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# Example of Room Service Order Taker Job Description

Our company is looking for a 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

* Answer room service phone line and take guest orders following established policy and procedures
* Administer and assign hotel guest orders to room service employees
* Answer any guest questions and refer them, if necessary, to appropriate management employees
* Communicate effectively both verbally and in writing to provide clear direction to the staff
* Move throughout the facility and kitchen area (walk through) to visually monitor and take action to ensure food quality and service standard are met
* Requires ability to operate computer equipment and other food and beverage computer system
* One to two years’ previous experience as Room Service
* Strong knowledge and passion for everything food and beverage
* Assists guest in placing their orders, making recommendations and generally advising them
* Communicate over the telephone in the manner to promote a high degree of guest's satisfaction

## Qualifications for room service order taker

* Excellent commitment to service
* Must have Serving it Right
* Successful candidates must possess the ability to work in Canada
* Learns the hotel facilities, particularly the Food and Beverage Outlets, their times of operation, entertainment and menus in order to answer guest's inquiries
* Good knowledge of spoken English and fair knowledge in spoken Arabic language
* Excellent customer relationship management and communication skills needed