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Chapter 13 Outline

Room Service Issues
 Markets
 Marketing
 Menus
 Variations and Alternatives
Getting Ready for Room Service
 Staffing Requirements
 Forecasting and Staff Member
 Scheduling
 Facility Design
 Inventory and Equipment
 Preparations for Service Shifts
Delivering Room Service
 Procedures
 Providing Wine Service and Special
 Amenities
After Room Service
 Income Control Procedures
 Guest Comments
 Using Feedback in Planning

Competencies

1. Describe typical markets for room service and techniques for reaching these markets, summarize considerations for planning and creating room service menus, and describe room service variations and alternatives. (pp. 521–529)
2. Explain considerations for preparing for room service, including organization, typical duties of room service staff members, forecasting and staffing, facility design, inventory and equipment management, and preparations for service shifts. (pp. 529–537)
3. Describe typical procedures for taking, routing, preparing, delivering, cleaning up after, and following up on room service orders; and explain how room service provides wine service and special amenities. (pp. 537–546)
4. Summarize room service income control procedures, ways to gather guest comments, and typical guest complaints about room service; and describe the use of feedback in planning. (pp. 546–550)