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Room Service Debussing Procedure

Room Service knows three situations whereby soiled trays and tables are to be cleared from the floors/ guest rooms, i.e.

- 1) Guest calls for pick-up
- 2) Guest places tray/table in corridor
- 3) Housekeeping cleans the room the following morning

At all times it is the duty of the Room Service employees to collect the trays/ trolley and equipment for return to the main kitchen so as to avoid loss of equipment, guest convenience and an aesthetic appearance of the hotel's facilities.


- 1) When guests call to Room Service for pick-up, a waiter is immediately dispatched to the room in order to respond efficiently to the guests request. Should no waiter be available to respond immediately, the guest will be advised as to the amount of waiting time. The ordertaker should be alert and advise the guest to place the tray/trolley out in the corridor so as to avoid a minimum of disturbance.
- 2) When guests do not advise us, but place the tray/trolley in the corridor any member of staff walking along the corridor should be alert and helpful by picking up the items and placing them at the service lift landing area. At set times Room Service waiters will make a round through the building for collection of all items.
- 3) When Housekeeping staff clean the rooms they are to collect all Room Service equipment and bring to the service lift landing for collection by Room Service staff.

For collection of soiled items from the elevator landing, Room Service staff place a three deck stainless steel trolley in the elevator and subsequently go to the 17th floor and work their way down checking each floor. They should have with them two buspans, plastic garbage bag, high ball glass rack and coffee cup rack for easy and proper clearing of soiled items.

Cutlery and hollowware to be placed in one buspan, china (scrapped) neatly stacked according to the decoy system, unused jam, salt and pepper shakers, flowers, and breadbaskets neatly on one of the shelves, linen in the garbage bag and empty coffee cups in the cup rack and high ball glasses in the glass rack.

When all floors have been cleared, waiter brings the stainless steel trolley along with the trays and tables to the main kitchen. If necessary several trips can be made.

Linen to be sorted (napkins in bundles of 10) and placed in the laundry cart, used jam and bread to be sent to the bakery and salt and pepper, flowers and baskets to be returned to Room Service pantry. All dirty china, cutlery and glassware to be sent to stewarding for washing.

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Debussing Schedule

10:00 - 11:00am	Two waiters to clean the floors and EFL Captain to clean the Executive Floor Lounge. After finishing their duties they go for lunch at the staff canteen.
3:00 - 5:00pm	Two waiters to clean the floors.
10:00 - 11:00pm	One waiter to clean the floors.
Overnight	One waiter to make a round at <u>1am</u> and <u>3am</u> to collect doorknob menus plus any soiled trays/tables