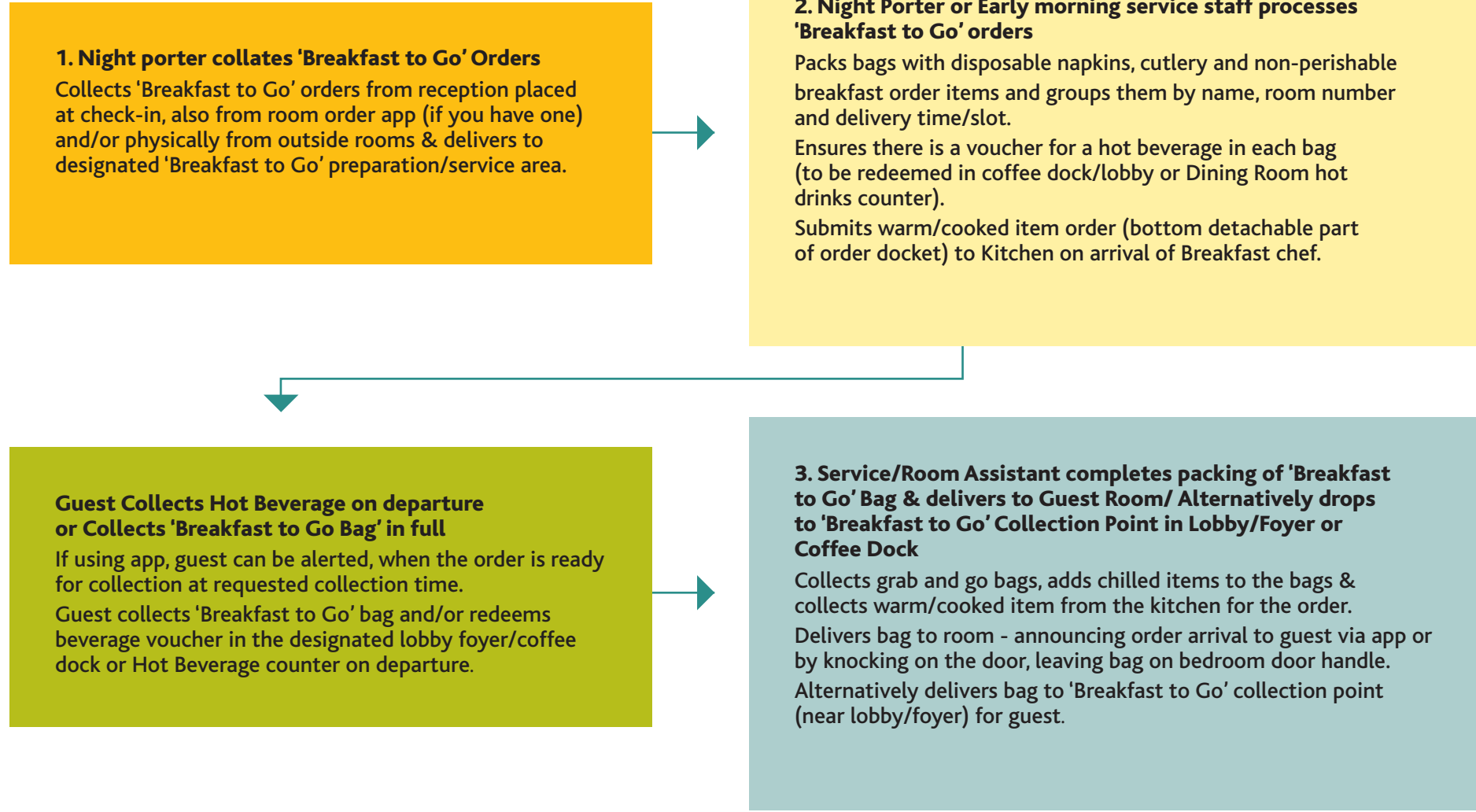


# 6 Flowchart: 'Breakfast to Go' System



**1. Night porter collates 'Breakfast to Go' Orders**  
Collects 'Breakfast to Go' orders from reception placed at check-in, also from room order app (if you have one) and/or physically from outside rooms & delivers to designated 'Breakfast to Go' preparation/service area.

**2. Night Porter or Early morning service staff processes 'Breakfast to Go' orders**  
Packs bags with disposable napkins, cutlery and non-perishable breakfast order items and groups them by name, room number and delivery time/slot.  
Ensures there is a voucher for a hot beverage in each bag (to be redeemed in coffee dock/lobby or Dining Room hot drinks counter).  
Submits warm/cooked item order (bottom detachable part of order docket) to Kitchen on arrival of Breakfast chef.

**Guest Collects Hot Beverage on departure or Collects 'Breakfast to Go Bag' in full**  
If using app, guest can be alerted, when the order is ready for collection at requested collection time.  
Guest collects 'Breakfast to Go' bag and/or redeems beverage voucher in the designated lobby foyer/coffee dock or Hot Beverage counter on departure.

**3. Service/Room Assistant completes packing of 'Breakfast to Go' Bag & delivers to Guest Room/ Alternatively drops to 'Breakfast to Go' Collection Point in Lobby/Foyer or Coffee Dock**  
Collects grab and go bags, adds chilled items to the bags & collects warm/cooked item from the kitchen for the order.  
Delivers bag to room - announcing order arrival to guest via app or by knocking on the door, leaving bag on bedroom door handle.  
Alternatively delivers bag to 'Breakfast to Go' collection point (near lobby/foyer) for guest.