



**dusit thani**  
college

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**IHM1213**

**Food and Beverage  
Service and Operations**

**Lesson 9 Room Service  
- Steps in In-Room Dining**

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# Steps in In-Room-Dining

- Taking Order
- Preparing the Order
- Delivering the Order
- Follow-up



# Steps in In-Room-Dining

## Taking the order

- Answering telephone call within 3 rings
- Identify himself and indicate that the caller has reached in-room dining
- Take the order.
- Repeat the order.
- Input the order in POS system.

### Telephone Etiquette

# Steps in In-Room-Dining

## Taking the order

- Answer the phone within 3 rings
- Greet guest by saying “Good Morning Mahogany Dining, This is Ted, how may I assist you (Mr. Stinson)”  
*(Listen to the guest’s order, collect information, write it down and do suggestive selling)*
- Repeat the order and Room No.
- “May I repeat your order, please?”
- “Mr. Stinson, room 1202 and you would like to have..... Is that correct?”
- Thank guest for ordering and Inform the guest for the approximate delivery time.  
“Thank you very much Mr. Stinson, your food will be served in 30 minutes, will that be okay sir?”
- Make sure you hang up the phone after the guest had done so.

# Steps in In-Room-Dining

## Taking the order

### Order Taking Useful Sentences

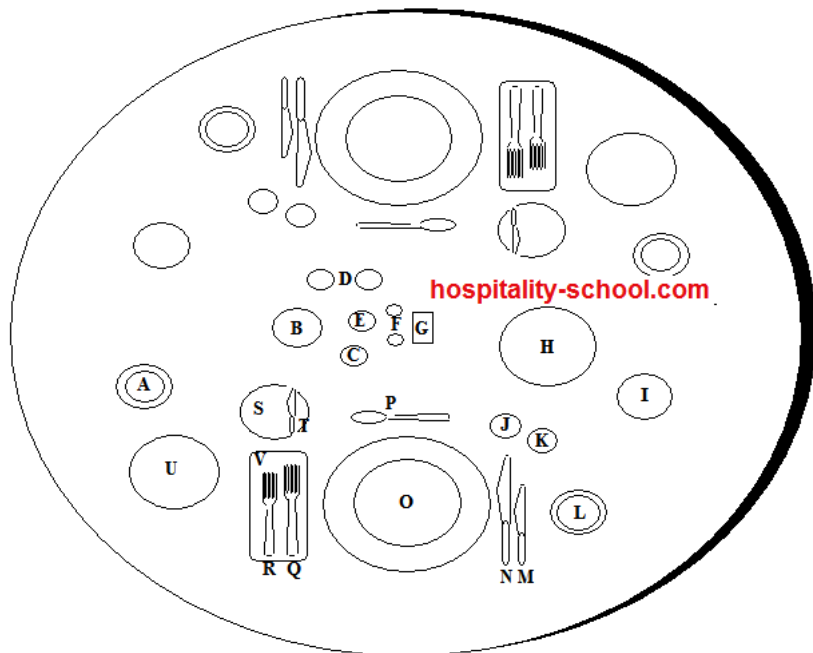
- Just a moment, please
- Bear with me one moment, please
- May I put you on hold, please
- Allow me to transfer you to the .....department
- Thank you for your patience
- My pleasure
- Certainly
- With pleasure
- It's my pleasure
- Thank you for calling,
- We will take care of it.
- It will be taken care of, Mr. ....
- Our minibars contain soft drinks, beer, mineral water, .....
- We offer top-branded/ Premier Grand Cru wines, such as.....
- We have a great selection of wines, which can be accompanied with your meal
- We are pleased to know that you have enjoyed your breakfast
  - We have a wide range of home-made & appetizing cakes, tarts, cookies, chocolates, etc.
  - Have a pleasant day!

# Steps in In-Room-Dining

## Preparing the order

- What is needed? Trolley or Tray?





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

# Steps in In-Room-Dining

## Preparing the order

- Prepare additional work set up
- Pick up the orders from the production area
- Cover the orders with lids and
- Do the final inspection





# Steps in In-Room-Dining

## Preparing the order



### Trolley and Tray Standards

- Flower vases are cleaned, and Flowers are fresh
- Salt and Pepper shakers are cleaned and working well
- Cutleries are cleaned and prepare according to food ordered and No of guest
- All the napkin are folded right shape and well pressed
- Prepare sauce and condiments with cover
- Prepare bread, butter ensure butter and jams are sealed and up to date and facing guest
- BB plate and butter knife are cleaned and good condition
- Use stainless steel plate covers
- 'Call for Collection' tent card
- Water always provided

### Preparing a Tray

- Trays are clean and good condition
- Placemat is clean and well pressed

### Preparing a Trolley

- Ensure trolley is clean and good condition.
- Turn on the electric warmer.
- Table cloth is clean and well pressed
- Double check any missing before to transport.

# Steps in In-Room-Dining

## Preparing the order

### Trolley and Tray Standards



# Steps in In-Room-Dining

## Preparing the order

### Prepare the beverage

- If bottle of water is not ordered, complimentary of water is prepared accordingly
- Ensure all drinks serve with garnish, cleaned glass, straw, stirrer, and right order with bar print out
- Soft drink and Juice must accompany ice onside
- All drink must serve with glass cover



### Prepare the Food

- Get all cold food first before hot food, except ice cream must pick up at last
- Check the correct food item, correct Chinaware and clean, Garnish, ingredient with the captain order / kitchen print
- Ensure that the cold food is below 5-degree Celsius and hot food is above 60-degree Celsius
- Make sure all the food have cover
- Ensure hot food put in warmer.
- Double check any missing before to transport.

# Steps in In-Room-Dining

## Preparing the order

## Collecting the order

Food and Beverage items should be checked, with attention to such details:

- Food and beverage temperatures
- Portion sizes
- Visual presentation as per recipe standards
- Wine details, including vintages



# Steps in In-Room-Dining

## Delivering the order



### Entering guest room

- Knock firmly three times on the guest's door (Door bell )
  - a. Announce yourself "Room Service"
  - b. Speak quietly, especially in the early morning hours or late at night.
  - c. Wait 10 seconds for guest to respond.
  - d. If there is no response, then press the doorbell again and wait.
  - e. If there is still no answer, use the floor pantry phone to call Private Dining to check the room number.
- If guest is in, wait until guest opens the door and be prepared to call the guest by name. "Good morning (afternoon/evening), Mr. Stinson".
- Introduce yourself: "Good morning Mr. Stinson. My name is Ted, this is your order. May I enter and serve your order."
- Enter carefully with your tray or trolley, do not let the door slam.

# Steps in In-Room-Dining

## Delivering the order



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# Steps in In-Room-Dining

## Delivering the order

### Serving the Food and Drink on the Guest room

- Place the table and tray in the predetermined area unless otherwise specified by the guest.
- Ask, *“Where may I setup your order Mr. Stinson?”*
- Do not setup the tray, table and chair facing the wall.
- Place the setting toward the TV if the guest is watching TV, or toward the window view.
- Help the guest move any furniture, if necessary, to accommodate the chair at the place settings.
- If order is delivered with a tray it should always be set up off the tray and the tray left in the room for ease of removal.

# Steps in In-Room-Dining

## Delivering the order

### Serving the Food and Drink on the Guest room



- Offer further assistance to the guest.
- *"Would you care for anything else, Mr. Stinson?"*
- Present the bill for signature for the guest to sign.
- Thank guest and inform for trolley removal. *"Thank you very much Mr. Stinson, please enjoy your meal, and kindly let us know for trolley removal, have a nice day."*
- Close the door carefully do not slam the door



# Steps in In-Room-Dining

## Clean-Up and Follow-up

- Call guests and check guest's satisfaction
- Before entering the guestroom, knock the door three times firmly first then greet the guest in a proper tone:
- Announce yourself, *“Good morning, Room Service”*.
- Speak quietly. Wait 10 seconds for guest to respond.
- If there is no response then knock again and wait.  
*“Good morning Mr. Stinson, May I enter your room and collect the tray/ trolley?”*
- Pick up the tray or trolley carefully from the guestroom and try not to disturb the guest.
- Before leaving the room, thank guest and wishing guest have nice day. *“Thank Mr. Stinson, Have a nice day”*
- Close the door carefully do not slam the door

# Thank you

