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|  | RESOURCE LIBRARY - ROOM SERVICE Delivery and Control | <i>CODE:</i> 03.12.005 |
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Room Service Delivery Procedure

Breakfast

Overnight shift to prepare trays and trolleys according to Doorknob menu orders and set in Banquet corridor in order of delivery times.

Two staff to work in kitchen and pantry placing the order, setting up tables/ trays and running the food. Three waiters to deliver the orders to the rooms - on the doorknob menu we request a 15 minute time allowance for delivery, however if guest indicate 8am the order is, whenever possible, delivered at 8am sharply.

Set-up Procedure:

Tray Set-ups: All cold food and condiments are set on tray, hot food is placed in heater box for transportation up to the floor. At the service elevator landing, the hot food is taken from the heater box and set on the tray, then the waiter proceeds to the room.

Table Set-ups: Condiments, chinaware, cutlery are set on table. hot food is placed in the heater box and placed underneath table for transportation. All food which can be spilled (i.e. juice, cream) is covered with clear film.

Delivery: As per sequence of service

Lunch, dinner and overnight deliveries are prepared instantly, using trays and tables which have been prepared with appropriate linen only.

Room Service Control Procedure

Any delivery to the room requires several aspects of control from timely deliveries to return of all equipment. In order to do so coordination between the Order taker and Waiters.

From the moment of ordering and the order taker filling out the captain order, correct times need to be written down. When the waiter leaves the Room Service pantry on his way to the room, the guest check is time stamped.

Underneath the tray liner or table cloth a small note is placed with the room number and the ordertaker fills out the control sheet as per attached sample. Doing this each shift can control that all trays/tables are being cleared prior to the ending of their shifts. Should we experience an extra ordinary amount of equipment loss a third control measure can be executed which consists of a small equipment list, duly filled out with all items sent to each room and a copy kept at the order takers office.