

## How to optimize hotel rooms service?



By Leonardo Jaciuk

With the years, I have very often been exposed to a wide variety of a la carte menu related to room service. All of them coped with the international concept of satisfying the customer requirement of having meals and beverages in their own hotel room as they would enjoy breakfast, lunch, dinner or even an ordinary sandwich in a regular restaurant or at home.

Whether we consider three, four, five stars hotels, a Hostel or even a B&B does not matter.

Hotel guests have their own expectations about room service which is influenced by company standards, communication and advertising means, organization and training of the kitchen staff and so on.



I dare to say room service must be a day to day priority for hotel companies and an outstanding living experience not only for clients but also for employees.

The latest trends in the kitchen seem to show a different consideration of room service. I have met a few Chefs who felt committed to improve day after day the quality of this service.

In order to bring a fresh response to this evolving service, Enrique Martinez, one of the NH Hotels Food & Beverage advisers, has created a new proposal named "Roomapetit" that breaks away from the traditional model. The system, which is based on the "do-it-yourself" philosophy, has a balanced and reasonable menu. With this new concept, NH Hoteles hopes to satisfy their guests' gastronomic requirements, an aspect that, along with the location and general features of the establishment, is one of the main factors to consider when choosing a hotel.

This revolutionary service, which visitors to the Trade Fair can discover first hand at the company's stand, presents a menu that suits all types of clients and appetites. The menu has three different levels including hints of the local gastronomy. The hotel chain has therefore extended its food and drinks offering, which is one of the company's priorities as it aims to offer top quality food.

Over the past years I have listened from businessmen how they miss their home land delicious smells and a home made meals, ex. lentils or stewed, when they are far away or traveling overseas.

Technology is around the corner, changing second to second and the world's hotels kitchens benefit today from more resources to provide effective services and to apply modern techniques that enhance natural flavors of ingredients.

We used to have microwave for reheating in 99% of our kitchens but we did not have the habit to use them for cooking. Can you imagine proteins as fish, meat, and poultry raw to cook using the Cryovac Simple Steps<sup>®</sup> system for room service?

Here is the point dear co-workers!!!

The NH Gran Hotel Provincial is the clearest example to highlight this new challenge. The building has kitchens to provide services in restaurants, caterings, food productions and room service breakfast areas like very few have in the whole world.

On one hand the hotel is equipped with the latest technology to work with high quality standards. On the other hand the huge hotel dimensions are a real challenge to overcome. It is a critical point for room service basics, quality, time and temperature.

We are currently developing, along with Sealed Air Cryovac and the ICC, a breakthrough concept in the room service history. Using the Cryovac Simple Steps® “raw to cook” concept to service a wide variety of Ready Meals, we gain profitability and improve productivity, hygiene, shelf life of goods and standardizations among other advantages.

The project consists in the installation of a microwave station in each floor of the building, used to cook/reheat Simple Steps® packed meal solutions. It will allow us to reduce by 70% the time between the exit of the room service cart and its arrival at the guest room. This brings a much a better guarantee in presentation and temperature and above all highly reduces preparation time and wastage.

From the beginning of 2009 we have started to test meals with Sous vide cuisine and regenerate them in microwave appliances. Cryovac is providing support technology to investigate and to develop these great services to extend them soon all over the target market.



***An exciting global opportunity!***

If you need more information click on these links:

[www.nh-hotels.com/nh/](http://www.nh-hotels.com/nh/)

[NH Gran Hotel Provincial, Argentina](#)