

7.1.0



MADE
Market

MADE MARKET STANDARD OPERATING PROCEDURES

ROOM SERVICE





Standard: Room Service
Ownership: Food Runner/Bar Attendant
Date: 12.5.12

MADE 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 Made Market quality standards and prepared thoughtfully with the appropriate condiments, tableware and glassware.

TEAM MEMBER CONTRIBUTION

T.7.1.1 In-Room Dining:

Room Service must be available during posted and advertised hours and at a minimum from 6:00am until 11:00pm daily.

- a. 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.
- b. The telephone should be answered within three rings.
- c. 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.
- d. Include the time of day, your name and "Made Market Delivery" in your greeting: "Good Morning/Afternoon/Evening"; "Made Market Delivery, this is (____) speaking"; "How may I assist you?"
- e. Confirm the number of guests that will be placing an order to ensure enough flatware, condiments etc. are brought to the room.
- f. Obtain and or clarify cooking temperatures, side sauces or other desired condiments that must be delivered with the order.
- g. 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.



- h. Accommodate any special or off-menu requests the guest makes. If unable to provide, indicate what can be provided as an alternative.
- i. Repeat the order back to the guest to ensure accuracy and ask if this will be a room delivery or pick-up.
- j. Inform the guest 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.
- k. Inquire if the order is to be billed to the room or if the guest will be paying with cash.
- l. Thank the guest for calling, using the guest's name.
- m. Log order into the POS and denote in the Packaging Pick-Up/Collection sheet if it is delivery.
- n. 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.
- o. Prior to proceeding to the room, a final inspection of the order is to be made to confirm the order is correct of Made Market quality and all accompaniments are present.
- p. Instructions to the guest for refuse removal is provided with order.
- q. Knock on the door indentifying yourself as "Made Market Delivery" and greet the guest when door is opened. "Good Morning/Afternoon/Evening. I have your order for you!"
- r. Confirm the order with the guest and provide the guest with the bill for signature and or payment. Once the order is signed for, provide the guest with a copy of the receipt and thank the guest by name for their business. NOTE: 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.
- s. Pizza and flatbreads are to be brought to room in approved boxes using an insulated transport bag.



- t. 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 *Beer 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. Note: Some bottled beer must be accompanied with a bottle opener if not provided within room.
- u. Condiments must be provided within the order and placed collectively in a small brown bag and include where appropriate: butter (PC foil wrapped Salted Butter), salt and pepper (PC paper encased tubes), jelly/jam (PC minimum 2 flavors), honey (PC foil wrapped) ketchup (PC from bulk plastic Ramiken or PC foil wrapped branded package), Mustard (PC from bulk plastic Ramiken w/lid or PC foil wrapped branded package), mayonnaise (PC from bulk plastic Ramiken w/lid or PC foil wrapped branded package), salad dressing (PC from bulk plastic Ramiken w/lid or PC wrapped branded package), hot sauce (Tabasco in mini glass or foil wrapped PC), sugar (tubes or individually wrapped), artificial sweetener (Splenda), cream (individual PC Moo Milk or shelf stable Half and Half/Creamer).
- v. Plastic flatware is to be provided at a rate of one set per cover (knife, fork, spoon) with standard paper napkin provided at a rate of two napkins per cover with additional settings provided upon request. Soup/cereal spoon to be provided to supplement the needs of guests ordering soup or cereal. Cocktail straws and or wooded stir sticks are to be provided with coffee/tea Service.
- w. If 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.
- x. When bottled wine without Stelvin closure (screw cap) is ordered, a corkscrew must be provided. If hotel does not supply glassware within room, plastic glassware must be provided or stemmed glassware upon request.
- y. Beverage condiments such as sliced lemon and lime are to be served in a side PC plastic Ramiken with lid.



LEADERSHIP CONTRIBUTION

- o Managers will set the example for all team members by consistently demonstrating the behaviors outlined above.
- o Managers will conduct regular audits and provide positive feedback to their team, or feedback for improvement, to support a successful room service operation.

COMMITMENT ACCEPTED - Team Member

Name: _____

Role: _____

Date: _____

Signature: _____

COMMITMENT ACCEPTED - Leader

Name: _____

Role: _____

Date: _____

Signature: _____