

SOP: Guest Greeting and Seating Procedures

This SOP details the **guest greeting and seating procedures**, emphasizing courteous and efficient reception, personalized guest acknowledgment, proper use of reservation systems, guiding guests to assigned seating promptly, and ensuring comfort and satisfaction upon arrival. The goal is to create a welcoming atmosphere that enhances the guest experience and optimizes table management.

1. Purpose

To ensure each guest is greeted warmly, acknowledged personally, seated efficiently, and made comfortable upon arrival, providing an exceptional first impression and facilitating smooth table turnover.

2. Scope

This SOP applies to all front-of-house staff responsible for guest reception and seating within the establishment.

3. Responsibilities

- **Host/Hostess:** Primary responsibility for greeting and seating guests.
- **Supervisors/Managers:** Ensure adherence to this SOP and address any related guest concerns.
- **Front-of-House Team:** Support the reception process as necessary.

4. Procedure

- 1. Preparation**
 - Ensure reservation system is updated and table assignments are clear.
 - Confirm cleanliness and readiness of entryway and seating areas.
 - Have guest menus, high chairs/boosters, and allergen info available.
- 2. Greeting Guests**
 - Welcome guests with a warm smile and friendly verbal greeting within 30 seconds of their arrival.
 - If there is a wait, acknowledge guests immediately and provide an accurate wait time.
- 3. Confirm Reservations**
 - Ask for guest name and check reservation details.
 - Thank guests with reservations and confirm any special requests.
 - For walk-ins, check table availability and manage waitlist accurately.
- 4. Acknowledge Special Occasions/Needs**
 - Recognize and mention special occasions as noted (birthdays, anniversaries, etc.).
 - Accommodate accessible seating, high chairs, or other guest needs as requested.
- 5. Seating Procedure**
 - Guide guests to their designated table using appropriate language (e.g., "Right this way, please.").
 - Carry menus and offer to assist with coats/personal items if appropriate.
 - Walk at a comfortable pace, never rushing ahead of guests.
 - Upon arrival at the table, pull out chairs if possible and help guests to be seated comfortably.
- 6. Present Menus & Final Welcome**
 - Present menus, highlight any specials or allergen information if needed.
 - Thank the guests and inform them of their server's name, ensuring someone will attend shortly.
 - Ensure all guests are comfortable before departing.
- 7. Table Status Update**
 - Update reservation/waitlist system to reflect table status.
 - Notify serving staff of newly seated guests.

5. Table Management Guidelines

Action	Details
Reservation Confirmation	Verify guest name, time, and special requests
Seating Order	Prioritize by reservation, waitlist, or special requirements
Update Status	Mark tables as "occupied" or "available" in the system in real-time

Communication	Inform team of VIPs, special occasions, or accommodations needed
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6. Service Standards

- Greet all guests promptly and with a genuine smile
- Use guest names when possible
- Always maintain eye contact and positive body language
- Ensure no guest is left unattended at the door
- Keep entry area tidy, welcoming, and accessible

7. Documentation & Records

- Maintain accurate reservation and seating logs
- Document any guest complaints or incidents for managerial review

8. Review & Continuous Improvement

- Supervisors will periodically review guest feedback and table management efficiency
- Update SOP as needed to enhance guest experience and operational flow