

Room Service

Including set-up, service and clearing

Order taking over the phone		Meet	Below	N/A
1	Was the guest call answered with “Good evening (insert appropriate greeting for time of day), (insert name) speaking, how may/ can I help you?”			
2	Was the call answered in a reasonable time			
3	Was the team member knowledgeable about the menu and able to explain dishes			
4	Did the team member suggest additional beverages such as water, wine, tea or coffee			
5	Did the team member suggest starter, dessert or side dishes			
6	Did the team member repeat the order back to the guest and double check the room number			
7	Did the team member inform the guest of the estimated time of delivery – should not be longer than 30 min and if not, a call is made in advance highlighting this to the guest			
Tray Set-up		Meet	Below	N/A
8	Was the tray set with the correct cutlery for the dishes ordered			
9	Was the tray set with salt, pepper and clean folded napkins			
10	Was the food covered with a cloche			
11	Was the check printed and presented in a bill folder for signage			
12	Was the check printed and last name already hand written by the team member, in order to address the guest on delivery of order to room			

Food and Beverage - Room Service

Delivery		Meet	Below	N/A
13	Did the team member knock on the door or ring the doorbell twice and announce themselves as "Room service"			
14	Did the team member ask where to place the tray in the room			
15	Did the team member re-confirm the items with the guest			
16	Did the team member thank the guest and advise on how to have the tray collected			
17	Was all required cutlery and crockery present			
18	Where the dishes ordered served with the appropriate condiments and sauces			
19	Were all items served on a hot or cold plate as appropriate			
20	Were all items served at the correct temperature			
21	Did the team member wish the guest an enjoyable meal and ask if there is anything else they need			
22	Every hour floor walks tracking trays and collecting them			
23	Did the team member ask the guest to sign the check?			
Behavioural Standards		Meet	Below	N/A
24	Did the team member deliver the room service order in a calm and relaxed manner whilst being respectful of their privacy			
25	Was the team member well-groomed and neatly presented in clean, well fitted uniform, displaying name badge			
26	Did the team member smile and greet the guest in a natural, open body language and warm manner?			
27	Was the team member's speech clear, jargon free and use of English adequate to be fully understood?			
28	Did the team member personalise the interaction in anyway and engage the guest as individuals?			
29	Did the team member maintain eye contact, giving the guest authentic hospitality			
30	Did the team member offer a sincere farewell at the end of the interaction?			