



Provide room service

D1.HBS.CL5.13

Trainee Manual



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& hospitality

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Introduction to trainee manual

To the Trainee

Congratulations on joining this course. This Trainee Manual is one part of a 'toolbox' which is a resource provided to trainees, trainers and assessors to help you become competent in various areas of your work.

The 'toolbox' consists of three elements:

- A Trainee Manual for you to read and study at home or in class
- A Trainer Guide with Power Point slides to help your Trainer explain the content of the training material and provide class activities to help with practice
- An Assessment Manual which provides your Assessor with oral and written questions and other assessment tasks to establish whether or not you have achieved competency.

The first thing you may notice is that this training program and the information you find in the Trainee Manual seems different to the textbooks you have used previously. This is because the method of instruction and examination is different. The method used is called Competency based training (CBT) and Competency based assessment (CBA). CBT and CBA is the training and assessment system chosen by ASEAN (Association of South-East Asian Nations) to train people to work in the tourism and hospitality industry throughout all the ASEAN member states.

What is the CBT and CBA system and why has it been adopted by ASEAN?

CBT is a way of training that concentrates on what a worker can do or is required to do at work. The aim of the training is to enable trainees to perform tasks and duties at a standard expected by employers. CBT seeks to develop the skills, knowledge and attitudes (or recognise the ones the trainee already possesses) to achieve the required competency standard. ASEAN has adopted the CBT/CBA training system as it is able to produce the type of worker that industry is looking for and this therefore increases trainees' chances of obtaining employment.

CBA involves collecting evidence and making a judgement of the extent to which a worker can perform his/her duties at the required competency standard. Where a trainee can already demonstrate a degree of competency, either due to prior training or work experience, a process of 'Recognition of Prior Learning' (RPL) is available to trainees to recognise this. Please speak to your trainer about RPL if you think this applies to you.

What is a competency standard?

Competency standards are descriptions of the skills and knowledge required to perform a task or activity at the level of a required standard.

242 competency standards for the tourism and hospitality industries throughout the ASEAN region have been developed to cover all the knowledge, skills and attitudes required to work in the following occupational areas:

- Housekeeping
- Food Production
- Food and Beverage Service

- Front Office
- Travel Agencies
- Tour Operations.

All of these competency standards are available for you to look at. In fact you will find a summary of each one at the beginning of each Trainee Manual under the heading 'Unit Descriptor'. The unit descriptor describes the content of the unit you will be studying in the Trainee Manual and provides a table of contents which are divided up into 'Elements' and 'Performance Criteria'. An element is a description of one aspect of what has to be achieved in the workplace. The 'Performance Criteria' below each element details the level of performance that needs to be demonstrated to be declared competent.

There are other components of the competency standard:

- *Unit Title*: statement about what is to be done in the workplace
- *Unit Number*: unique number identifying the particular competency
- *Nominal hours*: number of classroom or practical hours usually needed to complete the competency. We call them 'nominal' hours because they can vary e.g. sometimes it will take an individual less time to complete a unit of competency because he/she has prior knowledge or work experience in that area.

The final heading you will see before you start reading the Trainee Manual is the 'Assessment Matrix'. Competency based assessment requires trainees to be assessed in at least 2 – 3 different ways, one of which must be practical. This section outlines three ways assessment can be carried out and includes work projects, written questions and oral questions. The matrix is designed to show you which performance criteria will be assessed and how they will be assessed. Your trainer and/or assessor may also use other assessment methods including 'Observation Checklist' and 'Third Party Statement'. An observation checklist is a way of recording how you perform at work and a third party statement is a statement by a supervisor or employer about the degree of competence they believe you have achieved. This can be based on observing your workplace performance, inspecting your work or gaining feedback from fellow workers.

Your trainer and/or assessor may use other methods to assess you such as:

- Journals
- Oral presentations
- Role plays
- Log books
- Group projects
- Practical demonstrations.

Remember your trainer is there to help you succeed and become competent. Please feel free to ask him or her for more explanation of what you have just read and of what is expected from you and best wishes for your future studies and future career in tourism and hospitality.

Unit descriptor

Provide room service

This unit deals with the skills and knowledge required to Provide room service in a range of settings within the hotel and travel industries workplace context.

Unit Code:

D1.HBS.CL5.13

Nominal Hours:

20 hours

Element 1: Take and process room service orders

Performance Criteria

- 1.1 Identify the range of room service products that are available within the enterprise
- 1.2 Take guest order for room service
- 1.3 Use selling techniques to optimise room service sales
- 1.4 Confirm guest order for room service and advise of expected service time
- 1.5 Record room service order
- 1.6 Action the room service order according to enterprise procedures

Element 2: Prepare for room service

Performance Criteria

- 2.1 Prepare basic food and beverage items for room service
- 2.2 Set up trays, trolleys and equipment for room service in accordance with enterprise standards and orders received
- 2.3 Collect food and beverage items from kitchen and bars for room service delivery
- 2.4 Verify food and beverage items prior to delivery to room

Element 3: Provide room service

Performance Criteria

- 3.1 Transport room service trays and trolleys to guest room
- 3.2 Request entry to guest room in accordance with enterprise standards
- 3.3 Enter guest room and prepare for in-room service in accordance with guest requirements or preferences, where applicable
- 3.4 Identify room service items that have been supplied and confirm order with guest
- 3.5 Serve food items in accordance with enterprise standards and guest requirements
- 3.6 Serve beverage items in accordance with enterprise standards and guest requirements

Element 4: Present room service accounts

Performance Criteria

- 4.1 Verify room service documentation prior to presentation to guest
- 4.2 Present room service account to guest
- 4.3 Process payment of room service account

Element 5: Clear room service

Performance Criteria

- 5.1 Remove room service trays, trolleys and service items from guest rooms and floors
- 5.2 Return room service trays, trolleys and service items to appropriate location
- 5.3 Undertake ancillary duties in conjunction with clearing of room service items

Element 6: Maintain readiness of room service area for service

Performance Criteria

- 6.1 Clean and maintain-room service trolleys
- 6.2 Clean room service crockery, cutlery and other items
- 6.3 Re-stock room service area to facilitate on-going readiness for action

Assessment matrix

Showing mapping of Performance Criteria against Work Projects, Written Questions and Oral Questions

The Assessment Matrix indicates three of the most common assessment activities your Assessor may use to assess your understanding of the content of this manual and your performance - Work Projects, Written Questions and Oral Questions. It also indicates where you can find the subject content related to these assessment activities in the Trainee Manual (i.e. under which element or performance criteria). As explained in the Introduction, however, the assessors are free to choose which assessment activities are most suitable to best capture evidence of competency as they deem appropriate for individual students.

		Work Projects	Written Questions	Oral Questions
Element 1: Take and process room service orders				
1.1	Identify the range of room service products that are available within the enterprise	1.1	1,2,3,4	1
1.2	Take guest order for room service	1.2	10,19	2
1.3	Use selling techniques to optimise room service sales	1.3	15	3
1.4	Confirm guest order for room service and advise of expected service time	1.4	12,24	4
1.5	Record room service order	1.5	23,25	5
1.6	Action the room service order according to enterprise procedures	1.6	20,26	6
Element 2: Prepare for room service				
2.1	Prepare basic food and beverage items for room service	2.1	11	7
2.2	Set up trays, trolleys and equipment for room service in accordance with enterprise standards and orders received	2.2	27	8
2.3	Collect food and beverage items from kitchen and bars for room service delivery	2.3	30	9
2.4	Verify food and beverage items prior to delivery to room	2.4	21	10

		Work Projects	Written Questions	Oral Questions
Element 3: Provide room service				
3.1	Transport room service trays and trolleys to guest room	3.1	18	11
3.2	Request entry to guest room in accordance with enterprise standards	3.2	8,7	12
3.3	Enter guest room and prepare for in-room service in accordance with guest requirements or preferences, where applicable	3.3	15	13
3.4	Identify room service items that have been supplied and confirm order with guest	3.4	16	14
3.5	Serve food items in accordance with enterprise standards and guest requirements	3.5	31	15
3.6	Serve beverage items in accordance with enterprise standards and guest requirements	3.6	32	16
Element 4: Present room service accounts				
4.1	Verify room service documentation prior to presentation to guest	4.1	14	17
4.2	Present room service account to guest	4.2	32	18
4.3	Process payment of room service account	4.3	35	19
Element 5: Clear room service				
5.1	Remove room service trays, trolleys and service items from guest rooms and floors	5.1	36	20
5.2	Return room service trays, trolleys and service items to appropriate location	5.2	37	21
5.3	Undertake ancillary duties in conjunction with clearing of room service items	5.3	7	22
Element 6: Maintain readiness of room service area for service				
6.1	Clean and maintain-room service trolleys	6.1	28	23
6.2	Clean room service crockery, cutlery and other items	6.2	29	24
6.3	Re-stock room service area to facilitate on-going readiness for action	6.3	5,6,9	25

Glossary

Term	Explanation
Room Service	The service of food and beverage items in Guests rooms by designated room service waiter. Also called In room dining
Menu	A range of food items offered for service usually written and including prices
Complimentary	Items served without charge
Amenities	Items supplied by the venue for the guests consumption such as pens, notepads, matches etc
Supplies	Items supplied by the venue for the guests use while occupying the room for example bathrobes, drinking glasses, cups and saucers
Mini Bar	Beverage and snack food items set up within a guest room for their use on a pay as consumed basis
Compendium	Handbook or folder hard copy or electronic which contains information about the venue including the Room service Menu
Concierge	Supervisor in charge of porters and responsible for a wide range of guest services
Day use room	Room used between 9 & 5.for meetings
Guest Folio or Account	A record of all financial transactions between the Guest and the venue during the guests stay
Guest Profile	A record of the guests personal details including food preferences and allergies
Honour System	A system of relying on the Guest to record consumption of chargeable items in their room including Mini Bar, to be added to their room account
Housekeeping	The department that is responsible for the cleanliness of a Guest room during their stay
Porter	Responsible for luggage management ,Valet parking and Guest services such as visitor information
Market segment	Categories of guest with similar traits needs and wants

Term	Explanation
Package	Room rate plus several services at one price. E.g. bed and breakfast with car parking
Posting	The recording of financial transactions on the guests folio
Public Areas	Those areas in a Hotel or resort where the general public have access, such as Bars & Restaurants
Passerby	A feature is primarily used to handle transactions for non-guests or transactions a guest doesn't want on their room account
Suite	A room with separate living and sleeping areas
Suggestive selling	The selling of products or services by suggesting alternatives in a way that creates desire highlighting special features, benefits and value
Point of sale	A cash register which records a financial transaction on a guest folio at the time of consumption
SPATT	Special attention Guests
VIPs	Guests who are Very Important Persons.
Condiments	Items such as sauces, mustards and other seasonings or side dishes which are served as an accompaniment to a dish
In House	Guests in occupancy
Hot Box	A small pre-heated insulated box that fits under a trolley or at the base of a multi tray trolley to keep hot food hot.
Floor check	To check floor by floor for used items.

Element 1: Take and process room service orders

1.1 Identify the range of room service products that are available within the enterprise

Introduction



Room service provides guests with food and beverage service in the privacy of their own room or suite. Room service is a feature in some way in establishments that offer accommodation.

Different establishments including Hotels, Resorts, from 5 or 6 star to 1 star, serviced apartments or Villas and residential clubs offer different types of room service ranging from a full compendium Menu with 24-hour service to Breakfast only served in the room and ordered by door Knob menu. Some establishments will have a separate Room service kitchen and production area in others it may be part of the Restaurant operation.

Types of Room Service

Breakfast is the busiest time with guests generally ordering via a doorknob menu hung on the door. These may be collected by a variety of personnel, Porters escorting other Guests to their rooms, security staff doing their rounds or housekeeping doing turn down services, or can be delivered to reception by the guest. Guests may also choose to ring direct and order at any time.

Working in room service requires that you have a good knowledge of the property, individual room layouts and room locations, the establishment room numbering sequence as well as a good working relationship with the housekeeping and front office departments.

Room service duties include delivering complimentary items, guest specials or amenities to rooms. These may be gifts from the hotel management to guests – VIPs, regular or special guests, as part of a package deal or for such functions as cocktail parties, meetings, dinners, etc.

Room service also service “day use” or “courtesy” rooms which are being used for meetings or for guests whose room is not available due to the guest's early arrival. Room service provide food and beverage service in the public areas of the hotel such as the poolside or lounge area and arrange packed lunches or picnics for guests who are going out for the day.

Mini-bars are maintained by either the room service or housekeeping departments, often as a separate area within the department.

A mini-bar is the self-service bar fridge in each room, the mini-bar contains miniature bottles of spirits and liqueurs as well as wine, beer, soft drinks and, increasingly, snacks and food items such as chocolate bars, biscuits, chips, etc. Tall bars [full sized bottles] may also be requested by Guests.



Many Hotels have changed their mini bars to automated direct charge systems. Mini-bars can be monitored by a computerised system which records items removed from the storage position adding the item cost to the guest account automatically.

The Honour system, which asks guests to complete a purchase docket, mini-bars are checked daily to record consumption and stock quality and are restocked to normal level, with usage charged daily to the guest account. At check-out, guests are asked to declare any consumption since the last refill. There will sometimes be situations where a guest is not honest or they forget their use of the mini-bar: this leaves the room service manager with the choice of putting through a “late charge” or writing off the loss. In most operations, management set a nominal amount and any charges below that amount are written off as it is deemed too expensive to chase them up, and it may also lead to negative guest relations.

Room Service prices may vary depending on the item ordered because of the labour intensity of a room service operation. The room service department is a highly service orientated area and not generally profitable. The menu has relatively high prices compared with the hotel’s other food and beverage outlets the guest often believes they are being over charged in room service and may complain.

When you consider the time to deliver a glass of juice from the bar to a table in a restaurant and compare it with a standard room service delivery, one waiter could take 10 min to deliver one glass of orange juice in room service compared with 3 min in the restaurant situation. The glass of juice served as part of a full meal order may be priced differently again.

Room service may not be a consistently profitable service, but to maintain quality standards and star rating levels room service has to provide a range of food at all times to suit all travellers time zone meal needs.

1.2 Take guest order for room service

Guests may have several options to place a room service order - Intranet within their room, completing a door knob menu or using the telephone. The telephone is the most common method. The precise telephone procedure used to take room service orders can vary from establishment to establishment. This is because some establishments may operate a room service department staffed by room service attendants at all times. In establishments where the demand for room service is not very high, a restaurant waiter may be required to take and process room service orders.

In cases where there is a room service department, the room service orders may come via a telephone or in house intranet order, which may or may not feature a room identification feature.

When answering this type of telephone the greeting could be similar to the following:

- *“Good morning, Room Service, Van speaking, may I have your room number, please?”*

Or

- *“Good afternoon, River Hotel Room Service, Mai speaking, how may I help you?”*

In cases where waiters may take and process room service orders, waiters may even deliver the order to the room.

When answering a telephone that is linked to the main restaurant operations, and not solely used for room service orders, the waiter may use a type of greeting that is similar to one of the following:

- *“Good evening, Raffles Restaurant, Jackie speaking.”*

Or

- *“Good morning, Turtle Restaurant, how may I help you?”*

Whatever the greeting, it must be in accordance with the following guidelines:

- Always answer the telephone promptly on the 2nd or 3rd ring
- Identify yourself and the department
- Always be courteous, guests may be tired or unsure of the procedure
- Always answer the telephone in accordance with establishment policies. Your supervisor will have
- Always be happy to help
- Always use the standard greeting, being consistent with other colleagues and in line with the establishment procedures
- Try to smile when speaking, as a smile can be heard in the voice.

As soon as you have delivered the appropriate telephone greeting, you should ask for the customer's name and room number.



This information will be either written onto the docket or punched into the cash register.

From the moment you receive the customer's name, you should use it as much as possible during the conversation.

Examples:

- *"Yes, we do, Ms. Zhang The chef makes a wonderful noodle soup."*
- *"Please hold the line, Mr. Pham. I'll just check with the chef to see if the Seafood dish can be served without the sauce."*
- *"Can I just confirm your order, Mr. Ly? That will be three dozen natural oysters, three serves of pork ribs and you will be calling back later with a dessert order, if required."*

By using the customer's name, you provide personalised service. Be guided by establishment policy and procedure about the use of Titles and first names of guests. Customers like to be known, though not all on a first name basis so it's best to keep the conversation on a "Mr", "Ms" or "Mrs" level, until the customer has become a regular and it would be deemed appropriate to speak on a first name basis (or until they specifically request it). It is common in Four- and five-star establishments to maintain a formal approach, always using a title and surname.



1.3 Use selling techniques to optimise room service sales

When talking with the customer, Room Service staff may need to advise and to assist the customer in making their selection by suggesting or explaining menu items.

This is called "suggestive selling" and is a practice that can be applied in bars, in the dining room, the bottle shop and at front office. Some examples of suggestive selling in room service include:

- *"Would you like a serve of potato chips with your steak, Mrs Jiang?"*
- *"Mrs. Perez, can I recommend the seafood chowder it's a delicious blend of flavours and is served with hot crispy herb bread would you like to try it as a starter?"*
- *"Would you like to select a wine to go with the meal?"*
- *"May I suggest a serving of fresh bread and dips our Chef mixes his own selection of dips daily?"*
- *"All the desserts are delicious, especially the lemon tart that was baked this afternoon and is served hot with a crystallised lemon slice."*

Always remember that suggestive selling is only a tool used to inform the customer of the various items on the menu that, the guest may have forgotten to select or was unaware were availability or maybe was just unsure of ingredients or taste.

Suggestive selling works well when the staff have a full and complete knowledge of menu possibilities. This should include specific knowledge such as which foods would suit a diabetic or vegan, and whether the hotel offers Kosher / Halal or other variations to meet special needs.

When suggestive selling is overused, it may make the customer feel uncomfortable because they are turning down your suggestions constantly – so be sensitive when applying suggestive selling techniques.

Example of overusing suggestive selling can be seen in the following dialogue.

- *“Yes, Mr. Tran, and would you like a side of fried onions with that?” she asked*
- *“No, thank you,” he replied*
- *“Then would you like an extra side salad?”*
- *“No,” he replied tersely*
- *“Garlic bread, herb bread or rice cakes?”*
- *“No! I just want the steak and salad!” he said loudly*
- *“OK but our chocolate mousse is great. What about one of those?” “*

No,” he replied, his voice now very grumpy.

- *“Well would you like to place your breakfast room order now?” Mr Tran Hung up crossly.*

As you would have to agree, this employee has taken suggestive selling just a little too far.

In fact, the customer is now annoyed, which is exactly the opposite of what is intended.

Finally, it is a dangerous practice to try suggestive selling techniques when you don't have full and total product knowledge: you can easily get 'caught out' when the guest asks a question you can't answer.



1.4 Confirm guest order for room service and advise of expected service time

Introduction

Once the order has been taken from the customer, you must clarify the details of the order.

To do this, repeat the order back to the customer to check for accuracy, and amend where necessary, room service orders are frequently placed over the phone or by text and there is no actual face-to-face interaction, which can lead to confusion, misunderstanding and mistake. In some cases the guest may be tired and emotional and this may affect their speech. In other cases the guest may not be from an English-speaking country and they may have basic language problems.

The delivery of meals/beverages that are not as ordered (or as intended to be ordered) will cause delay: when the wrong thing is delivered to the guest room and has to be returned and the order re-done. It will also cause negative PR.

In addition, there is the loss of time and profit caused by supplying the wrong dish and having to discard it.

When taking a room service order you must never be afraid to ask questions these questions will help to clarify orders, special requests and delivery requirements.

When clarifying details check the guest name and spelling and the room number this may be visible on a screen when you answer the request. As the guest who is registered in the room is responsible for any charges it's important to confirm the order has the consent of the registered guest if the name given is different.

Also check:

- The time the room service is required
- The number of guests being served
- Whether the room service being requested is for service in the guests' room or elsewhere; poolside or lounge area. The order may be required for takeaway such as a picnic basket, or packed sandwiches.

Check the following food order requirements:

- Does the guest require vegetables or salad?
- How is the steak to be cooked?
- Cream or ice cream with the dessert?
- Annunciate clearly, some words may be unclear, mispronounced.

Ask the guest to repeat if words are indistinct for example:

- Was that Salad or Salsa?
- Do you want the steak rare or medium-rare?

It is possible to ring a room back to clarify details of the order, but doing so may interrupt the guest and inconvenience them, or delay the production of the order. Be guided by a supervisor or the policies and procedures of the venue.

Timing of the delivery is influenced by the cooking and assembly time of the order, the distance to the room or service point and the time of day. Mornings are busy times with lifts and corridors shared with Housekeeping staff and porters. Most establishments will have a guide for timing to check how long. Timing may also influence a guest's choice of food items.

A guest may need to translate currency to allow the guest to compare value.

As in a restaurant there may be daily specials or weekly dishes these too Room Service staff need good product knowledge and know what changes can be made to a dish. Can it be served without a sauce? Can the guest have a different selection of vegetables or salad?



1.5 Record room service order

Room Service orders are commonly recorded in conjunction with a discussion with the Guest. The order may be written either by hand or recorded electronically.

A room service order has to record any extras needed such as table cloth if there is a table or Vinegar to serve with the French fries. It will need to also record information to enable appropriate set up, extra crockery or cutlery if a guest orders a 'large platter to share'

A Room Service Order form needs to include:

- Current Date and Docket Number, to enable it may be necessary to add a date of delivery if it's not the current date
- Name of the registered Guest and the name of the guest ordering if they are different and Room number
- Time the order is taken and by whom
- Estimated time of delivery to the guest
- Location of delivery, is the guest in their room or poolside?
- Special Requests including extra sauces or condiments requested
- What food items were ordered and standard requirements
- Any extra items such as Cream and Ice-cream with a fruit Pie
- Who took the order, in case there is need to clarify.

Sometimes the order for room service will come via a door knob docket.

These dockets are generally used for breakfast menus and are collected the night before from rooms on each floor. There is generally a cut off time for the evening collection of door knob dockets. Once collected, the orders should be collated and transferred from the door knob docket and processed as if the order had come via the telephone.

The docket should then be transferred to the appropriate location for preparation, which may take place the following morning if the docket was checked and processed the evening before. Door knob dockets are stored in order of delivery request time, from the earliest to the latest, and divided into groups, for example Continental or fully cooked.

Intended Recipient:		Delivery Date:	Time:	Room #:
Registered Guest:				
Items	Name	Cost	Qty.	
Snack Mix	Wasabi Peas, Cajun Mix, Chocolate & Yogurt Almonds, Dry Fruits, Mixed Nuts	33.50	5	-
Champagne	G.H. Mumm "Joyesse", Wooden Champagne Cradle, Champagne Truffles	125.00	5	-
Wine Gift Box	Wooden with Embossed Logo	15.00	5	-
	Wine Bin #		5	-
Energyizer	Red Bull, Muffin, Granola Bar, Nutri Grain Bar, Snack Mix, Banana, Apple	27.50	5	-
Chocolate Lovers	6 Assorted Candy Bars, Milk Duds, with 4 Assorted Sodas	35.00	5	-
Junk Food	Asst. Baked Chips, Famous Amos Cookies, Shell Peanuts, Caramel Corn, w/Soda	35.00	5	-
	with 4 Domestic Beers	40.00	5	-
	with 4 Domestic Beers & 4 Asst. Sodas	45.00	5	-
Specialty Cakes	24 Hours Notice Required			
Balloon Bouquet	1 Mylar & 4 Latex, Choice of: Birthday, Anniversary, or Congratulations	25.00	5	-
	10 Piece Latex Balloon Bouquet	35.00	5	-
Romance Kit	Chocolate Body Paint, Condoms, Massage Oil, Truffles	25.00	5	-
Morning Bliss	Croissants, Strawberries w/whipped cream, Mimosas, and COFFEE or TEA	49.95	5	-
Home room Pack	G.H. Mumm Cordon Rouge, Rose Petals, 6 Chew Strawberry, Romance Kit	125.00	5	-
Fruit Basket	Seasonal Whole Fruits and 2 Liters of Fiji Natural Artesian Water	47.00	5	-
Choc. Strawberries	1/2 dozen	20.00	5	-
	Dozen	35.00	5	-
Chocolates	5-piece chocolate assortment	12.00	5	-
	10-piece chocolate assortment	18.00	5	-
	Edible Chocolate Box with Assorted Truffles	65.00	5	-
	Biscotti & Cookies	18.00	5	-
Platters	Cheese: Domestic and Imported with Crackers and Baguette	32.00	5	-
	Sliced Fruit: Honeydew, Cantalope, Pineapple, Grapes, Berries	34.00	5	-
	Assorted Finger Sandwiches: 1 dozen ham & turkey finger sandwiches	26.00	5	-
	Antipasto Proscuitto, Fresh Mozzarella, Olives, Artichokes, Peppers	34.00	5	-
Flowers	Bag of Rose Petals	25.00	5	-
	Seasonal Arrangement	72.00	5	-
	One Rose Bud - In vase w/greenery	25.00	5	-
	1/2 dz. Red Roses - In vase w/greenery	68.00	5	-
	1 dz. Red Roses - In vase w/greenery	96.00	5	-
	Custom Bouquet	48 Hours Notice Required	5	-
Other Requests:			5	-
			5	-
			5	-
Message Card to Read:			Subtotal	
			Tax @ 10%	
			Gratuity 18%	
			Total	
Sender's Name:	Phone:	Fax:		
Call Returned by:	Date:	Time:		

1.6 Action the room service order according to enterprise procedures

Many hospitality establishments operate an electronic room service order-taking system where information is fed into a cash register and a docket is then printed up: at the same time the order is taken and electronically transferred to or printed out in the kitchen.

Other establishments will use a manual system. This generally involves a docket being written up by hand and then transferred to the kitchen in the same way as a manual food order docket is processed from the dining room or restaurant.

Once taken, the orders should be immediately transferred to the appropriate Locations: this location may be the wine store or service bar, a servery or food storage area in room service, the

Kitchen, the Bistro or Café, the bar or beverage dispense or a retail outlet within the complex.



Room service orders will involve information to other departments. Newspapers requests with breakfast may need to be forwarded to Concierge or the retail outlet who supplies them. Flowers will be supplied and may be stored in a central area for bud vases placed on trays. Beverage requests will be supplied by a Bar or wine store. Some bars also dispense espresso coffee or milk shakes and smoothies, these same areas may supply equipment for the guest to prepare drinks for themselves such as a Nespresso or tea plunger.

Food orders will be divided between the various Kitchen areas, entrees and salad s will come from Cold larder section, Main courses and hot foods from the Main Kitchen and the desserts and snacks may come from a separate patisserie area. In some establishments there may be a separate Room service Kitchen and Items cooked to order.

Housekeeping and laundry will need to appropriate linen for trays and trolleys, including extra serviettes for lining bread baskets etc.

Certain aspects of orders will go to specialist food areas, such as chocolates or dietary needs for guests who are diabetic, Celiac or have allergies.

The Sales and marketing area may also have promotional tray cards to be placed with Room Service deliveries, this may include special deals for corporate or club members.

Finally Room Service staff may need to coordinate a delivery with a Butler or Valet and may be required to assist with service.

Work Projects

It is a requirement of this Unit you complete Work Projects as advised by your Trainer. You must submit documentation, suitable evidence or other relevant proof of completion of the project to your Trainer by the agreed date.

1.1 Why do hotels and resorts have Room Service?

Research the types of room services available in 3 hotels

1.2 Design an order docket sheet that could be used to take a room service order.

1.3 From a web site locate 3 hotel menus and select dishes suitable for a room service menu and why you think this dish would be suitable for Room service complete the following.

- Name the hotel and restaurant
- Analysis what guest need to know or what questions the guest might ask
- Menu Item: Spicy and sour vegetable soup with Grouper fillets
- E.g. how spicy is this or is this hot?

1.4. Using the room service order below calculate how long the items would take to cook.

Write questions to identify how you would confirm the details of the order with the guest.

List variables that would influence the timing of this order.

Mr. Nguyen
Room 322
Full Breakfast
Orange Juice
Corn Flakes + cold Milk
2 Poached eggs on whole meal toast
Crispy Bacon
Breakfast Rolls & spreads
Coffee with hot milk for one.

Work Projects

- 1.5 Using the following conversation put the relevant information into your order form from 1.2:

"Hi, my name is Mai Lee I would like to order some dinner."

"Yes I am in room 1214."

"Can I have it at 7.30pm please?"

*"I would like a serve of prawn salad with some extra Tabasco sauce.
And for main course a grilled beef steak with steamed vegetables."*

"Sorry no wine but can I have a glass of mango juice?"

"For dessert I would like lemon pancakes with Ice cream."

"Can I also get a cup of espresso coffee please?"

"I am in my room but would like to eat on the table on my balcony."

"Yes that will be charged to my Room account."

"Thank you."

Analysis the effectiveness of the order form you designed in 1.2

Summary

Take and process room service orders

Room service provides guests with food and beverage service in the privacy of their own room or suite. Room service is a feature in some way in establishments that offer accommodation. Different establishments including Hotels, Resorts, from 5 or 6 star to 1 star, serviced apartments or Villas and residential clubs offer different types of room service ranging from a full compendium Menu with 24-hour service to Breakfast only served in the room and ordered by door Knob menu.

Guests may have several options to place a room service order. Intranet within their room, completing a door knob menu or using the telephone. The telephone is the most common method.

When talking with the customer, Room Service staff may need to advise and to assist the customer in making their selection by suggesting or explaining menu items. This is called “suggestive selling” and is a practice that can be applied in bars, in the dining room, the bottle shop and at front office. Always remember that suggestive selling is only a tool used to inform the customer of the various items on the menu that, the guest may have forgotten to select or was unaware were availability or maybe was just unsure of ingredients or taste.

Once the order has been taken from the customer, you must clarify the details of the order. To do this, repeat the order back to the customer to check for accuracy, and amend where necessary, room service orders are frequently placed over the phone or by text and there is no actual face-to-face interaction, which can lead to confusion, misunderstanding and mistake.

Room Service orders are commonly recorded in conjunction with a discussion with the Guest. The order may be written either by hand or recorded electronically. A room service order has to record any extras needed such as table cloth if there is a table or Vinegar to serve with the French fries. It will need to also record information to enable appropriate set up, extra crockery or cutlery if a guest orders a 'large platter to share'

Food orders will be divided between the various Kitchen areas, entrees and salad s will come from Cold larder section, Main courses and hot foods from the Main Kitchen and the desserts and snacks may come from a separate patisserie area. In some establishments there may be a separate Room service Kitchen and Items cooked to order. Each establishment will have its own enterprise procedures to action room service.

Element 2: Prepare for room service

2.1 Prepare basic food and beverage items for room service

For the room service area to function successfully, the area must be set up and equipped with the necessary food and beverage items required or requested for all meal periods. Room Service needs to serve a variety of food items to meet guest's needs some items will require room Service staff to prepare such as cutting fruit, slicing meat for example ham or salmon. Room Service staff will require knife skills and basic cooking and food arrangement skills.

Portion pack items are used to save wastage and costs. Portion packs or control packaged items are foods or beverages pre-packaged in pre-set amounts considered to be a single portion.

Some of those items may include:

- Jams and breakfast spreads
- Dairy products – butter, milk and cream
- Sauces and dressings
- Boxed breakfast cereals such as Coco pops or Cornflakes
- Cold stewed or cooked fruit compote
- Salt and pepper sachets, instant coffee, chocolate and tea sachets
- Sliced bread, bread rolls or pastries, packaged sweet or dry biscuits
- Alcoholic and non-alcoholic beverages – wine, beer, juices, mixed drinks, dairy products such as long life milk.



In order to be effective in room service staff should spend some time familiarising themselves with the items that are available, and how they are packed and presented. Staff need to understand the normal use, are they breakfast items or are they served at other meal times or with specific dishes.

Check with colleagues or management to find out where replacement stocks are kept, and who is responsible for the re-order of stock. Room service staff needs to read the policies and procedures for the order and supply of all Items Room service uses.

2.2 Set up trays, trolleys and equipment for room service in accordance with enterprise standards and orders received

Room Service staff will have some trays or trolleys set up with basic settings in preparation for service, just as a restaurant area will have places set up in preparation of guests and will change the setting to suit the guests order.

There are often drawings or photos of the various meal setups. The common meal setups are Breakfast, Main course and snack. Room service staff will customise the setup to match the order. Generally Room Service will duplicate the same crockery, cutlery, glassware and condiments as a restaurant setting, depending on the order. The set up may also include a vase or floral decoration and tray cards. Tray cards are used to give information to guests about pick up of dirty dishes and to promote events or specials.



When selecting the equipment for setting room service trays and trolleys always check the equipment is appropriate for the order, clean and not damaged.

For example do not use plates that are chipped, glasses with cracks, or items with loose handles etc.

Always check all items are clean and where needed polished. If items appear unclean they should be changed if the items are damaged they should be sent for repair or disposed of as unsafe.

The next step to take will depend on the actual problem, and the policies and procedures for example.

If a piece of crockery was found to be chipped or cracked it should be wrapped up in newspaper and disposed of.

If a piece of glassware was found to be dirty, it should be returned to the bar for cleaning.

If a toaster was found to have a frayed cord, it should be immediately removed from service and taken to the appropriate maintenance point. The toaster should also be labelled that it is 'Out of Order' and not to be used.

There may be documentation to complete if items have to be sent to a maintenance department or to an outside contractor.

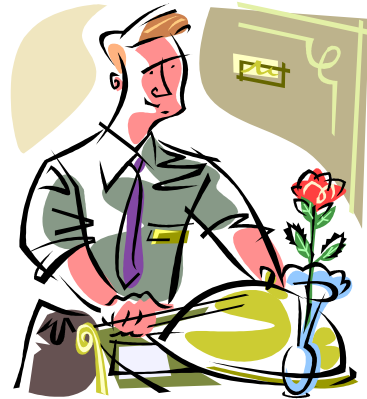
Set up trays and trolleys for a range of various meals

The exact procedure to take when setting up trays can vary according to the type and extent of the order being prepared. Some equipment may be stored in suites or Butler's pantry for example toaster, crockery etc. these items can be collected separately by service staff.

The equipment found on individual trays should, of course, exactly match the needs of the particular order. If an order is delivered that is missing a certain item it is time consuming, embarrassing and inconvenient, as room service staff have some distance to travel to replace the missing item.

Various pieces of equipment are used in the room service area and room service staff may be required to clean and prepare equipment for service this equipment may include.

- Trolleys and hot boxes, tray trolleys and refrigerated trolleys
- Food trays of different sizes and structure like trays with feet for breakfast use
- Tray covers – generally a linen cloth or paper cloth (non-slip type) table linen for trolleys, and serviettes
- Cutlery – entrée and main knives and forks, soup and dessert spoons, teaspoons specialist items such as steak knives or service tongs
- Crockery – various plates, bowls and jugs, cups and saucers
- Glassware – for juices, water, beer, wine and champagne
- Tea and coffee pots, hot water pots, coffee and tea making equipment
- Plate warmer/ cloches or plate covers
- Salt and pepper shakers
- Bud vases, toasters, bread baskets, ice buckets, newspaper holders
- Pen and order forms (always have two pens) also copies of menus and beverage listings and tray cards
- Other equipment including items of fixed equipment for example, wine coolers, espresso coffee machines, multi slice toasters, microwave ovens, hot water urns, ice machine, refrigerators and small portable equipment such as pizza ovens, coffee makers and toasters.



Ensure all Room Service equipment is not damaged, unclean or unsafe.

There are several different types of trolleys used.

A tray trolley will generally have three levels and will be able to accommodate up to six trays.

Multiple trolleys can carry up to 20 or 30 trays.

Orders should be placed on the trolley so that the last one off is positioned on the lowest level. The orders to be first off should be placed on the top level.

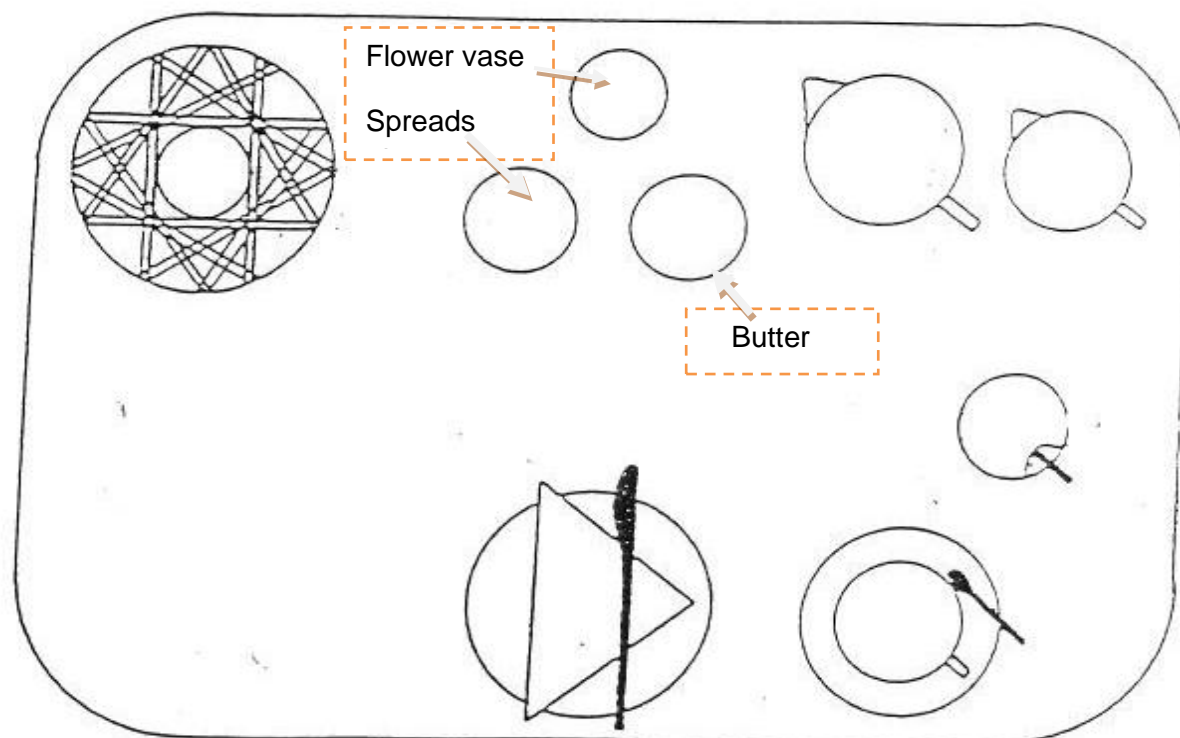
Some hotel procedures say that the room service meals should be distributed from the highest floor down.

This means that room 801's order would be placed on the top level of the trolley, room 525's order would be in the middle level, and room 302's order would be placed on the lowest level.

However, other hotel procedures say that the room service meals should be distributed from the lowest floor up.

Standard lay-up photos are often used in the back-of-house to ensure consistency in tray and trolley set up.

Example of a continental breakfast tray



Trays can be set up for 1 to 4 people, depending on the order type and the safety and balance of items.

It is generally safe to stack two plates on top of each other, as the top of most plate warmers/covers have been designed for such purposes. However, it would be unwise to stack meals three high and overload the tray, and risk over-balancing the stack. In addition this could pose a safety and health risk and should therefore be avoided simply for this reason.

Excluding the food and beverage items, the following equipment could quite possibly be needed to set up and prepare the following types of shift trays.

Individual trolleys are used when there is a full meal or multiple guests. It may be the guest will sit at the trolley as a table.

A Room Service Trolley will be collapsible to permit easy storage and will open up to replicate a table situation in the Guests room. Trolleys have capacity for a heated box to ensure hot food stays hot may require some assembly.

2.3 Collect food and beverage items from kitchen and bars for room service delivery

Room service may have their own production kitchen or share with a Restaurant or other dining area, there may be a chef solely allocated to room service orders or staff may have to take their turn with Restaurant staff.

When collecting an order check you have your order form to confirm the order, it may be you who takes the order and delivers the order or someone else.

This can be advisable as the person who serves the order is the one the guest spoke to: this can help where there is confusion over the order or a dispute arises.

In other instances, especially during high load times, it can be another person who delivers the food, etc.



Room Service Staff may have to comply with a priority waiting for order collection this may consider the status of the Guest and the complexity of the dish.

2.4 Verify food and beverage items prior to delivery to room

Regardless of who actually delivers the food and drinks, someone will have to pick up the order. When they do this they **MUST** check the items on the tray against the order that has been put in.

It is unlikely that a deliberate error has been made, but human error can occur, and it is too late to realise this mistake when you are upstairs and in the guest's room.

Much of the food plated for room service will have a cover over it and it is part of your job to remove that cover and visually check the dish to ensure it is what was ordered.

In addition, your check should ensure:

Special requests have been complied with – if “no chilli” was part of the order, check to see it has been done. Vegetables have been served where ordered, and not salted or sauced. Cold items are separate from hot and dressings are in separate containers. Also check that the bread rolls and the butter are there and that all the courses are present.

Visual check of the dishes do they look presentable? – no sauce/spatter marks on the plates, no cracked crockery, hot dishes are hot, cold dishes are cold, and frozen dishes are frozen and appropriate garnishes have been added or are accompanying the item to be added on delivery such as lettuce served with San Choy Bau or the Vietnamese mint and coriander served with Pho.

Where there is any deviation from perfection – it must be quickly brought to the notice of the chef (or other person responsible) and rectified. Remember that the hot food is cooling down and the cold food heating up – so speed is critical given that it will take an additional couple of minutes to get it to the guest's room. Room Service staff should respect the professionalism of the preparation staff and verbalise their comments or complaints politely, but in establishments where room service is common, the kitchen staff should be aware of the nature of room service presentation problems and respond accordingly.

Work Projects

It is a requirement of this Unit you complete Work Projects as advised by your Trainer. You must submit documentation, suitable evidence or other relevant proof of completion of the project to your Trainer by the agreed date.

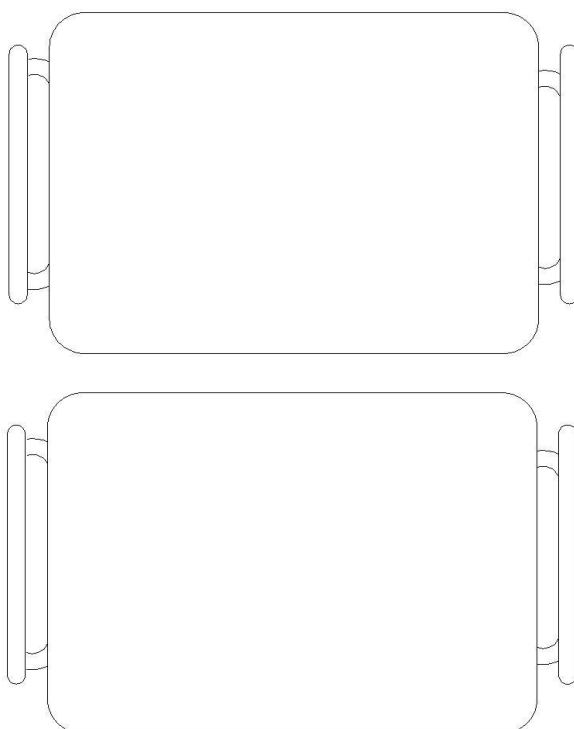
2.1 Research 2 brand names and the portion size available for the following products.

- Jam
- Breakfast spreads
- Dairy products
- Boxed cereals
- Fruit juice
- Coffee
- Tea
- Packaged biscuits.

2.2. We are a 5 star international resort complex set in an exotic beachfront location

Using the tray outlines below draw and explain a tray set up for fully cooked breakfast for one and a continental breakfast for one

Explain the different requirements for each type of breakfast.



Work Projects

2.3. Indicate where you will collect each of the following items from.

Food item	Hot Kitchen	Cold kitchen	Bakery	Beverage Bar	Room Service Store
• Eggs and Bacon					
• Croissant					
• Cheese platter • Biscuits					
• Bottle of wine • Chocolate Milk Shake					
• BLT in pita bread					
• Scone • Jam • Cream					
• Grilled Steak [Rare] • Salad • Mustard					
• Martini					
• A fresh orchid					

2.4. Prepare a check list to Verify what s on the tray or trolley prior to delivery.

Summary

Prepare for room service

In order to be effective in room service staff should spend some time familiarising themselves with the items that are available, and how they are packed and presented. Staff need to understand the normal use, are they breakfast items or are they served at other meal times or with specific dishes.

Room Service staff will have some trays or trolleys set up with basic settings in preparation for service, just as a restaurant area will have places set up in preparation of guests and will change the setting to suit the guests order.

Room service may have their own production kitchen or share with a Restaurant or other dining area, there may be a chef solely allocated to room service orders or staff may have to take their turn with Restaurant staff. When collecting an order check you have your order form to confirm the order, It may be you who takes the order and delivers the order.

Regardless of who actually delivers the food and drinks, someone will have to pick up the order. When they do this they **MUST** check the items on the tray against the order that has been put in.

Element 3: Provide room service

3.1 Transport room service trays and trolleys to guest room

Room service has the responsibility of creating a dining experience in guest's bedroom; space may limit the presentation style and the type and style of equipment used.

Not only must trays and trolleys be set up so that they contain all the equipment, items and utensils required, but. Trays and trolleys must also be set up so that they are balanced, safe and attractive.

When staff have completed a room service tray with an order, someone will have to carry it; it must be balanced to avoid the likelihood of dropping it, or of over-balancing individual items.

Ordering room service is a special service for most guests and there is an expectation that it will be delivered professionally, and spilling the contents is not part of the guest's expectations or Room service standards.



Safety in all aspects of the job is a necessity and the provision of room service is no exception, trays should be stacked and trolleys loaded so that no injury can be sustained by staff or guests.

Check for protruding items, and take special care with hot items – especially hot liquids as well as sharp utensils and glassware.

It is often said that “eye appeal is buy appeal” and this definitely applies to room service. The tray presentation must be attractive, ordered, uncluttered, clean and professional in appearance.

When an order was received it may have indicated only 1 [one] tray was required but staff may reassess and set up a second or transfer the order to a trolley to avoid poor presentation or safety issues.

The actual arrangement of food on the plate may be the responsibility of the kitchen, but everything else is the responsibility of Room service staff, remembering that guests are paying a premium for room service so they expect a little bit extra for their money.

Check the little extra items are included that make room service special – they will be specified by your establishment, but may include flowers/bud vase, doilies and napkins, a newspaper, and complimentary after-dinner mints or petit fours.

And finally, trays should be able to be carried in accordance with the establishments policies and procedures, it may be in one hand at shoulder height or at chest or waist height carried with one hand firmly under the centre of the tray the other able to steady the tray but still free to open doors or press lift or elevator buttons.

It is advisable to take the most direct and least cluttered route to the location for delivery. Hotels and Resorts will have policies and procedures for etiquette when meeting other guests in transit.

3.2 Request entry to guest room in accordance with enterprise standards

On arriving at the guest's room, a final visual check of the tray or trolley may be made, and then staff should knock firmly on the door and announce "Room service!", "In room dining" or "Room service, Mr Lang" if you have the guests name.

When knocking on the door, use the knuckles not a key or any other implement or item as this will leave a permanent mark on the door. Some guest rooms may have visitor bells or doorbells.

After announcing 'Room Service' wait 10 to 15 seconds before knocking again, and announce again. When the guest opens the door, offer a greeting and, if not asked in by the guest (which is what will normally happen – either verbally or non-verbally), request their permission to enter. The guest may not want you to enter the room – they may be conducting a business meeting, they could be entertaining, or they could have private papers, etc, spread out around the room on tables, desks, the bed, etc.

Therefore requesting permission to enter has a practical underpinning reason, giving room service Staff permission to enter and set up the order. A guest may prefer to take the tray or trolley and other items from you at the door and serve themselves.



Where the guest does not answer the door after the second knock/call, staff should follow house procedures. This may be to knock and call a third time. It may be room service staff need to use a pass key to unlock the door, open it slightly and re-announce hopefully the guest will hear this as staff will actually be in the room. There may be added instruction taken with the order and staff need to act as instructed.

If the guest has not responded, house rules may be to leave the order especially if the guest is well known, or a regular, while in some cases house policy may be to withdraw without leaving the food and beverages that were ordered returning to the room service section.

An alternative course of action in some establishments if the guest does not answer, is to call the guest via the telephone, text or message either directly or through Reception or communications staff.

If the guest fails to answer the telephone, staff may be required to check the guest's name against the room number. If it is correct, procedure will indicate whether to notify a supervisor or manager of the situation, and they take further steps to ensure that the guest is physically all right or if a mistake has been made.

Room Service staff never to enter a room fully unless they have been granted permission, or until they are sure they will not be interrupting or disturbing anyone.

3.3 Enter guest room and prepare for in-room service in accordance with guest requirements or preferences, where applicable

When Room Service staff enter a guest room it is important to observe the protocols of the individual establishment. These can vary between venues to reflect service standards and operational imperatives.

Requirements may dictate the guest should be thanked, and greeted politely, and engaged in conversation if appropriate, perhaps a comment about the weather would be appropriate given the circumstances and the nature of the person.

Good customer relations should be maintained at all times.

When entering a room it should be remembered that the guest is paying money for the room it is, their room and they may have personal items on view or rearranged furniture positions, staff should respect the privacy of the guest and not stare at anything in the room, including people, items and paperwork. Room service staff should not offer unsolicited comments on anything they may see, hear or be exposed to, but complete the job they came to do.



Deliver the order, serve it, clear up and then leave. The guest may engage the staff in conversation or ask questions or otherwise pass the time of day, staff should answer succinctly and continue with their tasks. Staff in all departments need to conform to the correct etiquette for all circumstances when in the presence of guests and spend the minimum amount of time in the guest room, without being rude.

Positioning the Order

Staff should place or position the tray or trolley in an appropriate location within the room or suite, in consultation staff may ask the guest where they would prefer things put. This will depend on the layout of the room, and the in-room furniture, the guest may prefer the tray to be placed on the dining table, or on the office desk, or coffee table. The guest rooms may have balconies, and some open out onto the pool or other leisure areas or the guest may not be eating in their room but may be in a public area. The room service attendant should place the tray in accordance with the guest's requests, without showing any disapproving signs.

When a trolley is required in the room, staff should guide the trolley in so that it doesn't touch any of the walls and the trolley should be parked away from exits and out of harm's way with the brake engaged while positioning the order onto a table or other suitable surface. Where a trolley is to be used for service, the guest should again be asked where they would prefer it to be positioned and the trolley opened out or extended, with an appropriate chair placed so the guest can sit at the trolley as at a table.

In many instances, the guest will reply along the lines, "Oh, just put it anywhere!" in which case you must be prepared to determine quickly where it should go. The Room service department may have prepared plans identifying a suitable place for trays and trolleys to be positioned. If there is a balcony complete with table and chairs, set up the table and place the order appropriately.

Trays must be placed in a safe position where there is no chance of their falling or being accidentally knocked over. A tray should not be dangerously balanced on suitcases, the corner of a table, on the bed or on books and other papers. Trolleys should be positioned out of the way, especially away from what are the obvious traffic routes in the room.

In some establishment room service staff will be required to position room furniture in accordance with the guest's requirements.

For example, a guest may require the four-seater dining suite to be set for two which would require removing two of the chairs safely to one side. On other occasions, furniture may have to be shifted to accommodate the trolley so that it is closer to the service area.

Vases may have to be moved so that they better compliment the dining setting, and even drapes may be drawn if requested.

3.4 Identify room service items that have been supplied and confirm order with guest

A room service order, when delivered has to be checked in front of the guest and receipt of service acknowledged, either by signing an account or an order receipt.

With both trays and trolleys, advise the guest of any potential hazards such as what is hot, what is sharp, what may be heavy, where heating elements are, etc. If an electrical hot box has been used for the room, plug it in to the electrical outlet to keep the food hot.

If it is establishment policy, staff may also respond to the guest's request to set out the order. Removing all the items from the tray and positioning it neatly on the table in the same manner as if setting a cover on a restaurant table, also remove the covers off the meals and position them appropriately, hot food should remain covered and the guest shown how to remove the cover safely when the dish is needed if food has been stored in the hot box explain to the guest how to safely remove it.

When requested the room service attendant may also open and serve the wine or champagne to the guest.

As dishes are repositioned or have their covers removed, it is standard practice to announce them with some dishes, simply stating their name may be sufficient.

With the specials and the more uncommon dishes it may be necessary to offer a brief description or explanation of them. While this explanation of the dishes is all part of the service offered by room service, staff must be alert to the signs that indicate such explanation is not necessary. During the explanation it is common for some guests to ask follow up questions, good product knowledge will enable staff to answer them, but if staff cannot, they need to check if an answer is required or if the question is part of polite conversation on behalf of the guest and no answer is required but on other occasions an answer will have to be reported back either by message or in person.

Where an order has had any variations to the menu it's important to make the Guest aware that their request has been consented to.

3.5 Serve food items in accordance with enterprise standards and guest requirements

Room service staff will require some basic cooking knowledge, when presenting the room service order to the guest it may be necessary to assemble some dishes, add dressing to salad, garnishes to hot food items such as fresh ginger and spring onion to steamed fish, or adding cold items to hot for example cream with thick soup or ice-cream with pie. This may occur in front of the guest or in a Butler's pantry or servery area.

Unless special arrangements have been made staff will serve the first course, and then depart, leaving the guests to serve themselves the remainder of the meal/courses and the beverages. It is uncommon for room service staff to stay in the room and act as a personal waiter/butler for the entire meal. If the guest's room rate includes a butler room service staff may have to assist with the service.

If its required to set a table for the meal, it should be to the same standard as in the restaurant, The aim is to make a room service meal such a pleasant occasion that the guest will want to repeat it and will tell their friends about in a positive light.

All normal table setting items should be set, crockery, cutlery, salt and pepper, flowers, ice bucket, glasses, and napkins. Care should be taken to ensure the cleanliness of all items, and a final check given to the table to see that it is in balance, and has an overall appeal. A suite of rooms may have a separate dining setting with a range of crockery and cutlery etc for use in that suite. When all has been set, seat the guests, including lapping the napkins and commence service.

When room service staff are ready to depart, explain the process for dirty dish collection, this may be printed on a tray card or enquire of the guest whether they would like the trays/trolley picked up that day/night and ask for a time or request the guest contacts room service or whether they would prefer to leave the tray or trolley outside their door.

After checking that everything is to the guest's satisfaction, wish the guest "Good evening and Bon appétit" or some other suitable phrase, enquire if the lights or music should be lowered if this seems appropriate.



3.6 Serve beverage items in accordance with enterprise standards and guest requirements

Room Service staff may be required to set up a long bar in a guests room, this is standard bottles instead of the miniatures usually found in a mini bar. If the guest has invited guests then they may request room service staff serve drinks to the guests.

Room service staff should be serving beverages with the same level of skill as beverage is served in the Bar or restaurant. Mixed drinks may be pre poured and presented to the guest on a tray. Room service staff need to be aware of the guest's physical position and make it easy for the guest to take a glass from a tray.

The same sequencing should also apply to beverage service as in a restaurant, so if there is a pre-dinner drink, then that should be served first followed by the first course.

If requested, staff will open and pour any bottles of wine. If guests are seated at the table then staff should serve in sequence, clockwise or anticlockwise always ending with the host. Wine bottles should then be placed in a wine bucket with ice if they are to be served cold or on a sideboard or table if served at room temperature. When staff depart they should check that the guest can reach the bottles of wine easily to refill glasses.



Room Service staff may need to serve hot beverages, such as tea or coffee, if they are in a pot or dispenser. With new technology espresso coffee may be brewed in the guest's room or Butler's pantry. The service of hot beverages requires attention to detail with appropriate milk, sugar or sugar substitutes.

Work Projects

It is a requirement of this Unit you complete Work Projects as advised by your Trainer. You must submit documentation, suitable evidence or other relevant proof of completion of the project to your Trainer by the agreed date.

- 3.1 Choose one of the orders below and create a check list of the safety requirements
- 3.2 How would the route you take impact on the way you set up the tray/trolley?
- 3.3 Write a Script for a role play incorporating requesting permission to enter the guest's room
- 3.4 Add to your script communication with the guest to establish where they want to eat and how you can rearrange items and any safety requirements
- 3.5 Add a conversation script confirming the items and some explanation as to what is being served
- 3.6 Describe the actions you would take to serve the food items
- 3.7 Describe the actions you would take to serve the beverage items:

Guest/Room number/Timing	Meal Order
Ms Wiseman Room 515 Lunch at 1200 hours	Chicken Broth Roast Pork and green steamed vegetables One [1] pot of Tea
Mr McDonald Room 412 Dinner at 2000 hours	Seafood chowder Grilled Flounder with garden salad Chicken and Vegetables with steamed rice Hot Chocolate Pie & Cream Pot of Coffee House Riesling 1 glass
Mr Wilson Room 319 Breakfast at 0800 hours	Tomato Juice Toasted Muesli & cold Milk Ham & Cheese Omelette with toast Crispy Bacon Breakfast pastries & spreads Coffee X 1 pot

Summary

Provide room service

Room service has the responsibility of creating a dining experience in guest's bedroom; space may limit the presentation style and the type and style of equipment used. Not only must trays and trolleys be set up so that they contain all the equipment, items and utensils required, but. Trays and trolleys must also be set up so that they are balanced, safe and attractive.

On arriving at the guest's room, a final visual check of the tray or trolley may be made, and then staff should knock firmly on the door and announce "Room service!", "In room dining" or "Room service, Mr Lang" if you have the guests name. Room Service staff never to enter a room fully unless they have been granted permission, or until they are sure they will not be interrupting or disturbing anyone.

After entering the guest room, position and deliver the order, serve it, clear up and then leave. The guest may engage the staff in conversation or ask questions or otherwise pass the time of day, staff should answer succinctly and continue with their tasks observing House policies and procedures for customer relations.

A room service order, when delivered has to be checked in front of the guest and receipt of service acknowledged, either by signing an account or an order receipt. As dishes are repositioned or have their covers removed, it is standard practice to announce them with some dishes, simply stating their name may be sufficient.

Room service staff will require some basic cooking knowledge, when presenting the room service order to the guest it may be necessary to assemble some dishes, add dressing to salad, garnishes to hot food items such as fresh ginger and spring onion to steamed fish, or adding cold items to hot for example cream with thick soup or ice cream with pie. This may occur in front of the guest or in a Butler's pantry or servery area.

Room service staff should be serving beverages with the same level of skill as beverage is served in the Bar or restaurant. The same sequencing should also apply to beverage service as in a restaurant, so if there is a pre-dinner drink, then that should be served first followed by the first course.

Element 4:

Present room service accounts

4.1 Verify room service documentation prior to presentation to guest

Introduction

The method of payment is confirmed when order is taken. Room service deliveries will require room service staff to obtain a signature from the guest for the items delivered and confirm if it's to be charged to the room account. In some cases the guest may wish to pay on delivery, and if they use cash then room service staff will need to issue a receipt.

Account Docket/bill should include:

- Room Number
- Registered Guest Name
- Account type, Paid on delivery by credit card or cash or charged to the guests room account
- Delivery time /date
- A List of items and the cost of each. Including any surcharges such as delivery fee
- Total cost.

Before the account is presented to the guest for signing, it is part of a room service waiter's job to make sure it is accurate. Always check the details.

Checking is usually done in the kitchen prior to delivering the tray/trolley and it involves:

- Checking to ensure that only what is delivered is charged for, there may be a shortage of an item or it may be unavailable
- Always check items that are advertised as being “free of charge” are not charged for, such as the wine that was part of the weekend package. Ensure that any special deals that may apply via package deals have been factored in such as breakfast. Check that correct and current prices have been used and make sure that all “extras” that can ethically be charged for, have been included ensuring the accuracy of all extensions and additions
- It's important to re-check the room number and guest name against the list of In House guests.

4.2 Present room service account to guest

When room service staff have delivered an order and completed explaining and presenting the items, the guest will be presented with an account, offered a pen and asked to sign as confirmation of delivery also confirming how the account is to be settled. Most commonly guests will add room service charges to their room account, when presented with the account they will sign and confirm the room number and charge to room account is confirmed.



In some cases guests will elect to pay for their room service separately by cash or credit card.

If the Room service account is to be charged to a credit card Room service staff will need to have the correct documentation, this may also apply if the guest is using a voucher or gift certificate.

If a guest pays with cash then thank the guest sincerely for their payment especially if the guest says “Keep the change”. Staff should check that the amount tendered covers the account total.

The other alternative is that room service is paid for by a third party in the form of a gift card or third party account. The process is the same as the guest charging to their room. The payment needs to be recorded and a receipt issued.

4.3 Process payment of room service account

The account or bill is checked before leaving the Room service preparation area but once the order has been delivered adjustments may have to be made, for example the guest may, having seen the dish, decide they don't want it, or the beer you brought up as an alternative to the one they ordered may not be to their liking so it has to be deducted from the account. When all is confirmed correct the account is presented and the guest should be asked to check the account and then sign in the appropriate place. Their signature verifies that the food and beverage was received.

You must not forget to ask the customer for their signature, as the room service docket is the only record the cashier has to validate that the charged amount has been paid.

The docket could be considered invalid if it does not have a signature.

When presenting the account, the customer may like to pay cash. If the amount given requires change, and you do not carry a cash float, you should inform the guest that you will return with the change on the next delivery run. The majority of guests will be happy with this process.



Before leaving the guest's room, you should advise the guest on where to leave the used tray for collection. Some establishments prefer guests to ring room service; some prefer to have the tray/trolley left outside the room: In some cases room service will return and clear the room the next day (in cases where there may be a party in a suite).

Work Projects

It is a requirement of this Unit you complete Work Projects as advised by your Trainer. You must submit documentation, suitable evidence or other relevant proof of completion of the project to your Trainer by the agreed date.

- 4.1 Choose [3] three Hotel websites with restaurant or dining menus available. Use these Menus to select [9] nine food items and [3] three drinks which could be served in room service and record their prices

Select four [4] food items and one [1] drink from your list and create a docket for the guest.

- 4.2 Create a role play about what you would say to the guest receiving the account the account if the guest:

- Questioned the total amount.
- Requested some extra items
- Denied ordering one of the dishes.

- 4.3. Research and list the various ways in which a guest can pay for his room service account.
-

Summary

Present room service accounts

The method of payment is confirmed when an order is taken. Room service deliveries will require room Service staff to obtain a signature from the guest for the items delivered and to confirm if it's to be charged to the room account. In some cases the guest may wish to pay on delivery, and if they use cash then room service staff will need to issue a receipt.

When room service staff have delivered an order and completed explaining and presenting the items, the guest will be presented with an account, offered a pen and asked to sign as confirmation of delivery also confirming how the account is to be settled.

The account or bill is checked before leaving the Room service preparation area but once the order has been delivered adjustments may have to be made. When all is confirmed correct the account is presented and the guest should be asked to check the account and then sign in the appropriate place. Their signature verifies that the food and beverage was received.

Element 5: Clear room service

5.1 Remove room service trays, trolleys and service items from guest rooms and floors

Introduction

After room service has been delivered, used trays and trolleys need to be collected. Room service staff will have to do a floor check to collect trays and trolleys. This must be done regularly as trolleys and trays that are left out in the corridors look untidy and present a risk to guests.

Checking for room service trays and trolleys is a task that needs to be included as standard duties, so that sufficient time is allocated for it. Usual practice is to check floor-by-floor: if you are on a floor you may as well check for and remove all the trays/trolleys while you're there.

This clearing can be undertaken at any time – day or night – but you must remember to be quiet when clearing, because guests may be asleep: without sufficient care, clearing can be a very noisy affair with cutlery, crockery and glassware knocking into each other.

Where you clear a tray/trolley and all the items that were delivered are not there when you clear, the accepted practice is not to knock on the door and make enquiries. Housekeeping may well locate the item tomorrow when they clean, or the guest may leave it out later on.



It may also be the case that someone walking past has stolen the item. It is common practice for housekeeping staff to report when trays and trolleys are left in rooms or corridors. At other times the clearing of room service trays and trolleys may be combined with other duties such as collecting breakfast menus from door knobs, or distributing newspapers.

5.2 Return room service trays, trolleys and service items to appropriate location

Once the trays and trolleys have been collected from the rooms and floors, they need to be returned to the room service area for dismantling, cleaning and resetting.

Sometimes speed is essential, especially where there is a heavy demand on limited resources - sometimes this is caused by the weather, or it can be a special event on television or internet, a sports match or concert that all the guests seem to want to stay in and watch or simply there are a number of Guests who prefer to dine in their room.

The general procedure would be to unload all trays from the trolley.

Start by emptying the food rubbish into the appropriate bin or rubbish receptacle and any recyclable items into their receptacles.

When the trolley is empty check the operational condition and safety of trolley wipe off visible dirt and clean and sanitise trolley, store the trolley, or reset for immediate re-use. Some trolleys will fold or concertina for storage. Clean trolleys may be set with basic settings in preparation for the next meal period.

Dirty linen is placed in the dirty linen basket or bag to be sent to the laundry. There may be a document to complete especially if the linen process requires the return of dirty items for clean.

All supplies such as salt and pepper are refilled and stored in the Room service dry store. Items such as bud vases or bread baskets may need separate washing or cleaning before reuse or storage.

5.3 Undertake ancillary duties in conjunction with clearing of room service items

Room Service staff work in coordination with several other departments.

In conjunction with Housekeeping, or concierge or guest services room service staff will deliver special items of food or beverage such as a fruit basket or a soft drink not found in the Mini bar such as root beer or blood orange juice. This can also include complimentary items for VIP or special guests such as fruit baskets or local produce baskets. When a Guest has identified a food allergy such as peanuts or dietary requirement such as artificial sweetener for a diabetic room service may have to remove or change items in a guest room. Guests can access a wide range of news media on the internet but still like a morning newspaper delivered with breakfast.



Room Service may need to co ordinate with Porters in the delivery of mail or messages, Guests may receive mail or packages which may be distributed by room service with a newspaper delivery, Porters and housekeeping staff may assist in the collection of Breakfast doorknob Menus and in notifying Room Service when guests have left trays and trolleys outside their rooms or require them to be collected.

Room service staff will need to cooperate with other departments to meet guest requests. In some establishments during the summer period room service may be required to staff a Poolside bar and food service area. Also serve at special dinner parties or functions with the Functions staff. In some resorts room service may have to set up and serve a meal in a remote location on the beach or by a lake. Guests may also request a picnic basket or packed lunch through room service. With Groups or tours that are taking day tours room service staff may have to provide packed meals and travel with the group to serve.

Remove alcoholic beverages from the room to comply with religious requirements.

Work Projects

It is a requirement of this Unit you complete Work Projects as advised by your Trainer. You must submit documentation, suitable evidence or other relevant proof of completion of the project to your Trainer by the agreed date.

- 5.1 Research types and styles of room service trays and trolleys and describe an appropriate storage location
 - 5.2 Research the eco-friendly policy of your hotel in relation to recycling of items cleared from room service.
-

Summary

Clear room service

After room service has been delivered, used trays and trolleys need to be collected. Room service staff will have to do a floor check to collect trays and trolleys. This must be done regularly as trolleys and trays that are left out in the corridors look untidy and present a risk to guests.

Once the trays and trolleys have been collected from the rooms and floors, they need to be returned to the room service area for dismantling, cleaning and resetting.

Room service staff will need to cooperate with other departments to meet guest requests and perform other duties such as collecting door knob menus or distributing messages or newspapers.

Element 6: Maintain readiness of room service area for service

6.1 Clean and maintain-room service trolleys

Room service staff are responsible for the cleanliness and maintenance of all equipment. The Hotel or resort will have procedures and policies about what and where to clean. Cleaning detergents should be compatible with food transport equipment.

Selecting the right equipment and chemicals to use for each task is important because using the wrong equipment or chemical may damage the surface and/or the equipment or not clean properly. Maintaining equipment in good working order and storing it appropriately are important to prevent maintenance and injury and lengthen the life span of the equipment. Even though equipment is checked at the commencement of the shift, it is important to take the time to check it again at the end of the shift, because during the day, while using the equipment, it may have sustained damaged.

When storing trolleys, don't store trolleys in walkways, doorways or passages. Prevent damage by storing and cleaning the trolleys according to the manufacturer instructions.

When cleaning trolleys there are different surfaces and materials to clean, pay specific attention to the wheels and other exposed areas. Trolleys need to be checked for food spillage and food scraps caught in moving parts of the trolley.

Hot boxes also need specialist cleaning and sanitising. Also Hot boxes need to be checked for electrical faults and when clean hot boxes may need to be plugged into the power to warm them before use.



6.2 Clean room service crockery, cutlery and other items

When the used trays are returned to the Rom service area, staff remove the items from a tray stack dirty or used crockery and cutlery together for transport to the dishwashing area, or unload these items directly to dishwasher trays or containers. Some Hotels or resorts may put items into a soaking solution before washing.

Glassware is often washed separately. As glassware is removed from trays it should be stacked or grouped wine glasses together, water glasses etc. if available place the glasses into the glass washing trays.

The hotel or resort may have a 'wash by hand' procedure then room staff should place items in the appropriate sink or receptacle and check the washing schedule. Hand washing may start with glassware and continue with cutlery and then crockery to take advantage of reuse of water.

These small items are normally cleaned and washed in a dish washer; there may be one for room service only or a shared area for washing. Room Service and the Hotel's suites may have distinctive crockery and cutlery and they need to be monitored when washed in a shared area. Having been washed and sanitised items may need to be polished before storing. There may be a range of smaller items which will require hand cleaning, for examples bud vases, newspaper holders.

6.3 Re-stock room service area to facilitate on-going readiness for action

The room service department is required to respond quickly to guest requests to ensure prompt service the department needs to be prepared and organised. Unlike other areas of the Hotel or Resort, Room service may not be busy when the rest of the establishment is busy, this is due to the type of guests or market segment guests are categorised as. For example if the resort or hotel has a large number of guests on pre-paid packages, these guests are unlikely to order room service. The Hotel or Resort may have low occupancy but its guests may all be free independent travellers and happy to use room service so room service can be very busy when other departments are Quiet.



Room Service needs to be prepared at all times a bus load of tourists or the 120 people who just checked in late in the evening may all ring room service for a meal.

The same applies to room service – everything must have a place, and everything must be in its place: the nature of room service (sometimes 24 hours-a-day) means that this state of readiness has to be maintained at all times.

Room service preparation involves re-stocking and storing equipment, as well as food and beverage items. Items should be stored in the same place each time safely and neatly, so that items are easy to access. Store similar items together and Store chemical containers off the floor. All items have to be checked for usage dates and freshness.

Trays need to be clean and dry and may be stored partly set with tray mats or cloths and basic condiments. Damaged, cracked or broken items of crockery, cutlery and glassware should be replaced and par numbers of all items need to be maintained

Linen will include tray clothes, trolley cloths, serviettes and service cloths will be restocked from the Laundry or housekeeping departments. Staff need to be familiar with the restocking process; it may include a clean for dirty exchange.

Portion control food items including condiments, sugar, sugar substitutes, coffee crystals, tea bags, coffee sachets should be kept in a dry area.

Bud vases and other table items including paper products also need a dry store area.

Beverages may need refrigerated storage, this may be only soft drink, but may include a supply of Wines and spirits both full and miniature bottles. Dairy products would also need refrigeration, some will be portion items others bulk storage items such as milk.

Room service may also stock a small range of non food and beverage items to be able to respond to guest requests, especially for requests made overnight when other departments may not be operating. Some of these items could include soap, extra towels, light globes, batteries or chargers for telephones or lap tops. Other items may include TV guides and “This Week in ...” extra pens, paper and envelopes. Guests may also request a toaster, jug, lead for the jug, bottle opener, corkscrew and coffee makers.

When stores fall below PAR requirements staff should notify the responsible person to make sure an order is put in to replenish items from internal central store or an external source.

Room Service staff should be familiar with the policies and procedures for ordering or requesting items.

Work Projects

It is a requirement of this Unit you complete Work Projects as advised by your Trainer. You must submit documentation, suitable evidence or other relevant proof of completion of the project to your Trainer by the agreed date.

- 6.1 Research maintenance procedures for room service trolleys such as wheel movement, Broken latches
- 6.2 Research suitable cleaning products for crockery and cutlery
- 6.3 Make a list 10 non-food items that room service will need to restock
- 6.4 List the categories of items in room service that will need restocking.

Summary

Maintain readiness of room service area for service

Room service staff are responsible for the cleanliness and maintenance of all equipment. The Hotel or resort will have procedures and policies about what and where to clean. Cleaning detergents should be compatible with food transport equipment,

When the used trays are returned to the Room service area, staff remove the items from a tray stack dirty or used crockery and cutlery together for washing.

Room service preparation involves re-stocking and storing equipment, as well as food and beverage items. Items should be stored in the same place each time safely and neatly, so that items are easy to access. Store similar items together and Store chemical containers off the floor. All items have to be checked for usage dates and freshness.

Presentation of written work

1. Introduction

It is important for students to present carefully prepared written work. Written presentation in industry must be professional in appearance and accurate in content. If students develop good writing skills whilst studying, they are able to easily transfer those skills to the workplace.

2. Style



Students should write in a style that is simple and concise. Short sentences and paragraphs are easier to read and understand. It helps to write a plan and at least one draft of the written work so that the final product will be well organised. The points presented will then follow a logical sequence and be relevant. Students should frequently refer to the question asked, to keep 'on track'. Teachers recognise and are critical of work that does not answer the question, or is 'padded' with irrelevant material. In summary, remember to:

- Plan ahead
- Be clear and concise
- Answer the question
- Proofread the final draft.

3. Presenting Written Work

Types of written work

Students may be asked to write:

- Short and long reports
- Essays
- Records of interviews
- Questionnaires
- Business letters
- Resumes.



Format

All written work should be presented on A4 paper, single-sided with a left-hand margin. If work is word-processed, one-and-a-half or double spacing should be used. Handwritten work must be legible and should also be well spaced to allow for ease of reading. New paragraphs should not be indented but should be separated by a space. Pages must be numbered. If headings are also to be numbered, students should use a logical and sequential system of numbering.

Cover Sheet

All written work should be submitted with a cover sheet stapled to the front that contains:

- The student's name and student number
- The name of the class/unit
- The due date of the work
- The title of the work
- The teacher's name
- A signed declaration that the work does not involve plagiarism.

Keeping a Copy

Students must keep a copy of the written work in case it is lost. This rarely happens but it can be disastrous if a copy has not been kept.

Inclusive language

This means language that includes every section of the population. For instance, if a student were to write 'A nurse is responsible for the patients in her care at all times' it would be implying that all nurses are female and would be excluding male nurses.

Examples of appropriate language are shown on the right:

Mankind	<i>Humankind</i>
Barman/maid	<i>Bar attendant</i>
Host/hostess	<i>Host</i>
Waiter/waitress	<i>Waiter or waiting staff</i>

Recommended reading

IVE Josephine; *Achieving Excellence in Guest Services Hospitality*; Press Melbourne

BROWN Graham & HEPNER Karon; *The Waiters Handbook 4th Edition*; Hospitality Press Melbourne

HICKMAN, Alan, 2010, *Provide room service: SITHFAB008A*, William Angliss, Melbourne

Websites

- http://www.slideshare.net/cary_ag/english-for-hotel-management-module-5-room-service
- <http://www.slideshare.net/husraj/17721021-manualforfoodbeverageservice>
- <http://www.slideshare.net/jaycyh/room-service-9924626>
- <http://www.scribd.com/doc/39178552/Room-Service-Manual-Scr>
- http://www.theaa.com/resources/Documents/pdf/business/hotel_services/aa_hotel_quality_standards.pdf
- <http://www.google.com.au/url?sa=t&rct=j&q=&esrc=s&source=web&cd=2&ved=0CDAQFjAB&url=http%3A%2F%2Fedoqs.com%2Fdownload%2F4f6b72a40501cbe0d077b7f15b33fbb0&ei=vifOUpmOOoaVkQXuu4HQCg&usg=AFQjCNF6BfyxxHK600mxbzSCx8vv0RftPw>
- <http://www.onlinehotelschool.com/category/room-service-training-68-1.html>

Trainee evaluation sheet

Provide room service

The following statements are about the competency you have just completed.

Please tick the appropriate box	Agree	Don't Know	Do Not Agree	Does Not Apply
There was too much in this competency to cover without rushing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Most of the competency seemed relevant to me	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The competency was at the right level for me	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I got enough help from my trainer	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The amount of activities was sufficient	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The competency allowed me to use my own initiative	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
My training was well-organised	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
My trainer had time to answer my questions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I understood how I was going to be assessed	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I was given enough time to practice	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
My trainer feedback was useful	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Enough equipment was available and it worked well	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The activities were too hard for me	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

The best things about this unit were:

The worst things about this unit were:

The things you should change in this unit are:



Trainee self-assessment checklist

As an indicator to your Trainer/Assessor of your readiness for assessment in this unit please complete the following and hand to your Trainer/Assessor.

Provide room service

		Yes	No*
Element 1: Take and process room service orders			
1.1	Identify the range of room service products that are available within the enterprise	<input type="checkbox"/>	<input type="checkbox"/>
1.2	Take guest order for room service	<input type="checkbox"/>	<input type="checkbox"/>
1.3	Use selling techniques to optimise room service sales	<input type="checkbox"/>	<input type="checkbox"/>
1.4	Confirm guest order for room service and advise of expected service time	<input type="checkbox"/>	<input type="checkbox"/>
1.5	Record room service order	<input type="checkbox"/>	<input type="checkbox"/>
1.6	Action the room service order according to enterprise procedures	<input type="checkbox"/>	<input type="checkbox"/>
Element 2: Prepare for room service			
2.1	Prepare basic food and beverage items for room service	<input type="checkbox"/>	<input type="checkbox"/>
2.2	Set up trays, trolleys and equipment for room service in accordance with enterprise standards and orders received	<input type="checkbox"/>	<input type="checkbox"/>
2.3	Collect food and beverage items from kitchen and bars for room service delivery	<input type="checkbox"/>	<input type="checkbox"/>
2.4	Verify food and beverage items prior to delivery to room	<input type="checkbox"/>	<input type="checkbox"/>
Element 3: Provide room service			
3.1	Transport room service trays and trolleys to guest room	<input type="checkbox"/>	<input type="checkbox"/>
3.2	Request entry to guest room in accordance with enterprise standards	<input type="checkbox"/>	<input type="checkbox"/>
3.3	Enter guest room and prepare for in-room service in accordance with guest requirements or preferences, where applicable	<input type="checkbox"/>	<input type="checkbox"/>
3.4	Identify room service items that have been supplied and confirm order with guest	<input type="checkbox"/>	<input type="checkbox"/>
3.5	Serve food items in accordance with enterprise standards and guest requirements	<input type="checkbox"/>	<input type="checkbox"/>
3.6	Serve beverage items in accordance with enterprise standards and guest requirements	<input type="checkbox"/>	<input type="checkbox"/>

		Yes	No*
Element 4: Present room service accounts			
4.1	Verify room service documentation prior to presentation to guest	<input type="checkbox"/>	<input type="checkbox"/>
4.2	Present room service account to guest	<input type="checkbox"/>	<input type="checkbox"/>
4.3	Process payment of room service account	<input type="checkbox"/>	<input type="checkbox"/>
Element 5: Clear room service			
5.1	Remove room service trays, trolleys and service items from guest rooms and floors	<input type="checkbox"/>	<input type="checkbox"/>
5.2	Return room service trays, trolleys and service items to appropriate location	<input type="checkbox"/>	<input type="checkbox"/>
5.3	Undertake ancillary duties in conjunction with clearing of room service items	<input type="checkbox"/>	<input type="checkbox"/>
Element 6: Present room service accounts			
6.1	Clean and maintain-room service trolleys	<input type="checkbox"/>	<input type="checkbox"/>
6.2	Clean room service crockery, cutlery and other items	<input type="checkbox"/>	<input type="checkbox"/>
6.3	Re-stock room service area to facilitate on-going readiness for action	<input type="checkbox"/>	<input type="checkbox"/>

Statement by Trainee:

I believe I am ready to be assessed on the following as indicated above:

Signed: _____

Date: _____

Note:

For all boxes where a **No*** is ticked, please provide details of the extra steps or work you need to do to become ready for assessment.

William
Angliss
Institute

Specialist centre
for foods, tourism
& hospitality



**Australian
Aid** 