

ROOM SERVICE

RULES OF SERVICE

SESSION OBJECTIVES

After the end of the session one should be able to know the basic rules of service.

Contents

- Basic rules

BASIC RULES OF SERVICE

- TO KNOW WHAT YOU CARRY & ITS ACCOMPANIMENTS
- TO KNOW WHO YOU WILL SERVING
- CHECK THE ORDER
- CARRY EVERY THING WHICH IS REQUIRED
- FOOD SENSTIVITY
- KNOCK THE DOOR,SEEK PERMISSION
- FOLLOW SOP ALWAYS
- EYE FOR DETAIL.

BASIC RULES OF SERVICE

- LAY COVER, SERVE & MAKE THEM COMFORTABLE
- ASK FOR THE CLERANCE & FOLLOW IT
- CLOSE THE DOOR AFTER SERVICE.
- GET THE CHECK SIGNED ALWAYS
- DON'T FORGET OT THANK THE GUEST
- BE HUMBLE & SENSITIVE BUT DON'T FORGET TO BE PROFESSIONAL
- TRY USING GUEST'S NAME

Review

After the end of the session one should be able to know the basic rules to be followed in room service.

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