

Hotel Room Service Training Manual

**The ULTIMATE Practical Training Manual on
Room Service Department**

Hotelier Tanji

Owner

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Introduction to Room Service

Room Service is a personalized service offered by medium or large hotel and resorts which provide their guests unique opportunity to order & enjoy food & beverage in their own room which ensures privacy, convenience & great dining experience. Room service is a part of F & B Service department of a hotel. Although it is offered directly in room, but it doesn't belong to the housekeeping department. Generally, a small hotel doesn't offer room service but a 3 or 4 star hotel should at least provide this service minimally. In most of the hotels, room service is only provided during restaurant's operation hours, but some offer 24 hours room service as well.

Reasons behind Offering Room Service:

Nowadays almost all big hotels offer room service. There are some reasons behind offering room service such as:

- Many hotels make the significant amount of profit out of room service.
- Well managed room service gives a competitive advantage in the market.
- As room service is a personalized service so if it is performed properly, then it helps to gain more guest satisfaction.
- In some cases, it is a matter of great prestige as well. All big hotels provide room service facility and those who don't have such are lacking behind others.

It is necessary to target the different group of guests who need room service most like busy corporate guest, celebrities, disabled people, etc.

Some VIP guests or busy businessmen don't want to go to the restaurant to have food. They would never accommodate in such hotel or resort who can't provide room service.

Why Guest Prefers Room Service:

Different guests have different needs and tastes. There are few reasons behind choosing room service:

- It helps to attract business travelers as they are very concerned about the privacy & time.
- Some group travelers prefer eating together.
- Honeymoon couple usually loves to eat in room to feel things more romantic.
- Room service is highly appreciable by celebrities who generally escape away from general people.
- Many guests want to have food in usual way by wearing normal cloth, watching TV, etc.
- Many guests want to start the day with a bed tea. For them, room service is the only option.
- Women who travel alone are generally conscious more about their privacy. They tend to use room service more.
- Some guests have important private discussion that's why they don't want to go outside. For them room service works best.

Why Some Guests Don't Want Room Service:

It's not true that all guests prefer room service. There are few reasons behind not choosing room service even though it is offered:

- Generally, room service is priced high. Budget guests normally do not prefer to pay extra for having food in the room.
- In rush hour, especially in the morning, sometimes it takes time to deliver service in time which makes guest unhappy.
- One of the biggest challenges for well-managed room service is to offer food beverage in proper temperature. Many guests become annoyed for that.
- In most of the hotels room service is not provided for 24 hours a day.
- Generally, room service menus are very limited in order to provide fast service.

Qualities of a Proper Room Service:

Here are some qualities of a perfect well-managed room service that a guest wants fervently:

- Prompt response, Proper receiving and polite behavior while ordering through the telephone.
- Appropriate suggestions from order takers.
- Correct order taking.
- Delivery of order in proper room in appropriate time.

Proper temperature of foods & beverage items.

Courtesy from service delivery person.

Quick removal of used trays & trolleys after having food.

- No unnecessary attempt to push selling.

service manager supervises all room service operations. The employees who deliver the food to guests' rooms are called the room service servers.

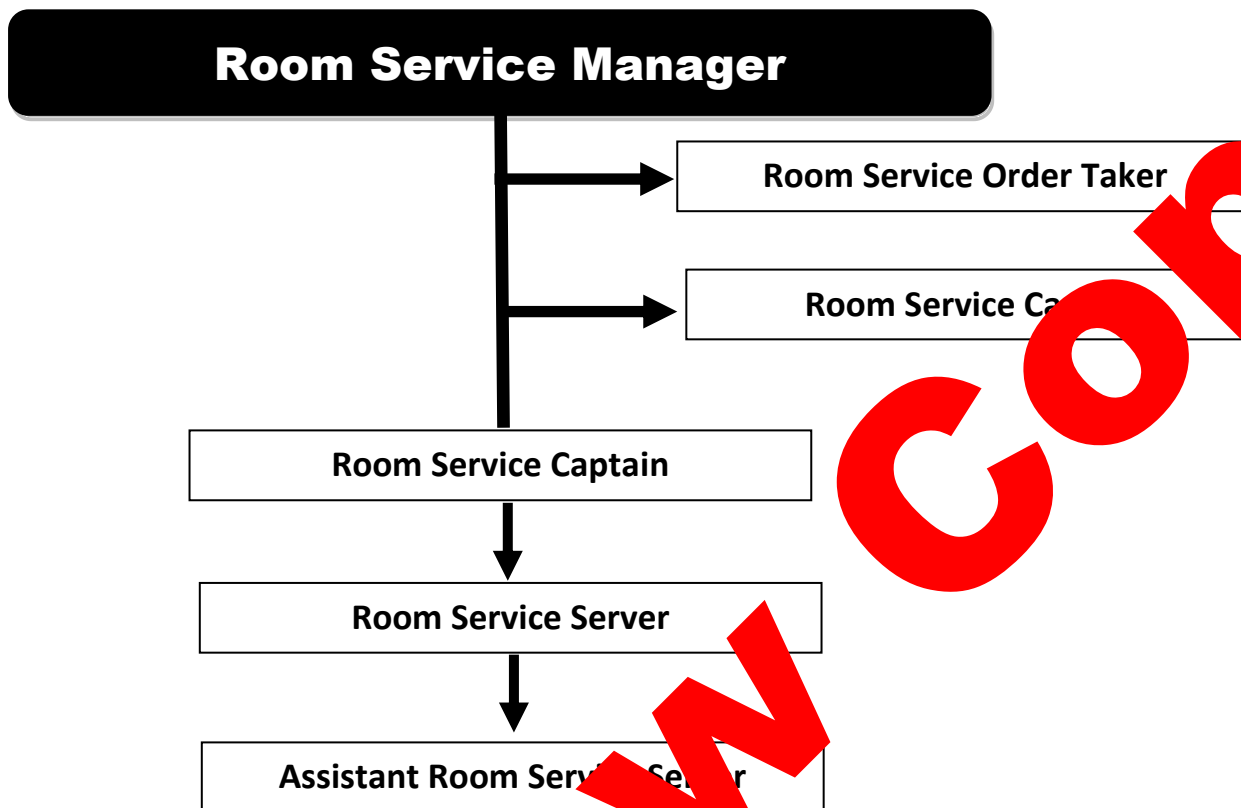
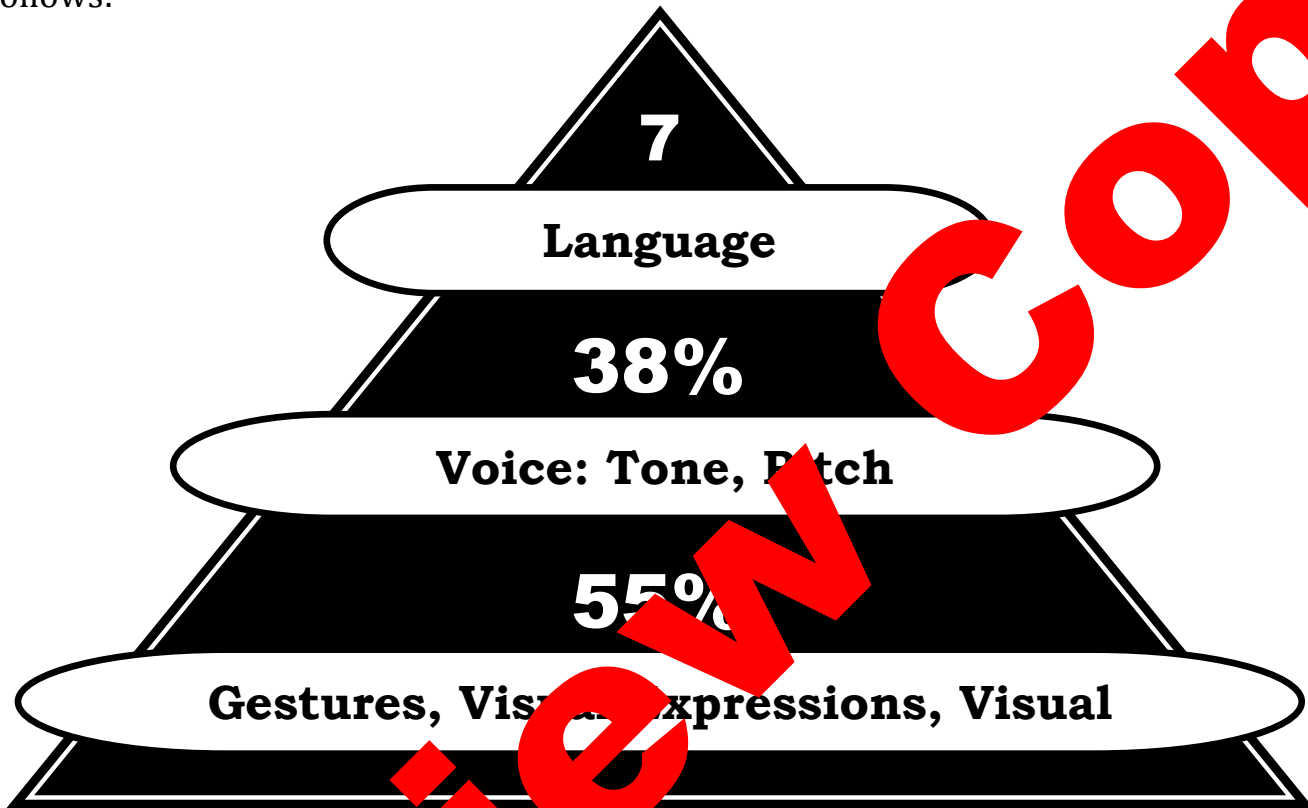


Fig: Room Service Department

The Room Service Manager. The name suggests, room service manager is the highest position in room service department. A room service manager is a department head. This is a very challenging position which needs certain levels of experience and knowledge. The position demands practical working experience in room service department and at the same time managerial and administrative skills and knowledge. Even a good knowledgeable hotel staff who may have prior experience working as a waiter but don't have any experience to push a room service table or has never operated the telephone switchboard will certainly have a difficult time managing this department.

How to Handle Guest Complaint

Inappropriate words can hurt or incite anger in another. However, it is not the most powerful form of communication. According to the experts the breakdown is as follows:



There are some basic methods to be followed by every hotelier especially by the complaint handling staff to handle guest complaints in an efficient and professional way so that in case of having complaints, guests will not be dissatisfied with the service procedure of the hotel.

Approach to the guest with a compromising attitude:

To approach to the guest with a helping mind you can act through the following manner:

- Realize guest's feelings.

Know your Menu! Know your Menu!

Providing high standard room service order greatly depends on your knowledge on the menu. It doesn't mean that you need to memorize everything. What it means that you should be familiar with what is on your menu. You should work on knowing your menu until you are very comfortable with it. Knowing your menu give you some amazing advantages like:

- You can answer guest's question very easily
- While doing suggestive selling, you can comfortably recommend different choices
- You can easily estimate food preparation time
- You can discuss about various cooking methods, accompaniments, condiments and decoration styles
- All in all, it just makes your job easier.

What to Know about Menu Items:

- Accompaniments of food
- Condiments
- Portion size Unless you have the clear idea, you can't deliver proper size to your guest. Even some guest ask the question about portion while placing or delivering the order.
- Preparation times
- Brand name of different beverage items
- Garnishes

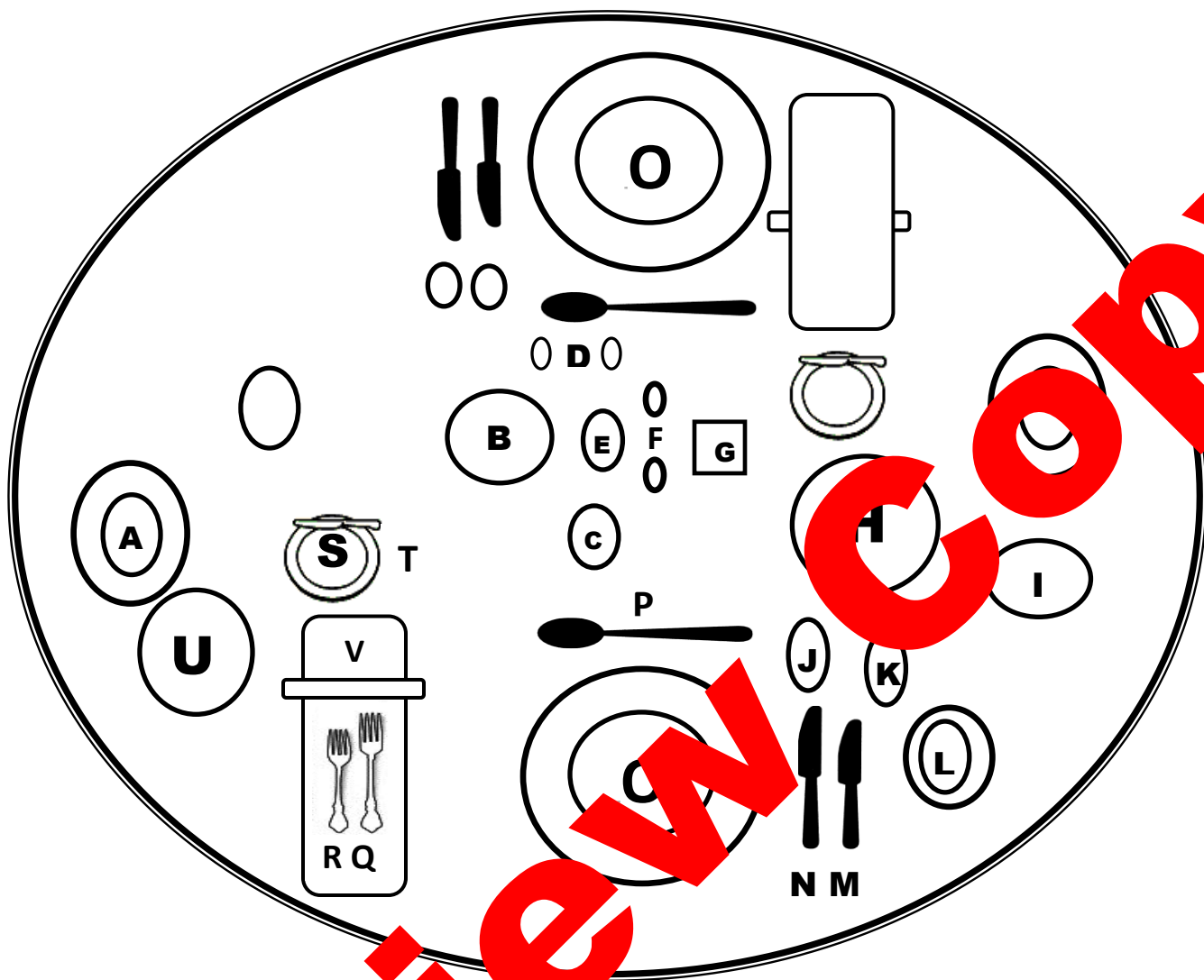


Figure 1: Sample Table Setup

A Salad Dressing	H Bread Basket	O Entree Plate
B Butter	I Coffee Pot	P Dessert Spoon
C Cream	J Water Goblet	Q Dinner Fork
D Condiments	K Wine Glass	R Salad Fork
E Flower Vase	L Coffee Cup and Saucer	S Bread & Butter Plate
F Salt & Pepper	M Appetizer Knife	T Bread & Butter Knife
G Sugar Boat	N Entree Knife	U Salad or Side Plate
		V Napkin

In every case, you should remember that the pre-setting of individual continental breakfast of coffee-only orders should meet your hotel's delivery standards.

What to Choose: Table/Trolley VRs Tray

First of all there is no standard or no perfect policy on what should you use table or trolley or tray. The basic standard of using any of these depends largely on the policy of your hotel. In this guide, we will discuss some factors that could help you to decide whether you would deliver with a tray or a table trolley.

When You Should Use Tray: The use of tray is very much needed and highly acceptable for following types of orders/deliveries:

1. Continental breakfast for one person
2. Beverage only orders
3. Coffee only orders
4. Soup only service
5. Dessert only service for one person

When You Should Use Table/Trolley: Table/Trolley service is required for following orders:

1. Continental breakfast for more than one person
2. Dessert only orders for more than one person
3. Lunch or Dinner

Answering Telephone

While Answering Call	
Check your mood & attitude	Smile while talking over telephone
Greet the caller	"Good Morning/ Afternoon/ Evening/ Sir/Madam"
Identify your department	"Room service / In room dining"
Identify Yourself	"X Speaking" / "X speaking from room service"
Ask for assistance	"How may I help you sir/madam"
While Dealing with Delay (Here delay means telephone ringing more than 3 times before you were able to answer)	
Check your mood & attitude	Smile while talking over telephone
Greet the caller	"Good Morning/ Afternoon/ Evening/ Sir/Madam"
Identify your department	"Room service / In room dining"
Identify Yourself	"X Speaking" / "X speaking from room service"
Apologies for the delay	"I am so sorry to kept you waiting"
Ask for assistance	"How may I help you sir/madam"

Working & Entering Procedure

A hotel provides accommodation to its guests. When a guest stays at a hotel or resort, then they treat the room as their very own private room as like as their home. Therefore, an hotelier should be as careful when he or she enters a guest room as he does while entering to anyone's bedroom. A respectful polit, and professional attitude is important for an hotelier while entering to guest's room.

Doorknob Menu Service

Scene: Mr. Adam wants to have breakfast in his room tomorrow, so he calls the Reception and want to order for room service.

Dialogue:

Staff: Good morning. Reception. Ana speaking. How may I help you?

Guest: Good morning. I am Adam from Room 236. Can I have breakfast in my room tomorrow in the morning?

Staff: Certainly, Mr. Adam. Breakfast can be served in your room from seven o'clock to ten. Our hotel has very good room service.

Guest: Oh I see. So when shall I order then? I mean, what's the process?

Staff: It is very simple sir. In fact, there are 2 ways to do that. First of all, you can use our doorknob menu, you'll see. Please check the items you would like to have for breakfast, mark down the time, and hang it outside your door before you go to bed.

Guest: Ok. So what is the other way to have room service?

Staff: Oh, you may have breakfast arranged on the phone. The extension number for room service is 2.

Guest: Thank you for your detail answer. By the way, what shall I do with the plates when I would have finished eating?

Staff: You may just leave them in the room or put them outside your door or call room service. We'll take care of it.

Room Service Orders Delivery & Trays Pickup **Tracking Sheet**

DATE & DATE: _____

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Other Training Manuals

- ★ Food & Beverage Service Training Manual with 225 SOP
- ★ 200 Hotel & Restaurant Management Training Tutorials
- ★ Hotel Front Office Training Manual with 231 SOP
- ★ Hotel Housekeeping Training Manual with 150 SOP
- ★ Professional Waiter Training Manual with 101 SOP
- ★ Hospitality Career Opportunities: Learn Secrets to Get Job in Hotel, Restaurant & Cruise Industry
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- ★ Secrets of Successful Guest Complaint Handling in Hotel & Restaurant

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The End