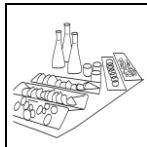


Standard



Set Up



Service



Room Service

## Room Service

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*Code: 99-00-06-PR-E-02-00*

### Objective and scope

This process describes and defines all tasks related to the Room Service.

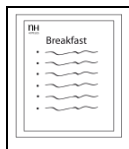
Room Service is a service provided for guests staying at the hotel who would like to eat and/or drink F&B offers in their own room. There are two ways that customers can order Room Service: ordering by phone with an employee of the F&B department or through door hangers preordering breakfast

This procedure applies for all those Hotels that offer Room Service. Opening hours offer and Service is defined within this process, variations might apply within defined hotels.

In some cases hotels provide Room Service through an external company. Offer and terms and conditions are defined on BU level.

### Summary

1. Standard Room Service
2. Set up Room Service POS
3. Service for Room Service
4. Operational handling for Room Service
  - 4.1 Guest information – Order procedure
  - 4.2 Prepare the order
  - 4.3 Deliver the order
  - 4.4 Service closure
5. Related procedures
6. Templates and file
7. Procedure validation



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## 1 Standard Room Service

**Responsible: F&B Responsible (and GM) and all persons working for the Room Service department**

### Breakfast:

Guests have 2 possibilities of choosing breakfast room service.

- Preordering Room Service through door hangers applies ONLY for breakfast:
  1. Through defined door hanger (NH Standard Stationary) the guest can choose from defined items what they would like to have for breakfast. The door hanger has to be placed outside the guest door before a defined time (most common 2am)
  2. The night porter collects the door hangers and hands them over to the F&B employee arriving in the morning at a specific time.
  3. The customer is crossing the requested dishes on the door hanger and breakfast is delivered at a requested time.
  4. Charges and other surcharges apply as for Room Service policy
- Ordering by phone:
  1. General standard of answering a call apply. The customer has not preordered anything and would like to place his/her order directly by telephone
  2. The employee is taking note of the request and starts to prepare as quick as possible
  3. The requested order is delivered after a certain period of time
  4. Charges and other surcharges apply as for Room service

### Lunch and Diner:

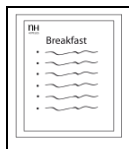
Ordering by phone:

The customer has not preordered anything and would like to place his/her order directly by telephone

### General:

In general a surcharge is charged to each Room Service order. These surcharges are depending on BU decisions and / or applying for each order.

Alternative could be that room service prices are more expensive than prices at the Bar or restaurant. Advisable is an increase of 20% to regular prices.



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The Room Service menu can be defined in 4 different ways:

1. Within a BU a defined amount of standards dishes and prices.
2. A concept like Room Appetite in Spain for a selected number of hotels
3. Individual Room Service menu for defined hotels, like 5 Star properties where standardization of menus does not apply
4. Outsourced room service to an external company like "Telepizza" BU Spain

The standard timetable for the Room Service is:

ROOM SERVICE	Midscale	NH	NewCO
Hot products 24 hrs available	NO	NO	YES
Hot products 12 hrs available	NO	YES	YES
Starters products 24 hrs available	NO	NO	YES
Starters 12 hrs available	NO	YES	YES
Desserts 24 hrs available	NO	NO	YES
Desserts 12 hrs available	NO	YES	YES
Room service 365 days availability	NO	YES	YES

The menu is printed on corporate designed stationary; letters are in ARIAL 10, double page printed and need to consist of all legal requirements and matters within a BU, legal required additives and quantity scales.

The Room Service is divided to at least 2 pages, starting ideally with beverages according to definition and or offer of hotel, followed by the selection of dishes – a minimum of 2 Starters, 1 Soups, 3 Main courses and 2 Dessert should be offered to our customers

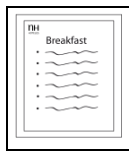
The Room Service menus provided to the customers must be translated into English, optional into other foreign languages depending on the predominant customer nationality; It is mandatory to provide a minimum of 1 low-calorie product within each segment on the menu (Starter, Soups and Main course). It must be clearly identified on the menus with the following logo / symbol:



All menu prices should include VAT and local taxes as well as service charge. Local legal guidelines for additions and or remarks apply accordingly.

Breakfast has to be provided to the customer during opening hours of the restaurant until 12 noon.. Lunch and diner are connected to the opening hours of the restaurant or bar. Further restriction in terms of opening times for room service is defined on business unit level.

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All room service orders have to be traced on the Room Service tracking sheet. This avoids that room service trays are left a long period of time within hotel corridors. Each room Service delivery has to be noted with time of delivery, room number and employee. After collection of the dirty dishes from the room it has to be assigned as cleared.

In this matter housekeeping is helping the F&B department in regards of clearing trays from the guest floor into defined offices or service areas.

## 2 Set Up Room Service POS

In general room service is provided and carried out by employees from the restaurant or allocated employees during a service period. In some hotels an own room service department exists.

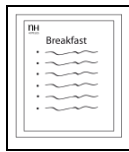
Room service is located in a defined area within the Hotel, ideally close to the restaurant or kitchen as well as close as possible to lifts reaching customers floors. Mise en place, standard forms, stationary and necessary equipment is located in this area.

The telephone is either fix located within this area close to a PC with access to NHS Bird or carried by a member of the F&B service.

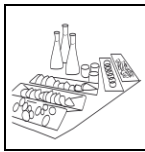
For the set up of room service trolleys, trays, cutlery, china and other assecoraires have to be prepared before each service period.

Set up of room service tray or trolley:

- Trolley or tray depending on amount of order or facilities of hotel
- Napkin, table cloth or paper placemat
- Cutlery and china according to order with a paper or linen napkin
- Corporate signage to retrieve tray either by calling or placing tray outside the room
- Salt & Pepper, Sugar & sweet and low ketchup and mayonnaise according to order
- Decoration in form of a flower (fresh or dried, no plastic) according to categorization of hotel
- Food and Beverage according to order, served and covert according to standard and legal requirements.



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### 3 Service for Room Service



#### Answer the call within 5 rings:

Speak slowly, without rushing, and pleasantly (proactive attitude and telephone smile). Use the expressions: "Good afternoon / evening/..." "Department name" Ask for the room number and the guest's name. Use the guest's last name at least once during the conversation.

Check the guest's name and room number on the computer (if possible) and if the telephone has an identifier, verify the guest's name.

#### Write down the order:

Write down the order in the order book (or in the corresponding system).

Offer other products (proactive upselling) such as: desserts, drinks, etc.

Ask if the guest may like an accompaniment or complements with their order.

The waiter should know the offer perfectly to be able to offer products, as well as to answer any questions which the guest may have.

A room service menu should be kept nearby for consultation or to give to the room, in the event that the guest tells us that they do not have one in their room. Take down the time of the order and the anticipated delivery time.

#### Give the real waiting time:

If you know that the waiting time is going to be longer than the ideal (15-25 minutes), notify the guest before making the order.

It is essential: "be realistic" in terms of delivery time.

In the event that the order is going to take longer than what you initially told the guest, call them and inform them of the new waiting time...

#### Go over the order with the guest:

Reconfirm the room number, number of people and the order.

Inform the guest if there is an extra charge for room service (if applicable).

Ask whether it is to be charged to the room or if it will be paid in cash.

#### Finish the call saying Thank You

#### Before taking up the tray, check the following

That the tray is presented in accordance with the standard established for the service required.

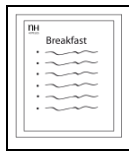
That the full order requested by the guest is on the tray and coincides with the delivery note.

That the food is as required (health regulation) and should be covered with the elements approved by NH for each case.

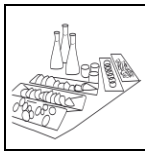
All household elements, trays and serviettes should be clean, revised, in good condition, and in accordance with the number of people and order requested.

Food and drinks should be kept at a suitable temperature.

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We should check that we have all essential condiments (salad dressing, salt, pepper, sugar etc.), as well as accompaniments or complements which are expressly requested, and necessary utensils such as a bottle opener, corkscrew, etc.

Check that the tray "Removal Card" is duly approved (if applicable)

Take up the order, and knock on the door (two knocks)

Try to avoid filling the tray and trolley (if available) too much to avoid accidents, and if necessary serve the order with a colleague.

Ask for permission to enter the room and take the order inside

Greet the guest pleasantly with their last name.

Once inside the room, ask the guest where they would like you to leave the tray. Give the order to the guest, checking that everything is correct and that nothing is missing.

If there is a bottle of wine, open it and ask the guest to try it and to give approval.

Tray removal afterwards

Even if the tray has the removal card, give the option to the guest of calling us to come and remove the tray (if possible).

In the event that the hotel does not have this service, tell the guest that they can leave the tray outside the room, and it should be removed as soon as possible.

Inform the guest to call us on XXXX if there is anything unsatisfactory, and we will change it immediately.

Say goodbye

Use the guest's last name.

Close the door carefully, ensuring that it is properly closed.

Recommendations

Offer complementary products: drinks, dessert...(proactive upselling).

Be flexible with special requests of simple products which are not on the menu or in the case of bland diets.

Also be flexible in relation to times near the end of the room service timetable.

Offer a personalized service (use of guest's last name in conversations).

Know the room service offer.

Check your own appearance and the appearance of material used (take care of your appearance).

Always be in correct uniform.

If the guest arrives at the hotel and checks in close to the room service closing time, remind them of the timetable so that they can use it if they wish.

Organize rounds between housekeeping and restaurant so that the guests do not find trays in the corridors.

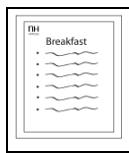
If you observe a tray in the corridor after doing a service, remove it as soon as possible.

If the tray has stained the floor, tell the housekeeping department so that they can clean it as soon as possible.

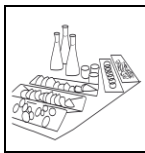
Make as little noise as possible so as not to disturb guests.

Be discreet with guests when you enter their room.

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### YOU MUST NEVER

Have two conversations at the same time  
 Answer in monosyllables  
 Be overly "friendly"  
 Contradict the guest or interrupt the conversation  
 Justify ourselves with internal problems  
 Use an unsuitable tone

## 4 Operational Handling

### 4.1 Guest information

- The guest will get in contact with the room service by phone. The responsible person has to pick up the phone no later than 5 rings and greet the customer with a defined following of words including greeting the guest by his name.
- The waiter should speak in slow and pleasantly proactive smiling voice
- After the Waiter has checked if the room name holder matches with the name given by the client, he/she will take the order.
- The waiter listens to the order of the customers
- With a defined order request sheet the waiter is taking notes regarding the order, room number and name of customer and order time are standard procedure.
- After the customer has placed the order the waiter repeats the order to customer to minimize mistakes and reduce complaints subsequently.
- The waiter gives an estimated realistic delivery time; in case due to an unforeseen matter the order is delayed the waiter needs to inform the customer and apologizing for the delay.

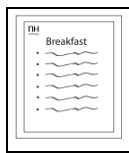
### 4.2 Prepare the order

The Waiter enters the order in BIRD and sends the order to the Kitchen. The Kitchen Staff will prepare the order and the Waiter will bring the order to the room.

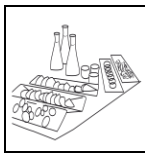
When there is a printer in the kitchen, the communication is automatic.

It must be reviewed whether any of the following cases applies:

- Complimentary: there must be always an authorization.
- Negotiated Discounts (for example, employee discount)
- Discounts for service problems. This must be authorized by F&B responsible (and GM)



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The receipt for the order is printed by the Waiter and s/he will take this to the room together with the order for the guest to sign according.

#### 4.3 Deliver the order

Before delivering the order the waiter needs to check if the order is complete and complements or special request are prepared is requested.

The Waiter will take the order to the room; at the door of the customers s/he will knock or ring for attention and express the words Room Service. After entering the room s/he will greet the customer with his/her name and ask where to leave the order. After placing the tray/trolley s/he will request the guest to sign the receipt.

If the client does not agree with the services included in the receipt, rectifications must be written down on the ticket and later modified in the system.

The waiter is wishing an “enjoy your meal” and closes the door while leaving the customer room

#### 4.4 Service closure

Once finished the room charge the ticket will be filed. One copy is for Reception and another one for the F&B Office.

Any order (manual or printed directly at the kitchen) for kitchen should be stored with a ticket copy.

Before the end of the shift orders will be compared with tickets charged daily in the system. These orders will be stored at the Reception for one month.

- All the room charges must be registered in the system (NH BIRD)
- All the room charges must be signed by the guest.
- All the room charges signed will be delivered to Front Office Department

### 5 Related procedures

Definition, tracing and documentation of a Cover

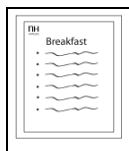
Complimentary handling

Corrections and deductions

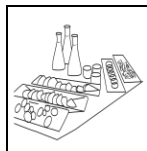
Discounts handling

Shift Change handling





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## 6 Templates and file

Template	Responsible	File period
Room Service Order Template	F&B Responsible (and GM )	18 months
Room Service tracking template	F&B Responsible (and GM )	18 months

## 7 Procedure validation

Version	Corporate area	Approved by:		Approval date
1	Operations <b>(Process Owner)</b>	F&B Operation Manager Operations Control Director Chief Operations Officer	Thomas Bartz Anja Loijens Ramón Aragonés	March 2012
	Internal Audit	SVP Internal Audit		
	Resources	SVP Human Resources SVP Purchasing		
	Strategy & Development	SVP Quality & Competition Chief Commercial Officer		
	Management Committee			Steering Minutes 16/04/2012