



Chapter 5

Room Service Tray and Trolley Set Up

Objectives : After completing this module learners would be able :

1. To set up room service trays for various orders
2. To set up a room service trolley for a large order
3. To carry room service trays up stairs.

Equipment Required :

1. A room service work area
2. Room service trays and trolleys
3. An easy access to stairs and lift

Teaching Aids :

- *Demonstration
- *Mock practical followed by mock service in different departments of the institute
- *Food may be picked up from the room service area and served to faculty and staff in other departments for a live experience
- *Videos on food and beverage service
- *LCD projector

Activity : Remember the following rules:

1. In room service food is carried to his room which is distant from the pick up area.
2. Anything forgotten or missed during pick up will definitely lead to a complaint.
3. Trays are best carried over the shoulder, rather than by two hands as is in restaurant service.
4. Ensure that the weight and balance of the tray is correct before lifting a tray.
5. Practise until you can carry a loaded tray with one hand and bring it down from your





shoulder before attempting to serve guests as one hand needs to be free to open and knock doors.

6. Remember to take a senior along with you to rooms a few times before you pick up and serve an order alone.
7. Always knock doors and seek permission for entry as rooms are private area.

ROOM SERVICE PROCEDURE :

STAGE 1. Ensure the Correctness of the Tray / Trolley set up

- check the mise en place in terms of cutlery and crockery required for the service of an order.
- ensure that the portion and food picked up are correct by comparing it with the KOT being served.
- ask the chef the name of the food accompaniment in case you are in doubt

STAGE 2. Sequence of Service

- Carry the food up to the guest room on an elevator and in case the elevator is not available up the stairs as food would get cold quickly.
- Knock the door and wait for a permission to enter the room.
- Wish the guest according to the time.

STAGE 3. Presenting the Food

Place the tray on the dining table and ask the guest if he would want to have his table set up immediately. Set the dining table if the guest is ready for his meal. Many a time guests ask the waiter to leave the tray so that they can have their meal in privacy. In either case ensure that the guest knows that his entire order has been served. Get the guests signature on the bill by presenting the same in a bill folder.

STAGE 4. Clearance of DIRTIES

Food left uncleared tends to stink in the room and also blocks equipments needed for service of other rooms. The room service waiter has to ensure that he clarifies before





leaving a guest room. Clearance has to be prompt as guests tend to relax after a meal and hate to be disturbed. However if a room is not cleared on time guests may leave it on the floor corridors or even turn in with all the equipments locked for a long time.

POINTS TO BE NOTED :

Room service is a slow form of service

It is manpower intensive

It tends to create more complaints as the back up other staff and a side board is not available.

Planning needs to be meticulous.

Only trained staff should be allowed to go to rooms as the service is in close quarters .



Carrying a Room service tray



