Service Experience Audit

FIVE DIAMOND ◆ HOSPITALITY

Location	In Room Dining Operator
In Room Dining: Dinner Operator	

Score			
In Room Dining Selling Standards:		24	
Total In Room Dining Score:		**24**	**100%**

Time Ordered and Delivered

In Room Dining Selling Standards

	Standard Description	Avail	Score	Results
1.	The phone was answered within 3 rings • The operator must identify the department he/she works in as well as give his/her first name • Operator must have a smile in their voice	1		
2.	The operator uses the guest's name at least once during the phone call before the closing	3		
3.	The operator asks for the number of guests that will be dining in the guest room	1		
4.	The operator starts the order by suggesting an appetizer • The operator should not ask open ended questions like 'what can I get you' • The operator must suggest at least one appetizer by name • To read an article on our website on increasing room service revenue with suggestive selling, click here	2		
5.	The operator reviews the specials of the day before taking the order for the entree	1		
6.	The operator suggests a glass of wine or drink from the bar that matches the guest's entrée selection	2		
7.	The operator suggests a dessert • The operator must suggest at least one dessert by name	2		
8.	The operator up-sells during all other opportunities • Choice of bottled water when water is requested • Additional toppings on entrees such as bacon and cheese on hamburgers and chicken or shrimp added to pastas and salads	2		
9.	The operator demonstrates knowledge of the menu and can answer any questions regarding restaurant or non-restaurant issues	2		
10.	The operator asks appropriate questions to	2		

	Standard Description	Avail	Score	Results
	ensure that the order was complete and repeats the order back to ensure accuracy • The order should be repeated back and all necessary questions to complete the order should be asked (i.e. confirming any side item choices).			
11.	The operator uses positive words to describe all food items as well as reinforced with guest's choices with compliments	2		
12.	The operator quotes a delivery time for the delivery (within 30 minutes)	1		
13.	The operator ends the call with a warm and sincere closing and thanks the guest by name	3		
	Additional Observations			
	Totals	**24**		

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Location	In Room Dining Server
In Room Dining: Dinner Delivery	

Score				Time Ordered and Delivered
In Room Dining Standards:		26		
In Room Dining Service:		6		
Total In Room Dining Score:		**32**	**100%**	

In Room Dining Standards Summary

	Standard Description	Avail	Score	Results
1.	The order is delivered within 5 minutes of the quoted time • To read an article on our website on proper room service delivery, click here	2		
2.	The server knocks on the door, announces 'Room Service' and asks for permission before entering the guest room • The server must stand back to easily be seen through the peephole • The server should not use the guest name until inside the room	1		
3.	The server greets the analyst with a warm and sincere greeting and introduces himself/herself by name	2		
4.	The server greets the guest by name at least once inside of the room, prior to closing	3		
5.	The server provides a suggestion on where to put the tray or table	1		
6.	All saran wrap was removed from all items prior to the server leaving the room	1		
7.	The order includes a glass of water (unless a bottle of water was ordered) Not applicable for hotels located in California	-		
8.	The entrée includes some type of a bread basket (unless a sandwich is ordered)	1		
9.	The tray was set up properly and includes all necessary utensils and condiments	2		
10.	The server presents each item to the guest by removing each lid and describing the item • The server should present the items in order (appetizers first, then entrees) and then remove and extra lids	1		
11.	The beverages were prepared correctly and	1		

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	Standard Description	Avail	Score	Results
	served correctly • All beverages such as soda and bottled water should come in a bottle and served with a glass of ice • Beer should be in a bottle and served with a glass • The server should offer to pour all drinks during the tray presentation or while the guest is signing the check • Wine and mixed drinks should be poured in the room when possible			
12.	The server asks the guest if anything additional was needed • If anything is forgotten, it should be delivered within 5 minutes	1		
13.	The server presents the check to the guest properly • The server should mention that the gratuity is already included to avoid double tipping • The check should already be filled out with the guest's name and room number so all that he/she has to do is sign	1		
14.	The server tells the guest how to have the room service tray removed • A tent card on the tray is an acceptable substitute	1		
15.	The server anticipates the guest's needs or offers a personalized recommendation	2		
16.	The server is efficient, yet unhurried	1		
17.	The server issues a warm and sincere exit greeting and addresses guest by name	3		
18.	The room service tray was picked up in a timely manner • Within 15 minutes of calling or • Within 1 hour of putting the tray in the hallway	2		
	Totals	**26**		

In Room Dining Service Summary

	Standard Description	Avail	Score	Results
18.	The server is in the proper uniform with name badge and follows all grooming standards (pass/fail only)	+/-		
19.	The server maintains eye contact during all interactions with guests	3		
20.	The server smiles during all interactions with guests	3		
21.	Additional Observations			
	Totals	**6**		