

In Room Dining Scoring Report

Location	In Room Dining Operator	In Room Dining Server

Total Score	Time Ordered and Delivered
In Room Dining Selling Standards: __ points out of 20 In Room Dining Dinner Standards: __ points out of 19 In Room Dining Service: __ points out of 15 Total In Room Dining Dinner Score: __ points out of 54	Time Ordered: _____ Time Quoted: __ minutes Time Delivered: __ minutes later

In Room Dining Selling Standards

	Standard Description	Avail	Score	Example
1.	The phone was answered within 3 rings <ul style="list-style-type: none"> 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 	2		
2.	The operator used the guest's name at least twice during the phone call	2		
3.	The operator started the order by suggesting an appetizer <ul style="list-style-type: none"> The operator should not ask open ended questions like 'what can I get you' The operator must suggest at least one appetizer by name 	2		
4.	The operator reviewed the specials of the day before taking the order for the entree	2		
5.	The operator suggested a glass of wine or drink from the bar that matches the guest's entrée selection	2		
6.	The operator suggested a desert <ul style="list-style-type: none"> The operator must suggest at least one desert by name 	2		
7.	The operator up-sold during all other opportunities <ul style="list-style-type: none"> Choice of bottled water when water is requested Additional toppings on entrees such as bacon and cheese on hamburgers and chicken or 	2		

FIVE DIAMOND HOSPITALITY

	Standard Description	Avail	Score	Example
	shrimp added to pastas and salads			
8.	The operator demonstrated knowledge of the menu and can answer any questions regarding restaurant or non-restaurant issues	2		
9.	The operator asked appropriate questions to ensure that the order was complete and repeated the order back to ensure accuracy <ul style="list-style-type: none"> The order should be repeated back and all necessary questions to complete the order should be asked (i.e. confirming any side item choices). 	2		
10.	The operator used positive words to describe all food items as well as reinforced with guest's choices with compliments	2		
11.	The operator ended the call by quoting a delivery time and thanking the guest by name	2		
	Totals	20		

In Room Dining Standards Summary

	Standard Description	Avail	Score	Example
12.	The order is delivered within the quoted time <ul style="list-style-type: none"> An acceptable time is typically 20 to 30 minutes for breakfast and lunch and up to 45 minutes for dinner 	2		
13.	The server knocked on the door, announced 'Room Service' and asked for permission before entering the guest room	1		
14.	The server greeted the guest by name once inside of the room	1		
15.	All saran wrap was removed from all items prior to the server knocking on the door	1		
16.	The order included a glass of water (unless a bottle of water was ordered)	1		
17.	The entrée included some type of a bread basket (unless a sandwich is ordered)	1		
18.	The tray was set up properly and included all necessary utensils and condiments	2		
19.	The server presented each item to the guest by removing each lid and describing the item <ul style="list-style-type: none"> The server should present the items in order (appetizers first, then entrees) and then remove and extra lids 	1		

FIVE DIAMOND HOSPITALITY

	Standard Description	Avail	Score	Example
20.	<p>The beverages were prepared correctly and served correctly</p> <ul style="list-style-type: none"> 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 	1		
21.	<p>The server asked the guest if anything additional was needed</p> <ul style="list-style-type: none"> If anything is forgotten, it should be delivered within 5 minutes 	1		
22.	<p>The server presented the check to the guest properly</p> <ul style="list-style-type: none"> 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 	2		
23.	<p>The server told the guest how to have the room service tray removed</p> <ul style="list-style-type: none"> A tent card on the tray is an acceptable substitute 	1		
24.	The room service operator placed a follow up call during the meal to check on the quality	2		
25.	The room service tray was picked up in a timely manner	2		
	Totals	19		

In Room Dining Service Summary

	Standard Description	Avail	Score	Example
26.	The server is in the proper uniform with name badge and follows all grooming standards	1		
27.	The server maintains eye contact and smile during all interactions with guests	2		
28.	The server thanked the guest by name on the way out of the room	2		
29.	Operator friendliness/service level	5		

FIVE DIAMOND HOSPITALITY

	Standard Description	Avail	Score	Example
	<ul style="list-style-type: none"> Service ranking based on shopper opinion on a scale of 1 to 5 			
30.	Server friendliness/service level <ul style="list-style-type: none"> Service ranking based on shopper opinion on a scale of 1 to 5 	5		
	Totals	15		

Additional Food Notes:

Item Ordered		Item Ordered	
Presentation		Presentation	
Temperature		Temperature	
Overall		Overall	

Additional Observations:
