

Room Service Checklist and SOP

By Checklist.com

- ☐ **Confirm the room, recipient and order reference**
Verify the current room and authorized recipient through the approved process. Open or locate the order in the sales system; avoid repeating private guest details where others can hear.
- ☐ **Read back the food, drinks and dietary requests**
Confirm quantities, preparation preferences and any allergy information. Send allergy-related questions to the responsible kitchen colleague using the approved process. Do not substitute an item without agreement.
- ☐ **Agree the delivery time and payment method**
Check availability and realistic kitchen timing. Explain applicable delivery charges and confirm whether room charging is authorized or another approved payment method is needed.
- ☐ **Send the complete order and confirm kitchen acceptance**
Ensure the kitchen has received the same items, dietary notes and delivery time. Resolve unclear requests now and notify the guest of a material delay or unavailable item.
- ☐ **Prepare a clean, complete tray or trolley**
Use clean service equipment. Check cutlery, napkins, condiments and required serveware against this order. Keep clean items separate from used collection equipment.
- ☐ **Match the finished dishes to the order**
Check quantities, agreed substitutions and the kitchen's identification of dietary dishes. Use the property's food-safety controls for holding, covering and transport. Hold the delivery if the kitchen cannot confirm an unresolved safety concern.
- ☐ **Recheck the room and approach without disturbing other guests**
Confirm the destination before leaving. At the door follow the property's announcement and waiting procedure. Respect Do Not Disturb and use the agreed contact route if entry or handoff is not possible.
- ☐ **Hand over the correct order with the guest's permission**
Confirm the recipient discreetly, request permission before entering and position the tray as agreed. Identify any specially prepared dish using the kitchen's confirmed information. Do not leave an unresolved or unsafe order with the guest.
- ☐ **Complete the authorized charge and receipt**
Check items and charges against the order. Obtain the required acknowledgment and post through the approved sales system only. Keep the bill reference for reconciliation; never record card details here.
- ☐ **Agree collection and record any unresolved issue**
Tell the guest how to request collection. Assign ownership of missing items, billing queries or unsuccessful delivery. Choose the delivery outcome so an incomplete order is not mistaken for a completed one.
- ☐ **Collect used equipment and close the service record**
Follow the agreed access and collection arrangement. Remove equipment without blocking corridors, separate used items from clean stock and route them for cleaning. Handover any collection still outstanding before ending the shift.