



**dusit thani**  
college

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**IHM1213**  
**Food and Beverage**  
**Service and Operations**

**Lesson 9 Room Service**

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# Scope

- Room Service
- In-room dining cycle
- Challenges in In-room dining

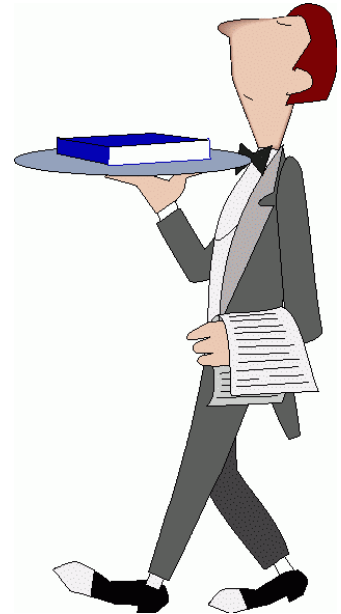
# Objectives

By the end of the session, the student will be able to:

- Describe room service
- Describe the in-room dining cycle
- Analyze the challenges in in-room dining

# Review

- Catering service
- Types of catering
- BEO



# What is Room Service?



# Why do guests prefer In-room dining service?

# Who uses In-room dining services?

- Business travelers
- Families with young children
- Travelers with visual or mobility impairments
- Flight crew
- \_\_\_\_\_

# In-room dining attendant

- In-room dining attendant should know:
  - Proper pronunciation of the names of menu items
  - Specials of the day
  - Available items in the menu
  - Ingredients and preparation methods
  - Prices



# Steps in In-Room-Dining

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



# Thank you

