

In-Room Dining

The Delivery Window Standard

Five steps that bring the tray to the door within five minutes of the time quoted. A call made before a delay is forgiven; the same call after it rarely is.

Who	When	You need
Order takers, runners and the in-room dining supervisor	From the end of the order call until the guest opens the door	The ticket screen with timers, the quoted time, a phone at the pass
Measured by At the door within 5 minutes of the quote · Guest called before any delay · No arrival over 5 minutes early unasked		

1 Start the clock

Write the quoted clock time on the ticket and in the system, next to the room number and any allergy. From that moment the kitchen, the runner and the supervisor all work to the same number.

"412 · 2 covers · quoted 20:40 · NO NUTS"

Common mistake Everyone keeping their own clock. The kitchen counts from the ticket, the runner from pick-up, nobody from the guest.

2 Check halfway

At half the quoted time, the supervisor checks every open ticket on the screen. Any dish not yet on the pass with 10 minutes to go is flagged, and the chef is asked for a firm clock time.

"Chef, 412 is quoted for 20:40. What time will it be on the pass?"

Common mistake Checking only when the guest rings to ask where the food is. By then the delay is already theirs to manage.

3 Call before late

If the order will miss the quote by more than 5 minutes, phone the guest before the quoted time passes. Apologise once, give a new clock time, and offer to send any drinks or cold dishes ahead.

"Mr Okafor, your dinner is running ten minutes late and will be with you at 20:50. I'm sorry."

Common mistake Waiting until the food is ready so you can call with good news. The guest has been watching the door for 15 minutes.

4 Never too early

Arriving more than 5 minutes before the quote is also a miss: the guest may be in the shower or on a call. Phone first and ask whether to bring it now or at the agreed time, as AAA asks.

"Ms Rossi, your breakfast is ready a little early. Shall I bring it now, or at 07:30 as planned?"

Common mistake Knocking early because the kitchen was quick. The guest opens the door in a towel and the speed becomes the complaint.

5 Log the time

When the door opens, the runner records the real delivery time against the quote. At the end of the shift the supervisor reads every miss over 5 minutes and writes down its cause in one line.

"412 · quoted 20:40 · delivered 20:43 · on time"

Common mistake Logging only the late ones, from memory, at the end of the night. The pattern of dish, hour and lift never shows up.

Your Honest Quote Times

The time your order takers quote should come from your own kitchen on a busy night, not from the menu. Fill it in with the chef and pin it by the phone.

Breakfast

Quiet hour, in minutes _____

Busy hour, in minutes _____

Slowest dish _____

Who checks the screen _____

Lunch and dinner

Quiet hour, in minutes _____

Busy hour, in minutes _____

Slowest dish _____

Who checks the screen _____

Late night

Quiet hour, in minutes _____

Busy hour, in minutes _____

Slowest dish _____

Who checks the screen _____

How to use this with your team

Fill it in with the chef at Monday's briefing, using last week's delivery log. Each order taker quotes from it from Tuesday. Rewrite it at the start of each season or whenever the late-delivery log shows a new pattern.

Part of the DolceVita Standards Library: free operating standards for every department of the hotel, at dolcevitahospitality.com/free-resources.