

# Welcome!

Many of our guests consider dining in the quiet privacy of their room as one of life's little pleasures. As a Room Service Server you're in a great position to use your service skills not only to enhance your guests' experience, but to earn their loyalty as well.

If you follow the standards and procedures in this handbook, you'll be delivering the kind of service that defines our brand: the *best* service in the world!





A clean well-stocked work area is essential for efficient service.



Make sure all trays and trolleys are spotless.

## PREPARING THE ROOM SERVICE AREA

- ♦ Make sure that the Room Service area is fully equipped, clean, and dry, including
  - » China
  - » Glassware
  - » Flatware
  - » Plate Covers
  - » Napkins (folded)
  - » Trays
  - » Trolleys
  - » Hot Boxes
  - » Condiments
  - » Tray Liners
  - » Linen place mats
  - » Tray collection cards
  - » Hot box fuel sources are ignited
  - » Plate warmers and covers are warmed in a hot box and ready for service
  - » The area is well-stocked with pads and pens

## TRAY AND/OR TROLLEY PREPARATION

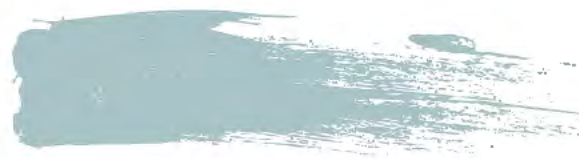
- Prepare trays and trolleys in the designated area
- Inspect to make sure
  - » Trays and Trolleys are clean and well-maintained
  - » Napkins and tablecloths are free of holes and stains
  - » There is a correct number and style of clean and polished
    - Glassware
    - Flatware and
    - China
- Place bread and butter on all trays and trolleys used to deliver starters and main courses (including cheese)
- On all trays and trolleys place
  - » Flower vase
  - » Tray collection card
- Include
  - » Plate covers on all dishes
  - » Drink guards on top of all beverage glasses
- Place hot items
  - » In hot boxes or
  - » On a hot base
- Pick up the order from the kitchen, confirming that
  - » It is the correct order
  - » It includes all requested food and beverage items
  - » It has been
    - Prepared according to the guest's instructions
    - Properly plated, garnished, etc.
  - » It is being delivered and charged to the correct room number and guest
- If it becomes apparent that the order is gning to be delayed
  - » Call and apologize
  - » Advise the guest of the new delivery time



Appealing presentation is very important.

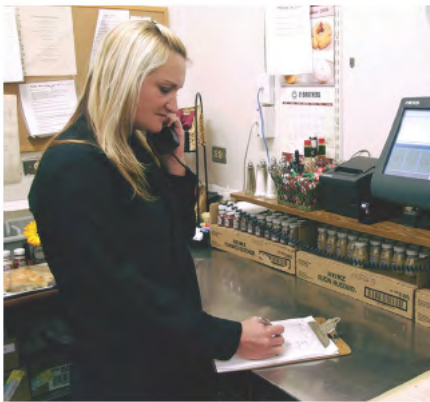


Confirm that the order is complete and prepared to guest's instructions.





Always answer calls within the first three rings.



Write exactly what the guest orders.

## ANSWERING GUEST CALLS AND TAKING ORDERS

- ♦ Always be prepared to offer complete information on all menu items, including
  - » Ingredients
  - » Special dietary recommendations
  - » Preparation techniques and options
  - » Daily specials
  - » Items on the menu that are currently unavailable, etc.
- ♦ Answer all Room Service calls in a clear and friendly voice within the first 3 rings
- ♦ Include the time of day, your name and “Room Service” in your greeting
  - » “Good morning/afternoon/evening”
  - » “Room Service, This is (\_\_\_\_\_) speaking”
  - » “How may I help you?”
- ♦ If your phone displays the room number and name to which it’s registered, confirm that information; if it doesn’t, simply ask for the name and room number of the caller
- ♦ Always use the caller’s name
  - » As soon as it is confirmed
  - » At least twice while taking their phone order
- ♦ Ask how many guests will be dining
- ♦ Write exactly what the guest orders on the order form
- ♦ Ask:
  - » How does the guest want appropriate items prepared (for example, “How would you like your steak - rare, medium, or well done?”)
  - » “Would you like a side order?”
  - » “Would you like a dessert?”
  - » “Would you like a drink?”
- ♦ Politely “up-sell” when appropriate by suggesting enhanced options - such as
  - » Starters
  - » Main courses
  - » Desserts
  - » Juices
  - » Waters
  - » A full bottle of wine instead of an individual glass or glasses, etc

- ♦ Accommodate any special request the guest makes immediately; if the request can't be met, be prepared to propose an appropriate alternative
- ♦ Read the completed order back to the guest and confirm the room number to which it's to be delivered
- ♦ Inform the guest approximately how long the delivery will take - which should be within 30 minutes
- ♦ Ask how they would prefer to pay
  - » Cash
  - » Credit or
  - » Room Charge
- ♦ Thank the guest for their order
- ♦ If you have to place the caller on hold
  - » Ask if
    - It is acceptable to them if you briefly put them on hold - or
    - If they would rather be called back
  - » Return to all calls on hold within 30 seconds.
  - » Always thank the guest for waiting when you return to the call
- ♦ Once the order has been completed
  - » Log the order on the Room Service Delivery/Collection sheet
  - » Ring the order in the POS system and send it to the kitchen
  - » Print the bill and write the room number and name of the guest on the bill



Read the order back to the guest to confirm it.





Knock and announce yourself in a clear and loud voice.



Verbally present each dish while removing lids and covers.

## SERVING THE ORDER

- ♦ Before entering the guest room
  - » Remove any wrapping
  - » Extinguish Sterno or other fuel sources
  - » Remove hot cabinets from trollies
  - » Confirm that the order looks just as it did when it left the kitchen

## ENTERING THE GUEST ROOM

- ♦ When you are prepared to deliver an order to a guest room
  - » Knock on the door with your knuckles (do not knock with keys or utensils)
  - » Say with a loud and clear voice
    - “Room Service”
    - “Good morning/afternoon/evening”
    - “May I deliver your order?”
  - » Only enter the room when the guest has given permission
  
- ♦ When you have entered the room
  - » Repeat the greeting
  - » Use the guest’s name
  - » If the guest is a returning guest welcome them back to the hotel; if the guest is new to the hotel thank them for choosing us (determine status by reviewing the Best Guest Arrival Report before delivery)
  - » Ask the guest where they would like you to set up a table (including on a balcony, if applicable)
  - » If the guest chooses to leave the order on the Trolley or Tray, make certain all items are arranged to maximize
    - Eye appeal
    - Ease of enjoyment

## AS YOU SERVE

- Verbally present each dish while removing plate covers and lids
- Open any beer or wine bottles
- Offer to pour any beverages
- Ask the guest
  - » If you can bring anything else – such as filling the ice bucket
  - » If you can do anything else to make the setting more enjoyable - such as opening or closing curtains
  - » To check and sign the bill (or to pay with cash or credit card if they prefer)
- Inform the guest that when they'd like the tray or trolley removed
  - » To call Room Service to request pick-up, or
  - » To place the tray or trolley on the floor in the hall outside the guest room door
- Tell the guest that you hope they enjoy their meal and wish them a good day or evening.



Ask the guest to check and sign the bill.





Trays and trolleys should be cleared from hallways as soon as possible.

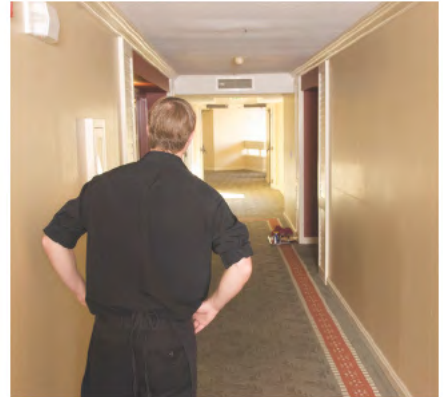
## CLEARING THE FLOOR

- ♦ Trays and trolleys must be cleared from guest room hallways as quickly as possible
- ♦ If a guest calls with a pick-up request
  - » Use their name when responding
  - » Ask if they were satisfied with their meal
  - » Politely suggest that they might enjoy additional items that you can provide
    - Reference specific items
    - i.e. Crème Brule, Specialty coffees, etc.
  - » Make certain that the tray or trolley is picked up within ten minutes of the call



## SURVEYING THE FLOORS

- ♦ Make certain that you or a fellow Team Member checks the halls for trays and trolleys at least twice a day and remove any that are there
- ♦ Before handover to the next shift, go through all the floors
- ♦ Use the Room Service Delivery/Collection sheet to
  - » Complete the floor check
  - » Keep a list of all room numbers where there are still trays or trolleys inside that will need to be picked up



Check hallways for room service items at least twice a day.