

# SOP Template: Order Taking and Guest Menu Guidance

This SOP details the process of **order taking and guest menu guidance**, emphasizing efficient communication, accurate order recording, and personalized menu recommendations. It ensures that staff are knowledgeable about menu items, dietary restrictions, and specials, enabling them to assist guests effectively and enhance their dining experience. The procedure also covers handling special requests, confirming orders, and coordinating with the kitchen to maintain seamless service and customer satisfaction.

## 1. Purpose

To provide a standardized procedure for taking guest orders and guiding guests through the menu to ensure high-quality, personalized service and satisfaction.

## 2. Scope

This SOP applies to all front-of-house staff involved in guest interaction, order taking, and communication with the kitchen.

## 3. Responsibilities

- **Service Staff:** Knowledgeable menu guidance, accurate order taking, and effective communication.
- **Supervisors/Managers:** Ensure compliance, provide training, and resolve escalated issues.
- **Kitchen Staff:** Respond to special requests and verify order accuracy.

## 4. Procedure

### 1. Greeting and Guest Engagement

- Greet guests within 1 minute of seating with a friendly, professional demeanor.
- Present menus and introduce yourself.

### 2. Menu Guidance and Recommendations

- Ask if guests have any dietary restrictions or allergies, and note any requirements.
- Inform guests of daily specials or promotions.
- Make personalized recommendations based on guest preferences.
- Be prepared to describe menu items and answer questions about ingredients, cooking methods, and portion sizes.

### 3. Order Taking

- Listen actively and repeat back orders for confirmation.
- Record orders accurately, noting all special requests or modifications.
- Use order-taking tablets or written pads as per venue policy.

### 4. Order Confirmation

- Confirm all items, modifications, and dietary requirements with the guest before submitting the order.

### 5. Order Communication and Follow-up

- Transmit orders promptly to the kitchen, highlighting special requests clearly.
- Monitor the progress of the order and update guests on expected wait times if needed.
- Be available to address any further guest needs or adjustments until food is served.

## 5. Special Requests & Dietary Restrictions

- Always clarify specifics (e.g., gluten allergy, vegan, low-sodium).
- Communicate requests directly to the kitchen and confirm capability before assuring the guest.
- Note all requirements on the order clearly and follow up as necessary.

## 6. Documentation & Record-Keeping

- Ensure all orders (including modifications and extras) are logged in the POS or written pads with guest details as applicable.
- Maintain records of guest feedback or complaints regarding orders.

## 7. Training & Knowledge

- Staff must complete regular training on menu updates, allergen information, and customer service skills.
- Periodic assessments should be conducted to ensure staff proficiency.

## 8. Performance Metrics

Metric	Target
Order accuracy rate	≥ 98%
Guest satisfaction survey (order taking)	≥ 90% positive
Time from seating to order taken	≤ 5 minutes

## 9. Revision & Review

This SOP should be reviewed every 12 months or when significant menu or operational changes occur.

## 10. Appendix: Order Taking Checklist

- Greet guest
- Present menu & introduce self
- Check for dietary restrictions/allergies
- Inform about specials
- Make recommendations
- Take order & repeat for confirmation
- Record accurately in system
- Communicate special requests to kitchen
- Confirm order with guest
- Follow up until order delivered