



## STANDARD OPERATIONAL PROCEDURE OF ROOM SERVICE

### ORDER TAKING PROCEDURES

- Incoming call answered by IRD Agent/ Host.
- Greet the guest with appropriate greeting using the guest name and giving your name ***“Good Morning and thank you for calling Trademark Taste & Grind In Room Dining, this is \_\_\_\_\_ . How may I help you?”***
- Take order, remembering to clarify Meat Temps, Sides, Allergies, etc.
- Always quote delivery time (30-45 minutes). Check with MOD if unsure
- Repeat the order back to the guest.
- Enter order into Aloha POS.

### PREPARE THE TRAY / TROLLEY FOR DELIVERY

- As soon as the order is ready, collect from kitchen / bar.
- Ensure the tray corners and cart are clean and tidy.
- Check order against Printed Ticket.
- Check for correct crockery, cutlery and glassware are in place.
- Cover all open food with cloche.
- Place Guest Check in a Check Presenter, with Pen

### DELIVERING THE ORDER QUICKLY AND PROMPTLY IN ROOM

- Use Guest Elevator to get to the correct floor as soon as possible.
- Upon reaching the correct room, ring the bell or knock the door three times and announce in a loud and clear voice ***“Room Service”***
- If guest does not answer, call front desk to have them call room
- Get guest permission to enter the room.
- Introducing your self by the name to the guest while entering the room.
- Place the tray on desk.
- Visually review order with guest.
- Open bottles of wine as needed.
- Get Guest’s signature on Guest Check
- Find out guest about his preferred time for clearance or if he would prefer to call back in room dining for clearance.
- Wish the guest an enjoyable meal / drink / coffee.
- Retreat to the door and exit gracefully while closing the door softly behind you.

**In Good Company**  
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## **CLEARING THE TRAY FROM THE ROOM, PROMPTLY**

- The time of clearance is known by asking the guest during delivery
- Upon reaching the rooms follow the same procedure as in SOP for opening the door.
- After the guest opens the door, announce intention of clearing the tray / trolley.
- Arrange all the clearance on the tray.
- Carry the tray back from the room to room service pick up any other tray that you may find in the corridor / pantry.

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