



APRIL 27-30

LESSON 8

TOPIC: **PROVIDING ROOM SERVICE**

(Here's the Possible Question for FBS NC II)

EXERCISES: (SET 2)

Instructions: Write your answer on the space provided below. "Be the best that you can be!!"

1. What are the qualification(s) of a good Room Service Attendant?

2. How do you check condition of the trolley (and desk) prior to service?

3. What will you do upon entering the room?

4. What are the standard amenities set in the trolley during breakfast?

5. How can you avoid room service mistakes? What are the things that need to be checked to avoid mistakes?

6. How to answer telephone calls?

7. What is "Door Knob Menu"?

8. What will you do upon the reaching the guest room?

9. Checking reservations is an important part of understanding trade for the day. Name five information you should check in relation to reservations?

10. What comprises the mise-en-place?

11. Before the commencement of service, give eight areas that need to be checked for cleanliness.

12. Give some techniques on how you greet the guests to make them feel comfortable and safe?

13. What are some special needs that must be addressed when welcoming a customer/guest?

14. What are activities associated with presenting menus and drinks lists? How do you present the menu through calls?

15. Explain the importance of selling the hotel/restaurants operation?

16. What are some examples of end of service assistance?

17. What are common methods in which customer/guests can settle accounts?
