

In-Room Dining

The Celebration Delivery Standard

Five steps for delivering a cake, amenity or surprise to a room. Most go wrong on timing: the cake arrives just as the person it should surprise opens the door.

Who

In-room dining servers, pastry team, guest relations

When

Every cake, amenity or surprise ordered for a room

You need

The order with names, message and time, candles, matches, a cake knife

Measured by Message spelt exactly as ordered · Placed inside the agreed window · Sender told within 10 minutes

1 Take five facts

On the order, take five facts and read them back: who it is for, who it is from, the exact message, when, and whether it is a surprise. Spell every name for the plaque or card letter by letter.

"For Mrs Laurent, from her husband, 'Happy 40th, Claire', at 20:00, a surprise. C-L-A-I-R-E?"

Common mistake Writing the name as you heard it. "Happy birthday Ann" on the plate of a guest called Anne is the photo she won't post.

2 Plan the room

For a surprise, agree with the sender when the room will be empty or how the door will be opened. Keep the item off the guest's TV folio until after delivery, and tell housekeeping the time.

"Mr Laurent, shall we place it while you are both at dinner, between 20:00 and 20:15?"

Common mistake Posting "Birthday cake" to the room bill at noon. The guest checks the folio on the TV over lunch.

3 Collect complete

Collect the cake or amenity from pastry 15 minutes before the window with candles, matches, cake knife, plates, forks, napkins and the card. Check the plaque against the order ticket at the pass.

"Plaque reads 'Happy 40th, Claire'. Ticket says the same. Candles, matches, knife, two plates."

Common mistake Leaving pastry without the knife and plates. The couple cut a birthday cake with a teaspoon.

4 Deliver on cue

In an empty room, place it where it is seen from the door, card upright beside it, and never leave candles lit. When the guests are in, knock only after the sender confirms, then light the candles inside.

"Happy birthday, Mrs Laurent. This comes with love from your husband."

Common mistake Lighting the candles in the corridor and walking them in. A draught, a smoke detector and wax on the carpet.

5 Tell the sender

Within 10 minutes, tell the person who ordered it that it is in place, by message or a call. Write the occasion and its date to the guest profile so the hotel remembers it before the guest has to.

"Mr Laurent, the cake is in your room, on the table by the window, with your card."

Common mistake Delivering it perfectly and telling no one. The sender spends dinner wondering whether it worked.

Your Celebration Kit

What your hotel sends for the three occasions guests ask about most, so every order taker can answer on the call without putting anyone on hold.

Birthday

What we send _____

Price from _____

Hours' notice needed _____

Who prepares it _____

Anniversary

What we send _____

Price from _____

Hours' notice needed _____

Who prepares it _____

Honeymoon or proposal

What we send _____

Price from _____

Hours' notice needed _____

Who prepares it _____

How to use this with your team

Fill it in with the pastry chef and guest relations at a briefing this week. Each order taker reads it before their next shift. Guest relations updates the prices and lead times when the menu changes.

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