

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 dining
- 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/ 7th 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_WhiGtsTOp3kAinsl&hl=en&ei=tzn4TZPDFof0vwPz06yDDA&sa=X&oi=book_result&ct=result&resnum=4&ved=0CDMQ6AEwAw#v=onepage&q&f=false