

In-Room Dining

The Late-Night Order Standard

Five steps for in-room dining between 23:00 and 06:00. The guest ordering at 02:00 is often jet-lagged, working or unwell, and wants something simple, quickly.

Who
Night in-room dining attendant,
night cook, night manager

When
Every order taken between 23:00
and 06:00

You need
Tonight's night menu, the ticket
screen, a radio to the night
manager

Measured by Night menu checked with the cook at 23:00 · Time quoted is 30 minutes or less · Every night order in the handover log

1 Check the night menu

At 23:00 the night attendant asks the cook what is available until 06:00 and what has run out, and writes it on the night menu card. Never offer a dish from the day menu without asking the cook.

"Chef, tonight: no club sandwich, bread's gone. Soup, pasta and the omelette all night?"

Common mistake Taking an order for the club sandwich at 01:00 with no bread left. The guest gets a call back and a substitute.

2 Hear the reason

A late order often has a reason: a delayed flight, a deadline, a headache. Listen for it and offer what fits, such as broth, rice or ginger tea. If the guest is unwell, tell the night manager.

"If you're not feeling well, the kitchen can make a light broth with rice. Would that help?"

Common mistake Reading the whole menu to a guest who landed an hour ago. They wanted something simple and someone to suggest it.

3 Quote for one cook

At night one person may cook, carry the tray and answer the phone. Quote a time that allows for that, never more than 30 minutes, and tell the night manager whenever two orders overlap.

"Your soup will be with you at 02:25, Ms Kowalski."

Common mistake Quoting the daytime 20 minutes with one cook on. The next call that comes in makes both rooms late.

4 Deliver quietly

Push the trolley slowly, wheels checked for squeaks and lids that don't rattle. Knock softly twice and speak at room volume. Offer to leave the tray just inside the door if the guest prefers.

"Good evening, your soup. Shall I set it up for you, or leave it here by the door?"

Common mistake Knocking the usual three firm times at 02:00. The guest next door hears it too and mentions it at checkout.

5 Hand over

Before 06:00, write every night order in the handover log with anything the morning team should know: a guest who was unwell, a dish that ran out, a tray still in a room.

"512 · broth at 02:10 · guest unwell · courtesy call after 09:00?"

Common mistake Leaving the night in the night. The guest who was ill at 02:00 gets a bright good morning and nothing else.

Your Night Menu, Tonight

The night attendant fills this in with the cook at 23:00, so every call after midnight is answered from what the kitchen can actually make.

Always available

Dish _____

Minutes to cook _____

Who cooks it _____

What to offer instead _____

Light and plain

Dish _____

Minutes to cook _____

Who cooks it _____

What to offer instead _____

Runs out first

Dish _____

Minutes to cook _____

Who cooks it _____

What to offer instead _____

How to use this with your team

Brief the card to the night team on the first night, then the attendant and cook fill in a fresh one at 23:00 every night. The night manager reads it at 23:30 and the morning supervisor files it with the handover log.

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