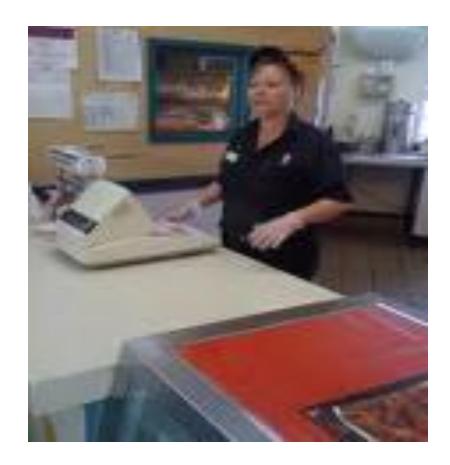
# ROOM SERVICE TAKING & NOTING ORDERS



## Room service order takers







### **SESSION OBJECTIVES**

After the end of the session one should be able to know, how to take & note order.



## **Contents**

- > Taking order
- Noting order



## Taking Room service orders

- ➤ Most R/S orders are given by telephone. Therefore the telephone is the first point of contact with R/S staff & good telephone technique is vital in creating that all important favorable first impression.
- ➤ The person answering telephone must have a good knowledge of the menu & a professional telephone manner.

## Taking Room service orders

➤ The bench mark of a 5\* hotel is no more than three rings before it is answered.

Pay special attention to the following points:

- Introduction of department & self.
- Use of the guest name.
- e.g- 'Good morning Mr. Stephens. This is room service, mark speaking. May I help you?'



## **Basic Things to be Noted**

- > Guest's room no.
- > No. of people dinning
- > Time of order
- Order taker's name
- > Date
- Outlet name
- Food orders to be taken in KOT while Beverage orders in BOT.



### Review

After the end of the session one should be able to know, how to take & note the order.



#### **BIBLIOGRAPHY**

- ➤ Food & Beverage service, (Danis Lillicrap/ 7<sup>th</sup> edition.
- ➤ Google

http://books.google.co.in/books?id=HfHtaq1GWUcC&pg=PT176&lpg=PT176&dq=breakfast+doorknob+card&source=bl&ots=0AG\_XEdSqP&sig=qr4SJp4wdx\_WhiGtsTOp3kAinsI&hl=en&ei=tzn4TZPDFof0vwPz06yDDA&sa=X&oi=book\_result&ct=result&resnum=4&ved=0CDMQ6AEwAw#v=onepage&q&f=false

