



ROOM SERVICE BREAKFAST SERVICE

General information

- Breakfast Equipment
 - Room service tables, trolleys and trays are in excellent condition and immaculate.
 - Maintain a good working condition of equipment to extend its working life to the maximum and have a little trouble with it
 - The appearance of our equipment has a major effect on the impression we give to the guest
 - Hot boxes are cleaned-up after every delivery to avoid any bad smell and for easy cleaning
 - All service wares (glasses, plates and silverware) are clean, polished, spotless and well maintained, free of chips and cracks
 - Maintain and prevent breakage of all operating equipment available in Room Service
 - Place every equipment in the designated container or rack and store all the equipment in its designated place
 - All necessary actions which are required and accordingly by the head of the department must be done to provide an efficient clean and tidy working environment with clean and tidy equipment

Continental breakfast for 1

● BREAKFAST EQUIPMENT

- 1 Room Service trolley pick-up card
- 1 napkin
- 1 dessert fork and 1 dessert knife
- 1 BB plate & 1 BB knife
- 1 toothpick set
- 1 silver cover (for the fruit plate)
- 3 coasters & 3 glass covers
- 1 glass with smoothie
- 1 empty glass
- 1 jug with the juice
- 1 stirrer & 1 straw
- 1 tea or coffee set-up
- 1 milk nametag if milk served
- 1 toaster, 1 tong, 1 plate & 1 napkin
- 1 Pastry basket with butter, 3 jams and 1 honey



- 1 vase with flower
- 1 newspaper
- 1 Bill folder with a pen

American Breakfast for 1

● BREAKFAST EQUIPMENT

- Same set-up as for the Continental breakfast
- +
- 1 dinner fork and 1 dinner knife
- 1 salt and 1 pepper
- 1 hot box
- 1 silver cover for the hot food



1 vase with flower

1 Room Service trolley pick-up card

1 napkin

BREAKFAST EQUIPMENT

- 1 pair of chopsticks
- 1 Chinese spoon
- 1 toothpick set
- 1 silver cover (for the fruit plate)
- 3 coasters & 3 glass covers
- 1 glass with smoothie
- 1 empty glass
- 1 jug with the juice
- 1 stirrer & 1 straw
- 1 tea or coffee set-up
- 1 milk nametag if milk served
- Other condiments, pickles if necessary
- 1 hot box
- 1 newspaper
- 1 Bavaria bill folder with a Sofitel pen



A-LA-CARTE BREAKFAST FOR 1 PERSON

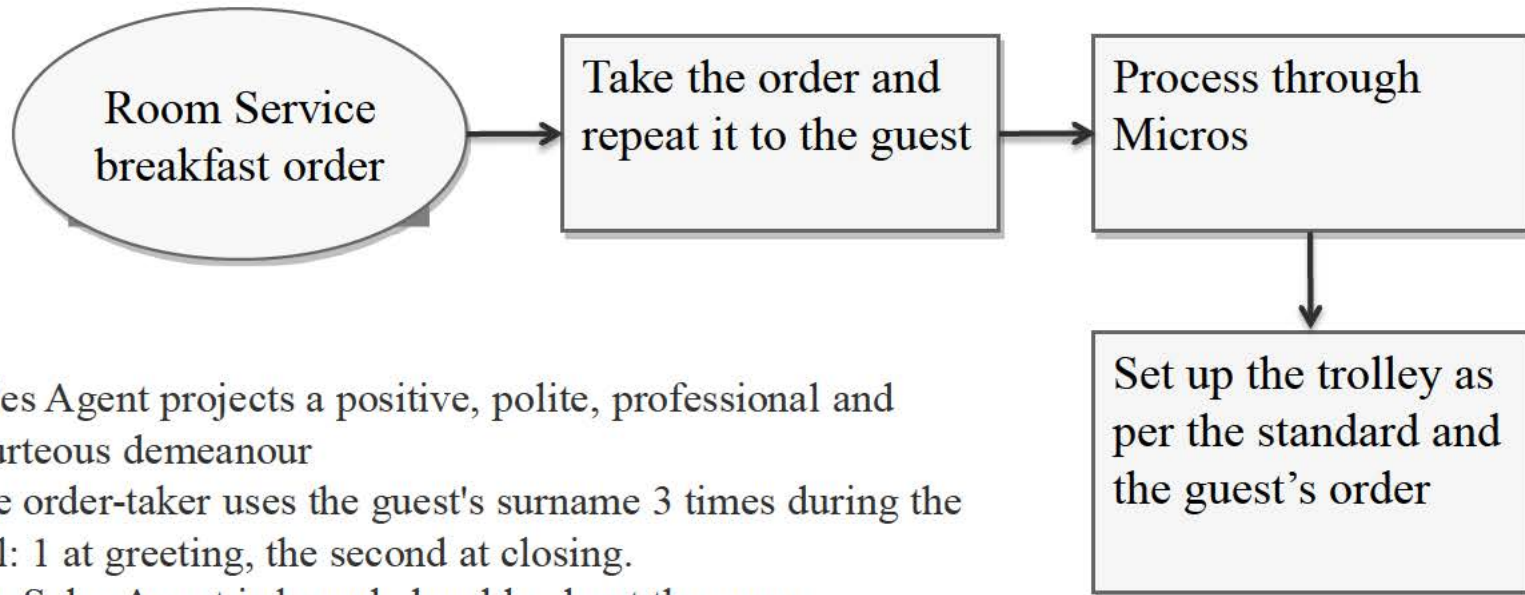
- BREAKFAST EQUIPMENT



ROOM SERVICE BREAKFAST SEQUENCE

From order to pick-up

● BREAKFAST SEQUENCE



- Sales Agent projects a positive, polite, professional and courteous demeanour
- The order-taker uses the guest's surname 3 times during the call: 1 at greeting, the second at closing.
- The Sales Agent is knowledgeable about the menu offerings, portion sizes and method of preparation and known food allergies.
- The Sales Agent uses suggestive up-selling techniques and makes recommendations

From order to pick-up

● BREAKFAST SEQUENCE

- Room Service order takers answer the telephone **within three rings**. There are no background noises.
- The order-taker provides a **cheerful greeting using the guest's name** and offers to serve:

“Good Morning Mr/Ms XXX, thank you for calling Room Service, XXX speaking, How may I assist you?”

- Ensure you have confirmed the guest name and the **number of guests to be served**. Listen carefully and write down the details
- If requested, the order-taker arranges for menu items available from other food and beverage outlets. **Everything is possible!**
- The order taker proposes several choices of **newspaper** to be included with the delivery.



● BREAKFAST SEQUENCE

- Ensure you cross check with the guest if they have **any allergies**
- The order-taker uses **suggestive up-selling techniques** and makes recommendations
- The order-taker **repeats the complete order** and asks to the guest if any additional assistance is needed.
- The order-taker offers the guest a guaranteed time, quoting an **exact hour of delivery**.

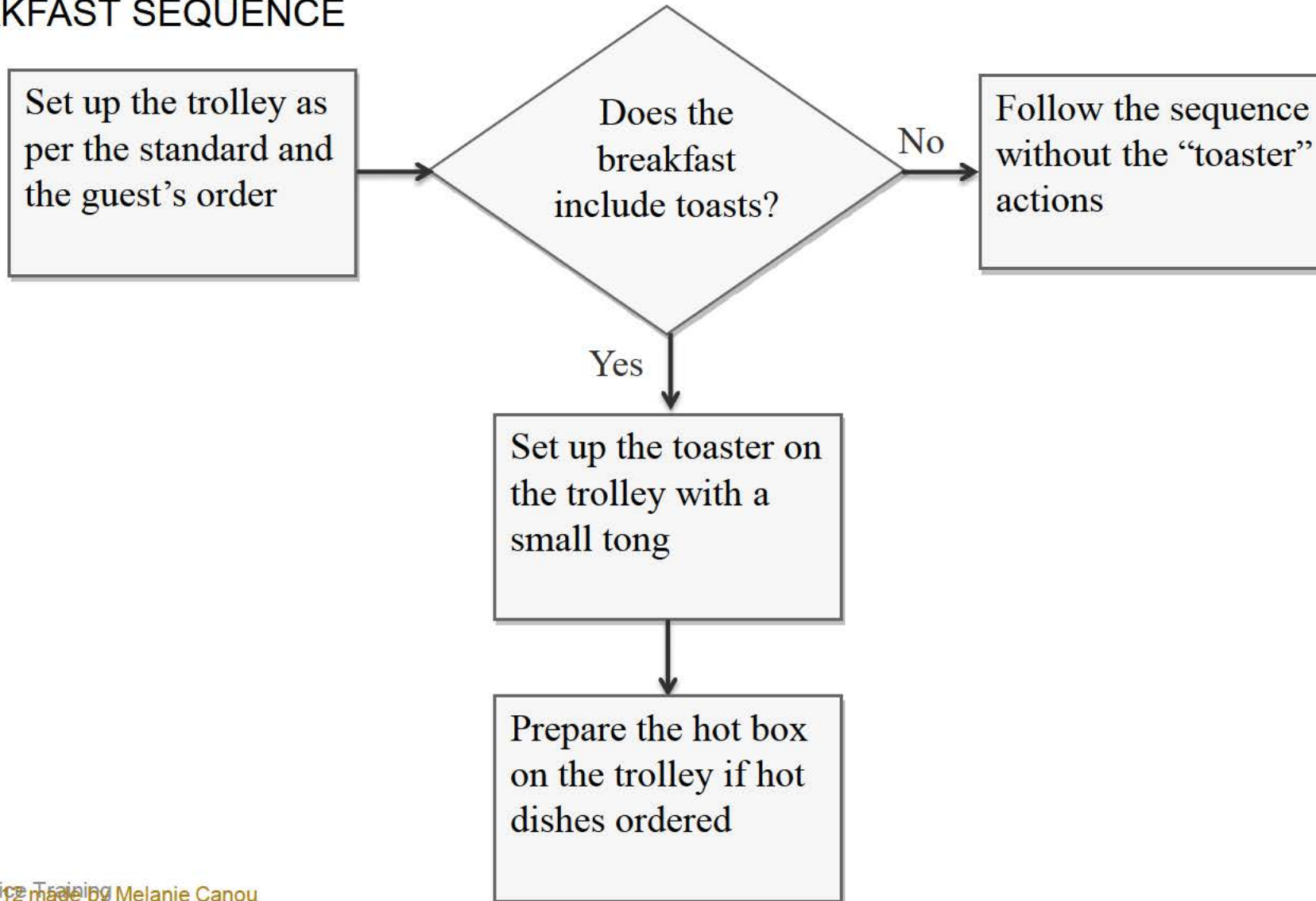
“Your order will be delivered in 30 minutes at 9.30 AM “

- The order-taker thanks the guest for the opportunity to serve and **allows the guest to hang up first**.
- The order taker records immediately the order **details on the “Room Service order list”**



From order to pick-up

- BREAKFAST SEQUENCE**



● BREAKFAST SEQUENCE

- The linen, tablecloth and napkin, is beige. **Properly pressed and clean, free of holes**
- Double check the **condition of the trolley**. The table top is flat, without space and the wheels are working properly
- Make sure the trolley and all the equipment on it, are **clean and polished**
- Room Service tables and trays are set with a pattern of china and the **appropriate glassware and flatware**.
- The **hot box is clean without old food smell**
- Every order is delivered with **fresh flowers**
- A **glass of water per entree** is placed on the tray/table when no other beverage is ordered



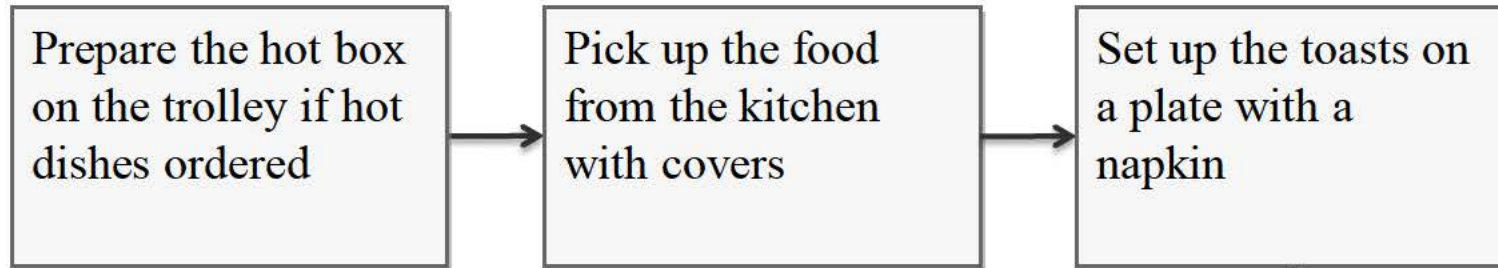
● BREAKFAST SEQUENCE

- Take the extension cord to plug in the toaster
- For the smoking floor (12, 14, 15 & 16th floor), set up an **ashtray** on the trolley
- Sales Agent should **make sure that the check is correct**
- The check folder has a **Bavaria pen and it is functioning**
- Make a **final check of the trolley** to insure against missing items
- The preparation of the trolley is the same if the breakfast was ordered with a door knob; the delivery is done within 5 minutes of the indicated time

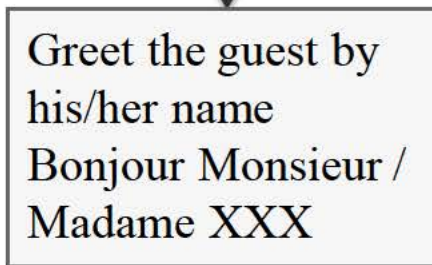
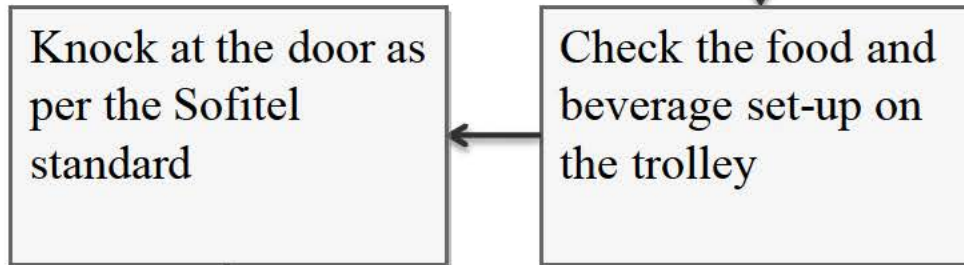


From order to pick-up

- BREAKFAST SEQUENCE**



The Server approaches the room, positions him/ herself in front of the security viewer ensuring his/her nametag is visible, and knocks on the door/use the door bell.



When the guest answers, the Server smiles and provides a greeting, using the guest's name, introduces himself.

● BREAKFAST SEQUENCE

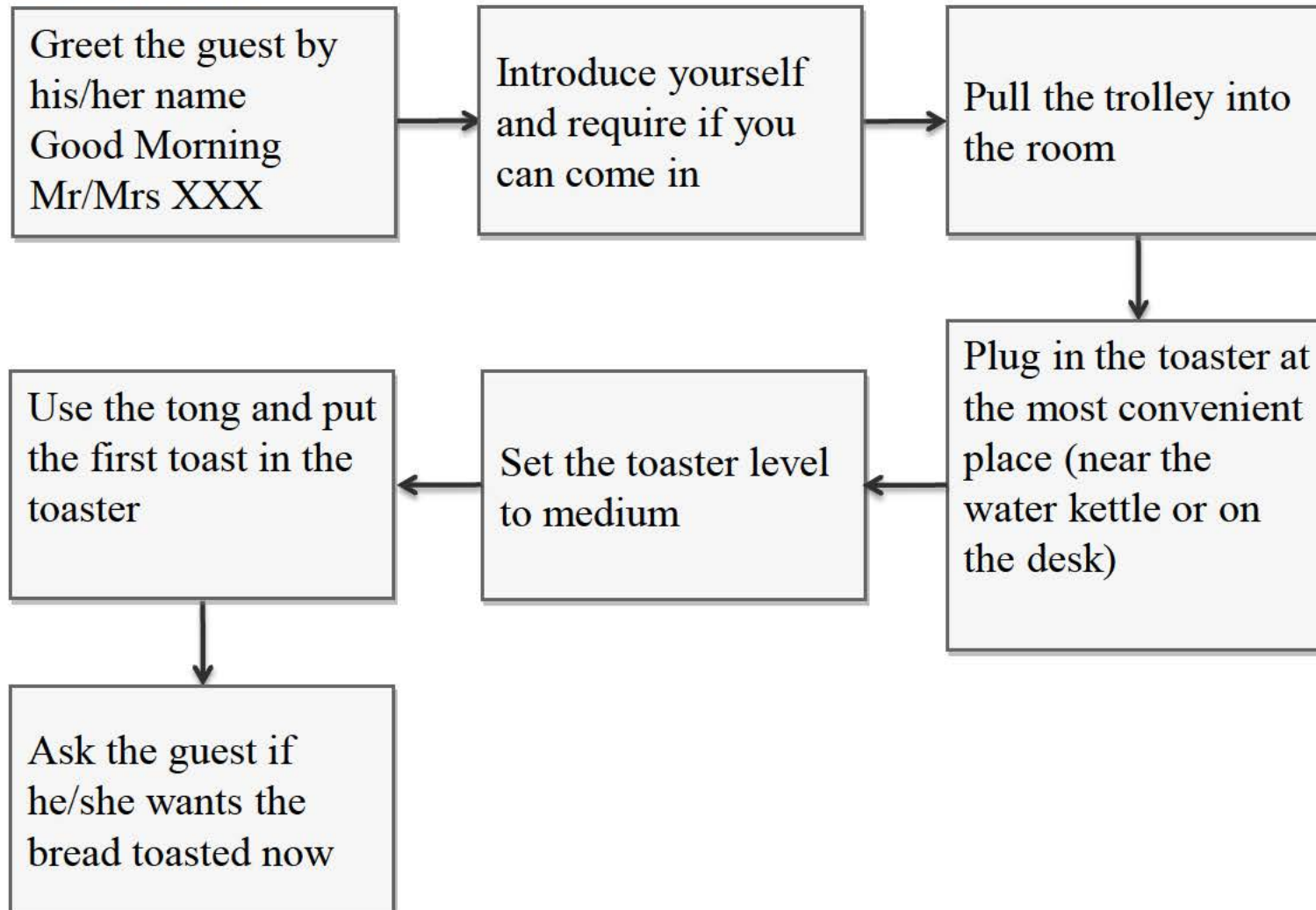
- On the way to the room the Server **pulls out the trolley** from the lift
- Gently knock the room door **3 times** and **“in-room dining”**, then **ring the bell** and **“in-room dining”**
- Repeat it if the guest does not respond within 15 minutes. If after that, there is still no answer, call the order taker to follow up
- Before entering the room, **pick up the newspaper bag** to offer it to the guest
- Always **greeting** the guest in 2 languages

Bonjour! Good morning Mr./Ms. XXX!



From order to pick-up

- BREAKFAST SEQUENCE



● BREAKFAST SEQUENCE

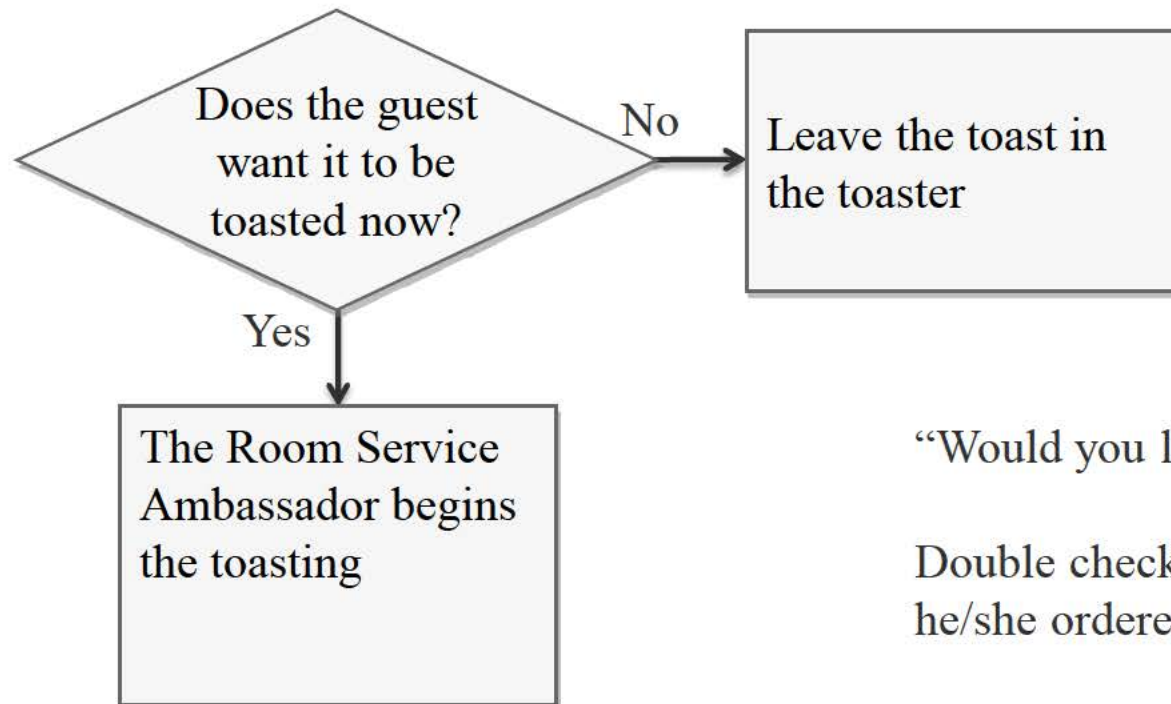
- **Introduce yourself**
- **Require if you can enter the room.** If the guest refuses:
 - Kindly present the check to the guest
 - Suggest the guest to dial 5 if he/she needs anything
 - Wish the guest a pleasant meal and a wonderful day
 - Gently close the door



- Always **pull the trolley into the room** (do not push it)
- While the Room Service attendant is setting up the breakfast in the room, the **room door stays open**
- Set up the **toaster at the most convenient place.** Use the extension cord if necessary.

From order to pick-up

- BREAKFAST SEQUENCE



“Would you like me to toast the bread now?”

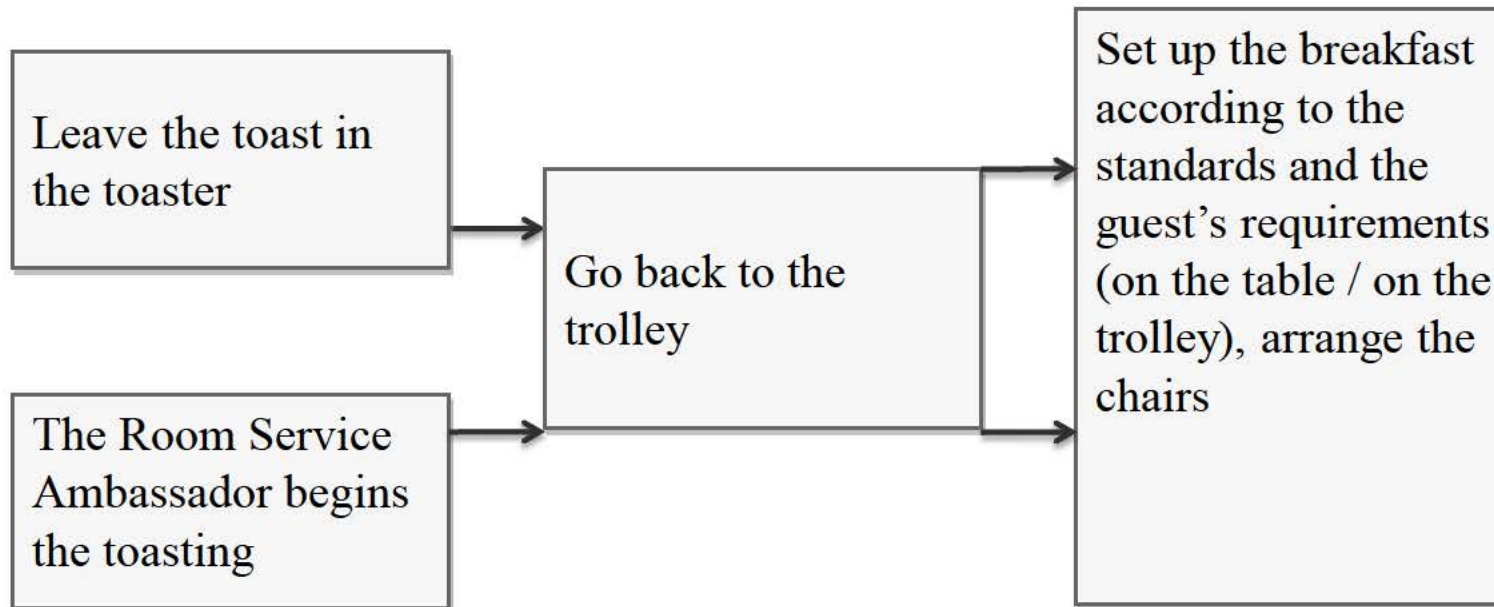
Double check with the guest if this is the bread he/she ordered

The Staff must be careful when he uses the toaster, especially if there are children around



From order to pick up

- BREAKFAST SEQUENCE



“Would you like me to set up your continental breakfast on the trolley or your table?”

The Ambassador is aware of the guestroom layout of the specific order and uses the table/ trolley / order tray set-up that will provide the best guest experience.

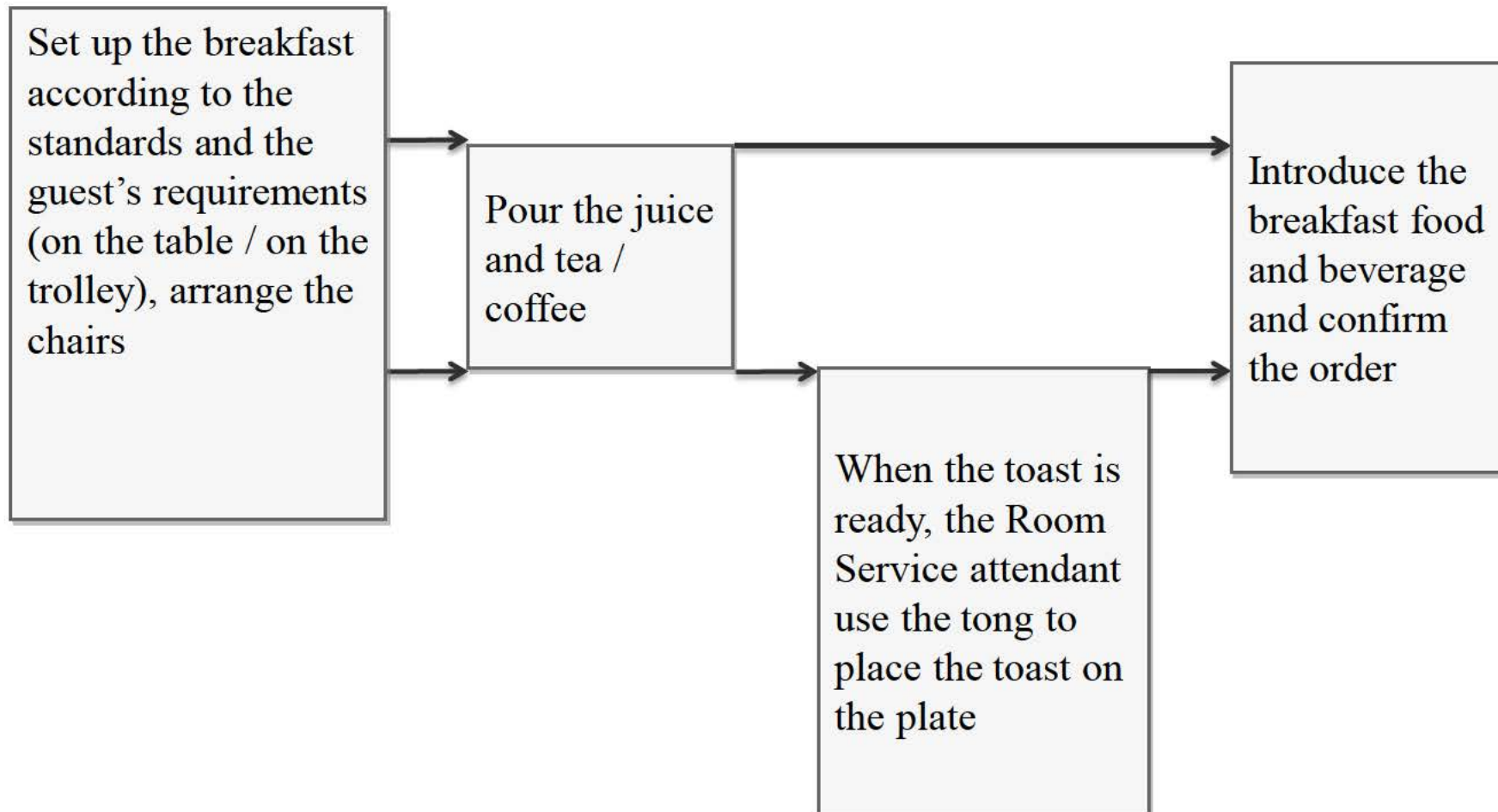
● BREAKFAST SEQUENCE

- If the guest requests his/her breakfast set up on the trolley:
 - Gently flip out the trolley's side panels
 - Slide down the cutlery to the side panels
- While setting up, **try to interact with the guest** and inquire about the stay in the hotel. It is an opportunity to **offer individual service**
- **Present the first course** in front of the guest
- For the second course, **enquire if the guest would prefer the hot dish to be served or to be kept in the hot box**
- Invite the guest to sit down and help with the napkin
- **Our Staff always smiles!**



From order to pick-up

- BREAKFAST SEQUENCE



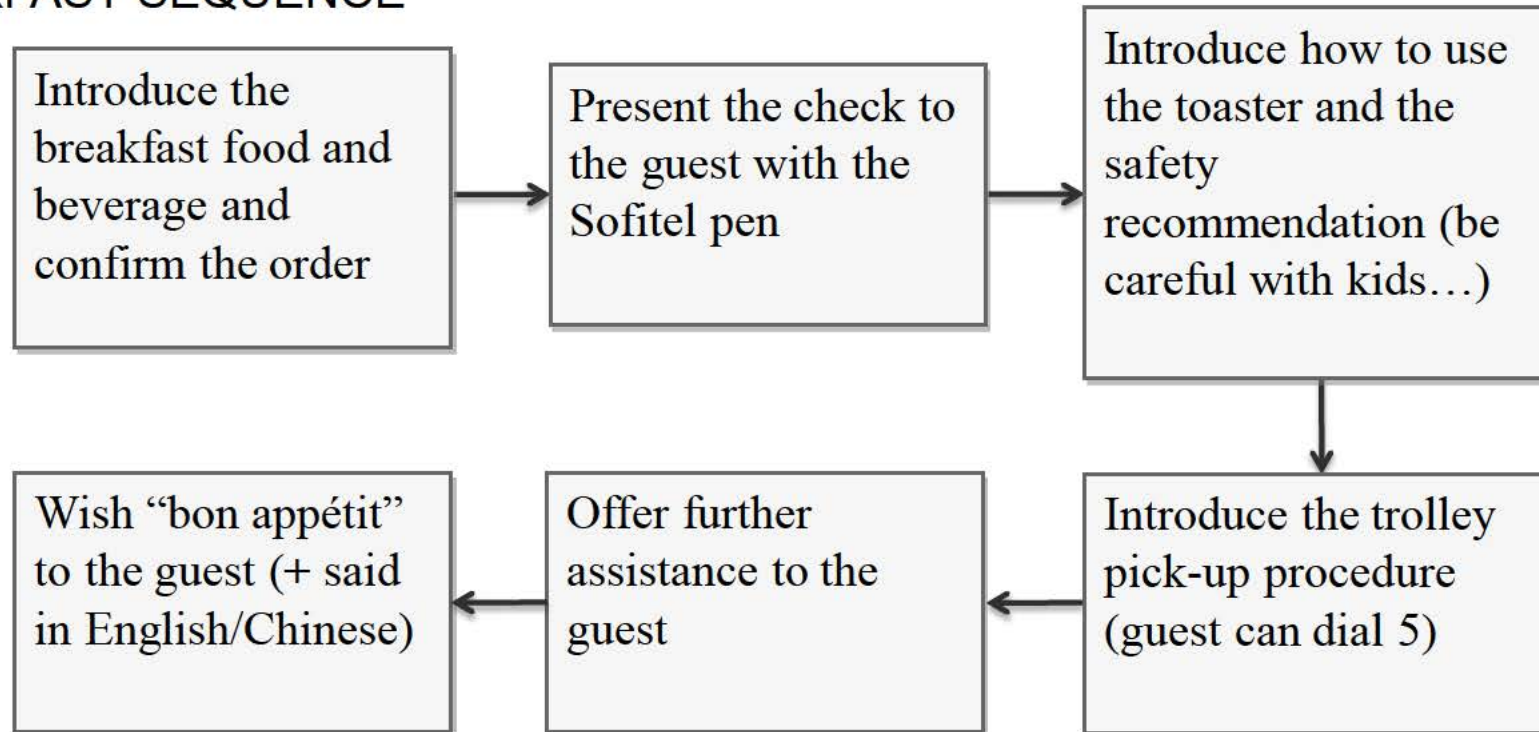
● BREAKFAST SEQUENCE

- Present the food as per the guest request. **If any mistake, correct it immediately**
- **Introduce the Pastry basket**
- The Staff projects a **positive, polite, and professional**



From order to pick-up

- BREAKFAST SEQUENCE**



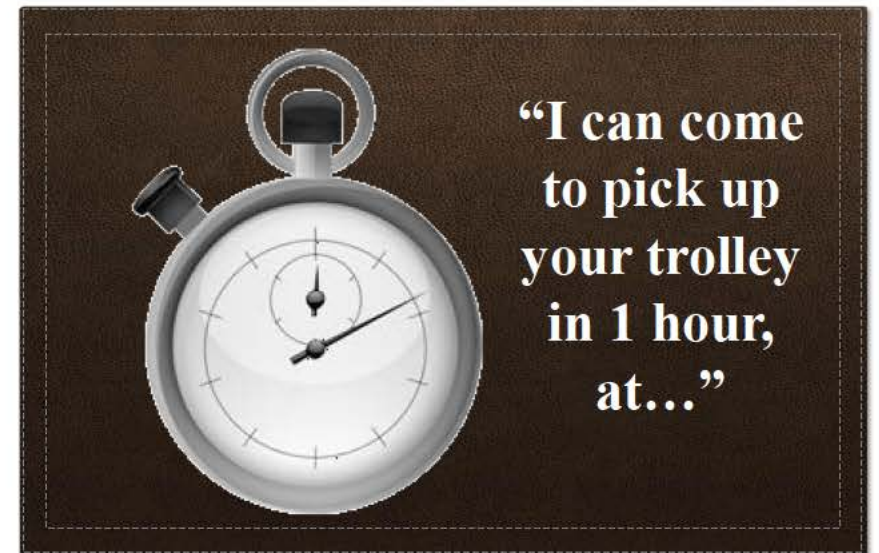
In the bill folder, there is the current F&B promotion flyer

The toaster is left in the room so we suggest the guest to unplug it after using it and remind him/her it becomes hot especially if there are children

● BREAKFAST SEQUENCE

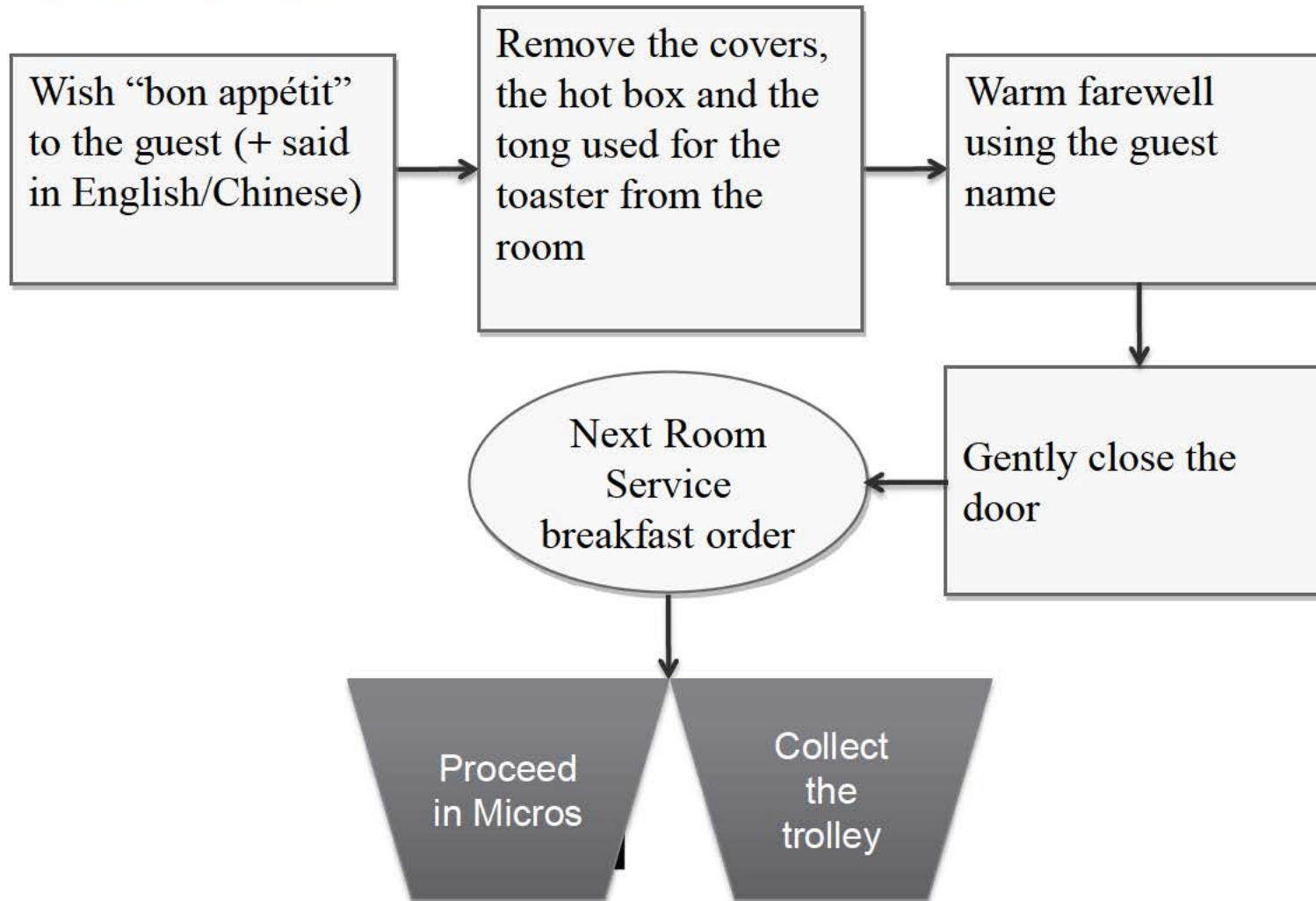
- Guest can pay through room charge and cash
- To collect the trolley/tray, show the removal card to the guest and **remind him/her to dial 5** or **offer the guest to come back in 1 hour** to pick up the trolley
- Always wish a **pleasant meal** in 2 languages:

Enjoy you meal Mr./Ms. XXX!



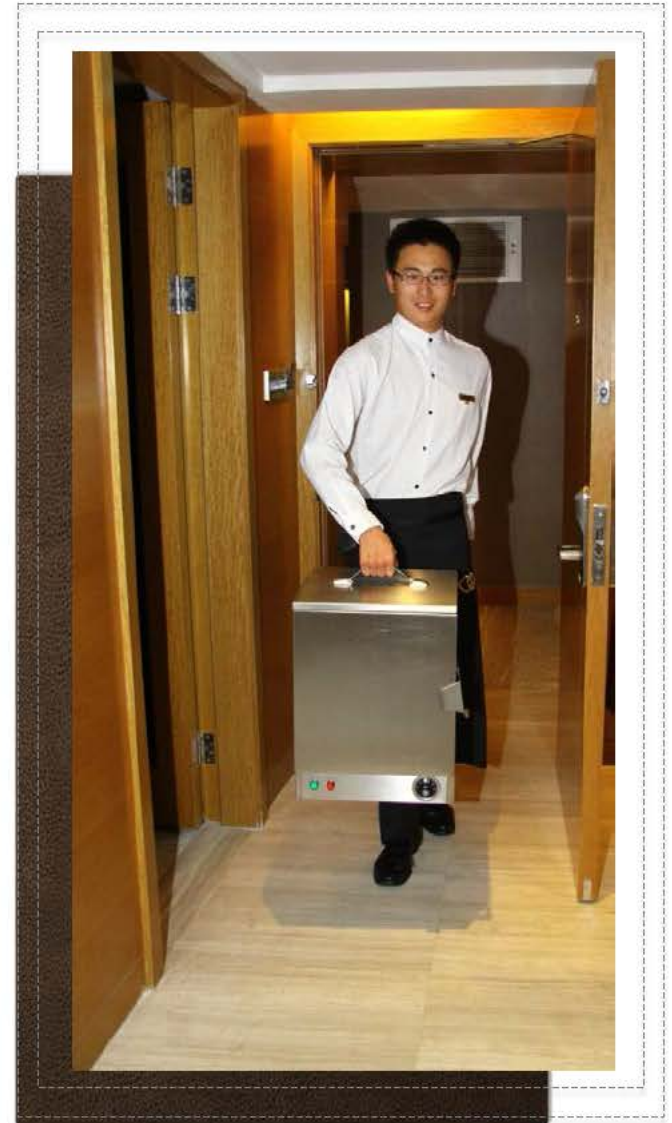
From order to pick-up

- BREAKFAST SEQUENCE



● BREAKFAST SEQUENCE

- **Thank the guest**
- The hot box is **removed from the room** by the server if accepted by the guest
- If the breakfast was set up on the table, **remove the trolley from the room** if accepted by the guest
- Prior leaving the room, the Staff **pick up all the soiled dishes and glassware** from previous service (bar bottle or amenities)
- On the smoking floor, **change the ashtray** in the room if accepted by the guest
- On the way to the room door, the **Staff keep facing the guest**



● BREAKFAST SEQUENCE

- A tray and table tracking system is in place to ensure **corridors remain free of Room Service equipment** and soiled service ware.
- Trays / Trolleys are picked up **within 15 minutes** of the guest's request or **the agreed time**
- The back of house lift landing areas must be cleared regularly
- The Room Service attendant and the Order Takers **fill up the guest observation card** with any relevant comment to update the guest profile
 - Coffee or tea preferences
 - Preferred fruits
 - Egg preferences
 - Pickles preferences
 - Any other comments mentioned by the guest
 - ...

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BACK TO BASICS – ROOM SERVICE

thank  You