

SOP Template: Order Repeat-Back and Clarification Process

Objective: To ensure accurate communication and reduce errors in order-taking by implementing a standardized repeat-back and clarification process. This SOP aims to enhance order accuracy, improve customer satisfaction, and streamline workflow efficiency.

Scope

This SOP applies to all staff members responsible for taking, processing, and confirming orders in-person, via phone, or electronic methods.

Responsibilities

- Order Takers:** Accurately record and repeat-back orders, seek clarification as needed, and confirm order details.
- Supervisors/Managers:** Ensure adherence to this SOP and provide relevant training.

Procedure

- Receive Order**
 - Listen attentively to the customer or team member presenting the order.
 - Record the order clearly and completely in the appropriate system or order pad.
- Perform Repeat-Back**
 - Repeat the entire order back to the customer or team member verbatim.
 - Use clear, unambiguous language and speak at a moderate pace.
- Request Clarification**
 - If any order item, quantity, or detail is unclear or ambiguous, politely ask the customer or team member to clarify.
 - Do not make assumptions-verify specifically.
- Confirm Final Order Details**
 - Once all details are clear and correct, state the full order details one final time.
 - Ask the customer or team member to confirm accuracy (e.g., "Is everything correct with your order?").
- Document and Process Order**
 - Proceed with entering the confirmed order into the relevant system or workflow as per standard protocol.

Documentation & Records

Document	Responsibility	Retention
Order Forms/Records	Order Taker	Per company policy
Clarification Notes (if applicable)	Order Taker	Attach to order or record in system

Quality Assurance

- Supervisors will periodically audit orders for adherence to the repeat-back and clarification process.
- Feedback and additional training will be provided if non-conformance is identified.

Revision History

Date	Version	Description	Author
2024-06-25	1.0	Initial release	SOP Team