



Forbes Travel Guide Online Luxury Service Training Curriculum

COURSE

LESSON COUNT: 3

Forbes Travel Guide In-Room Dining Standards

LESSONS

LEARNING OUTCOMES

Luxury In-Room Dining

- Learners can identify the impact that in-room dining service has on a luxury Guest's experience.
- Learners can describe a luxury Guest's expectations of in-room dining.
- Learners can differentiate between restaurant dining and in-room dining.

The Order and Setting the Table

- Learners can recall the importance of accurately taking a Guest's order.
- Learners can list the 3 In-Room Dining Efficiency standards.

In-Room Dining Service

- Learners can recall 4 key Technical Execution, Skill & Knowledge standards when serving Guests in the room.
- Learners can explain how to make Guests comfortable when setting the table in in-room dining.

In-Room Disaster! (Interactive Lesson)

- Learners need to identify the correct way of providing in-room dining service.