

SOP Template: Final Guest Check and Table Clearing

This SOP details the **final guest check and table clearing** process, covering the steps for ensuring guest satisfaction, verifying that all orders have been correctly fulfilled, and addressing any remaining needs or concerns. It also includes procedures for efficiently clearing tables, resetting them for the next guests, and maintaining cleanliness to enhance the dining experience and operational flow.

1. Final Guest Check Procedure

1. **Present the Guest Check:**
 - Politely ask if guests are ready for the check.
 - Present the final bill promptly in a check presenter or folder.
2. **Verify Order Fulfillment:**
 - Review the guest check to confirm all items were delivered as ordered.
 - Inquire if everything was satisfactory and if there is anything else the guest requires.
3. **Address Outstanding Needs:**
 - Respond to any issues or concerns expressed by guests.
 - Offer solutions or escalate to management if necessary.
4. **Process Payment:**
 - Collect payment method and process promptly (cash, card, or other).
 - Return change or card with a receipt, thanking the guest for their visit.

2. Table Clearing Procedure

1. **Observe Signals:**
 - Wait for clear indication that guests are finished (e.g., napkin on table, guests leaving).
 - Approach table and confirm with a friendly inquiry: "May I clear these items for you?"
2. **Clear Table:**
 - Remove all used dishes, utensils, glassware, and condiments efficiently and quietly.
 - Check for forgotten items or trash left by guests.
3. **Reset Table for Next Guests:**
 - Wipe down all surfaces with appropriate cleaning solution.
 - Replace table linens, place settings, and condiments as needed.
 - Check chairs, floors, and nearby areas for cleanliness.
4. **Final Inspection:**
 - Ensure table is fully reset and presentable before seating the next guests.

3. Notes and Best Practices

- Always maintain a courteous and professional demeanor.
- Anticipate guest needs and respond proactively.
- Maintain hygiene standards throughout the process.
- Report any maintenance or cleanliness issues to management promptly.