

SOP: Communicating Reservation Status with Front-of-House Staff

This SOP details the process for **communicating reservation status with front-of-house staff**, ensuring accurate and timely updates regarding bookings, cancellations, and modifications. It covers the methods of communication, roles and responsibilities, use of reservation management systems, and protocols for handling special requests or overbookings to optimize guest experience and operational efficiency.

1. Purpose

To standardize and streamline the communication of reservation status between reservation teams and front-of-house staff, minimizing errors and enhancing service quality.

2. Scope

This SOP applies to all staff involved in processing and managing dining reservations, including restaurant hosts, managers, and reservation office personnel.

3. Roles and Responsibilities

Role	Responsibilities
Reservationist	<ul style="list-style-type: none">Input, update, and cancel reservations in the system.Notify front-of-house of any changes promptly.Note special requests and VIP information.
Front-of-House Manager/Host	<ul style="list-style-type: none">Monitor reservation management system throughout the shift.Confirm receipt of updates and clarify discrepancies.Communicate table assignments and guest requests to service staff.

4. Reservation Communication Methods

- Reservation Management System (RMS):** All changes must be logged in the RMS for real-time visibility.
- Email Alerts:** Automatic notifications for new bookings, cancellations, or modifications sent to front-of-house email accounts.
- Direct Communication:** Urgent updates (e.g., large group bookings, VIPs, last-minute changes) must be communicated via phone or in-person.

5. Procedure

- Check RMS at the start of each shift for reservation summaries and updates.
- Enter all new bookings, modifications, and cancellations into the RMS, ensuring accuracy of date, time, party size, and contact information.
- Mark special requests (dietary, accessibility, celebrations), VIPs, and notes clearly in the RMS.
- For urgent or significant changes, notify front-of-house manager/host directly after updating the RMS.
- Front-of-house staff to confirm receipt of critical updates; discrepancies must be addressed immediately.
- Print and review reservation list before each meal period and discuss any challenges or special situations in the pre-shift meeting.

6. Handling Overbookings & Special Requests

- Overbookings:** Inform manager immediately. Follow protocol for compensations or alternative arrangements.
- Special Requests:** Communicate clearly with kitchen and service teams. Confirm with guest on arrival.

7. Documentation & Record Keeping

- All communications and updates must be recorded in the RMS.
- Maintain an electronic or printed log of daily reservation changes for reference.

8. Review & Training

- SOP to be reviewed quarterly or as needed.
- New staff must be trained in reservation communication processes during onboarding.