

SOP Template: Daily Delivery and Reservation Review

This SOP details the **daily delivery and reservation review** process, encompassing the verification of delivery schedules, confirmation of reservation details, coordination with logistics and customer service teams, timely documentation updates, and resolution of discrepancies. The procedure aims to ensure smooth operations, accurate order fulfillment, and enhanced customer satisfaction by maintaining organized and efficient daily reviews.

1. Purpose

To ensure accuracy in deliveries and reservations, streamline coordination between teams, and maintain high standards of customer service through consistent daily reviews.

2. Scope

This SOP applies to all staff involved in the processing, management, and fulfillment of daily deliveries and reservations.

3. Responsibilities

- **Delivery Coordinator:** Verifies and monitors delivery schedules.
- **Reservation Specialist:** Confirms reservation details and updates records.
- **Logistics Team:** Ensures preparedness for scheduled deliveries.
- **Customer Service Team:** Communicates with customers regarding order or reservation status and resolves queries.
- **Documentation Staff:** Updates and archives review records and documentation.

4. Procedure

1. **Retrieve Schedules:** Obtain the day's delivery and reservation schedules from the management system.
2. **Verify Deliveries:** Match each scheduled delivery against order details, addresses, and special requirements.
3. **Confirm Reservations:** Cross-check reservation data for accuracy (customer names, dates, inventory/resources reserved, etc.).
4. **Team Coordination:** Conduct a brief meeting or digital check-in with logistics and customer service teams to discuss the schedule, priorities, and flag any issues.
5. **Documentation Update:** Update relevant tracking documents or management systems to reflect the current status of all deliveries and reservations.
6. **Discrepancy Resolution:** Investigate and resolve any mismatches, missing information, or unexpected changes.
7. **Daily Reporting:** Record outcomes, issues identified, and actions taken in a daily review log.

5. Documentation and Records

Document Name	Responsible	Retention Period
Daily Delivery Schedule	Delivery Coordinator	1 year
Reservation Logs	Reservation Specialist	1 year
Daily Review Log	Documentation Staff	1 year

6. Review and Improvements

- Conduct monthly reviews of collected logs to identify recurring issues or opportunities for process optimization.
- Update this SOP as necessary following changes to business processes or technology.

7. References

- Internal Delivery & Reservation Policy
- Customer Service Guidelines
- Company Management System User Manual

8. Revision History

Revision	Date	Description	Author
1.0	2024-06-15	Initial release	SOP Team