



RESOURCE LIBRARY - ROOM SERVICE
Sequence of Service

Code: 03.12.002

Edition: 1

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- brings order in front of the guest room
- knocks on the door 3 times and says:
“Room Service”
- Guest opens the door
“Good morning, afternoon, evening Mr./Mrs.,
here is your breakfast, lunch, dinner, coffee/ tea etc.”

A) Tray Service:


- says:
“May I serve your tray on the desk or on the table Mr. / Mrs.”
- places the tray

B) Trolley Service:

1. open flaps
2. adjust place setting
3. extinguish sterno
4. place hot food on table
5. adjust chair in position

C) Suite Service

- says:
“May I serve your on the trolley in front of your seat or do you prefer on the dining table?”
 1. unfold the tablecloth
 2. arranges cutlery and chinaware
 3. extinguish sterno
 4. place hot food on the table
 5. adjust chair in position
- Removes all plastic covers form glasses
- removes all plate covers from cold food
- ask the guest:
“May I remove the cover from the hot food Mr./ Mrs.?”
- then
“Would you like me to pour your coffee /tea?”
- presents the cheque for guest signature
- says:
“Thank you Mr. Mrs. ...”
“Please call Room Service extension for removal and enjoy your breakfast, lunch, dinner etc.
- leaves the room with plate covers and plastic glass lids and warming cabinet.

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Policy for use of tray or Trolley:

a) Tray for order:

- coffee/tea/drinks
- one continental breakfast
- one American breakfast with juice
fruit/egg/coffee/tea
- one sandwich
- one soup
- one pasta
- one salad
- dessert

b) Trolley

- for special attention guest always use trolley
except for ordering only coffee/tea/drinks
- one American breakfast with cereal
- Two continental breakfast
- one or more people
- order of full meal - appetiser and main course or main course and dessert