

Bell Desk- A Historical Journey

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Abstract: *The job of a hotel porter (Bell Boy), which dates back to the 19th century, developed in response to the increasing difficulties experienced by passengers, particularly the size and weight of their luggage. These highly skilled people are essential to the smooth operation of modern hotels and the top-notch visitor experience they provide. They are in charge of managing luggage, planning transportation to and from the hotel, and acting as the visitors' first point of contact. Hotel porters make a substantial contribution to the creation of a warm and comfortable ambiance, improving the entire quality of a guest's stay, with their accessible manner, in-depth knowledge, and expert problem-solving skills. This study is an effort to explore the historical journey of Bell Desk.*

Keywords: Bell desk, Porter service, Luggage assistance, Baggage handling, Welcome desk.

I. INTRODUCTION

Early in the nineteenth century, the job of a hotel porter was invented in Europe. Travelers used to frequently carry their own luggage in those days, but as more people began to travel, the weight of the luggage rose and made it challenging for the travelers to carry it themselves. As a result, porters were created to assist travelers with their needs and carry their bags.

The position of porters, a crucial member of the hotel staff throughout the 19th century, was expanded to encompass duties like escorting guests to their rooms, answering questions about the hotel and its services, and running errands for the customers. The hotel's porters were also in charge of upholding discipline and order, and they frequently served as a channel between visitors and hotel staff.

Today's hotel porters play an increasingly important part in the overall operation of the establishment. They are in charge of giving visitors a friendly welcome, helping with their luggage, and making sure they have a relaxing and happy stay at the hotel.

A hotel porter is a qualified individual who works there and is in charge of offering outstanding guest service. They are in charge of making sure everything at the hotel operates properly and that visitors feel at ease while they are there.

Handling luggage is one of a hotel porter's main responsibilities. They are in charge of delivering visitors' luggage to their rooms and retrieving it when it is time for them to check-out. They must also make sure the luggage is secured and stowed correctly.

Coordination of transportation is yet another crucial duty of a hotel porter. Guest transportation to and from the airport, train station, or other locations must be arranged by them. Coordination with taxi services, automobile rental businesses, and other transportation suppliers is a part of this.

Hotel porters are frequently the first people that visitors interact with when they arrive at the hotel, so it is important to note that they must possess exceptional customer service abilities. They need to be approachable, informed, and skilled at handling any problems that come up. (Chantelle)

Objectives:

- To understand the historical journey of Bell Desk.
- To explore the contribution of Bell desk for upholding the culture and customs of the hotel business.

II. REVIEW OF LITERATURE

One or two managerial roles, which are almost exclusively held by natives, typically handle day-to-day management at each hotel in Norway, according to the author, who claims that a limited number of chain firms dominate the country's hotel industry. Given Norway's high labor expenses, lower human duties are typically reduced to the absolute

minimum; bellhops and valet parking are uncommon at Norwegian hotels. (Midtbøen, 2017)

Writer claims to improve the visitor experience, some hotels have incorporated a variety of technological advancements, including as service robots, artificial intelligence (AI), and the Internet of Things (IoT). In some areas of the United States, several hotel chains, including Marriott, Sheraton, Hilton, and Mandarin Oriental, are experimenting with service robots. Examples include concierge robots, which can answer questions, give directions, amuse children, and offer travel advice, and luggage robots, which can carry luggage. (Law, 2023)

According to a case study of the experimental Henn na Hotel, the management made an effort to balance the performance of the human and robotic activities. In order to increase the effectiveness of human performance, robots were used for generalized and supportive jobs like handling bulky, non-fragile items of luggage while humans handled the more sophisticated chores, such as high-quality cleaning. (Lapr , 2019)

Website says the only responsibility an innkeeper has when a guest's property is lost or destroyed is that of a bailee for the guest's property. An innkeeper is only accountable as a bailee for extreme carelessness. Normally, any items a guest brings and receives inside the inn are covered by the innkeeper's obligation. An innkeeper has a responsibility to ensure the safety of his or her visitors and their belongings, and he or she is responsible if this obligation is broken due to the negligence of the innkeeper or any of the innkeeper's staff. (stimmel-law)

III. METHODOLOGY

The exploratory study used secondary data collection for which includes academic journals, industry reports, online review platforms, social media, and databases related credit card.

Research Gap:

Although the historical development and current function of hotel porters have been studied, there is a significant research vacuum in determining how technology improvements may affect their line of work. There hasn't been much research done specifically on how new technology like robot concierges, automated check-in systems, and luggage handling robots are changing hotel porters' tasks, job satisfaction, and job security.

The training and skill-development programs offered for hotel porters in the contemporary hospitality business also lack thorough study. Investigating how well these initiatives work and how they fit with changing guest expectations and hotel standards may reveal important insights.

IV. CONCLUSION

The history of the hotel porter's job parallels the development of the hospitality sector. Hotel porters have developed from their humble beginnings as luggage carriers into highly skilled workers that considerably improve client pleasure. Today, their roles have broadened to include a variety of functions, making them crucial to the efficient functioning of hotels. They are crucial in ensuring that visitors have a warm, pleasant, and enjoyable experience during their stay because to their great customer service abilities as well as their capacity to manage logistical issues like luggage and transportation.

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