Downloaded from <https://www.velvetjobs.com/job-descriptions/room-service-order-taker>

# Example of Room Service Order Taker Job Description

Our company is growing rapidly and is looking to fill the role of room service order taker. Please review the list of responsibilities and qualifications. While this is our ideal list, we will consider candidates that do not necessarily have all of the qualifications, but have sufficient experience and talent.

## Responsibilities for room service order taker

* Should have good knowledge of room service menu's and on going promotions in other F&B outlet
* Pay attention to guest orders, and know the menu thoroughly
* Make knowledgeable, informed, and articulate recommendations and suggestions regarding all menu items
* Any menu items that are not available (you should be asking the Chef for this information on a daily basis)
* Obtain all designated information to place an order through the hotel’s point of sales system (Micros)
* Process all void and comp checks correctly
* Maintain his/her bank to a minimum discrepancy
* To provide high standard of quality and ensure proper delivery time speedy service
* To assist in mise en place and perform side duties during down time
* To be fully aware of hours of operations, concepts, offering and pricing any events taking place in restaurants

## Qualifications for room service order taker

* Previous experience in cashiering and order taking
* Previous experience in PBX
* Knowledge of telephone system
* Fluency in a foreign language would be an advantage
* Skills · perform job functions with attention to detail, speed and accuracy
* Previous Food & Beverage experience, hotel/resort experience preferred