



EDWARDIAN
HOTELS

LONDON

Sequence of Service

In-Room Dining Mercer Street
December 2020



EDWARDIAN, MERCER ST

Room Service

They will have immaculate grooming, friendly open personalities and be able to clearly understand and communicate using the English language to a high standard.

They will have an in-depth knowledge of potential pairings and options from within the in-room dining menu, as well as hotel facilities, to allow them to recommend, answer queries and enhance the guest's experience where possible.

They will be required to wear masks; no other PPE is required. There will be an increase in hand washing and sanitisation as per the employee journey document.

Each member of employee will be allocated a specific station/role to be used for the duration of their shift.

Key touch areas are to be sanitised every 60 minutes.

Items used by multiple people during a transaction should be sanitised after use, i.e card machines, trays, tables, flowerpots and cruets.

All verbal interactions with the guests are to take place adhering to social distancing guidelines.

Dect phones will be allocated per employee while on shift, these should not be shared where possible.

Answering The Phone

- The phone should be answered within 3 rings or 10 seconds, using the guest's name that appears on the screen. This should be completed in an environment free from background noise or disturbances.

"Good morning Mr ..., thank you for calling In-Room Dining, my name is ..., how may I assist you?"

- Confirm the guest's name and room number and cross check on the system to ensure they have credit using the Room Information function on Micros.
- Waiter to use the guest's name discretely and naturally throughout the rest of the conversation, without this being excessive.
- If the guest has any requests or requires advice, the waiter is to have the knowledge and confidence to answer the guest suitably, offering an alternative dish if the request cannot be accommodated. Should the answer not be available, the waiter is to inform the guest they will enquire and immediately call back.
- Once the guest has ordered, waiter is to ascertain any cooking preferences if applicable.

"We would recommend the rib-eye steak to be cooked medium-rare, would this be to your liking?"

- Waiter is to offer additional starters, sides, desserts or drinks where applicable. As well as any accompaniments that may be required, this should be personalised based on the guest's order and requirements.

"Would you like to order a side dish with your rib-eye steak? The steamed kale and tender stem broccoli will match very well."

"Mr ..., would you like me to take a dessert order now, we can deliver this once you have finished your main course?"

"Mr ..., would you like a glass of wine with your rib-eye steak; the ... would be fantastic with it?"

- Waiter to ascertain the number of diners should there be several dishes ordered. This is required to ensure accurate set-up is placed for delivery.

"May I ask how many people are dining this evening?"

- Enquire if they have any allergies or dietary requirements.
- If a customer has an allergy, all FOH and kitchen employee must be informed. The information must be communicated verbally as well as on every Micros check for that room. Allergen information should be placed on the order log.
- All allergen information should be recorded by the management onto the guest profile.
- Once the order is complete, repeat the order and clarify the allergies and dietary requirements.

"To confirm; you have ordered the orange and avocado salad, rib-eye steak with steamed kale and tender stem broccoli, cheese board and a large glass of ..., there are no allergies or dietary requirements you have made us aware of, would you like us to charge this order to your room or will you be using another method of payment?"

- Inform the guest of the estimated delivery time and let the guest know your name again; thank the guest for their order using their name and ask them to contact you should they require any further assistance.
- Should the kitchen be experiencing a particularly busy period, the waiter is to ensure constant communication with the chef to ensure the guest is given the most accurate information possible.

"My name is ..., the delivery time for your order will be 30 minutes, please contact me should you require further assistance. Thank you for your order."

- Waiter is to process the order through Micros, and double check before sending to the kitchen.
- Waiter is to record the order on the room service order log.
- Prior to food delivery, waiter is to ensure credit is available on the room. If not, waiter is to proceed to an alternative payment method.
- Should there be a delay with the order of more than 5 minutes of the informed time, the waiter is to inform the guest at the earliest possible time of the new delivery time.

"Good evening Mr ..., this is ... calling from In-Room Dining. May I offer my apologies that we are experiencing a small delay to your order, it will be with you in a further 10 minutes."

Payment

Contactless payment will be encouraged wherever possible.

If the guest is paying by cash:

- Take cash to the allocated POS system with a float
- Complete transaction and return the change and receipt to the guest
- Sanitise the bill holder and hands

If guest is paying by card:

- Bring PDQ machine to the guest
- Take payment and issue the card and customer receipt back to the guest
- Close bill on Micros
- Sanitise PDQ machine, bill holder and hands

If guest is closing to a room:

- Ensure guest has credit on the room prior to closing the bill
- Provide the guest with a company pen and ask them to print and sign the receipt along with their room number
- Close in micros, checking that details match
- Sanitise pen, bill holder and hands

If guest has inclusive breakfast (While ordering over the phone):

- Provide the guest with a company pen and ask them to print and sign the receipt along with their room number
- Close in micros, checking that details match
- Sanitise pen, bill holder and hands

If a guest has ordered the breakfast hamper:

- Waiter to check and confirm rooming details are correct, as well as whether the guest has an inclusive breakfast package.
- If the breakfast is inclusive; no further action is required.
- If the breakfast is not inclusive; waiter is to see if the guest has available credit on the room. If so, paying by room charge standards are to be followed.
- If the guest requires another method of payment, waiter is to call the guest prior to leaving the in-room dining area with the order to ascertain the payment method. Chosen payment method standard is then to be followed.

"Good morning Mr ..., my name is ... and I am calling from In-Room dining. We have your breakfast order ready but have noted you do not have an inclusive package or credit on your reservation. May I ask whether you would prefer to pay by cash or card?"

In all instances, the waiter should depart on a warm, friendly note, thanking the guest, wishing them a good day and saying they hope to see them again soon.

Taking Multiple Calls

- If another call comes through whilst you are taking an order, please apologise and put the call on hold, then answer the new call, using the dect phone. Ask the guest to hold and go back to the original call.
- If your current call will be more than 30 seconds, tell the guest on the dect phone that you will call them back, but first clarify their name and room number. Please ensure you call them back within 5 minutes.
- Should you require to call the guest back, apologise for the wait before taking their order.

"Good morning Mr ..., my name is ... and I am calling from In-Room dining.
I am sorry to have kept you waiting, how may I assist you today?"

Service

When delivering the guest's order to the room, please ensure your presentation is immaculate, the bill folder is clean, and your pen is working for the guest to sign the bill.

Make sure the dect phone is switched onto silent.

- Prior to leaving the in-room dining area, waiter is to do final checks on all equipment and set-ups.
- Food is to be presented in front of the guest room in the following manner:

Where a table and hot box are available for food delivery, these will be placed in front of the guest's room with the food remaining inside the hot box. We will alert the guest of our presence and ensure the appropriate distance is maintained. The guest will then be asked to take the table into the room.

Where a tray is required for food delivery and a table and hot box are available, the tray will be placed on the table in front of the guest's room, the food will be removed from the hot box and placed on the tray under a cloche. We will alert the guest of our presence and ensure the appropriate distance is maintained. The guest will then be asked to take the tray into the room.

Where a tray is required for food delivery but a table and hot box are not available, a tray stand will be used. The stand will be placed outside the guest's room with the food present and fully covered by a cloche. We will alert the guest of our presence and ensure the appropriate distance is maintained. The guest will then be asked to take the tray into the room.

- At all times, the waiter is to be aware of the guest's non-verbal and verbal communication; ensuring that the service is not too intrusive for the guest.

"Good evening, my name is ..., I have an order for Mr This is your orange and avocado salad and rib-eye steak, with your glass of ... Would you require anything else?"

- Waiter to engage the guest in natural conversation if suitable.

"How has your day been Mr ...?"

- Waiter to inform the guest of which plates are hot, including any plates remaining in the hot box if used.

"Your rib-eye steak with kale and tender stem broccoli is in the hot box. Please be careful as this will be hot when you wish to take it out."

- Waiter to ask the guest to check and continue to the required method of payment.
- Inform the guest on how to contact you should they wish you to remove the tray/table once finished their meal.
- Thank the guest and ask them to contact you should they require any further assistance or their dessert order.

"Thank you for your order, please check your bill and sign. When you are ready for your dessert order, please call us using the In-Room function on your room phone. Should you require any further assistance, do not hesitate to contact me. Enjoy your meal."

- Waiter is to update the order on the in-room dining order log with the food delivery time.

Set Up Standards

Trays

- All trays must have a black lining
- Napkin to fold with appropriate cutlery placed inside (not required for breakfast hampers)
- Salt and pepper mills (not required for breakfast hampers)
- Room service call back sign
- Milk and sugar (hot drinks only)

Trolleys/Table (2 or more people only - depending on order and availability)

- IRD Table
- Hot Box
- All tables must have a clean tablecloth
- Napkin to fold with appropriate cutlery placed inside
- Salt and pepper mills
- Room service call back sign
- Milk and sugar (hot drinks only)

Presentation

Trays

- Place the tray on the stand (or table if being used) in front of the guest's door.
- Ensure an appropriate distance is given to the guest for collection.
- Indicate if the dishes are hot.

Table

- Place the table in front of the guest's door.
- Ensure an appropriate distance is given to the guest for collection.
- Indicate if the dishes are hot.
- Show them the location of any additional items in the hotbox.

Beverage

- For wine orders, please ensure the full set-up is used (napkins/ice buckets).
- Place the tray on the stand (or table if being used) in front of the guest's door.
- Ensure an appropriate distance is given to the guest for collection.

Breakfast

- Place any newspapers that may be hanging on the door or outside the room on the tray or table if possible.

Key Points

- Start and finish the conversation with your name.
- Use the guest's name (Mr or Ms).
- Ask about allergies and dietary requirements.
- Input all orders onto the tray tracker form, keeping this updated always.
- Ensure an appropriate distance is given to the guest for collection.



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