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SPHM
HOSPITALITY

SPHM – ROOM SERVICE OPERATION MANUAL



By: | Agustinus Agus Purwanto, SE MM



Room Service Operation Manual

Room Services

Hotels offer a range of diversified room services which, depending on the hotel category, may include all or part of the following:

- F&B provision services such as morning breakfast, afternoon tea, late evening meal, tea and coffee making facilities, and the minibar;
- Telephone service
- Radio and Television service
- In-room technology systems

In addition there are miscellaneous room services which call for the attention and involvement of several hotel staff. Most of the demands on room service for non-edible items are met by the housekeeping department (additional items such as chairs, blankets, pillows, coat hangers, bedboards, stationary, laundry and valet service, maintenance requests, and other additional supplies), by the hall porter (theatre tickets, newspapers, rent cars, medical assistance, etc.), by the switchboard operator (telephone messages), or by the receptionist for getting early morning calls or information.

Other traditional room services offered by hotels are the provision of newspapers, shoe-cleaning (offered by five-star hotels), the provision of complimentary bathroom toiletries (shampoo, bath foam, shower cap, toothbrush and comb). Many of the above mentioned items are those typically offered by four- and five-star hotels which are more likely to offer a greater range of luxuries such as bathrobe, tissues, moisturisers, special soap, nail files, talc, flannels, hair dryers and handcream.



Other items you may find in the bedroom are the room safe, the trouser press, books (the Bible in particular), magazines, fruit and other extras like a glass of sherry or sweets and tea tray generously stocked with a choice of tea, coffee and chocolate and packets of biscuits. Some hotels provide coffee and tea making facilities as well as a small basket of simple breakfast snacks. Fresh flowers are likely to be the prerogative of the more expensive hotels, but many small hotels provide flowers in bedrooms as well as in public areas. Many hotels, which are situated in tourist areas which have much to offer, provide information on local shops, theatres and public services.

Room Breakfast Service



Room f&b service is normally provided by four- or five-star hotels. While five-star luxury hotels are expected to provide 24-hour room service, the service offered by other hotels is limited to morning breakfast and afternoon tea only because of the high costs it involves and the uncertainty of demand. British traditional breakfast, then, has been gradually replaced by continental breakfast and the service of drinks is operated by providing tea and coffee making facilities, minibars stocked with a range of drinks and snacks, vending machines located on floor. Guests being different in their requirements, hotels have to take into consideration their diversity: some people travelling on their own or in pairs prefer to have breakfast/dinner in their rooms, while others prefer the bustle of the dining room and the opportunity to watch and be watched by other guests. The variety of guests' requirements is wide ranging, particularly in the area of food preferences. The guests' demand affects the floor service menu and the organization of room service. Dishes which are seldom or never requested are dropped to include more popular items from the à la carte menu. Likewise where room service is limited to the provision of breakfasts and coffee shop snack items, then it may be operated from service pantries situated every two or three floors and stocked with equipment and food items. The



alternative is a central floor-service pantry located close to the main kitchen from where all dishes are taken to the room by trolley.

Room service in luxury hotels is staffed 24 hours a day. Waiters are expected to provide a comprehensive service: they serve all types of meals and alcoholic beverages. Floor service is subject to a strict control and regular stock-takes are operated to monitor sales. Breakfast orders are taken either by telephone or by collecting order cards hung outside of the guest's bedroom.

All transactions are immediately billed to guests' accounts, which is very important when many guests have breakfast in their rooms before checking-out.

ROOM SERVICE BREAKFAST

Available between 6.00 and 11.00 am

For prompt, early-morning breakfast service, please complete a 'Breakfast Order Form' (to be found hanging on your bedroom door) and hang outside your room before 3.00 am

English Breakfast £13.50

A choice of:

Chilled Fruit Juices

Cornflakes, All-Bran or Muesli

Two Eggs (any style), Bacon, Sausage, Grilled Tomato & Mushrooms

Basket of freshly-baked Breads, Croissants & Danish Pastries

Dairy Butter & Preserves

Tea or Coffee

Continental Breakfast £11.50

A choice of:

Chilled Fruit Juices

Cornflakes, All-Bran or Muesli

Cold Meats or Cheese

Basket of freshly-baked Breads, Croissants & Danish Pastries

Dairy Butter & Preserves

Tea or Coffee

Breakfast Specialities

Scrambled eggs & Smoked Salmon £7.50

Poached Smoked Haddock £5.75

Plain Natural Yoghurt £1.50

Fresh Fruit Salad £4.00

For Room Service please dial '5'

All prices are inclusive of VAT

A discretionary 10% service charge will be added to all bills

Practice

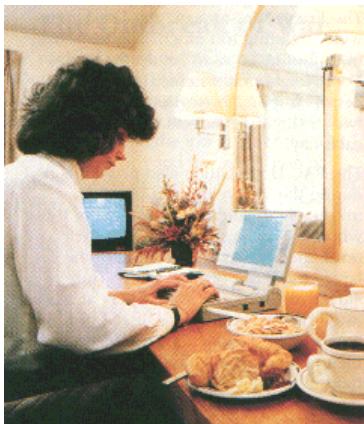
1. Refer to Room Service and insert items in the appropriate boxes:

FOOD	BATHROOM TOILETRIES	BEDROOM ITEMS
.....
.....
.....
.....
.....

2. Match the persons with the appropriate tasks:

Valet	provides meals
Hall Porter	makes the bed
Floor attendant	delivers a message
Room maid	supplies theatre tickets
Floor waiter	makes a wake-up call
Receptionist	cleans room carpet
Baby sitter	delivers a dress
Switchboard operator	cares after children

3. Write a short description of the contents of this picture.



4. Complete the following dialogue:

Customer	Good morning. Can I have breakfast in my room?
You	_____
Customer	It's room no.64
You	_____
Customer	I'll have orange juice, please.
You	_____
Customer	No, I don't want any cereals. I'd rather take a fruit salad.
You	_____
Customer	Then I'll have two slices of toast and a boiled egg.
You	_____
Customer	Two minutes, please.
You	_____
Customer	Yes, please. A black coffee.

5. Write a description of the picture below



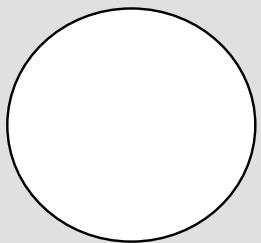
6. Pair work. Refer to Room Service Breakfast menu and take turns in asking and answering questions like this:

- I'd like English breakfast served in my room. Bring me, please, a tomato juice, cornflakes, bacon and eggs and then breads and butter.
- Will you have tea or coffee?
- I prefer tea, thank you.

7. Refer to Room Service Breakfast menu and write a conversation between a guest and the floor waiter.



GRAND HOTEL DUOMO



Please hang on outside door knob at night

BREAKFAST SERVICE

Room No..... Number of people

To be served at..... o'clock

CONTINENTAL BREAKFAST

<input type="checkbox"/> Espresso coffee	<input type="checkbox"/> Yoghurt
<input type="checkbox"/> American coffee	<input type="checkbox"/> Boiled eggs
<input type="checkbox"/> Decaffeinated coffee	<input type="checkbox"/> Scrambled eggs
<input type="checkbox"/> Coffee with milk	<input type="checkbox"/> Poached eggs
<input type="checkbox"/> Coffee with cream	<input type="checkbox"/> Fried eggs
<input type="checkbox"/> Tea with milk	<input type="checkbox"/> Cornflakes
<input type="checkbox"/> Tea with lemon	<input type="checkbox"/> Porridge
<input type="checkbox"/> Milk	<input type="checkbox"/> Fresh fruit
<input type="checkbox"/> Hot chocolate	<input type="checkbox"/> Fruit salad
<input type="checkbox"/> Jam	<input type="checkbox"/> Ham
<input type="checkbox"/> Honey	<input type="checkbox"/> Stewed fruit
<input type="checkbox"/> Orange Juice	<input type="checkbox"/> Rolls
<input type="checkbox"/> Grapefruit juice	<input type="checkbox"/> Toast
<input type="checkbox"/> Tomato juice	<input type="checkbox"/> Croissants
<input type="checkbox"/> Cheese	<input type="checkbox"/> Sweet buns

8. Pair work

You are the waiter. Your partner is the customer. Ask your partner the following questions and put a thick (✓) in the item your partner wants.

- 1.Which juice would you like?
- 2.Would you like cornflakes?
- 3.Would you like tea or coffee?
- 4.Which coffee would you like?
- 5.Will you have your tea with milk or with lemon?
- 6.What kind of bread would you like?
- 7.What would you like to drink?
- 8.How about taking a yogurt?
- 9.Anything else?





The Minibar

Although beverage service in hotel rooms is commonly waiter service, many hotels have installed minibars dispensing drinks in guestrooms. They may be considered as a supplementary service to room service and guests use them whenever they want to instead of waiting for room service. Minibars are stocked with a limited choice of alcoholic and non-alcoholic drinks and snacks. They are stand alone or may be built-in into a piece of furniture. In hotels provided with a global computerised system, items consumed are immediately and automatically debited to the customer's account. Information about existing stock is registered for re-stocking requirements.

Practice

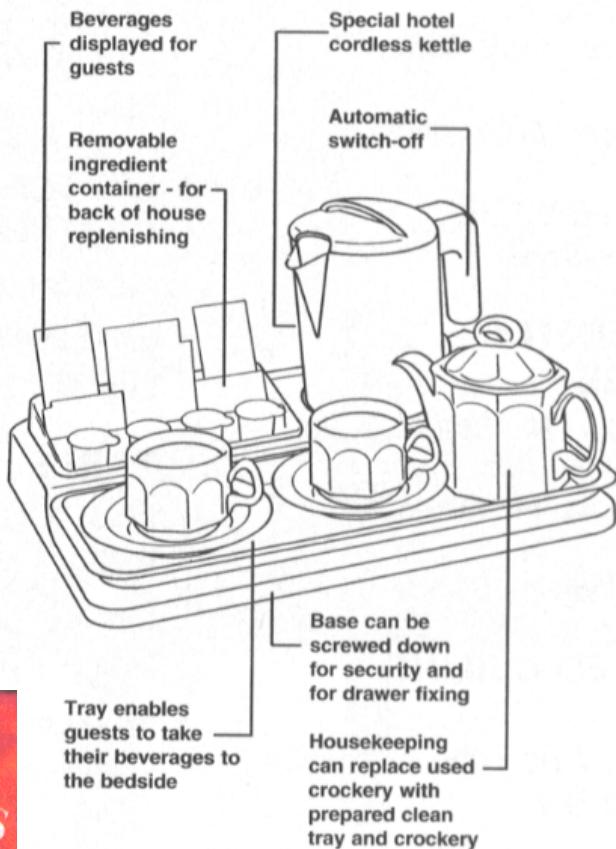
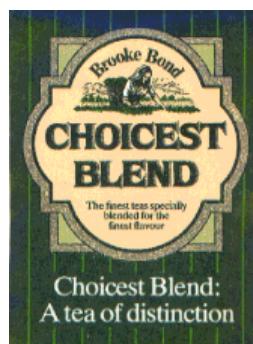
1. Pair Work. Take turns in offering and having drinks and then complete the form with the drinks consumed showing the total amount.

		SPHM Hotel Minibar Service			
ITEMS IN BAR	UNIT PRICE	QUANTITY CONSUMED & TOTAL PRICE	ITEMS IN BAR	UNIT PRICE	QUANTITY CONSUMED & TOTAL PRICE
½ Dom Perignon	£27.00		Tomato Juice	£1.70	
½ Champagne Brut	£25.00		Orange Juice	£2.00	
½ Moet et Chandon	£20.00		Grapefruit Juice	£1.70	
Scotch Whisky	£4.00		Lime	£1.70	
Canadian Whisky	£4.50		Tonic Water	£1.50	
Bourbon	£4.50		Soda Water	£1.70	
Martell	£5.00		Coca-Cola	£2.00	
Cherry	£4.00		Tuborg	£3.00	
Amaretto	£5.00		Evian	£1.40	
Strega	£4.00		Vittel	£1.40	
Vodka	£4.00		Fiuggi	£1.40	
Campari	£3.50		Biscuits	£1.20	
Martini	£4.50		Chocolate Bar	£1.50	
Cinzano	£4.00		Mixed Nuts	£2.50	
TOTAL					
<i>Before leaving please list only drinks taken from the previous afternoon and hand this slip to the reception desk.</i>					
ROOM NO.....			DATE.....		
GUEST'S NAME.....			GUEST'S		
			SIGNATURE.....		

2. Hand the order form to your partner reporting orally your consumption and total amount.

Tea and Coffee Making Facilities

Many hotels enable guests to prepare and have a small breakfast in the room. Guests actually are provided with a small basket generously stocked with bread rolls, cream, marmalade, butter, melted cheese, biscuits, some fruit, coffee, tea and chocolate. They also are given cutlery and coffee and tea making facilities.



1. Answer these questions:

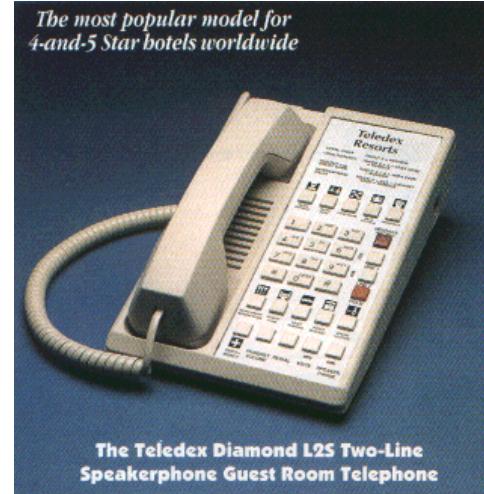
1. Can you name the various items you see on the tray?
2. What beverages are the guests offered?
3. What do they get in addition to beverages?
4. What cutlery do guests get?
5. Can you say the Italian equivalent of “Choicest Blend”?

Telephone Service

Like bedrooms and food and beverage, telephone call charges are important source of revenue for hotels.

Hotels are equipped with computer call logging systems which are software programmes for managing guests' calls. These systems take information about outgoing calls from the switchboard, calculate their cost, post them to guests' bills and record the information for the hotel as well. Call loggers record the extension making the call, the number dialled, the time and date a call finishes, the duration of a call, and the number of units used.. As well as posting the call to guest's account, they allow the hotel to alter call rates, to get reports and analysis of calls and to alert guests when a message is waiting.

Call loggers can record every digit keyed into the telephone, including the personal identification number (PIN) for calling cards.



Post House Hotel

Aviemore

TELEPHONE OPERATING INSTRUCTIONS

OUTSIDE LINE	DIAL 9
HOTEL OPERATOR	DIAL 0
EMERGENCY	DIAL 666
RESTAURANT	DIAL 2
COFFEE SHOP	DIAL 3
NURSERY	DIAL 4
RESERVATIONS	DIAL 5
LAUNDRY	DIAL 6
BABY LISTENING	DIAL 0 AND ASK FOR DETAILS
CREDIT CARD CALLS	DIAL 0 AND ADVISE YOUR REQUIREMENTS
TO CALL ANOTHER ROOM	DIAL ROOM NUMBER ONLY
WAKE UP CALL*	DIAL 0
NIGHT PORTER	DIAL 0*..

* YOUR TELEPHONE CAN BE PROGRAMMED TO CALL YOU. THIS MAY BE DONE BY LIFTING THE RECEIVER AND DIALLING 56 FOLLOWED BY THE WAKE-UP TIME (USING THE 24 HOUR CLOCK) e.g. 7.30am DIAL 56 0730 ALTERNATIVELY YOU MAY BOOK YOUR WAKE-UP CALL DIRECT WITH RECEPTION

* IF YOU DO NOT GET A RESPONSE IMMEDIATELY PLEASE HOLD AS HE MAY BE UNDERGOING A HOTEL SECURITY CHECK

Lexical Information:

A dial telephone



A push button telephone



telephone booth / telephone box / telephone directory / telephone number / telephone card / telephone call / telephone conversation

When you turn the dial or push buttonsyou call a number
 When the telephone ringsyou pick up the receiver
 If you want to talk to someone by telephoneyou make a telephone call
 the person who makes a call isthe caller
 When you make a telephone callyou talk on the telephone
 In order that you may make a telephone callyou have to dial a telephone number
 When you ring me upyou call me by phone
 If you need mering me up / give me a ring



1. Fill in the blanks in the following dialogue:

What shall I do to make an outside call?

You 9 followed by the you need.

Who shall I have to call in an emergency?

.....
Should I need a snack, which number do I dial?

.....
I need to have a dress ironed. Who shall I have to call?

.....
How can I programme a wake up call?

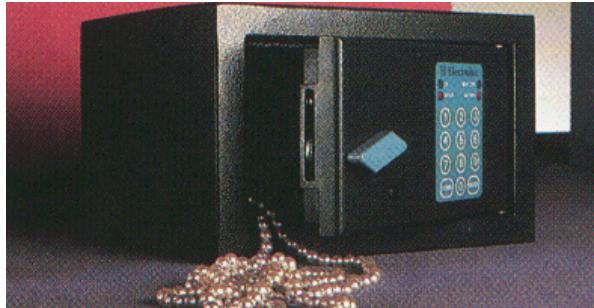
.....
What if I have any difficulty with the television set?

.....
I have repeatedly called the night porter and nobody answers

2. Answer these questions:

1. What are call logging systems?
2. What does 'logging' mean?
3. Which calls are logged?
4. What are the main features of a call logging system?
5. What is a report of calls?
6. Who sets call rates?

Electronic Safe for the Guestroom



This is another in-room facility hotels provide. Models may be freestanding or suitable for installation in furniture. It is provided with electronic lock and guests have to select a code to activate it. Hotels may not be held responsible for valuables stolen from a room mini safe. For any valuables guests are recommended to make use of a safety deposit box at reception.

Television Service

SPHM
Grand Hotel
TELEVISION INFORMATION

TELEVISION OPERATING INSTRUCTIONS

The channels are tuned as follows

CHANNEL1	BBC1
CHANNEL2	BBC2
CHANNEL3	GRAMPIAN TV (ITV)
CHANNEL4	ITV4
CHANNEL5	RADIO2
CHANNEL6	RADIO MORAY FIRTH
CHANNEL7	RADIO4
CHANNEL8	HOTEL VIDEO CHANNEL

INTERACTIVE TV SERVICE SYSTEM



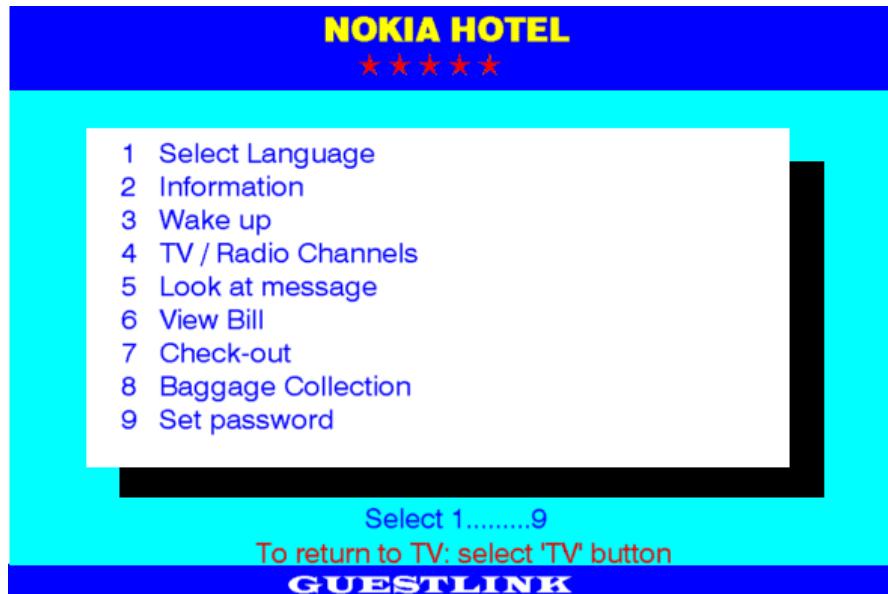
Among today's in-room services, interactive TV service system plays an important role in ensuring hotel guests receive the comfort and convenience they demand.

Guestlink delivers a complete interactive TV Communications system allowing a wide range of services and entertainment to be enjoyed.

Services include:

- 1. Image and marketing
 - info system
 - internal advertising
 - external advertising
- 2. More income
 - pay TV
- 3. Facilities for guests
 - wake-up
 - message services
 - room service
 - laundry, taxi, etc.
- 4. Enhanced courtesy
 - welcome statement
 - Tv-status
 - vacant rooms
- 5. Better control and savings
 - TV status, faults
 - room status and cleaning
 - vacant rooms
 - check-out service
 - air conditioning
- 6. Reservation system

Room service can be reached through the TV-screen by selecting desired items from the menu. The order will be printed directly to the hotel kitchen. Guests can also look through their accumulative invoice (the minibar consumption can be included) by using the View-bill feature. Wake-up is easily done by selecting the time, and the TV will turn on at the requested time. Guestlink can also be used as a support to the fire alarm system. In case of a fire alarm, a fire exit map will be shown on the screen no matter which channel the TV has been turned to. The chambermaid can check the status of the room via the TV-screen and enter the rooms available without disturbing guests. One of the new services is a guest survey, which is widely appreciated hotel management. Hotels design a questionnaire meeting their needs and guests can answer the questionnaire simply by pressing buttons on the remote control. Guestlink system builds up statistics immediately.



Viewbill feature enables guests to view their bills with detailed transactions. The high usage of guests viewing their bills via Guestlink has drastically speeded up check-out procedures.



Guestling supports 20 languages and allows hotels to use nine languages at the same time. Hotel guests can choose the appropriate language from Guestlink's main menu and all the Guestlink screens will then appear in the chosen language. This makes guests feel personally taken care of. Hotel staff can also be instructed with their own language.

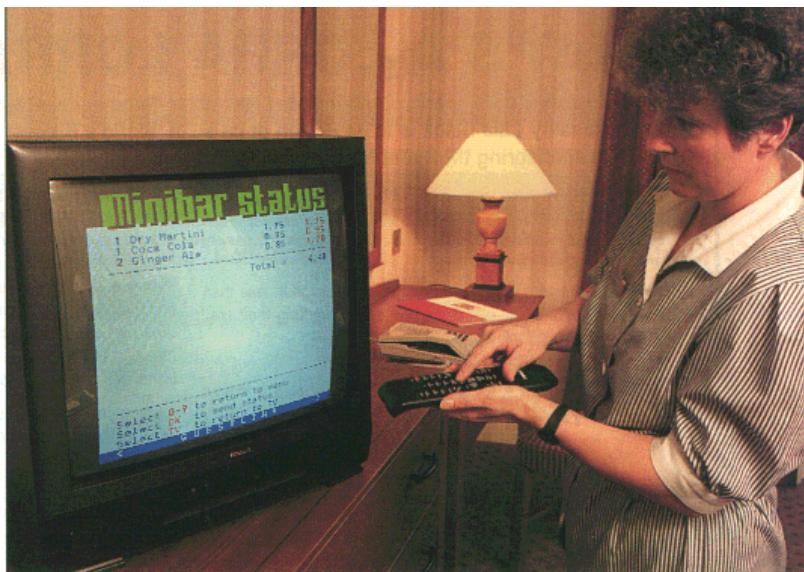
1. Answer these questions:

1. What is Guestlink?
2. Do you think it is useful for a hotel guest?
3. Which services does it perform for guests?
4. Does it allow a guest to have a meal served in the room?
5. Which services does a guest bill cover?
6. How does view bill service affect check-out procedure?
7. What does internal advertising relate to?
8. What is a pay TV service?
9. Does Guestlink check minibar consumption?
10. What advantages does it offer to the housekeeping department?
11. What does a guest do to use the wake-up service?
12. What happens in case of a fire alarm?
13. What is a guest survey?
14. Who takes advantage from a guest survey?
15. Do you think a guest survey may help improve hotel services?

Reading Passage

Adapted from an article by Sara Edlington in Caterer & Hotelkeeper 29 Aug - 4 Sept 1996

RACIER ROOM SERVICE



Faster, more sophisticated in-room services - all at the press of a button - are becoming increasingly available.

It is no longer sufficient to offer a hotel bedroom with a television and phone in it. Business customers now demand good fax, phone and even e-mail and Internet facilities. And families want help keeping their children entertained and to be able to order food.

Guests who have experienced the standard of in-room systems in countries such as the USA are disappointed when visiting British hotels, where so far most hoteliers

While most in-room technology concentrates in a particular aspect of service, a recently updated all-encompassing system from Systemteq controls all in-room services, as well as those in the rest of the hotel. Designed in a modular format, the module allows guests to control lighting, radio, television, air-conditioning, an in-room safe, a "do not disturb" signal, plus valet and butler services. Beyond the bedroom, the system also manages staff

consider their cost prohibitive. But hoteliers can recoup the cost of installing hi-tech in-room systems without much difficulty. Many services are paid for on demand and can generate impressive new streams of income. By offering guests the chance to watch the latest feature films in their rooms, or send and receive faxes directly, the guests will be inclined to stay longer and make more use of other facilities, such as food and beverage, and so increase profits.

attendance, closed-circuit television, fire alarms, security and property maintenance. All services are controlled by a single computer network. The first fully integrated TEQ systems are being installed in Claridge's and the soon-to-open Metropolitan Hotel, both in London.



Interactive Hotel TV System

As well as offering videos on demand, and the ability to play Nintendo games using a special hand-held controller, the system also allows the hotelier to

personalise a variety of interactive services for each guest. After receiving a welcome in their own language, the guest can use the TV to receive messages, check bills, order room service, request a wake-up call, arrange laundry and baggage collection and check out.

Staff can use the system to send guests emergency messages by interrupting TV viewing, to record and replace stock for the minibar, and to manage housekeeping. The latest communications technology comes from the InnFax Hotel Facsimile Service. The system assigns a personal fax machine to each room, and each guest has their own fax number. A fax sent to a hotel guest will be received by the InnFax Service Bureau, which electronically stores it in a mail box. The service bureau then pages the hotel, using a system called Alphalink, which opens up the line direct to the fax machine, delivering the fax to the guest. Hotel staff do not get involved with delivering faxes as all the work is done electronically. The system offers instructions in several languages and includes information services such as the Wall Street Journal daily summary.

a) *Answer these questions:*

1. What means of communication can business customers use in their rooms?
2. What reasons push families to make use of these means?
3. Do hotels in Britain provide hi-tech systems of communication?
4. What advantage has the hotel from installing such systems?
5. What advantages has the guest from using these in-room services?
6. Which out-of-room services can such system manage?

7. Are there any hotels in London which offer these in-room services?
8. What does “interactive television” mean?
9. What services does an interactive TV offer?
10. What tasks can hotel staff carry out when using the system?
11. Which features of the system may interest a business man?
12. What is the use of Alphalink?

b) *Look through the text above and make a list of the compound words you find.*

Grammar Information

We sometimes use the plural words *they* (instead of *he* or *she*), *them* (instead of *him* or *her*) and *their* (instead of *his* or *her*), especially in an informal style, when we do not specify the sex of the person.

After receiving a welcome in *their* own language, the guest can use...

If you ring someone up, you telephone *them*

If anyone wants to leave early, *they* can

In-room Technology Systems

These cover a range of communication facilities such as faxes, sophisticated phones, e-mail, v-mail and Internet systems. Although the hotel business centre is largely equipped with such facilities, they are increasingly demanded by business customers who find it convenient to use them in their private room. The **Electronic Mail** service (E-mail) allows users to link one another worldwide and pass messages internationally.

The system is accessed by

personal computer and messages are sent to the receiver's mailbox identified by a code which corresponds to the receiver's telephone number. Each user is allocated a mailbox in the central computer of the service provider and messages can be sent to a large number of other users simultaneously.

Voice mail (V-mail) is a means of streamlining internal spoken communications. Spoken information, messages in particular, is digitised and stored for later retrieval by the room guest. The system is run from a personal computer located at the reception.

Many hotels in London and in the USA have also installed an **Internet service** in every room. The service provides the facility for each guest to surf the net in private and search through a variety of user-friendly pages. Guests can access foreign newspapers around the world and information on banks, companies, transport and insurance services, exhibitions, financial markets, etc.

The Savoy group of hotels (the Connaught, Claridge's, the Berkeley and the Savoy) as well as the Chelsea Hotel in Knightsbridge have provided bedrooms with air conditioning, twin telephone lines, satellite channel television, selection of pay-movie channels, hairdryers, bathrobes,



Communicating by computer

electronic security key system, dedicated fax line, voice mail and modem points for e-mail communications. ISDN (Integrated Services Digital Network) is available at Claridge's, the Savoy and the Berkeley, offering video conferencing and fast data transmission from the room.

Hotel managers try to fulfil guests' expectations which keep rising particularly among the clients who are sophisticated, well travelled, and used to the highest quality products and services.

The presence in room of such sophisticated technology poses the problem of having to sign a maintenance contract or recruit an information technology manager (IT manager). Risks are heavy and a break in the system could put the organization out of business.

1. Are these statements true or false? Cross the correct box. T F

Voice mail is a facility for sending messages abroad	<input type="checkbox"/>	<input type="checkbox"/>
The user's mailbox is a memory location in the provider's computer	<input type="checkbox"/>	<input type="checkbox"/>
The provision of in-room communication systems is a paid-for service	<input type="checkbox"/>	<input type="checkbox"/>
You cannot send electronic mail without a modem	<input type="checkbox"/>	<input type="checkbox"/>
Internet service is very useful for researchers	<input type="checkbox"/>	<input type="checkbox"/>
The Chelsea Hotel belongs to the Savoy Group	<input type="checkbox"/>	<input type="checkbox"/>
Satellite television allows you to watch programmes forecast abroad	<input type="checkbox"/>	<input type="checkbox"/>
Not many guests are interested in communication facilities	<input type="checkbox"/>	<input type="checkbox"/>
Communication facilities are very easy to use	<input type="checkbox"/>	<input type="checkbox"/>
An IT manager has the responsibility of the hotel computerised system	<input type="checkbox"/>	<input type="checkbox"/>