Room Service SOP Template

A practical workflow from order capture to completion.

Property: _____ Date / Shift: _____

Checklist item / field	Status / details
Confirm order details, availability and required notes	_____
Communicate realistic delivery window to guest	_____
Route order to authorized kitchen or F&B staff	_____
Track acceptance, preparation, pickup and delivery	_____
Verify dietary notes and tray completeness	_____
Record handover and guest confirmation	_____
Handle errors, cancellations and billing exceptions	_____

Exceptions, follow-up owner, due time:

_____

Reviewed by: _____ Follow-up date: _____

Adapt to your property procedures and local requirements. This is an illustrative operational aid, not a mandatory standard.