**E’TERIE** STANDARD OPERATING PROCEDURES

DELIVERY

service

Food Runner/Bar Attendant

**7.1.0**

E’TERIE STANDARD OPERATING PROCEDURE

DELIVERY Service

E’terie MARKET PROMISE/STANDARD

Each order will be delivered within five minutes of the provided delivery time, and if that time cannot be met, guests will receive a telephone update and explanation. Each order will be inspected before delivery to meet E’terie quality standards and mindfully prepared with the appropriate condiments, tableware and glassware.

TEAM MEMBER CONTRIBUTION

T.7.1.1 In-Room DELIVERY:

IN-Room Delivery must be available during posted and advertised hours, at a minimum from 5pm until 11:00pm daily.

1. Order-taker must be fully familiar with the following: Ingredients, special dietary availability (i.e. gluten free), preparation techniques, daily specials and items that may currently be unavailable.
2. The telephone should be answered within three rings.
3. Calls should be put on hold for no longer than 30 seconds, if necessary. If a guest must be placed on hold, they should first be asked for permission.
4. Time of day, your name and “E’terie Delivery" should be included in your greeting.
   1. "Good Evening!"
   2. "E’terie Delivery, this is (\_\_\_\_\_) speaking; how may I assist you?”
5. Order-taker should confirm the number of guests that will be placing an order to ensure enough flatware, condiments, etc. are brought to the room.
6. Team member should also obtain and or clarify cooking temperatures, side sauces or other desired condiments that must be delivered with the order.
7. Order-taker should suggestive-sell other items that may have been omitted in the order or will enhance the dining experience. Think to include: Flatbreads, sides, desserts and beverages.
8. Any special or off-menu requests the guest makes should be accommodated. If unable to provide, indicate what can be provided as an alternative.
9. The order should be repeated back to the guest to ensure accuracy. Team member should ask if this will be a room delivery or pick-up.
10. The guest should be informed of the approximate delivery time. If this time schedule is not met, the guest should be called and provided a revised delivery time and explanation for the delay.
11. Team member must Inquire if the order is to be billed to the room or if the guest will be paying with cash.
12. The guest should be thanked for calling, using the guest's name.
13. Order must be logged into the POS and denote in the Packaging Pick-Up/Collection sheet if it is delivery.
14. The order should be delivered within five minutes of the quoted time. If there is a delay, the guest must be informed and an apology given.
15. Prior to proceeding to the room, a final inspection of the order is to be made to confirm the order is correct, of E’terie quality and all accompaniments are present.
16. Instructions to the guest for refuse removal are provided with each order.
17. Team member should knock on the door, identifying themself as “E’terie Delivery" and greet the guest when the door is opened.
    1. "Good Evening! I have your order for you!"
18. The order should be confirmed with the guest and the guest provided with the bill for signature and or payment. Once the order is signed for, the guest should be provided with a copy of the receipt and thanked by name for their business.
    1. When presenting the check, it is the responsibility of the service delivery team to explain the food and beverage charges and SHOW the guest where the tax and Service Charge/Gratuity and any delivery fees have been added.
19. Pizza and flatbreads are to be brought to room in approved boxes using an insulated transport bag.
20. All cold and hot beverage cups are to be closed containers or delivered to the guest using the standard drink caddy to avoid spillage. All cups must be accompanied by an approved lid. Soft drinks and beers are to be served in bottles or cans with appropriate glassware and ice. For speed of service and improved product quality, fountain beverages are not permitted.
    1. Some bottled beer must be accompanied with a bottle opener if not provided within room.
21. Condiments must be provided within the order, placed collectively in a small brown bag and included where appropriate:
    1. Butter (PC foil wrapped Salted Butter)
    2. Salt and pepper (PC paper encased tubes)
    3. Jelly/jam (PC minimum 2 flavors)
    4. Honey (PC foil wrapped)
    5. Ketchup (PC from bulk plastic ramekin or PC foil wrapped branded package)
    6. Mustard (PC from bulk plastic ramekin w/lid or PC foil wrapped branded package)
    7. Mayonnaise (PC from bulk plastic ramekin w/lid or PC foil wrapped branded package)
    8. Salad dressing (PC from bulk plastic ramekin w/lid or PC wrapped branded package)
    9. Hot sauce (Tabasco in mini glass or foil wrapped PC)
    10. Sugar (tubes or individually wrapped)
    11. Artificial sweetener (Splenda)
    12. Cream (individual PC Moo Milk or shelf-stable Half and Half/Creamer)
22. Plastic flatware is to be provided at a rate of one set per cover (knife, fork, spoon) with standard paper napkins provided at a rate of two napkins per cover, with additional settings provided upon request. Soup/cereal spoon will be provided to supplement the needs of guests ordering soup or cereal. Cocktail straws and or wooden stir sticks are to be provided with coffee/tea service.
23. When a guest calls down for a packaging pick-up, the items must be collected within ten minutes. Halls must be cleared using an established system that is coordinated with Housekeeping, ensuring no items are left in hallways beyond a two-hour period. Note all pick-ups on required order tracking system for Package Pick-Up/Collection.
24. When bottled wine without a screw cap (Stelvin closure) is ordered, a corkscrew must be provided. If hotel does not supply glassware within room, plastic glassware must be provided.
    1. Stemmed glassware will be provided upon guest request.
25. Beverage condiments such as sliced lemon and lime are to be served in a side PC plastic ramekin with lid.

LEADERSHIP CONTRIBUTION

1. Managers will set the example for all team members by consistently demonstrating the behaviors outlined above.
2. Managers will conduct regular audits and provide positive feedback to their team, or feedback for improvement, to support successful future interactions with our guests.

COMMITMENT ACCEPTED – Team Member

Name:

Role:

Date:

Signature:

COMMITMENT ACCEPTED – Leader

Name:

Role:

Date:

Signature: