

Standard Operating Procedure (SOP): Coordinating with the Kitchen Regarding Large Group Reservations

This SOP describes the process for **coordinating with the kitchen regarding large group reservations**, including advance notification of group size and special dietary needs, confirming menu options, establishing timelines for meal preparation and service, managing communication between front-of-house and kitchen staff, ensuring resource availability, and addressing any last-minute changes. The goal is to ensure efficient kitchen operations and a seamless dining experience for large groups.

1. Purpose

To outline steps that ensure effective communication and preparation between front-of-house and kitchen staff for large group reservations, guaranteeing timely service, resource availability, and accommodation of special guest requirements.

2. Scope

This SOP applies to all front-of-house (FOH) staff (hosts, reservationists, managers, servers) and back-of-house (BOH) staff (chefs, kitchen managers, prep staff) involved in handling large group reservations.

3. Definitions

Term	Definition
Large Group	Any reservation of 10 or more guests (customize as per establishment's capacity)
FOH	Front-of-House staff interacting with guests
BOH	Back-of-House staff responsible for food preparation and kitchen management

4. Responsibilities

- **Reservationist/Host:** Intake group details, communicate with manager and kitchen.
- **Manager:** Review and verify information; ensure communication between FOH and BOH.
- **Kitchen Manager/Chef:** Confirm menu feasibility, resource availability, and prepare for service.
- **Server Assigned:** Liaise with guests and kitchen before/during event.

5. Procedure

1. **Advance Notification**
 - Notify kitchen of large group reservation immediately upon booking via designated communication channel (e.g., shared reservation system, email, or kitchen communication board).
 - Include details: date/time, group size, event type, contact person, and any available dietary restrictions or preferences.
2. **Confirming Menu Options and Dietary Needs**
 - Work with group organizer to confirm menu options at least 72 hours in advance (or as per policy).
 - Collect and confirm special dietary requirements (vegetarian, vegan, gluten-free, allergies, etc.).
 - Communicate final selections and dietary needs in writing to kitchen at least 48 hours prior to reservation.
3. **Establishing Timelines**
 - In collaboration with kitchen, set meal prep and service start times based on group size and menu

complexity.

- Share agreed timeline with FOH staff and ensure lead times for beverage and bread service are aligned.

4. Managing Communication

- Designate a primary point of contact on both FOH and BOH teams for the reservation.
- Confirm information in a pre-event briefing (at least one day prior), including table setup, menu, dietary notes, and serving sequence.

5. Ensuring Resource Availability

- Kitchen manager to verify ingredient availability and prep staff schedules.
- Confirm with FOH that tableware, serving utensils, and staffing levels are adequate.

6. Handling Last-Minute Changes

- FOH staff to immediately notify kitchen of any guest count or dietary changes received within 24 hours of the event.
- Kitchen manager assesses feasibility and communicates any issues back to FOH and management.

7. Post-Event Review

- FOH and BOH teams conduct a debrief to discuss successes, challenges, and identify process improvements.

6. Documentation

- All communications regarding group reservations documented in reservation system or logbook.
- Dietary needs and menu selections attached to daily prep sheets.

7. References & Forms

- Reservation intake template/form
- Daily kitchen prep sheet
- Group reservation communication checklist