ROOM SERVICE

THUMB RULES
SESSION OBJECTIVES

After the end of the session one should be able to know the thumb rules of room service operation.
Contents

➢ Thumb rules
THUMB RULE

- Be Polite to the guest.
- Wish guest, introduce your department & yourself as well.
- Assist guest, Suggest options.
- Inform guest about the expected delivery time.
- Repeat the order.
- Lay the order, recheck it.
THUMB RULE

➢ Approach the room quietly.
➢ Knock firmly & say “Room Service” clearly & confidently, remembering that your voice must be carry through a closed door
➢ Listen for the guest response & react accordingly waiting out side or entering the room. If there is no response knock & announce once again. Do not go in until you have been asked to enter.
THUMB RULE

➤ When you have entered address the guest by name- “Good morning, Mr. John, here is your break fast,”. Continue to use surname while making polite conversation throughout the room service procedure.

➤ Check with the guest where they would like to dine.

➤ Lay the table, put chairs & make them sit.

➤ Serve food, check for the clearance time.

➤ Get the check signed.

➤ Thank the guest.
Review

After the end of the session one should be able to know the thumb role of Room Service Operation.
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