

# SOP: In-Room Service Procedures and Guest Interaction Guidelines

This SOP defines **in-room service procedures and guest interaction guidelines**, covering the standards for delivering timely and efficient in-room dining services, maintaining guest privacy and comfort, handling special requests and dietary needs, ensuring hygiene and presentation quality, and managing guest feedback and complaints professionally. The objective is to enhance guest satisfaction and uphold the highest level of hospitality through consistent and courteous service.

## 1. Purpose

To provide a standardized procedure for delivering in-room service, ensuring exceptional guest experience, privacy, and prompt response to guest requests and feedback.

## 2. Scope

Applicable to all staff members involved in in-room dining and related guest service operations within the hotel.

## 3. Responsibilities

Role	Responsibilities
Room Service Staff	Prepare, deliver, and set up orders; interact with guests courteously; comply with hygiene and safety standards.
Supervisors/Managers	Monitor service quality, manage guest feedback, and provide training and support to team members.

## 4. Procedures

- Order Taking**
  - Answer calls within three rings, greet the guest by name if possible.
  - Confirm order details, delivery time, and special preferences/dietary needs.
  - Repeat the order for confirmation and provide estimated delivery time.
- Order Preparation**
  - Check order accuracy, including special requests and dietary instructions.
  - Ensure presentation, temperature, and quality meet standards.
- Delivery to Guest Room**
  - Knock or ring doorbell and announce "Room Service" clearly.
  - Verify guest identity as per hotel policy before entering.
  - Offer to set up the meal on designated table or tray.
- Guest Interaction**
  - Greet the guest warmly and courteously.
  - Maintain a professional demeanor and respect guest privacy and space.
  - Respond politely to additional guest inquiries or requests.
- Hygiene and Safety**
  - Use sanitized serving equipment and hands/gloves.
  - Adhere to food safety guidelines at all times.
- Managing Complaints and Feedback**
  - Listen attentively to guest concerns without interruption.
  - Apologize sincerely and assure corrective action.
  - Report significant complaints to the supervisor/manager immediately.
- Clearing the Room**
  - Request permission before collecting trays or dishes.
  - Ensure guest convenience and cleanliness of the room corridor.

## 5. Guest Interaction Guidelines

- Address guests by name when possible, and use polite language at all times.

- Respect guest privacy by limiting time in the room and offering to return later if requested.
- Never discuss guest information with unauthorized persons.
- Maintain a well-groomed, professional appearance.
- Anticipate guest needs and personalize the service when appropriate.

## **6. Special Requests & Dietary Needs**

- Confirm all special and dietary requests with the guest and kitchen.
- Label and double-check all items intended for guests with allergies or restrictions.
- Consult with supervisors or chefs if unsure about fulfilling requests.

## **7. Hygiene & Presentation Standards**

- All trays, plates, and utensils must be spotless and presented neatly.
- Food must be covered during transport.
- Staff must use hand sanitizer or wash hands before each delivery.

## **8. Documentation and Reporting**

- Record all orders and guest feedback in the appropriate system.
- Report recurring issues to management for review and action.

## **9. References**

- Hotel service manual
- Food safety and hygiene protocols