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# Example of Room Service Order Taker Job Description

Our growing company is searching for experienced candidates for the position of room service order taker. We appreciate you taking the time to review the list of qualifications and to apply for the position. If you don’t fill all of the qualifications, you may still be considered depending on your level of experience.

## Responsibilities for room service order taker

* Answers all calls to Assistant Room Service Manager’s line
* Documents orders, repeat items back to callers to ensure accuracy and quote expected arrival time with speed and accuracy
* Immediately input order information into point of sale system, allowing kitchen staff to begin preparation' note any special requests clearly
* Complies with accounting guidelines regarding receipt of payments, check total verification, tip disbursement, cash drawer and house bank management
* This position which is in the front line of guest service is responsible for consistently meeting differing guest’s needs & wants consistent to your assigned area of responsibility in the Food & Beverage Service department
* Answer room service phones
* Comprehend and describe all menus
* Understand the process of accepting credit cards, personal checks, cash
* Must be able to handle the balancing his/her daily paperwork which includes a fair amount of accounting comprehensibility
* Process checks from the various Food and Beverage outlets

## Qualifications for room service order taker

* Arabic Speaker preffered
* Minimum of 1 year experience in similar role in a five star hotel industry
* Must be able to work overnight schedule, including weekends, holidays
* Candidate should possess excellent communication skills
* Must be able to work a flexible schedule, including weekends, holidays and both AM and PM shifts
* Previous experience in In-Room Dining/Room Service preferred