



Example of Room Service Order Taker Job Description

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Our company is growing rapidly and is looking for a room service order taker. If you are looking for an exciting place to work, please take a look at the list of qualifications below.

Responsibilities for room service order taker

- Answer Room Service Phone if and when required
- Responsible to co-ordinate all service requirements addressed to Room Service and ensure their immediate action
- Perform tasks as per instructions from the immediate supervisor and as per duty schedule
- Make herself familiar with all relevant issues concerning the Room Service
- Report cleanliness and maintenance issues to the immediate supervisor
- Attend regular training session in line with the departmental SOP's guest care, product knowledge, grooming standards, telephone manners
- Flexible to work in other areas when required by the immediate supervisor
- Flexible to work in other areas and with working hours when required by the immediate supervisor
- Familiar with the company's internal policies and safety procedures and carries out other related tasks entrusted by the Room Service Manager from time to time
- Be knowledgeable and upsell at every opportunity

Qualifications for room service order taker

- Responsible for operating POS and AS/400 systems and takes orders over the phone in a courteous fashion
- Increases room service sales through both up-selling and suggestive selling

- Receives cash and credit cards, makes change, issues receipts and maintains records of all transactions
- Remits documentation and funds to the general cashier's office
- Handles the checking, writing and ringing up of all amenities and is accountable for funds and paperwork
- Responsible for writing and ringing up all back stage checks