numbers of the checks and the room numbers of the guests to whom they belong. The porter requests delivery of this baggage at once. However, some baggage agents refuse to release baggage without a check. *In such cases the porter must send checks to the station.*

The transfer company's agent takes these numbers to the baggage room and claims the baggage. He examines every piece and, if any is found in bad order, signs for it "received in bad order." This places responsibility on the transportation company.

**Careful inspection of baggage**

When the transfer wagon arrives with baggage the hotel porter inspects each piece before he surrenders the check. If any piece of baggage is in bad order he signs for it "received in bad order." If the trans-

fer company has already noted that the baggage was received in bad order, the driver will not object to this, as he has already fixed the responsibility on the transportation company. Baggage has often been damaged between the depot and the hotel, however, so the porter must always make this careful inspection and sign for each piece separately. This will save the hotel management from possible suit for damages to baggage.

**Receiving baggage sent to hotel by express**      Baggage sent to hotel by express will always bear the name of the guest. The porter signs for the trunk, or hand baggage, just as if it were delivered by a transfer company. He examines each piece carefully, marks it "received in bad order" if necessary and pays any charges due. Such baggage is held in the baggage room until guest calls for it and presents an express receipt; it is then delivered, or held in storage, according to instructions by guest.

**How baggage charges are handled**      When baggage is delivered to the hotel by any of the above methods, a voucher for transfer charges and any storage due, is made out by the porter or transfer driver. Charges may be sent to the front office at once where money is collected from the cashier; or porter pays charges out of his own pocket or cash drawer, being reimbursed at the end of the day or week by the front office cashier who enters charges upon the guest's petty account if guest has not arrived, or on the ledger account if he is registered.

**Handling incoming baggage with own transfer wagons**      When a hotel operates its own transfer wagons, or trucks, these are stationed at the baggage entrance to the hotel. As a rule, they do no other hauling so are always available for prompt service.

If claim checks are given by the hotel porter to the drivers, to present to the baggage agent, these drivers must inspect each piece of baggage and note any pieces received in bad order and sign for them "received in bad order." Such a driver is an employee of the hotel, therefore the hotel management is directly responsible for the baggage from the time it leaves the station. He must be most particular in his examination of the baggage or the hotel may be obliged to pay for wet, or damaged, baggage for which the transportation company is responsible. Watch for holes in sides of trunks, broken locks and straps. Baggage must be protected from rain, or storm, while being transferred to the hotel. When open wagons or trucks are used large rubber or waterproof covers are necessary. If, in spite of all precautions, baggage is wet, icy, or dirty, clean it off at once.

**Marking and delivering baggage** Incoming baggage is marked with the room number of guest either upon arrival at the hotel, or the hotel's driver may mark it at the station baggage room. A complete record is made on incoming baggage book or sheet (see Fig. 1) showing that baggage arrived at hotel at a stated date and hour, the time delivered to the guest's room, and the name or number of the porter who delivered it.

**Delivery of baggage to rooms** It is good service to telephone the guest's room and ask politely, "May I deliver your baggage now?" Never enter a guest's room without knocking. Wait long enough to receive a reply. Porters have pass-keys, but must use judgment when entering rooms. Try the indicator near the door-knob to see if the door is locked on inside which would mean that guest is in the room.

**Care in moving baggage** Handle heavy baggage with great care. If handled carelessly, sample trunks, and wardrobe trunks may knock off legs of beds and dressers, break corners of walls, furniture or doors in halls or rooms. If anything is marred or broken, it should be reported at once. Do not leave the room "out of order" or throw the piece of wood away. If properly reported, at the moment, the walls, woodwork or furniture may be repaired and the room will be "in order" without delay.

Do not drag trunks over carpets or floors. Use a baggage truck or, if none is provided, carry light trunks on back and get help for carrying the heavier pieces. Porters are supposed to be able to lift and carry baggage.

**Leave baggage in order** Place each trunk with the lock side out and away from the walls so that guests may unlock baggage with ease and open it without damage to walls. Offer to unlock baggage for guest. Do not leave trunks on end (except wardrobe trunks). Unfasten trunk straps and place baggage to the best advantage or according to guest's wishes. Never leave baggage in the middle of the floor, except sample trunks, which are sometimes left in the center of sample rooms for use in displaying goods.

Porters do not handle the incoming hand baggage. Bell boys assist in rooming guests and they carry the hand baggage to the rooms.

**Free storage of baggage** The care of baggage that is held in storage is an important duty of the porter. Guests frequently require that their baggage be stored in the hotel baggage room. This is particularly true in residential hotels where baggage may be left for months at a time. Many hotels do not charge for

this service, but issue to the guest a check like Fig. 2, which provides that the guest waives all claims for damage to baggage. The hotel requires this protection in view of the fact that no charge is made for storage.

○

**Hotel Wellington**  
**STORAGE CHECK**  
**161**

**ORIGINAL**

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**Hotel Wellington**  
**STORAGE CHECK**  
**161**

**DUPLICATE**

Fig. 2 (front)

○

I hereby accept this check for  
one wardrobe trunk  
from the *Wellington Hotel* and  
agree that in consideration of not  
paying storage, I will not hold  
said *Wellington Hotel Company*  
responsible for above article for  
loss by fire, water, theft or any  
other damage.  
Signed *J. E. Hastings*  
*Omaha, Neb.*

I hereby accept this check for  
one wardrobe trunk  
from the *Wellington Hotel* and  
agree that in consideration of not  
paying storage, I will not hold  
said *Wellington Hotel Company*  
responsible for above article for  
loss by fire, water, theft or any  
other damage.  
Signed *J. E. Hastings*

Fig. 2 (back)

**Paid storage** When a storage charge is made, an ordinary baggage check is given. This does not contain the clause which waives the guest's claim for damage. The porter takes such precaution as to have a wire cage built in the baggage room in which all paid storage is placed, or a small room may be set aside for this purpose.

Whether baggage is stored free, or storage is charged, the porter must secure the guest's name, and permanent address, and record it in the storage book with memorandum showing number of pieces stored and condition of baggage when stored.

**Delinquent guest baggage storage** There is another kind of storage of which every hotel has a quantity at times. This is baggage belonging to guests who have left without paying their bills. Every precaution should be taken to protect such baggage so that the guest may find it in good condition when he returns to settle his account. Guests may depart in good faith and may be detained by illness or other reason. *Never lend or give away baggage* that is held under this class. Keep it safely locked away for a period of six months to a year, or as long as required by law. Afterwards baggage may be sold to second hand dealers or given to some charitable organization.

**Baggage insurance** The chief porter, or the hotel management, may carry a "blanket insurance policy" giving protection against damage by fire or water. Such a policy covers, or insures, all baggage that may be stored. The check issued to guests on stored baggage may also include a clause providing that the hotel management is not responsible for damage done to stored clothing by moths or vermin. This will protect against claims for damaged clothing that may have been infested with moths, or vermin, when stored.

**Identification of baggage by guests** When it is necessary for a guest to identify his baggage because of loss of check, or for other reason, *be sure of complete identification before releasing it.* A prominent hotel porter says that "*at least 6 articles of personal apparel or use should be named.*" *Almost any man could claim "a blue striped shirt, a Gillette razor and a brush."*

Require the guest to name articles which are really individual or unquestionably his own. Always respectfully refer cases of doubtful identification, and *all complaints*, to the manager or assistant manager. The reason for this is obvious. A guest will resent the idea of having his identity passed upon by a porter whereas he will accept the policy and judgment of the manager or his assistant.

### Protecting Baggage in Storage

The transportation manager of one of New York's largest hotels calls attention to the practice of dishonest persons who operate in hotel baggage rooms. In an article in *Hotel Operation* (a section of "Hotel Management"), he writes:

#### Check Switching

"Check switching", in hotel and railroad baggage rooms, is one of the crooked schemes that have always to be guarded against. A thief by the old time system could go to the baggage room, tell the porter that he would be there getting samples for about twenty minutes, and while the porter was absent, he would switch his check with that on a trunk which had all the appearance of being more valuable than his own and shortly afterward present his check to the transportation desk. He would be given the good trunk and be on his way before the rightful owner could put in a claim and the mistake discovered. It would be almost impossible to trace the crook and the hotel would be in for a law suit or settlement, besides the loss of a guest.

It was necessary to devise some system that would do away with confusion, prohibit any "check switching" by crooks and save time for both the guests and the porters. The plan that was adopted was as follows:

A check with two parts was prepared and attached to this was a paster. Upon both parts of the check and upon the paster appeared the same number. The number on the paster was in large red numerals. The lower portion of the check was given to the guest, and the upper portion fastened upon the trunk with a wiring device that would easily go on but could be taken off only with effort. After the check had been fastened to the trunk the paster was pasted upon the outer end of the trunk as it stood in the storage room. When a trunk was wanted from this room the porter took the claim check, noted the number and then looked for the big red numbers that were plainly visible at some distance. After locating the trunk he verified it with both the claim check and the one attached to the trunk and knew that he was correct. Much

time was saved by this method while mistakes and losses were almost entirely eliminated.

The slickest of crooks cannot beat the big red paster system. He cannot tear it off and substitute his own paster successfully, so must operate only where antiquated methods are employed."

**Use of a lock check** A lock check has been devised for use on trunks and baggage held in storage so that baggage can only be claimed by presenting the duplicate to this check which serves both as key and check and which is given to the guest who leaves the baggage. The chief porter may have a sealing iron with which he, personally, seals baggage by tying a cord over the lock and affixing it with hot wax or lead. This may be done in the presence of the guest for assurance of safety.

If a person other than the owner of baggage attempts to gain access to it, the porter will require a signed order from the owner and further will have this order authorized by the front office.

The hotel's liability for baggage under various conditions will be further discussed in Lesson 47.

**Ideal plan for storage room** Bins for storing trunks can be constructed of iron pipes placed vertically and horizontally leaving aisles between sections for easy access. Each trunk is tagged and placed in a bin bearing the same number.

**Cleaning the baggage room** The baggage room must be kept clean and in order at all times, as guests require easy access to their baggage. It should have a thorough cleaning at least once a week, when all baggage is moved, the walls brushed, floors scrubbed, lights cleaned, and all baggage carefully dusted and replaced. This is the work of the porters and should be done regularly and thoroughly.

Do not set baggage under, or near, pipes of any kind. Make regular weekly inspection for mice or rat holes and take immediate steps to kill or drive off any of these pests. If the baggage room is the least bit damp, all trunks should be put on a platform built a few inches above the floor.

### Movement of Baggage Within Hotel

In large hotels there is much moving of baggage from room to room. Guests may be roomed temporarily until a suitable room, either as to price, size, or exposure, is available; guest is then transferred to the desired type of room. Many of these transfers are made daily.

**Use of porter's order** Porters transfer hand baggage, as well as trunks and heavy luggage, in changing guests from one room to another. This is done only upon receipt of a "Porter's order" issued by the front office. (See Fig. 3.) If requested by a guest to change baggage to another room, or floor,

the porter must respectfully advise that he is not permitted to do this without a "Porter's order".

Where floor clerks are employed the porter is required to present his porter's order to the floor clerk who notes the departure from her floor, or transfer to another room on her floor, on the departure side of an arrival and departure sheet. She enters the porter's number, the time, and number of room to which baggage was moved.

PORTER'S ORDER	
Room No.	418 ----- to 407-3
Mr.	-----
Date	2/10/39 ----- Time 11-A ----- m.
Clerk	Parsons
Porter	Jayce

Fig. 3

The floor clerk on the floor receiving the guest in such a transfer also makes entry on the arrival side of her sheet.

Floor clerks require that slips be presented for all movement of baggage, in and out of the hotel as well as for transfers within.

Move quietly in making transfers of baggage within the hotel and observe all the rules for guarding against injury to guests or employees or damage to walls or furnishings.

#### Moving baggage from guest's room to parcel room

As it cannot remain in the guest's room the porter takes it to the check or parcel room, where he receives a duplicate parcel room check, like Fig. 4 or Fig. 4-A. He gives this to the guest, or may keep it at the porter's desk until the guest calls.

A "baggage release" (see Fig. 11) must be secured from the front office before even hand baggage is carried to the parcel room.

#### Meeting guests at docks, stations, and air-ports

If sent to meet guests the porter wears the full uniform of the hotel for easy identification. He will render every possible assistance; collect and count hand baggage; make sure all pieces are there; inquire concerning heavy baggage, making necessary ar-

A guest who is leaving the hotel at a certain hour may desire to leave his baggage until later in the day.

rangement for its delivery; escort guests to bus, if one is maintained by hotel, or call taxi.

**Handling Outgoing Baggage**

When hotel guests wish baggage checked out, they consult the porter. No other employee of the hotel is permitted to attend to the removal of heavy baggage.

○

HOTEL  
PARCEL ROOM

**25**

ORIGINAL

---

HOTEL  
PARCEL ROOM

**25**

DUPLICATE

Fig. 4

○

The Wellington No. 6021

**CHECK ROOM**

Number of	Suit Cases—Locked—Unlocked
	Valise —Locked—Unlocked

Received by \_\_\_\_\_

The Wellington No. 6021

**CHECK ROOM**

Number of	Suit Cases—Valise—Packages
	Coats—Umbrellas—Canes

**CONTRACT RELEASING LIABILITY**

No charge being made for the receipt and storage of the property for which this check is issued, it is agreed by the holder, in accepting this check, that the hotel shall not be liable for loss or damage to said property caused by negligence of the hotel or its employees, or by water, fire, theft or any other cause. If property represented by this check is not called for within six months, the hotel may, at its option, sell the same without notice, at public or private sale. Hotel is authorized to deliver property to any person presenting this check, without identification.

Fig. 4-A

Used in hotels where a contract "releasing liability" is desired.

**Three Ways of Checking Baggage Out**

1. It is checked from the hotel to the local depot, dock, inter-urban station or air-port only, and must be re-checked there.
2. It is checked direct to the guest's destination, that is, the town or city to which he is bound.
3. It is checked by special delivery to a specific address, such as a hotel, street number, hospital, or other destination, in another town or city.

**Checking baggage to station**

The guest may wish heavy baggage, or hand baggage, checked to the local depot, dock, or station only, where charges for excess baggage may be adjusted, or he may wish to store it there for several hours or even for several days. He consults the porter, who sends a proper

number of baggage checks like Fig. 5 to be tied to his baggage, *one check for each piece*. The lower portion of each check is torn off and given to the guest as a claim check. This must be presented at the depot, or station, when he desires to re-check baggage to destination.

<p>O</p> <p><b>TRANSFER CO.</b></p>	<p>ORIGINAL BAGGAGE CHECK</p> <p><b>17163</b></p>
<p>To . . . . . Station</p> <p>Issuer of Check Punch Here O</p> <p>Baggage Agent Must Detach This Check and Return to T. Co.'s Office.</p>	<p><b>DRIVER'S COUPON</b></p> <p><b>17163</b></p> <p>Driver Must Detach This Coupon and Return to Office With Report.</p> <p>Issuer's Punch O</p>
<p>To . . . . . Station</p> <p>Driver . . . . .</p>	<p><b>TRANSFER CO.</b></p> <p>Claim Baggage and Re-Check</p> <p>At . . . . . Station</p> <p>Issuer's Punch O</p> <p>Baggage Agent Must Return This With Original Check to T. Co.'s Office.</p> <p><b>17163</b></p>

Fig. 5

The porter should explain carefully to a guest who appears unaccustomed to travel that this check is only a claim check to depot, dock, or station and that baggage must be re-checked from there.

The porter then enters a full description of baggage handled on outgoing baggage sheet (see Fig. 6). He enters his own name or number, the guest's room number, the date and time called to check baggage, the number of pieces of baggage and description (whether trunks or hand baggage), also whether charges were paid by guest or paid at office and charged to guest's account. The porter then delivers baggage to the baggage entrance of the hotel to be turned over to the transfer man.

**Outgoing baggage record** Never allow baggage to be taken from the hotel without getting the signature of the driver for each piece. This is the only record the hotel has to show that it has delivered baggage to transfer company in good order. Figure 6 shows an outgoing baggage record sheet which lists the check number of each piece of baggage sent out on one load. It shows signature of driver who receipts for the lot "in good order" and the total number, circled and signed for, acts as a double check on driver and relieves hotel of responsibility if total number of pieces does not reach station.

It is the porter's duty to find out from the guest what train and station, or boat and dock, or terminal, he desires so that the bag-

gage may reach the place in ample time. He will see to it also that the baggage is protected against rain, storm, or damage, between the hotel and place of departure. This is especially important when the hauling is done by the hotel's own wagons or trucks.

OUTGOING BAGGAGE.								
Received From.....								
In Good Order								
DATE....., 193.....								
DRIVER WILLIS....., No. 28 ..								
Order or Room	Check	Pcs.	From	Paid	C.O.D.	Route or Destination	Signature	Time
	4021		Hotel Lewis			Fla.		1 P.M.
	4022		"					
	4024		"					
	4026		"					
	4027		"					
	4028		"					
	4029		"					
	4031		"					
	4032		"					
	4035		"				⑫	
	4038		"				WILLIS	
	4039		"					

Fig. 6

**Checking to destination** Guests may wish baggage checked directly to destination (the town, city or resort to which they are bound). They thus avoid the bother of re-checking at station. In such cases the porter will have purchased the transportation tickets for the guests, or will require them to show tickets before he issues checks to destination.

Special arrangements must be made by the porter with the railway baggage agents in order to check baggage direct from the hotel to another town or city. Checks like Fig. 7 are filled out with the name of town or city *from which* the baggage is being forwarded, and the name of town or city *to which* the guest wishes baggage checked.

Special Strap	Check Form 1321
<b>NEW YORK CENTRAL R. R.</b>	
From -----	To -----
State -----	Junction Point -----
Route -----	N. Y. C. R. R. to -----
-----	to -----
-----	to -----
-----	to -----
SERIES 2	21168
<b>NEW YORK CENTRAL R. R.</b>	
Special Duplicate	
From -----	To -----
State -----	Junction Point -----
Route -----	N. Y. C. R. R. to -----
-----	to -----
-----	to -----
-----	to -----
SERIES 2	21168

Fig. 7

When checking to destination there is need of a complete written record, giving full data covering baggage, therefore the porter also makes out an "advice slip" like Fig. 8. It is always made in triplicate. One copy is retained by the porter for record, one copy is given to the transfer driver and one copy, which is for the baggage agent's information, is attached to the baggage with the check. One baggage check and one triplicate advice slip is issued for each piece of baggage.

ADVICE SLIP	
ELLIS TRANSFER LINE	
	Call No. 4074
Date -----	Bagg. Ready -----
Call at -----	
Name -----	Number -----
For -----	to be checked
To -----	
Via -----	
Ck. Nos. -----	
For -----	o'Clock ----- Boat, Bus, Train, Plane
Pass. Holds -----	tickets ----- issue
Form -----	Nos. -----
Amt. Pd. -----	Amount to be Col. -----
Canceled -----	Gross Wt. -----

Fig. 8

### Special delivery of baggage

Baggage sent out of town to specific destination such as hotel, street number, hospital, steamboat line or interurban station, is checked on a special delivery check like Fig. 9, having four parts or stubs. The back of the check (Fig. 10) gives instructions for its use.

○

NEW YORK CENTRAL R. R.

**SPECIAL                      DELIVERY**

Date -----, 19-----

Name -----

Address -----

Care of -----

**A 50449**

---

NEW YORK CENTRAL R. R.

Date -----, 19-----

Amt. Paid -----

From -----

To -----

Via -----

**A 50449**

---

NEW YORK CENTRAL R. R.

**PASSENGER'S                      RECEIPT**

Date -----, 19-----

Amt. Paid -----

From -----

To -----

Via -----

Address -----

**A 50449**

---

NEW YORK CENTRAL R. R.

Date -----, 19-----

Amt. Paid -----

From -----

To -----

Via -----

AGENT'S STUB

**A 50449**

Fig. 9

○

This, the string portion, must, in every case, be attached to the baggage by the forwarding agent, together with next coupon.

---

This portion will be detached by the Transfer Company making delivery at destination, and presented with bill for service rendered in connection.

---

This is a receipt to the passenger for amount prepaid as shown on face, and baggage bearing corresponding check will, without additional charge, be delivered at address shown, providing it conforms with the regulations as to weight, condition, etc. 150 pounds of baggage only is checked free for each adult passenger. Collection will be made at destination, for any baggage in excess of this weight. This receipt will be accepted as a claim check when baggage is destined to a railroad station and in such cases must be surrendered before baggage is rechecked.

---

This portion, the Agent's Stub, is to be retained by the issuing agent and enclosed with monthly report to the Auditor of Passenger Account.

Fig. 10

The lower section, marked "Agent's stub," is retained by the porter because he issues the check and thereby becomes the issuing agent. This is filed with head porter for his record.

The next stub, marked "Passenger's receipt," is given to guest as a receipt. The two remaining stubs are not separated and are attached to baggage. An advice slip is also attached to the baggage; one special delivery check and one triplicate advice slip to each piece of baggage.

In order to make proper charges to guests, for baggage checked to destination by special delivery, the porter must be familiar with the bulletins that are furnished by local baggage agents. These show the charges for transfer of baggage in various cities. These charges differ according to local conditions and are subject to change.

Suppose a guest wishes to check baggage from a hotel in Albany, N. Y., to a hotel or residence in Philadelphia, Pa., and tickets have been purchased by way of New York Central and Pennsylvania Railroads. Charges are reckoned by zones in large cities, according to distance between hotel and depot. Make them up in the following manner:

(1st) Amount of transfer from Albany hotel to local station	\$-----
(2nd) Amount of transfer across New York City because of change from New York Central R. R. to Pennsylvania Railroad	-----
(3rd) Amount of transfer from Philadelphia station to hotel or residence	-----
	\$-----

Thus, the porter knows how much he must collect from guest for each piece of baggage checked direct as outlined above. Look up the charges for every lot of baggage checked. This may amount to \$1.30 for each bag and \$2.65 for each trunk, but will save the guest the annoyance of having "collect charges" follow.

The porter makes payment in full to the local baggage agent who, in turn, pays the charges in the distant city through a clearing house method.

The porter enters records of baggage on outgoing baggage sheet just as outlined in "checking to station," except that he adds the destination of the baggage. He then gets baggage to the entrance of hotel and gets the signature for each piece of baggage from the driver who does the hauling. He may collect charges direct from guest or send charges in at once to office to be charged to guest's account. Baggage charges must be turned in immediately to the front office cashier as guests are usually ready to depart when they make arrangements for their baggage to be taken away.

### Use of baggage release

Porters always ask at front office for a "baggage release" similar to Fig. 11 before removing baggage from any room. The word "Baggage" is checked or circled. This is done to prevent the guest from sending baggage away before having settled his account. It gives the front office notice that the guest has ordered baggage removed from the hotel. It protects the hotel, the guest, and the porter because it is a record of the removal of baggage.

-----		Department.
<b>PLEASE</b>		
<b>RELEASE</b>		
<b>Laundry</b>		<b>Baggage</b>
<b>Express</b>		<b>Freight</b>
Name -----		
Who Occupied Room -----		
Boy -----	Amount { Charged } { Paid     }	-----
Send C. O. D. all Charges.		
" Collect Express Charges and		{ Charged } Bill { Mail     }
" Prepaid. Charge		{ Hotel } { Laundry and { Charged } } Bill { Guest     } { Mail     }
Forward:		
Name -----		
Town -----		
State -----		
Street or Hotel -----		
Sign -----		Cashier.
<b>PLEASE STATE HOW TO SHIP</b>		

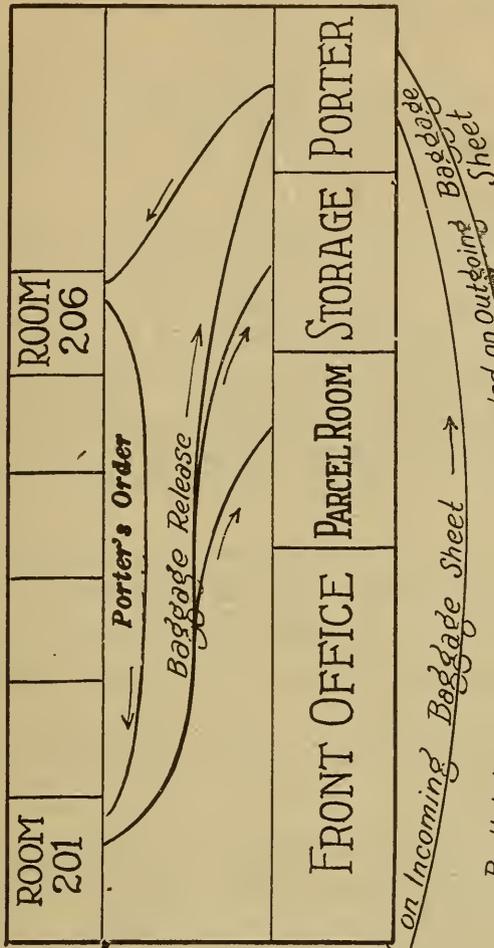
Fig. 11

In well regulated hotels, the porters bring all hand baggage from the guest's room to the lobby, where it is held for guest's direction. Bell boys frequently attempt to, or are allowed to, handle outgoing hand baggage, but it should not be permitted. Perhaps guest wishes to send his suit case to the parcel room, a trunk to storage room in basement and other baggage to the train. Better service is rendered if porters handle all outgoing baggage.

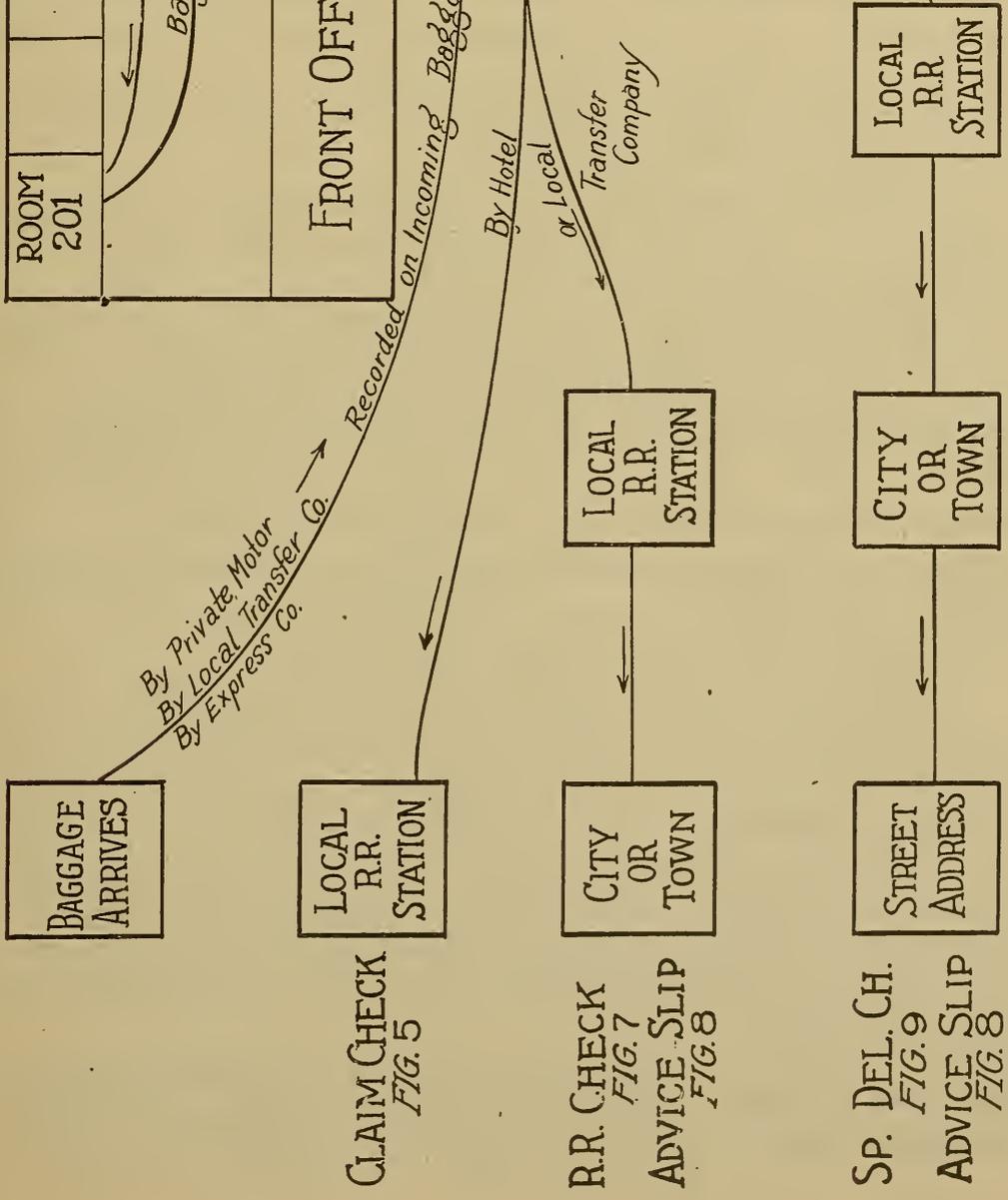
A careful study of the "Routing chart for baggage" will show its movement from arrival to departure. It illustrates the use of the various checks and of the baggage release.

The porter should take all orders concerning baggage in writing and repeat instructions to avoid errors. Give guests a written note of any travel instructions issued by porters.

# HOTEL BAXTER



# ROUTING CHART for BAGGAGE



### Handling Sample Trunks, Boxes and Sample Tables

Most commercial hotels set aside a certain number of rooms for use as sample rooms. Commercial men traveling for wholesale houses use these to display their goods for the convenience of buyers for local stores.

Commercial men demand prompt service in the delivery of baggage. They have only a limited time to spend in each town, or city, and usually make their appointments by mail before arrival. They make appointments by the hour and, if their trunks are not delivered, they may lose orders from local buyers. Baggage checks for sample trunks and boxes must, therefore, have prompt attention and calls must be followed up faithfully until such baggage is delivered to sample room.

Porters may be required to carry sample cases, or large bundles of sample clothing, to local stores for commercial men. Sample trunks and boxes are frequently of huge size. Special care must be exercised by the porter in handling them to prevent damage to walls, doors and thresholds. Use a truck, or get help, for carrying sample trunks through halls and sample rooms. *Do not mar or destroy the property of the hotel.*

A porter should have such tools as a hatchet, hammer, screw-driver, saw and nails. Wrapping paper, wire, twine, advertising stickers, and address tags, should also be kept on hand.

Avoid giving information to guest as to when any sample room will be available; refer guest politely to front office.

**Arrangement of sample tables** Sample tables, for use of traveling men in sample rooms, are under the care of the porter. These may be built into the room and equipped with hinges so that they fold down against the wall when not in use; or they may be portable tables, consisting of long board tops, that are placed on wooden "horses." The porter places sample tables in position according to instructions of the guest.

The head porter, or office, will learn the number of square feet of sample table space required and the guest will direct the arrangement needed to display his goods. Porters are not permitted to place sample tables, or any additional tables in rooms, other than sample rooms, unless they receive an order from the room clerk. Such orders are also signed with the O. K. of the chief porter. If a guest requests that sample or other tables be placed in a bedroom the porter takes such request to the head of his department or to the front office.

**Care and storage of sample table** When baggage is removed from sample rooms, at the time of guest's departure, the porter folds back, arranges, or removes all sample tables.

The next traveling man may require an entirely different set up and may wish more, or less, table space. Some hotels require that all portable sample tables be taken from the room and stored in the service hall or space provided; others permit the porter to place tables in one orderly pile in a corner of the sample room. It is better service to remove tables, leaving the room in order and having extra tables carefully stored where they can be found and put back into use quickly.

Whatever the rule of the hotel, the porter gives careful attention to sample tables immediately after removing baggage from sample room so that the chambermaid may sweep and clean the rooms before marking them "in order." The maid cannot mark a room "in order" when sample tables are strung along the wall *in disorder*.

If the porter finds it necessary to hurry away with baggage he should report to the chief porter that he has not taken care of sample tables. This will insure prompt attention.

**Co-operation with housekeeping department** Unless porters co-operate with the housekeeping department in this respect, the rooms will be kept "out of order" too long and confusion, or lack of harmony between the office and the housekeeping department, will result.

*Hotel work runs smoothly only when each person does all of his or her work.* Each neglected duty will affect the good work of others, cause friction or discontent among fellow workers, and tend to destroy the smooth service which every good hotel manager aims to provide for his guests.

**Cleaning and extra duties** Dull hours between trains permit the porters to perform many extra duties. These are outlined by the chief porter who is expected to use judgment in planning the work of his men so that extra duties do not conflict with the specific job of handling baggage.

The usual duties arranged for porters follow, but vary according to the size of the staff and the busy hours of arrivals. Cleaning of cuspidors, for example, usually comes under the "porters." Cleaning of cuspidors does not mean simply emptying them, for these necessary evils should be washed at least once a day with hot soapy water, or hot water to which ammonia or washing soda has been added, and dried carefully. Clean, cold water left in the bottom will make cleaning easier. Brass or metal cuspidors require daily polishing. Sand jars have replaced cuspidors in modern hotels; the porter will scrape off the top sand and trash and spread

a top layer of fresh sand at regular hours. If properly washed and sterilized, sand may be used over and over again.

Porters may be required to collect soiled linen from public washrooms and the linen room; carry it to the laundry and return the clean linen from laundry to linen room.

Stands, or sample tables, used by wrap checkers for large parties may be stored by porters after use.

Glass doors, windows, and light globes, on the main floor may be cleaned by porters. Housemen do the windows and globes in the upper part of the house. Some resort hotels, having many windows, require porters to assist with window washing during dull periods between "week ends."

Dust all window sills, frames, and high places. Wash the glass on all lighting fixtures on main floor and in vestibules, or entrances, as well as those outside the entrances on the marquee or porte cochere. (*Marquee*—mar kee—a canopy of wood or steel, and glass over an important entrance. *Porte cochere*—ko share, a longer canopy extending all the way to the curb to protect guests when passing from vehicles into the hotel.)

Dust and wash the leaves of palms and plants and empty pans under them. Water standing in pans grows stale and causes odors and decay of plants.

Care of canaries or other birds in the lobby may come under his care as well as gold fish and other living creatures in their pond.

### Cleaning of Service Halls, Locker-Rooms and Sidewalks

Sidewalks are cleaned in early morning and late afternoon hours or in accordance with local regulations covering use of water for such purpose. Sidewalks should be washed thoroughly whenever the weather permits. To clean a sidewalk: First sweep it thoroughly, gathering all loose paper, leaves, and litter and place these in a bag or in the receptacle provided. When the water is turned on start the washing close to the building-line and continue toward the curb, washing the dirt before a heavy stream of water.

There is a great difference between wetting a sidewalk and *washing one*. A careless porter will stand with an air of indifference, play the hose over the sidewalk a few minutes, and call it washed. The careful worker uses a heavy, long-handled brush, or broom, for bad spots, and washes every part of the sidewalk *thoroughly*. Dirty sidewalks and entrances make a bad impression on arriving guests, therefore the porter's good or bad work in these places will go far toward producing an air of good hotel keeping.

The help's wash room and toilets may come under the porter's care. Toilets must be thoroughly cleaned every day; toilet-bowls scalded with hot, soapy water, toilet paper and towels renewed, floors and walls kept clean and free of marking or writing of any description.



Fig. 12

Clean the help's lavatories thoroughly several times a day. Engineers, and other men doing dirty work about the house, use these lavatories and they are not always careful about washing them out, often leaving them in an unsightly condition. If the porter has charge of these toilets or lavatories he should use a small card or poster requesting employees to empty and rinse lavatory bowls after using them.

Make the "Golden Rule" appeal—

*"You do not like to find a dirty lavatory, or toilet, when you want to use one, so do not leave a dirty one for the next person who uses this room."*

Follow directions given in lesson on "wash room attendant" for proper cleaning of these rooms and toilets.

**Uniforms** The porter's uniform (Fig. 12) usually consists of dark trousers, dark flannel shirt or porter's jacket and a cap with a peak. Porters are permitted to wear hats, or caps,

while on duty, but always remove them when entering guest's room, leaving them just outside the door. High-class hotels may have distinctive uniforms made exclusively for them, which are not sold to any other hotel in that town, city, or resort.

## Chief Porter

The chief porter, or transportation manager as he is termed in the larger hotels, is the head of an important department having full charge of porters and messenger boys. He hires and discharges them and plans their hours and duties. He must be a good judge of men, employing only honest assistants whose references can be verified. Porters handle the valuable heavy and hand baggage of guests and have access to rooms at all hours, therefore *honesty is the first requirement*.

Porters must be strong and skillful in handling heavy baggage without damage to walls and furniture.

There are two general plans for operating this department:

1. The concession plan, under which the chief porter rents the privilege of handling baggage.

2. The salary plan, under which the chief porter is employed by the hotel management.

**Concession plan** The privilege of handling baggage may be rented outright by a chief porter who pays the hotel a sum that varies according to the size, location, class of patronage and the amount of baggage to be handled. Under this plan, he pays stated salaries to his own porters, and messenger boys, and furnishes their uniforms. No meals are furnished to his employees. He rents the privilege outright, but is responsible to the hotel management for the good conduct and good work of his employees. He, and they, are required to conform to the rules and policies of the hotel management.

**Salary plan** The chief porter is paid a salary and hires a proper number of porters and messenger boys to give good service, pays their salaries and furnishes their uniforms. Under this plan the hotel may, or may not, furnish meals to porters and messenger boys.

Under either plan the chief porter depends, in part at least, upon the "tips" received for service to guests, and commissions from transfer companies, to pay these salaries.

**Porter's stations** The chief porter establishes a station near elevators on lobby floor for convenience in assisting guests with out-going hand baggage. Such a station, and such attention, frequently discourages "skippers" who plan to leave without detection. A porter's station is also established in the baggage room and a porter's desk may be near the front office.

The chief porter's position is an important one. Service to guests must be covered during the entire 24 hours; he therefore arranges the working hours of his force to *protect the service* of handling baggage throughout the day and night.

**Need of quick, intelligent work**      Guests are invariably in a hurry when they come to make arrangements for their baggage. They are in a hurry to receive it and get it to their rooms, or they are in a hurry to make a train, bus, plane, or boat. They demand quick, intelligent answers, correct information, and prompt service.

The chief porter must be patient, calm, and anxious to assist guests, paying especial attention to elderly people, who are timid or uncertain in their plans, and to women traveling alone, or with small children. He should offer his services, or the service of his assistants, to perform any errand for them and should use the utmost care in advising them concerning trains, buses, boats, planes and connections.

### **Importance of Giving Correct Information to Travelers**

When a guest asks for the best train, bus, or plane, to a certain town or city the porter should repeat the name of the town and state, to be sure that it is understood correctly. Jot it down on a piece of paper. Ask guest whether morning, afternoon, or night transportation is desired, then proceed to look up the train, bus, or plane schedule. If the guest must change to another line, look up the connections under the proper road or line and always advise an hour that will allow ample time to make the connection. Give the guest information in a clear voice and if necessary write it out in detail.

*Unless it is unavoidable never suggest trains that will make it necessary for women, or elderly people, to change cars in the middle of the night.*

In the larger city hotels, the chief porter keeps a well-trained assistant porter at the window of his office or at his desk. This assistant has all data of the arrival and departure of trains, boats, buses, planes, and automobile or taxicab service. He takes the burden of the numberless questions that are asked daily and leaves the chief porter free to follow up calls for baggage, keep accounts, and maintain general supervision over his force.

**A study of time tables**      Time tables, maps, and transportation guides, are studied carefully in order to answer intelligently the many questions put to the porter by guests, as to prices of tickets, information as to class and make-up of trains, connections with other railroads, terminals, or steamboat lines. He is able to tell which trains are equipped with chair, sleeping, dining cars, and air conditioning; time of departure and time due at destination of guest. Time tables, and make-up of trains, are subject to change without notice.

*The chief porter should apply regularly to the transportation companies for up-to-date schedules and information.*

**Care of time tables** Transportation agents will furnish time tables to the hotel porter and a full supply must be kept on hand. Do not throw these carelessly in a drawer or corner. Keep them filed in racks or spaces, so that they will be in order and easily located. Get new copies before the last one of any lot is given away. Time tables of various railroad and air lines differ; only a careful study of each inquiry will enable the porter to give correct information.

For trains; memorize the signs which follow on the table Fig. 13. They are signs that are in general use on all railroads and while many others are used to indicate stops and signals, these are the signs most frequently referred to in looking up information. Schedules or time tables also are available for buses, boats and planes.

## NOTICE

Whenever the following signs are used on the time-table pages their meaning is as indicated below:

\* Means that the train runs daily, Sunday included.

† That the train runs daily, except Sunday.

‡ Daily, except Saturday.

¶ Daily, except Monday.

§ Sunday only.

k Saturday only.

- - Trains do not stop.

|| That the train stops for meals at the station opposite the time to which this mark is prefixed.

Where other signs are used their meaning is explained in foot-notes on the same page.

The time of day is indicated by the use of light-face type for trains leaving between 12:01 midnight and 12:00 noon (A. M.) Between 12:01 noon and 12:00 midnight (P. M.) heavy-face type is used.

In all cases, unless otherwise stated, the time given is leaving time.

Fig. 13

**Purchasing railroad accommodations** The chief porter is frequently requested to purchase railroad tickets, berths and seats for guests. He must make careful, written note of exactly what is desired; the destination, train, number of tickets, location of seats, exact accommodations and baggage directions. (See Pullman reservations sheet, Fig. 14). Repeat these in order to be sure that every item is correctly understood.

Advise guests if chairs must be bought after boarding the train.

Always procure tickets at regular railroad ticket offices. There are numerous expired, counterfeit, or stolen tickets in the hands of unauthorized parties. Such tickets may be refused by the railroad officials when presented by the guest, causing him serious in-

convenience and annoyance. Before purchasing tickets, always inquire whether the train the guest wishes to take will stop at the station for which he desires a ticket.

Date.....

.....HOTEL

### PULLMAN RESERVATIONS

Name	City	Route	Time	Lower	Car	Remarks

Fig. 14

Transportation porter at hotel does *not* have a ticket agent's diagram any more. He phones to the Pullman office, reserves a chair, in the name of the hotel and picks it up, pays for it and charges the guest 50c extra for this service.

When the hotel is filled to capacity, as during conventions or "peak of the season," the chief porter may engage or reserve at Pullman office a certain number of seats or berths for guests of the hotel. These are held until within a short time before the train time when the chief porter phones to the Pullman office and releases them; or he may be supplied with the Pullman ticket agent's diagram (see Fig. 15), and allowed to assign, collect for, and issue tickets for chairs or berths. He telephones, or sends report to Pullman office, at least one-half hour before train time.

THE PULLMAN COMPANY  
TICKET AGENT'S OFFICE DIAGRAM

AGENT'S STAMP

CAR..... LINE.....

Train..... Leave..... M.....

From..... To.....

Date..... 19.....

UPPERS		LOWERS	
1	1	1	1
2	2	2	2
3	3	3	3
4	4	4	4
5	5	5	5
6	6	6	6
7	7	7	7
8	8	8	8
9	9	9	9
10	10	10	10
11	11	11	11
12	12	12	12
13	13	13	13
14	14	14	14
15	15	15	15
16	16	16	16

NOTE—RESERVED SEATERS ARE OPPOSITE SEATERS AND NUMBER-PULLMAN'S ONLY

FORM NO. 1

Fig. 15

**Tickets must be stamped**

When purchasing tickets, be sure to see that each ticket is stamped with the official dating stamp of the selling agent, and that it reads to the destination desired by guests.

**Stop-overs** Stop-overs for from one to ten days are allowed by railroads on tickets of certain class. If a guest requests the purchase of a ticket with stop-over privileges, the porter must be sure to state this to the station agent when purchasing the ticket. Guests must be reminded that they are required to deposit their tickets with agent immediately upon arrival at point of stop-over.

<b>HOTEL TICKET ORDER</b>	
Date _____	
Mr. _____	Room _____
_____ Tickets to _____ Via _____	
_____ Room Section _____	Lower _____ Seat _____
Depart at _____ Amount Charged, \$ _____	
Amount Paid, \$ _____	

Fig. 16

**Care of tickets** The chief porter places all tickets for fares, berths or seats in an envelope like Fig 16, fills out the spaces in detail with guest's name, room number, destination, route, accommodations, and the total amount paid out.

<b>CHIEF PORTER'S CASH VOUCHER</b>	
Date _____, 19____	Room _____ Date _____, 19____
Room _____	Guest _____
Charge _____	Baggage \$ _____ Railroad Ticket \$ _____
_____	Storage \$ _____ Pullman Ticket \$ _____
_____	Samples \$ _____ Messgr. Service \$ _____
_____	\$ _____
_____, Chief Porter.	

Fig. 17

He collects this money from the guest personally, or he may collect it from the front office cashier and have it charged to the guest's account, using a cash voucher like Fig. 17.

**Baggage rules and regulations** The rules for handling baggage between hotel and depot will be found to vary according to location. Towns, cities, and transfer companies, have different methods of handling baggage and the chief porter will be obliged to conform to the rules or methods in use. Upon accepting a new position he should promptly make calls upon the station baggage agent, explaining to him the amount of baggage he will probably have to handle for the hotel and discussing with him the best means of getting prompt delivery to and from the station.

If the baggage agent refuses to surrender any piece of baggage without presentation of a claim check, the porter must make arrangements to send every claim check to the terminal baggage room. The agent has a right to refuse this privilege of telephoning claim check numbers and the porter must accept his decision.

**Baggage regulations** The chief porter is expected to be familiar with baggage regulations, and be able to advise the guest as to size, weight, and kind, of baggage that may be sent free upon presentation of a passenger ticket. He should advise guest to mark baggage with name and address, furnishing address tags like Fig. 18 for this purpose, and should copy the numbers of claim checks in his notebook. These precautions will assist guest in case of loss of baggage or claim check.

○	<b>FROM</b>
<b>HOTEL BLANK</b>	
To .....	John Doe .....
	510 Elm St. ....
	Centerville, N. C. ....

Fig. 18

An amount of baggage not exceeding 150 lbs. in weight, and \$100.00 in value, will be checked free for each passenger holding an adult railway ticket. Baggage not exceeding 75 lbs. in weight, and \$50.00 in value, will be checked free for each passenger holding a half ticket, except where State regulations interfere. Trans-Pacific passengers are allowed 350 lbs. of baggage on each adult ticket from any point in the United States. Such baggage must be checked through from point to point.

Baggage will not be checked *short of* or *beyond* destination of ticket presented at time of checking, except on tickets on which

stop-over privileges are granted. On such tickets, baggage may be checked to any of the authorized stop-over points.

Guests should be advised to claim baggage immediately upon arrival at destination, as storage charges are made for baggage remaining in baggage room or station over 24 hours after arrival.

**Excess baggage** Baggage weighing more than the amount named as free allowance will be subject to charge indicated on excess baggage card. These cards are secured by the porter from the baggage agent. Passengers are required to state the value of the contents of any piece of baggage at the time of checking. Baggage that is declared to exceed \$2,500 in value will not be accepted from any one passenger for transportation by baggage service. Insurance at the rate of \$.10 per hundred dollars may be carried.

**Limit of size and weight of baggage** No trunk, box, or single piece of baggage, exceeding 250 lbs. in weight or 72 inches in either dimension will be accepted or checked. Railroad companies reserve the right to refuse to check objectionable articles. It is unlawful to check baggage containing fireworks, explosives, or dangerous contents.

**Transportation of bicycles and tricycles** Bicycles may be placed in trunks and checked as part of the passenger's baggage allowance. Bicycles and tricycles, not in trunks (lamps, cyclometers and tool bags to be removed), may be checked and charges made at excess weight rates for gross weight. The minimum charge will be the same as for 50 lbs. of excess baggage. Only one bicycle (not in trunk) may be checked for each passenger.

Owners will be required to sign proper releases, relieving the carriers from responsibility for loss of, or from damage to, such articles, before they will be accepted for transportation. Bicycles that are not in trunks do not form any part of the baggage allowance. The transportation of bicycles and tricycles intra-state is subject to state laws.

Wheel chairs and stretchers should be part of the porters' equipment for use in moving guests who are ill or crippled.

Skis are accepted on baggage trains so long as they are securely roped together and come within the weight allowed each passenger.

**Transportation of corpses in baggage cars** In the event of the death of a guest of the hotel, the chief porter may be of great assistance to the members of the family in making arrangements for the transportation of the corpse. The chief porter should study carefully the rules of the transpor-

tation line over which the body will be shipped. Numerous railroad and steamship regulations must be conformed to in the shipment of corpses. The following general outline of railroad regulations will serve as a basis:

(a) A corpse will be checked under an excess baggage check (or corpse check) showing form and number of ticket and endorsed "Corpse" and transported in baggage car service under the following conditions:

1. On surrender of regular one-way, first-class adult ticket.
2. Upon presentation of legal form of transit permit, properly filled out and signed, showing that body has been prepared for shipment in accordance with law.
3. Provided the remains are accompanied on the same train by an adult escort, who must present ticket for his or her own transportation, which must be endorsed on face of local tickets, and contract and each coupon of coupon tickets, "Corpse Escort. Excess Check (or Corpse Check) No. ...." One escort may accompany more than one corpse.

(b) A corpse will not be checked beyond a point at which a wagon or ferry transfer is required, and it will be necessary for the escort of the corpse to make all arrangements for such transfer, and for re-checking from transfer point, except where, by special regulation, the transportation company provides this service. In every case this point should be looked up and guest advised.

If it is desired to ship corpse without attendant, shipment is made by express at double passenger fare.

Never turn this work over to an assistant. Attend to it personally, relieving the family or friends of as much anxiety and attention to detail as possible.

#### **Transportation of dogs and other animals**

When a guest desires the chief porter to take charge of shipping a dog, he must make careful inquiry for the rules over the line on which the dog is to be shipped. Most railroads do not allow dogs in coaches, parlor, or sleeping cars, but exception is sometimes made in the case of very small dogs that are carried in baskets. Dogs, properly crated, or fitted with strong collars and chains, may be shipped in baggage cars. The charges made will be regular excess weight rate for the gross weight. Such dogs must not be valued at more than \$25.00 each, and must not be intended for exposition purposes, bench shows, or field trials. Dogs do not form any part of the baggage allowance and if they are valued at more than \$25.00 must be shipped by express and not by baggage service. Steamships provide space for transportation of animals. Get full information before advising guest.

#### **Air Plane Baggage Regulations**

The chief porter should familiarize himself with regulations covering the transportation of baggage on air lines over which guests of his hotel may travel. These will be found to differ on the various air lines, but a general outline follows which will be helpful. Services offered by air lines change rapidly and current literature should be secured in order to give up-to-date advice to guests.

**Definition of baggage for air planes** The term "baggage" shall mean all luggage, including brief cases, portfolios, packages, sleeper envelopes, typewriters and similar articles, whether personally carried by passengers into the cabin or checked and carried in the cargo compartments.

**Baggage allowance on air planes** All baggage must be weighed when air plane ticket is sold. 40 lbs. of baggage will be carried free on each full fare ticket. This does not include magazines or books carried on the plane by passengers. Baggage weighing more than 40 lbs. will be charged for at the published rates per pound. Baggage up to 50 lbs., (including free allowance of 40 lbs.) will be carried, provided proper excess charges are paid. Baggage over 50 lbs. is not accepted without approval of air plane Station Manager. If the plane is loaded lightly with baggage there might be no charge for a slight excess in weight.

Air plane officials will suggest to passengers, with large amounts of excess baggage, that payment of excess baggage charge can be lessened by sending part of baggage by railway express.

**Shipping of pets by air plane** Pets, which include animals, birds and reptiles may be accepted on air planes as excess baggage on certain trips, provided they are properly crated and loaded into the baggage compartment. Pets may not be carried in the cabins.

Baggage, or any object which might cause annoyance to passengers, or which, on account of weight, size or other condition, is not suitable for transportation by air plane, and which cannot be carried in the regular baggage express compartment, will not be accepted.

Money, jewelry, negotiable papers and the like, must not be enclosed in baggage to be checked on air planes. The shipment of ammunition, explosives, fireworks, corrosives, or any thing that is likely to catch fire, or endanger the lives of passengers, is prohibited.

**Liability for loss on air planes** Air plane companies outline their liability as follows: "The liability of the company for loss of, or damage to, baggage and/or personal property of passengers, is limited to the amount of \$100.00 unless a higher valuation be declared and an additional charge paid therefor. Total valuation of baggage and/or personal property is limited to \$1,000.00 on each full fare ticket." Insurance at the rate of \$.10 per hundred dollars at double value will cover guests' claims for losses, on excess weight.

### Collecting for Baggage and Handling Charges

The chief porter keeps all the accounts of his department. He may have a cash drawer from which he purchases amusement, or transportation, tickets for guests, pays for the delivery of baggage. He then makes collection from guest or from front office.

#### Collecting for incoming baggage

When baggage is delivered at the baggage entrance of the hotel, a regular voucher (like Fig. 19) is made out. The guest's name and room number are entered on this voucher which is taken to the front office cashier, who will pay the amount noted for transporta-

<b>HOTEL</b> .....	
Please Pay	
<b>ELLIS TRANSFER LINES</b>	
\$.....	for Baggage IN-OUT, and charge to
.....	
.....194...	Room.....

Fig. 19

tion charges and enter same on the guest's bill. The chief porter may pay the transfer man his charges for each load of baggage delivered or may keep an account with him and settle at the end of each week. Both incoming and outgoing baggage may be handled in this way.

#### Collecting for outgoing baggage

Guests usually pay for their outgoing baggage when they come to the porter's window to make arrangements for its removal, or they may instruct the chief porter to have these charges entered upon their accounts. When a guest telephones from his room to have baggage removed, the porters are instructed either to collect from guest or to enter a charge on this account at once at front office.

A cash voucher like Fig. 17 is made out, with room number and name of guest. This voucher is presented to the front office cashier, who pays the porter the amount due for removing baggage and gives him a baggage release slip. Porters are instructed not to remove baggage from guests' rooms without a "baggage release" from the front office cashier. The chief porter keeps the agent's stubs, which are part of special delivery baggage checks, until the end of each month when they are sent to the auditor of passenger accounts of the railroad.

#### Co-operation with the room clerk

Close watch is kept of the outgoing baggage sheet (Fig. 6). The chief porter should consult the room clerk frequently, giving him the

room numbers from which baggage has been removed. This will assist the room clerk in busy times to get rooms marked "in order" quickly.

The porter also keeps in close touch with all records made by the assistant porters of incoming baggage. It is his duty to see that it is delivered to rooms promptly and correctly. He supervises the collection of hand baggage from rooms of departing guests. He may render definite service to the house detective, or the room clerk, by reporting any unusual condition in rooms, any suspicious baggage, or any unusual behavior of guests.

**Co-operation with the housekeeper** He will see that his staff gives good service in the upper part of the house, removing sample tables and baggage from sample rooms and rooms "on change." He will give quick assistance in case of sudden storm by sending porters to help with closing of windows.

The chief porter keeps a book, or sheet, for record of stored baggage. Enter the name and address of guests, date when baggage was stored, date delivered, whether free storage is given, or the amount due for storage, and any explanatory remarks. Covers are provided for protection from dust or damage to all baggage held in the hotel's storage room.

**Tickets for theatres, concerts, entertainments and tours** Where there is no regular ticket agency, the chief porter purchases tickets for sight-seeing tours, concerts, theatres and any special events or trips, upon request by guests.

**Supervision of employees** The conscientious chief porter follows up the work of his men, making a list of their daily and weekly duties and checking the work personally, through regular inspections of every room or portion that comes under his care. He will make at least one trip a day through the sample rooms to see that sample tables are properly stored and cared for. The work of the messenger boy is followed up by making an inspection of his *Message Record Book* after each errand to be sure that he has secured a signature of delivery of every message.

He will see, personally, that only the most severe weather prevents the daily washing of the sidewalks. The sidewalks and entrances to the hotel, are "first impression creators." If sidewalks are littered with paper, waste, and refuse, or covered with mud, ice or snow, a bad impression will be made upon arriving guests even before they have entered the doors of the hotel.

The chief porter keeps the time book of his staff and all baggage record books. In small or residential hotels where there is

little baggage to be handled, he may assist in the actual performance of the porters' duties, while in the great city hotels of a thousand or more rooms, he may have a large staff of porters and messenger boys.

**Dress and appearance** The general appearance of porters should be neat and clean. The chief porter should see that neckties are subdued in color or black and that coats are fastened up close to the neck. Caps are worn straight and not on the side or back of the head.

In some hotels the chief porter may handle outgoing and incoming express packages when these are not handled through a regular package department or by the timekeeper's office. He may be required to act as information clerk and he should study carefully the rules for this work. He announces the departure to the station of the bus where such service is furnished by the hotel.

Since the porter's department is the last one with which the guests comes in close contact there is an exceptional opportunity for the employees in this department to leave a good impression. A wish for a pleasant journey should be expressed. A polite suggestion that the guest will return to the hotel on future visits to the city should also be given.



## How the Seven Qualifications Apply to These Positions

**Service** Messenger boys give service by prompt delivery of messages, correct reports, and proper signatures; porters by quick delivery of baggage to guest rooms or station, by intelligent carrying out of directions, by co-operation with office and housekeepers, and by careful, quick, quiet handling of baggage. The chief porter establishes a standard of service by drilling his men on the importance of taking orders and making records properly to avoid delay and inconvenience to guests.

**Cleanliness** The messenger boy delivers messages unsoiled by protecting them in a heavy envelope or case. He keeps his uniform, bicycle, record book, and other equipment clean. Porters do heavy lifting, rough cleaning, and handle dirty baggage at times, but must present a neat, clean appearance while on duty. They meet and talk with the hotel's most valued guests and patrons therefore they must be clean shaven and wear clean, whole clothing. Wipe off all baggage that is wet or dirty when it reaches the hotel. Leave everything in order in guests' rooms after delivery of baggage. The chief porter insists upon clean work by his staff and obtains it by constant supervision and inspection of the various rooms, or equipment. Make clean records on incoming and outgoing baggage sheets and careful entries of all orders. Set a good example for the men by care of uniform, desk, and records.

**Efficiency** The efficient messenger boy loses no *time* between messages, reports promptly after each meal or errand, delivers messages, and does errands accurately. If he finds himself far away from the hotel, unable to locate an exact street or number, he should "call up" the hotel and get further instructions instead of losing time by returning to the hotel. The porter shows efficiency by careful delivery and checking of baggage, to prevent loss or delay in delivery, by proper storage and handling of sample tables and by clear, legible records of every transaction. An efficient chief porter plans the duties of his assistants so that all cleaning, or rough work, is done in early morning hours or during dull hours between trains. He is thoroughly informed of the schedules of all transportation lines and has a full stock of maps, time tables, rates and information to furnish to guests.

**Economy** The messenger boy practices economy by good care of his bicycle and uniform, by a determination not to wear carpets by unnecessary running in halls; not to waste electric current by useless riding in elevators; or stationery by scribbling

on sheets which must be thrown away. Porters save for the hotel by unceasing efforts to prevent claims against the house for damage to baggage. Inspect baggage and sign "in bad condition" for every piece that shows damage. *Spare the walls, doors and halls* in moving baggage; save any broken pieces of furniture or woodwork. *Never* throw anything away. An economical chief porter never allows baggage to be neglected or damaged in handling or in storage. He checks up the working equipment of porters and requires them to lock up brooms, mops, pails and tools, returning old ones to storeroom when making out orders for new ones. *He studies to operate his department at low cost.*

**Hospitality and courtesy** A polite, interested, manner when delivering messages or performing any service will give a guest an increased sense of courtesy, hospitality and good care from the messenger boy. Pert, slangy expressions should not be indulged in. The porter who provides clean sidewalks, free from dirt, ice, or snow and who does clean, quiet work throughout the hotel, does his share in dispensing hospitality. Porters show courtesy to guests by knocking on doors when delivering baggage, removing hats or caps, and making careful, polite replies to inquiries. The chief porter makes the work of the whole staff effective, giving the guest hospitable treatment by a personal interest in the handling of each lot of baggage, whether in or out of the hotel, correcting mistakes before they have caused the guest loss or delay.

**Honesty** Sums of money are often entrusted to the messenger boy for the purchase of amusement or transportation tickets. He must be honest, and trustworthy; a boy who may be depended upon to complete a message and make a report on it. One false step at this age may spoil a bright future. Be honest with time as well as with money. *Give good, quick, honest service every day.* Porters carry pass keys and are free to go to any part of the hotel in handling baggage; *their honesty must be above question.*

The chief porter is responsible for the good work and honesty of his men. He is required to look up references, follow up work, and check their records. He is the head of a department in a position where *honesty* first, last and always must be the rule.



## Self-Test Questions

*Do not* send us answers to these questions. They are designed to assist you to get the main facts of your lesson. Review questions will come to you at proper intervals.

1. What general knowledge is needed by a messenger boy?
2. How can a messenger boy advance in hotel work?
3. How does the porter receive and handle incoming baggage?
4. Describe delivery of baggage to room.
5. How does the chief porter protect himself against claims for loss or damage in storage room?
6. Describe checking baggage from hotel to another hotel in a distant city or town.
7. Tell how to arrange, care for, and store sample tables.
8. What other duties may the porter have besides handling baggage?
9. What is the limit of size and weight of baggage?
10. How are charges collected for outgoing baggage?
11. Describe a baggage release.
12. Describe a porter's order.
13. How may the chief porter co-operate with the housekeeper?
14. How may he co-operate with the room clerk?
15. By what other title is the chief porter known?
16. How should the chief porter care for his supply of time tables?
17. Why should the chief porter procure tickets at railroad ticket offices only?
18. What is the limit of the value of baggage guests may check on railroad trains on each full fare ticket?
19. How many pounds of baggage are carried free on each full fare air plane ticket?
20. Name several articles that must not be enclosed in baggage checked on air planes.
21. When may dogs be shipped in the baggage car of a train?

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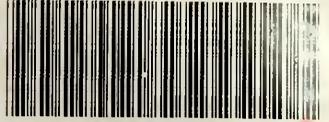


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