

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 & your self 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.

BIBLIOGRAPHY

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

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