

Room service order processing

Automates room service order processing from guest request to delivery tracking, integrating hotel systems to streamline kitchen workflow and enhance guest experience while optimizing delivery times.

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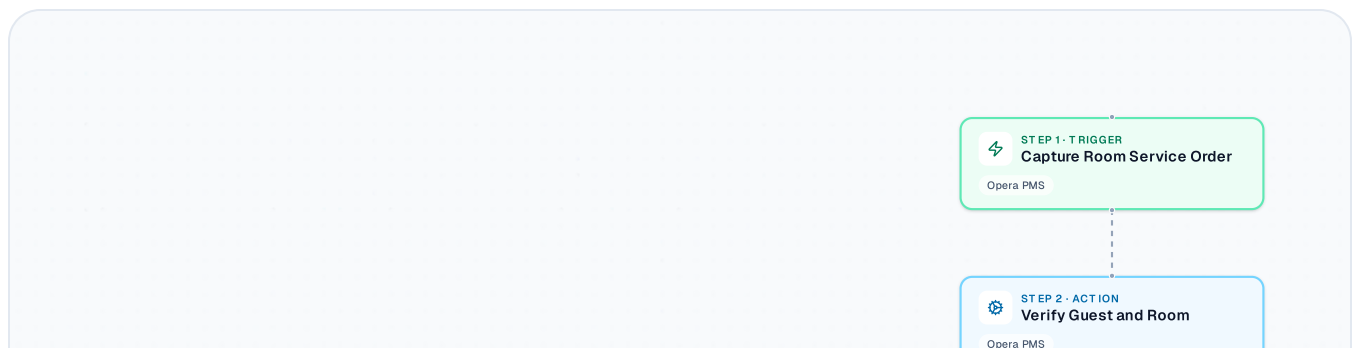


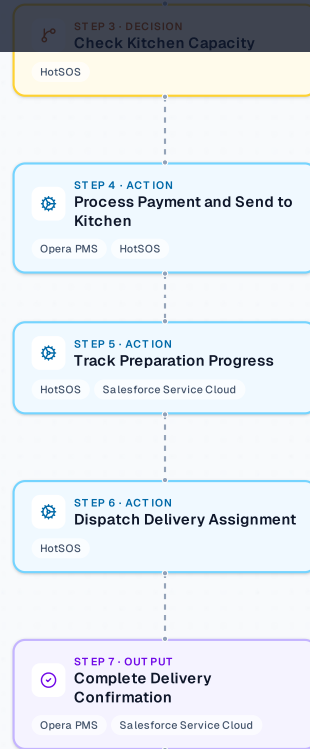
WORKFLOW TRIGGER

Guest places room service order through hotel app, phone, or in-room device

Visual Flow

Each node represents an automated step. Connections show how data and decisions move through the workflow.





Step-by-Step Breakdown

Detailed explanation of each automated stage in the workflow.

1

Capture Room Service Order

Guest submits room service order with items, room number, and preferences through digital channels. Order details are automatically captured and validated.

Opera PMS

2

 ACTION

Verify Guest and Room

System validates guest identity, room occupancy status, and checks for any special dietary preferences or restrictions. Confirms room accessibility for delivery.

Opera PMS

3

 DECISION

Check Kitchen Capacity

Evaluates current kitchen workload and item availability to determine if order can be fulfilled within standard timeframe. Routes based on capacity assessment.

HotSOS

4

 ACTION

Process Payment and Send to Kitchen

Charges guest account for the order and transmits detailed preparation instructions to kitchen management system. Generates kitchen ticket with timing requirements.

5

 ACTION

Track Preparation Progress

Monitors order status through kitchen workflow stages and calculates estimated delivery time. Sends progress updates to guest via preferred communication channel.

HotSOS

Salesforce Service Cloud

6

 ACTION

Dispatch Delivery Assignment

Assigns room service delivery to available staff member based on location and workload. Provides delivery instructions and guest preferences to assigned personnel.

HotSOS

7

 OUT PUT

Complete Delivery Confirmation

Records successful delivery completion, updates guest folio, and triggers automated satisfaction survey. Generates performance metrics for kitchen and service teams.

Opera PMS

Salesforce Service Cloud



Outputs

- Kitchen preparation ticket with timing
- Guest delivery confirmation and receipt
- Service performance analytics report



Key Metrics

- Average order fulfillment time
- Guest satisfaction score
- Kitchen utilization rate



Tools & Integrations

- Opera PMS
- HotSOS
- Salesforce Service Cloud

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