

SOP: Coordinating with Service Staff for Table Readiness

This SOP details the process for **coordinating with service staff for table readiness**, including communication protocols, timing and sequence of table setup, ensuring cleanliness and proper arrangement of tableware, handling special requests or accommodations, and confirming readiness with service personnel before guest arrival. The goal is to provide a seamless dining experience by ensuring all tables are prepared promptly and to the establishment's standards.

1. Communication Protocols

- Service staff and coordinators use designated communication channels (e.g., radios, internal chat, checklists, or direct verbal communication).
- All team members must acknowledge instructions and updates regarding table assignments and special requirements.
- Communicate any delays or issues immediately to supervising staff.

2. Timing & Sequence of Table Setup

- Begin table setup at least 30 minutes prior to guest arrival.
- Follow the prioritized sequence based on reservation schedule and table turnover rate.
- Assign specific staff to responsible sections for efficiency.

3. Cleanliness & Tableware Arrangement

- Sanitize table surfaces and chairs thoroughly before setup.
- Ensure all tableware (cutlery, plates, glasses, napkins) is clean, spotless, and arranged according to SOP guidelines.
- Place condiments, menus, and decorations as per standard arrangements.
- Check for and promptly remove any items left from previous guests.

4. Handling Special Requests/Accommodations

- Review reservation notes for dietary restrictions, accessibility needs, or event-specific requirements (e.g., high chairs, extra seating).
- Confirm requests with guests prior to setup if necessary.
- Prepare and set up additional items or adapt table arrangement as needed.
- Double-check all accommodations before confirming readiness.

5. Confirming Table Readiness

- Conduct a final inspection of each table in assigned sections.
- Report readiness status to the supervisor or front-of-house manager via designated channel.
- Supervisor performs spot checks and gives final approval prior to guest seating.
- Mark tables as "Ready" in reservations or table management system.

NOTE: Document any recurring issues or special requests to improve future coordination and service standards.