

ROOM SERVICE

GENERAL PRINCIPLES

SESSION OBJECTIVES

After the end of the session one should be able to know the various principles of room service operation.

Contents

- General principles

General Principle

- The service is unsupervised therefore skilled waiter must be send to avoid any complaint.
- Carry it in such a way that cold food remain cold & hot food remain hot, till it reaches clients room.
- Knock at the door, enter only when guest allows.
- Bring back anything last order if left there.

General Principle

- Don't leave trays in corridor, but move them immediately to the bus trolley stationed in corners.
- Carry all orders for the same floor on a trolley together, to save time.
- Check everything in the tray before taking it to the room.

Review

After the end of the session one should be able to know the general principles with regards to room service operation.

BIBLIOGRAPHY

➤ Food & Beverage service, (Danis Lillicrap/ 7th edition.

➤ Google

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