**Department:** Food and Beverage

**Date:** 07/2019

**Applies to:** All room service team members

**Criteria:** Room Service

**Purpose:** To ensure all room service orders are prepared and processed correctly in order to ensure maximum sales and complete customer satisfaction.

Below is the process that will involve taking, preparing and delivering room service orders.

**PHONE CALL**

* Upon receiving a room service call, **THE FIRST THING TO DO IS TO WRITE THE ROOM NUMBER AND/OR GUEST NAME DOWN**. Please get into the habit of making this the first thing you do as it will aid in reducing any delays or waiting times.
* “Good morning/afternoon/evening/Room Service, this is Mary, how may I help you?”
* The guest will then proceed to place their order or begin to ask you what you have available.
  + **Write the room number down and/or guest name and the time they called**
  + Verify the number of people you are delivering for
  + Sell – Sell – Sell – but don’t be pushy
    - Instead of delivering just a coffee, you want to deliver a coffee, a juice, some toast, some berries, a banana, a waffle.
  + Repeat the order back to the guest to avoid confusion
  + NO LIQUOR BOTTLES WILL BE SOLD THROUGH ROOM SERVICE
  + Confirm the guest room and quote a delivery time – base this on how busy the kitchen/restaurant is…”Thank you Mr. Jones, you have ordered the waffle with a side of berries, an orange juice, large coffee with cream, an oatmeal and a bowl of fruit. Will this be for 2 persons? (guest will verify) Ok, we will have your delivery up to your room in 35-40 minutes. Thank you for calling.”
* Proceed to POS terminal and input the order.

**TIMING**

Based on what is ordered, how much/many items, are ordered, how busy the kitchen is, some items will take longer to prepare than others. If a guest calls and would like coffee or tea for two persons, and there is not business at the time, it is ok to quote a guest 10 minutes on the delivery time for their order, as coffee for two is fairly simple to prepare and deliver.

Other times, guests may order items that take longer to prepare, or if the restaurant is busy, it is advisable to quote at least 30 minutes for delivery – sometimes even more, depending on the volume of business that is going on. So you have to kind of take inventory of the situation and the time of the call in order to quote a delivery time.

*That said, a very important thing to remember: if you tell a guest a coffee will take 15 minutes and you deliver it in 7 minutes, they will praise you to no end. If you tell them 15 minutes and deliver in 20 minutes, it could be the end of the world. Quote a longer time, deliver it sooner – that would be the best solution.*

**SETTING UP THE ORDER**

* Begin to set up the order based on what has been ordered.
  + Determine if you can use just a tray or if you need the room service cart and hot box
  + Always begin with condiments (salt/pepper, ketchup, cream/milk, sugar, etc.)
  + Silverware and napkins
  + Glassware – with food orders, it is nice touch to include one glass of water per person.
  + HOT FOOD HOT – COLD FOOD COLD – for hot food, always use a hot box and periodically make sure that it is plugged in and ready to go. Cold food should not be placed into the hot box but covered up with plastic wrap for the transport to the room and placed on top of the cart table or the tray.
  + Whenever transporting food and beverage products, please make sure the items are presentable, covered and clean.
  + The last thing to be put on the cart/tray is the hot food, after which you would proceed to the room for delivery.
  + Essentially, the best way to handle orders with hot food is to get the room service table and tray set to the point where the last thing you do is pick up the food and deliver it.
  + **IMPORTANT - *CHECK THE ORDER BEFORE YOU LEAVE THE KITCHEN – ENSURE THAT YOU HAVE EVERYTHING BEFORE YOU GO TO THE ROOM.***

**DELIVERY TO THE ROOM**

Room Service to a guest room can at times be an experience. If for any reason you do not feel comfortable entering a guests room, then do not enter the room. Remain in the hallway and present the guest their food there and allow them to take the tray/cart into the room. If it is known/noted that a guest can be challenging, ask a supervisor or associate to go with you to deliver the order.

* Ensure you have the proper guest room and check your order one last time
* Knock on the door and discreetly announce “Room Service”
* Upon the guest opening the door to the room, smile, look them in the eyes – nowhere else.
* Say “Good morning/afternoon/evening, I have your order, where would you like me to place it?
  + For suites where there are tables and in other rooms where possible, it is recommended that the server attempt to set up the table as if the guest was in the restaurant. Silverware, napkin, beverages, water, food, etc.
  + It is critical here to “read the guest” as at times they will just request that you “just put it over there.” (Sometimes the guest wants you in and out of the room as fast as possible) Then put the tray where the guest wishes, ask them to sign the check and ask that they call the restaurant when they are finished so that we may pick up the dirty tray. Wish them a nice day and depart the room.
* Do let the guest know that the gratuity is already included in the check. Sometimes they will add an additional gratuity, sometimes they will give you cash, sometimes they will just sign it.

**RETURNING TO THE RESTAURANT**

Be alert when you walk down the halls. Please do pick up any glassware, plates, silverware that may be in

the hallway. It may belong to us and we will have to eventually clean it. The longer it stays up on the

floor, the more likely it is to be broken.

In the restaurant, we have 2 carts that we can use to take up to the guest floors to pick up trays, dishes, glasses and so on. This is part of our job and that which goes up, must come back down.

A good practice would be to write the numbers of the rooms down that have had room service and then go up to the room after 2-3 hours to see if the trays have been placed outside of the room or if there is something to pick up. In the evening, do not disturb guests after 9pm.

**HOSPITALITY SUITES**

From time to time guests will choose to host friends/family/business partners in their suites. This may come across like a small party. A guest may want to order several items for their room to have available for their guests to eat and drink. This is typically called “a hospitality suite.”

When we have such requests, we would typically want to sell things by the plate/platter (fruit plate for 10 persons, cheese plate for 10 persons, charcuterie board for 10 persons, etc.) and the accompanying beverages – bottles of wine, beer, mineral water, juices, sodas, coffee tea.

***For bottles of wine and beer, we are required to open all the bottles of alcohol (beer and wine) that are brought up to the guest room – per the OLCC. We cannot leave them unopened. As well, we are not allowed to sell bottles of liquor to a guest. If a guest would like to have a drink containing hard liquor, we would coordinate with the bar and deliver the drinks as they are ordered.***

When servicing such an event, typically we would be setting up additional glassware, cutlery, plates, napkins in preparation for a hospitality. Essentially it is a small hosted party in a guest room. This will differ from what maybe a college student would consider a “party” and we do not authorize impromptu “room parties” that may get loud. As well, we do not authorize any form of underage drinking and will card guests who appear to be less than 30 years old.

With Hospitality Suites guests may order more food during the event. It is up to us to accommodate them to the best of our ability. We must also make sure that all food and beverage items that are brought to the room are noted on the guest check that the guest will sign at the end of the event.

**ROOMS GLASSWARE/COFFEE CUPS**

In the guest rooms, there are coffee cups for the Keurig machines, along with water glasses and wine

glasses. These glasses belong in the guest rooms and housekeeping will take care of them. You are more

than welcome to help housekeeping if there are many of them and bring them down to the laundry area to

be washed, as there is a washing machine for glasses and coffee cups in the laundry for guest room

glassware and cups. The glasses below are all part of what belongs in the guest rooms.

