

In-Room Dining

The In-Suite Dining Standard

Five steps for a full dinner served course by course in a suite or villa. For one evening the room is the restaurant, and one server is the whole dining room.

Who	When	You need
The in-room dining supervisor, one named server, the chef	Every private dinner booked in a suite, villa or terrace	Menu, covers and allergies, a radio, the floor plan of the suite
Measured by Table set 30 minutes before the booking · Every course fired by radio · One named server from start to finish		

1 See the room

The day before, visit the suite or villa when it is empty, or read the floor plan: table size, power points, terrace lights, the route from the service lift and where the trolley can wait out of sight.

"Villa 3 · table for 4 on terrace · socket by door · trolley waits in pantry"

Common mistake Arriving with a table for six on a terrace built for four. The set-up eats half an hour of the guests' evening.

2 Set before they sit

Lay the table complete 30 minutes before the booked time: cloth, plates, cutlery for every course, glasses, a lamp or candles, low flowers. If the guests are in, agree the time and work only in that area.

"Good evening, Mr Al-Harbi. We need twenty minutes on the terrace. Is now a good time?"

Common mistake Setting up while the guests dress in the next room, with the door open and the radio crackling.

3 Fire by radio

The server stays in the suite and calls each course to the kitchen by radio once the plates are cleared. A runner brings it up in a hot box, and only the server carries it to the table.

"Villa 3, table cleared. Fire the main, four covers, one no shellfish."

Common mistake Firing every course on a timer. The main arrives while the guests are still on the starter, and waits in the hall.

4 Wait out of sight

Between courses, wait where the guests can call you without seeing you: the pantry, the hall, just outside the terrace door. Come to the table only to serve, clear or answer, and speak at table volume.

"I'll be just inside, Mrs Al-Harbi. Please call me whenever you're ready."

Common mistake Standing beside the table through the whole meal. A private dinner with someone watching is no longer private.

5 Leave it as found

After the last course, ask before you clear. Take away the table, trolley, glasses and every crumb the same evening unless the guest asks to keep it until morning, then log the suite as clear.

"Would you like us to clear now, or leave the table until the morning?"

Common mistake Leaving the trolley overnight because the guests went to bed. They wake to last night's dinner on the terrace.

The Suite Dinner Kit

Everything that leaves the kitchen with the server for a private dinner. Whatever is not on the trolley means a trip back down while the guests wait.

- ☐ Cloth sized for the table on the plan
- ☐ Plates for every course, plus one spare
- ☐ Cutlery for every course and cover
- ☐ Water and drinks glasses for every cover
- ☐ Napkins, plus two spares
- ☐ Lamp or candles, and matches
- ☐ Flowers low enough to talk over
- ☐ Menu cards with the guests' names
- ☐ Bread, butter, salt and pepper
- ☐ Crumb scraper and a clearing tray
- ☐ Radio charged, plus a spare battery
- ☐ Hot box on and at heat
- ☐ Torch for a terrace or garden

How to use this with your team

Brief the list at the first briefing of the week, then the server ticks it at the pass before every private dinner. The supervisor signs it before the trolley leaves and keeps it with the booking.

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