

UNIT TITLE: PROVIDE ROOM SERVICE		NOMINAL HOURS: 20
UNIT NUMBER: D1.HBS.CL5.13		
UNIT DESCRIPTOR: This unit deals with skills and knowledge required to take room service orders and deliver room service of food and beverages to guest rooms in an accommodation property		
ELEMENTS AND PERFORMANCE CRITERIA	UNIT VARIABLE AND ASSESSMENT GUIDE	
<p>Element 1: Take and process room service orders</p> <p>1.1 Identify the <i>range of room service products</i> that are available within the enterprise</p> <p>1.2 <i>Take guest order</i> for room service</p> <p>1.3 Use <i>selling techniques</i> to optimise room service sales</p> <p>1.4 <i>Confirm guest order</i> for room service and advise of expected service time</p> <p>1.5 Record room service order</p> <p>1.6 <i>Action the room service order</i> according to enterprise procedures</p> <p>Element 2: Prepare for room service</p> <p>2.1 <i>Prepare basic food and beverage items</i> for room service</p> <p>2.2 <i>Set up trays, trolleys and equipment</i> for room service in accordance with enterprise standards and orders received</p> <p>2.3 Collect food and beverage items from kitchen and bars for room service delivery</p>	<p>Unit Variables</p> <p>The Unit Variables provide advice to interpret the scope and context of this unit of competence, allowing for differences between enterprises and workplaces. It relates to the unit as a whole and facilitates holistic assessment</p> <p>This unit applies to food and beverage and accommodation properties that offer full or limited room service to in-house guests within the labour divisions of the hotel and travel industries and may include:</p> <ol style="list-style-type: none"> 1. Front Office 2. Housekeeping 3. Food and Beverage Service 4. Food Production <p><i>Range of room service products</i> must include:</p> <ul style="list-style-type: none"> • Detailed product knowledge of all room service products available, including food and beverages, service options, guest preferences that can be accommodated and those that cannot • Detailed knowledge of charges, service standards and limitations that apply to room service delivery. <p><i>Take guest order</i> will include:</p> <ul style="list-style-type: none"> • Answering room service telephone promptly and courteously in accordance with enterprise requirements 	

<p>2.4 Verify food and beverage items prior to delivery to room</p> <p>Element 3: Provide room service</p> <p>3.1 Transport room service trays and trolleys to guest room</p> <p>3.2 <i>Request entry to guest room</i> in accordance with enterprise standards</p> <p>3.3 Enter guest room and <i>prepare for in-room service</i> in accordance with guest requirements or preferences, where applicable</p> <p>3.4 Identify room service items that have been supplied and confirm order with guest</p> <p>3.5 <i>Serve food items</i> in accordance with enterprise standards and guest requirements</p> <p>3.6 <i>Serve beverage items</i> in accordance with enterprise standards and guest requirements</p> <p>Element 4: Present room service accounts</p> <p>4.1 Verify room service documentation prior to presentation to guest</p> <p>4.2 <i>Present room service account</i> to guest</p> <p>4.3 <i>Process payment of room service account</i></p>	<ul style="list-style-type: none"> • Explaining and describing menu items and beverage items • Creating a positive experience for the guest. <p><i>Selling techniques</i> must include:</p> <ul style="list-style-type: none"> • Suggestive selling techniques • Up-selling • On-selling • Selling of benefits • Explaining value-for-money • Promoting nominated dishes and items that have been identified by management. <p><i>Confirm guest order</i> must include:</p> <ul style="list-style-type: none"> • Repeating back the order to the guest • Clarifying unclear points • Obtaining/confirming guest name and room number • Stating expected time for delivery of the order • Thanking guest for their order. <p><i>Action the room service order</i> will relate to:</p> <ul style="list-style-type: none"> • Notifying other departments and staff about the order, including kitchen and bar, where appropriate • Preparing guest account for the room service items that have been ordered. <p><i>Prepare basic food and beverage items</i> may include:</p> <ul style="list-style-type: none"> • Basic food preparation techniques to enable service delivery and support the work of kitchen staff – including preparation of portion control packs (such as butter, condiments, juices, cereals), readying of tea and coffee, obtaining and preparing fruit.
---	--

<p>Element 5: Clear room service</p> <p>5.1 Remove room service trays, trolleys and service items from guest rooms and floors</p> <p>5.2 Return room service trays, trolleys and service items to appropriate location</p> <p>5.3 <i>Undertake ancillary duties</i> in conjunction with clearing of room service items</p> <p>Element 6: Maintain readiness of room service area for service</p> <p>6.1 Clean and maintain-room service trolleys</p> <p>6.2 Clean room service crockery, cutlery and other items</p> <p>6.3 Re-stock room service area to facilitate on-going readiness for action</p>	<p><i>Set up trays, trolleys and equipment</i> may involve:</p> <ul style="list-style-type: none"> • Readyng trays, trolleys, cutlery, crockery, glassware, flowers, promotional material and dining requisites appropriate to individual orders • Identifying relevant room service requisites to support provision of room service order, including hot boxes and warming equipment, wine requisites, toasters, linen items, service gear, presentation items • Setting up trays and trolleys for standard room service occasions, such as breakfasts and table d'hôte menus • Checking the functional operation, safety, cleanliness and appearance of all room service trays, trolleys and equipment. <p><i>Request entry to guest room</i> should include:</p> <ul style="list-style-type: none"> • Knocking on guest door • Announcing room service • Requesting permission to enter • Using appropriate interpersonal and communication skills. <p><i>Prepare for in-room service</i> may include:</p> <ul style="list-style-type: none"> • Communicating with guest to identify service requirements and preferences • Accommodating guest requirements and preferences where possible • Positioning of trolley, trays and equipment in a logical and safe area • Identifying room service items that have been supplied and confirming order with guest • Engaging in guest interaction and communication, where appropriate • Arranging items, setting up crockery, cutlery, glassware, condiments and other requisites in line with the order and service preferences of the guest • Ensuring guest safety, comfort and satisfaction.
--	---

Serve food items may include:

- Uncovering and announcing items
- Silver service of items
- Providing sequencing and timing of service delivery in accordance with guest preferences
- Complimenting guest on their selection
- Wishing guest 'bon appetit'.

Serve beverage items may include:

- Pouring drinks
- Mixing drinks
- Performing wine service ritual.

Present room service account may include:

- Determining guest preference for account payment
- Accepting payment in cash
- Obtaining signature of account from guest.

Process payment of room service account may include:

- Forwarding documentation to relevant section/person
- Paying cash accounts, receiving receipt and returning to guest room to give change, as required
- Confirming details of account, where required, with other staff.

Undertake ancillary duties may include:

- Distributing newspapers, accounts, mail and other materials/items to guest rooms, or floors

- Cooperating with other departments to meet stated requests
- Collecting breakfast menus.

Assessment Guide

The following skills and knowledge must be assessed as part of this unit:

- Safe and hygienic food handling practices
- Personal hygiene and personal practices
- Sensitivity, tact, confidentiality and discretion when dealing with guests in the delivery of room service
- Product knowledge on food and beverage items offered for room service, including ingredients used, cooking and preparation styles and preparation and service times
- Food and beverage service skills, including wine service and drink mixing
- Necessary pre-requisites for the provision of silver service
- Dealing with difficult in-room guests, including drunken guests, guest complaints and failure to pay situations
- Selling skills
- Interpersonal and communication skills
- Account and cash handling procedures.

Linkages To Other Units

- Comply with workplace hygiene procedures
- Provide a link between kitchen and service area
- Provide advice to patrons on food and beverage services
- Take food orders and provide courteous table service
- Develop and maintain food & beverage product knowledge

- Manage responsible service of alcohol
- Provide silver service
- Provide food and beverage services
- Promote hospitality products and services.

Critical Aspects of Assessment

Evidence of the following is essential:

- Demonstrated ability to take and process room service orders
- Demonstrated ability to set up room service trays, trolleys and other items to meet stated room service needs
- Demonstrated ability to undertake basic preparation tasks for food and beverage items required for room service
- Demonstrated ability to transport room service food and beverage items to guest room and serve same in accordance with enterprise standards and stated guest preferences
- Demonstrated ability to accept and process payment for room service that has been provided
- Demonstrated ability to clear room service items
- Demonstrated ability to maintain the room service equipment and area ready for service delivery.

Context of Assessment

Assessment must ensure:

- Actual or simulated workplace demonstration of taking and processing a nominated number of room service orders
- Actual or simulated workplace demonstration of tray and trolley set ups for nominated room service orders in accordance with enterprise requirements

- Actual or simulated workplace demonstration of room service techniques in the service of a range of nominated food and beverage items
- Actual or simulated workplace demonstration of maintenance procedures required to keep the room service area prepared for service
- Application of safe food handling protocols
- Demonstration of suitable selling, communication and interpersonal skills and techniques.

Resource Implications

Training and assessment must include the use of real food and beverages, equipment, trolleys, utensils, service gear, linen and other materials necessary to provide room service for a nominated range of food and beverage items

Training must also incorporate the processing of room service accounts where the guest signs for room service, and where they pay cash for room service

Assessment Methods

The following methods may be used to assess competency for this unit:

- Observation of practical candidate performance
- Oral and written questions
- Third party reports completed by a supervisor
- Project and assignment work.

Key Competencies in this Unit

Level 1 = competence to undertake tasks effectively

Level 2 = competence to manage tasks

Level 3 = competence to use concepts for evaluating

	Key Competencies	Level	Examples
	Collecting, organising and analysing information	2	Obtain room service product knowledge; understand different tray and trolley set ups for room service delivery
	Communicating ideas and information	2	Take guest orders; sell room service products; explain room service items to guests
	Planning and organising activities	2	Prepare to deliver room service to meet stated need; prepare and maintain room service area for service
	Working with others and in teams	2	Liaise with other staff to deliver timely room service as promised to guests
	Using mathematical ideas and techniques	2	Calculate and process guest accounts
	Solving problems	2	Negotiate with guests where requests cannot be accommodated; deal with in-room problems, spills and complaints
	Using technology	2	Use intra-house communication systems; use trays, trolleys and room service equipment; use registers and enterprise systems to create and process accounts