

Chapter 8 *Service of Beverages in Rooms*

Objectives: At the end of this chapter learners would be able to:

1. serve beverages in the room
2. distinguish between different sizes of trays and salvers
3. hold tray without falling, breaking, etc
4. handle and pull / push trolley carrying beverages
5. open different wine bottles and handle all kind of beverages
6. serve independently in the room and clear the tray / trolley etc. on time
7. get the cheque signed by the guest after serving and get the same posted to Bar Summary Sheet at the Cashier's counter

Equipments Required:

1. Different sizes of trays with covers
2. Trolleys to carry beverages
3. Different type of glass wares
4. Coaster
5. Wine and bottle openers
6. Different types of glasses
7. Store well different glasses
8. Racks to prepare the advance beverage trays.
9. Glass washing machine.
10. Crockery and cutlery required to serve beverages and snacks.
11. Cruet set, different sauce bottles, sauce boats, tea, coffee, sugar pots or thermos.

Teaching Aid:

1. Projector LCD / OHP, Site Visit to star hotels in the vicinity
2. Practical and Demonstration





3. White Board and marker

Room service is more technical than serving in the coffee shop or in the restaurant. In coffee shop / restaurant there are other staff members including captain, manager, etc. who can guide the server or who can assist the server in picking up the beverages, serving, clearing etc. In case any of the items is not picked up along with the order than it can always be brought immediately while the service is in progress. But in case of room service there is only one server who is responsible for the entire service. In case he forgets to carry even a small thing like cruet set, spoon, etc. he has to come back to the room service area and pick up the same and go to the room. This will take a lot of time and the guest may not get satisfied and the food may also get cold or warm.

In restaurant the mise-en-place is kept ready and in case guest wants anything extra than it can be served immediately. The table is already laid so the waiter knows where to serve and how to serve. But in the case of room service, mise-en-place is to be carried along with the beverage and more over guest might have kept something on the table and waiter will find it difficult to serve.

The following points must always be remembered by the waiter while serving in the room.

1. Carry everything along with the order required. In case of large order mise-en-place can be brought to the room in advance before serving the beverages.
2. Carry bottle opener, wine opener, ice, glasses, etc. along with wine, cold drinks order.
3. Along with tea or coffee orders; always carry extra hot water, hot tea cup / coffee cups or carry hot water to wash the cups with hot water before service. This will ensure that the cups are hot and the tea / coffee served will be also hot. Hot water pot is carried because if the guest finds his tea / coffee strong than it can be diluted by mixing with hot water. Do not forget to carry extra sugar and may be also sugar free. In case tea, coffee pots are used than carry tea coffee cozy and also pot holder as this will keep the beverage hot and waiter will not burn his hands while serving to the guest. But these days most of the hotels are using thermos instead of tea / coffee / milk pots.
4. Check with the guest that when the tray / trolley is to be removed. Remove the trolley / tray before guest finds it disturbing in the room.