

In-Room Dining

The Doorknob Breakfast Standard

Five steps for breakfast ordered on the doorknob card the night before. The guest picked a 15-minute slot half asleep, and expects it kept to the minute.

Who	When	You need
Night in-room dining team and the morning runners	Cards collected at 03:00, breakfasts delivered from 06:00	The card route by floor, the card log, a slot plan in 15-minute steps
Measured by Every card logged by 04:00 · Delivered inside the slot chosen · No unclear card guessed at		

1 Collect the cards

Walk every guest floor at 03:00 on a fixed route and take every card from the door handles. Write the room number on the back of each card straight away, in case it falls off or tears.

"03:00 round · 14 cards · floors 2–6 · all numbered"

Common mistake Starting the round at 02:00 to finish early. The guest who hangs a card at 02:30 gets no breakfast.

2 Read every line

Enter each card in the log within the hour: room, number of guests, slot, every item ticked and every handwritten note. Check the profile for allergies and for a checkout time earlier than the slot.

"608 · 2 guests · 07:15–07:30 · gluten-free toast · checks out 08:00"

Common mistake Typing the ticks and skipping the handwritten line at the bottom. That is usually where the allergy is.

3 Clear up doubts

If a card is unclear (no slot, two egg choices, more coffees than guests), never guess and never phone at night. Call the room 20 minutes before the earliest slot ticked, or at 07:00 if none is.

"Good morning, Ms Rossi. Your card shows two coffees for one guest. Shall I bring a second cup?"

Common mistake Picking one of the two ticked egg dishes. Half the time it is the one the guest meant to cross out.

4 Fire by slot

Give the kitchen the tickets slot by slot, 20 minutes before each slot opens. Plan so that no runner carries more trays than fit into 15 minutes, and give the extra rooms to a second runner.

"07:00 slot: six trays. Floors 2 and 3 to Marco, floors 4 to 6 to Aisha."

Common mistake Firing the whole 07:00 slot at once. The last tray of the round arrives at 07:25 with the coffee lukewarm.

5 Deliver in the slot

Knock inside the 15 minutes the guest chose, never before the slot opens. Set up as for any tray, then leave a fresh card on the tray with today's order written on it, ready to repeat.

"Good morning, Mr Lindqvist. I've left tomorrow's card here with today's order, in case you'd like the same."

Common mistake Knocking at 06:50 for a 07:00 slot because the tray was ready. The guest set the alarm for seven.

Six Cards That Need a Decision

Most doorknob cards are clear. These six come up every week, and each one has a right answer that the night team should not have to invent at 03:30.

The card shows	Don't	Do
No time slot ticked	Choose a time for the guest	Call the room at 07:00 and ask
Two slots ticked	Take the earlier one	Call 20 minutes before the first
More coffees than guests	Send a single cup	Send a cup for every coffee
A handwritten allergy note	Treat it as a preference	Flag the ticket, tell the chef
Slot after the checkout time	Deliver as written	Call to check the slot
An item not served today	Leave it off without a word	Offer the nearest dish on the call

How to use this with your team

Brief one row per night to the night team for a week. Keep the table in the card log folder. Each morning the supervisor reads the cards marked unclear and checks the answer given against this table.

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