

Business: \_\_\_\_\_

Date: \_\_\_\_\_

Category: Room service breakfast

Time of visit: \_\_\_\_\_

Room service breakfast	Yes	No	Comments/Recommendations
<b>Ordering by Phone</b>			
→ Was the telephone answered within three rings or 10 seconds with an appropriate greeting and the department identified?			
→ If the call was not answered in three rings or 10 seconds, was an apology extended?			
→ If the caller was put on hold, did it exceed 30 seconds?			
→ Was the background free of any noise or disturbances (i.e. makes the conversation difficult to hear or causes a distraction)?			
→ Was the employee able to answer any questions with regard to the menu?			
→ Did the employee obtain a full and complete order (i.e. cooking instructions, accompaniments, etc.)?			
→ Did the employee accommodate any reasonable off menu requests?			

## Sample audit – Room service breakfast (continued)

Room service breakfast	Yes	No	Comments/Recommendations
→ Did the employee repeat the order either during or at the end of the call?			
→ Did the employee advise delivery time?			
<b>Service</b>			
→ Was the order served in the standard time? (Breakfast order card – five minutes of requested time. Telephone orders for Breakfast – 30 minutes).			
→ Did the employee phone in advance of delivering the food?			
→ Did the employee knock on the door/ring the doorbell and announce the room service?			
→ Did the employee adhere to physical distancing guidelines?			
→ Did the employee explain the various menu items if appropriate?			
→ Did the employee confirm the order and was it correct and complete?			
→ Did the employee inform the guest of tray/trolley collection procedures or was a tray removal card present?			

## Sample audit – Room service breakfast (continued)

Room service breakfast	Yes	No	Comments/Recommendations
→ Was the bill provided in a clean billfold with a hotel pen and was it clearly itemized and correct?			
<b>Employees</b>			
→ Was the employee well-groomed and immaculately presented in clean uniforms, wearing PPE and if applicable, wearing their name badge?			
→ Was the employee's speech clear and use of English adequate to be fully understood?			
→ Did the employee smile and display a genuinely warm, friendly and interested manner?			
→ Did the employee use the guest's name at least once, both when the order was placed and when the room service was delivered?			
→ Did the employee personalise the interaction in any way (i.e. engage in polite conversation) and engage with the guests as individuals?			
→ Did the employee offer a warm and sincere farewell at the end of the interaction?			

## Sample audit – Room service breakfast (continued)

Room service breakfast	Yes	No	Comments/Recommendations
<b>Menu and Food</b>			
→ Was the menu clean, in good repair and grammatically correct?			
→ Was the food presented in an appealing manner?			
→ Did the food directly resemble its description from the menu?			
→ Was the food fresh and of good flavour?			
→ Was food served at the correct temperature?			
→ Was the composition of the dish balanced and the degree of cooking/texture appropriate?			
→ Were portions of acceptable size?			
→ Was the food cooked as requested?			
→ Was coffee/tea hot, fresh and appropriately brewed?			

## Sample audit – Room service breakfast (continued)

Room service breakfast	Yes	No	Comments/Recommendations
→ Were orange/grapefruit juices freshly squeezed?			
→ Were a variety (minimum of two types) of breads/rolls and butter automatically served or equivalent?			
<b>Tray/Trolley Layout</b>			
→ Was the room service tray/trolley clean/sanitised and in good repair?			
→ Was the table cloth/place mat/napkin clean, pressed and free of any stains/tears?			
→ Was the correct cutlery, crockery and glassware provided and was it clean/sanitised, in good repair and matching in pattern?			
→ Was the butter fresh and well presented?			
→ Were salt and pepper cruets available and if so, were they clean and full?			
→ Were all the drinks covered with caps and all plated hot food covered with clean cloches, unless delivered in a hot box?			
→ Were food items individually portioned and wrapped for hygiene reasons?			

## Sample audit – Room service breakfast (continued)

Room service breakfast	Yes	No	Comments/Recommendations
<p>→ Were the appropriate condiments served with the meal and were they decanted into the appropriate covered dishes or in miniature form?</p>			
<p>→ Was milk/cream and a full sugar selection (i.e. white, brown and sweetener) offered with the coffee/tea?</p>			
<p>→ Was there a minimum of three different preserves available? (honey is acceptable)</p>			

## Additional Comments