

IN ROOM DINING TROLLEY RETRIEVAL



START!

1

Each button carries a serial number. This is entered into the IRD tablet, together with the room name/ number of the trolley order.

When the trolley is ready to go, Dispatch is touched on the tablet and the cycle starts.



2

When the guest has finished with their trolley they press the 'Collect Me | At Your Service' button.

The button LED turns blue to show the call has been made.



3

The IRD tablet and any Dinggly pagers or mobile phones are alerted that the trolley is ready. Anyone can accept the call, notifying all others.

When a call is accepted, the LED on the call button turns Green



4

If a room cannot be entered a DND flag can be added via the IRD tablet, indicating that the trolley is still out but cannot be returned. It is separated within the metrics so as not to affect the performance data.



5

The call is cancelled when the attendant arrives at the button and long- holds the touch (until the device starts flashing).

The call is complete and the following timing data recorded:

- Button naming to Dispatch
- Dispatch to Collect Me call
- Collect Me call to Accept
- Acceptance to attend/call cancelled plus separate DND details.

If a button is named as soon as an order is made, it is possible to monitor the full order cycle, including order received to order dispatched.



STOP!

The button is then ready to be renamed for the next room order.