

In-Room Dining

The Tray Set-Up Standard

Five steps from the knock to the closing door. The guest chooses where the meal is laid, and nothing on the tray is lifted, poured or moved without asking.

Who	When	You need
In-room dining servers, checked by the supervisor	Every delivery to a room, tray or trolley, at any hour	The ticket with allergies, itemised bill in its folder, a pen

Measured by No wrap or foil on anything that enters · Permission asked before lifting covers · Every item checked against the ticket

1 Check outside

Before you knock, check the tray against the ticket in the corridor: every dish, sauce, condiment, napkin and set of cutlery for each cover. Take off cling film, foil and paper caps here, never inside.

"Two covers, two napkins, salt, pepper, ketchup, Caesar, fillet, sauce apart. All here."

Common mistake Peeling the cling film off at the guest's desk. It is the first thing they see and the last thing in their bin.

2 Knock and announce

Knock three times, say "In-room dining" clearly and wait 10 seconds. Do it once more. Never use your key. If there is still no answer, phone the room from the corridor before you leave.

"Good evening, Mr Al-Harbi, your dinner. May I come in?"

Common mistake Knocking once and announcing while the door is already opening. The guest hears a stranger before a service.

3 Ask where

Ask where the guest would like to eat before you move anything: table, desk, terrace or bed. Clear only the surface they point to, and set the main plate so it faces the chair they will use.

"Where would you like it set up: by the window, or at the desk?"

Common mistake Choosing the desk because it is nearest the door. The guest wanted the terrace and now won't say so.

4 Present with permission

Name each dish as you point to it, and ask before you lift a cover or pour. If the ticket carries an allergy, present that dish first and say what it was made without.

"The fillet, medium, and the Caesar made without anchovies. Shall I lift the covers, or keep them warm?"

Common mistake Lifting every cover with a flourish. The guest who wanted to finish a call first watches the fries go cold.

5 Bill and leave

Present the itemised bill open in its folder with a working pen, then explain collection: one call, or the tray outside the door. Thank the guest by name, walk to the door and close it gently.

"When you have finished, just dial 5 and we will collect within 15 minutes. Enjoy your dinner."

Common mistake Standing by the desk while the guest signs. A silent wait over the bill reads as a wait for a tip.

The Corridor Check

Twelve things to check outside the door, before the knock. Each one missing means a second trip, and a guest who waits for salt while the plate cools.

- | | |
|--|---|
| ☐ Every dish on the ticket, nothing extra | ☐ Hot dishes covered, cold dishes chilled |
| ☐ Cooking points match the ticket | ☐ Bread and butter if the dish comes with them |
| ☐ Allergy dish marked and kept apart | ☐ Water and a glass for every cover |
| ☐ Cutlery and napkin for every cover | ☐ Flower fresh, or no flower at all |
| ☐ Salt, pepper and every sauce asked for | ☐ Itemised bill, folder and a working pen |
| ☐ Cling film, foil and paper caps removed | ☐ Collection card on the tray |

How to use this with your team

Brief two lines a day at the start of each shift. For the first week the supervisor stops one tray per shift in the corridor and checks it against this list with the server, then signs the delivery log.

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