

# COVID-19 / In-Room Dining

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Room Service Basics



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*Please follow all recommended COVID-19 food service protocols to protect you and your residents*

## **Order Tickets**

Delivering and picking up food order tickets for each meal

## **Tally Food Order**

Calculating the food production for each meal's menu item

## **Utilizing Disposables**

Selecting and counting enough disposables for each meal

## **Setting Up The Tray or Disposables**

Quality checks on cart readiness and full stocking

## **Delivering the Food and Beverages**

Follow procedures for polite and timely delivery

## **Clearing the Tray or Disposables**

Properly removing all trays, dishes, disposables



# Order Tickets

- Design meal tickets to fit your needs
- Communicate the new ticket order process to everyone
- Distribute next meal's ticket during current meal delivery
- Pick-up next tickets at least two hours prior to each meal
- Be polite and thank them for writing down their order



# Tally Food Order

- Design a tally sheet that fits your offerings
- Collect all tickets ahead of time
- Utilize the tally sheet to list all food production needed
- Prepare an extra 5% as pre-caution



# Utilizing Disposables

- Consider this as the safest alternative to using china in preventing the spread of viruses
- Order enough inventory supplies to cover at least five days
- Determine what items are needed, (soup cups, lids, three compartment containers, portion cups, coffee cups, etc.)
- Consider environmentally friendly products and messaging
- Re-think menus that are all more appropriate for disposables



# Setting up Tray or Disposables

- Ensure the tray has everything that is required for the meal
- Have you included salt, pepper, napkins, beverages, condiments, etc.
- Do you have their next meal's ticket order
- Are you keeping hot foods hot and cold foods cold



# Delivering the Food and Beverages

- Create a tracking sheet for each meal and room
- Design your standard meal delivery route or routes
- Create a separate beverage cart if necessary
- Upon reaching the correct room, ring the bell or knock the door twice and announce in a loud and clear voice "Room Service"
- Greet the resident, introduce yourself and ask where you may set their tray, plates or disposables
- Wish the resident an enjoyable meal and gracefully exit



# Clearing the Tray or Disposables

- Communicate a standard pick-up time
- Upon reaching the rooms follow the same procedures of entry
- After guest opens the door, announce the intention of clearing the tray, plates, garbage and disposables
- Find out if the resident would like anything else. “Is there anything else that I could assist you with, Mr. Brown?”
- If nothing, exit from the room gracefully while wishing the resident a wonderful day
- Utilize a room cart or utility cart and rolling garbage can for bulk pick-up of leftovers and garbage for each room
- It’s recommended to have two people complete this job so that one person is always wearing gloves and in control of all dirty items

