

	<b>RESOURCE LIBRARY</b> <b>HOTEL OPERATIONS - HOUSEKEEPING</b> <b>Delivering Guest Requests</b>	<i>CODE:</i> 03.05.033
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**Policy & Procedure:**

- Guest requests should be delivered quickly and efficiently, with minimum inconvenience to guests.
- Articles will be delivered within 10 minutes of the request if the item is a “routine item” i.e. towels, toothbrush, etc. For other items a time frame should be given to the guest as to how long it will take.
- Team members delivering electrical items will offer to plug it in and set it up.
- Team members should show the guest how articles work where necessary.
- Team members will not hand items loosely to guests but will present the items attractively on a tray.
- Team members should use the guest name when delivering the items.
- All items should be in good working order and be of good presentation.
- Delivered items should be logged and traces set for pick up of items.
- Team members should speak in a natural, courteous and attentive manner.