Order collected

From mobile device/door knob menu/ App /Online web ordering.

Enter the order in POS.

Order distributed to the appropriate personnel, either in Room Service Department, kitchen, stillroom/other departments as necessary.

Room service staff

Set up room service basket/tray or trolley and gather appropriate accompaniments. Collect food and beverage items promptly and in the right order (hot food and drinks last).

Check basket/tray/trolley against guest order and confirm it matches. Ensure guest order is posted to account.

Room service staff

Message guest or phone in advance to announce that room service delivery is en route.

Transports breakfast basket/tray/trolley to guest's room, knocks on the door and announces room service. Steps away from the door to maintain appropriate physical distance.

Room service staff

Greets guest warmly using guest's name. Outlines contents of the breakfast order delivery & verifies guest has all requirements.

Invites guest to e-sign order received (via App) or paper docket.

- Explains breakfast clearing procedures, thanks the guest and wishes them an enjoyable breakfast.
- When staff returns to room later, to remove breakfast (after guest departs), staff collects the signed receipt and submits to reception as account backup.