



# CHECKLIST / ROOM SERVICE

## 📞 ORDER TAKING

- Answer the phone before the 3rd ring
- Greet professionally: "Good morning or evening, room service, [Name] speaking"
- Listen fully, capture the full order, food, drinks, condiments
- Confirm room number, guest name and number of covers
- Specify cooking temperatures and clarify ambiguous items
- Identify allergies and special diets, flag to the kitchen
- Offer an appropriate upsell: starter, wine, dessert
- Repeat the full order for confirmation, announce the delivery time

## 🕒 DELIVERY TIMING

- Continental breakfast: 20 to 25 minutes
- Full breakfast: 25 to 30 minutes
- Lunch: 30 to 35 minutes
- Dinner: 35 to 45 minutes
- Drinks only: 15 to 20 minutes
- VIP order: priority handling

## 🍽️ TRAY OR TROLLEY SETUP

- Clean tray or trolley, sanitised surface
- Pressed tablecloth or tray cloth, centred
- Napkin folded and properly placed
- Polished silverware aligned, polished glassware upright
- Plates with cloches for hot items, cold items properly chilled
- Salt, pepper, condiments full and clean, sugar and milk if applicable
- Thermal carafe for coffee or tea, wine in ice bucket if ordered
- Bud vase with fresh flower, bill folder with working pen
- Tray balanced and stable, trolley brake operational

## 🚪 APPROACH AND ENTRY

- Walk at a professional pace, controlled and silent
- Verify the order one last time
- Knock three times, announce "Room service"
- Wait for response, knock again if no answer
- Call the room from the hotel phone if still no response
- Never enter without permission

## 🛏️ IN-ROOM SETUP

- Greet the guest by name if known
- Ask the preferred location for setup
- Place tray or trolley on the designated surface
- Remove cloches and briefly identify each item
- Point out condiments and accompaniments
- Offer to serve drinks, open the wine if ordered
- Lock the trolley wheels and engage the brake

## 🏠 BILL, DEPARTURE AND PICKUP

- Present the bill discreetly with a working pen
- Offer payment options: charge to room, card, cash
- Collect the signature, confirm satisfaction
- Inform the guest about tray or trolley pickup
- Exit walking backwards toward the door, close silently
- Pickup on guest call or per property convention, sanitise equipment

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**LuxOps**