

RESOURCE LIBRARY - ROOM SERVICE Sequence of Service

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24. Sequence of Service

Ordertaking:

answers the phone within three rings and says:

"Good Morning, afternoon, evening Mr./Mrs. (name form phone display)

This is room service, how may I help you?

• Takes order on captain order - one for the food (3)

- one for the beverage (3)

confirms the order by saying:

"Thank you Mr. Mrs.

"May I repeat your order please. You ordered ..."

• When the guest confirms, she answers:

"Your room number is"

"and your order will be delivered within minutes"

• checks on the board and notes in red on the captain order if the guest is

Very Important Person: VIP

Executive Floor Guest: E.F.

- punches order into the micros terminal and passes the guest cheque and captain order to the captain
- once cheque is signed by the guest
- closes the cheque in the micros terminal
- balances the mode of payment for food and beverages

Note:

The ordertaker has to recommend items for all meal periods by asking: "Would you care for?"

2) Order Delivery:

Assistant Manager / Captain / Waiter:

• Distributes the captain order for beverage service (3)

one copy for his station

one copy for the bar

one copy for himself

• Distributes the captain order for food service (3)

one for his station

two copies for the kitchen

- sets-up the trolley or tray
- picks-up the food
- order is checked by the assistant manager before leaving for delivery
- delivery and cleaning form to be filled up



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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