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 benchmark 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/ 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_WhiGtsTOp3kAinsI&hl=en&ei=tzn4TZPDFof0vwPz06yDDA&sa=X&oi=book_result&ct=result&resnum=4&ved=0CDMQ6AEwAw#v=onepage&q&f=false