SOP: Table Assignment and Reservation Update

This SOP describes the process of **table assignment and reservation update** to ensure efficient seating management and optimal customer experience. It covers procedures for assigning tables based on reservation details, handling walk-in guests, updating reservation status in the system, coordinating with host and waitstaff, and managing changes or cancellations. The goal is to streamline operations, minimize wait times, and maintain accurate records of table availability and customer preferences.

1. Purpose

To ensure systematic table assignments and real-time reservation updates for optimal dining room utilization and guest satisfaction.

2. Scope

Applies to hosts, restaurant managers, reservation staff, and waitstaff responsible for guest seating and reservation management.

3. Responsibilities

- **Host/Hostess:** Greet guests, assign tables, update reservation system, communicate with waitstaff.
- **Reservation Staff:** Receive and confirm reservations, input accurate guest information.
- **Waitstaff:** Prepare assigned tables, notify host of table status.
- **Manager:** Oversee adherence to SOP, resolve escalations.

4. Procedure

1. **Reservation Entry:**
   - Receive reservation via phone, online, or in-person.
   - Enter details: guest name, contact, date, time, party size, special requests/preferences.
2. **Table Assignment (Prior to Arrival):**
   - Review reservations daily and tentatively assign tables based on party size and preferences.
   - Ensure balanced table distribution to manage workflow.
3. **Guest Check-in:**
   - Greet reservation and walk-in guests upon arrival.
   - Confirm reservation details and adjust table as necessary for special requests or availability.
   - Update reservation status to "Seated" in system.
4. **Walk-in Handling:**
   - Check real-time table availability.
   - Assign appropriate table or add guest to waiting list.
   - Record guest contact info if waitlist is required.
5. **Updating Reservation Status:**
   - Update system promptly for arrivals, cancellations, and no-shows.
   - Communicate changes to waitstaff and management as needed.
6. **Managing Changes/Cancellations:**
   - If guest calls to change/cancel, update system immediately.
   - Notify affected staff and release/hold table accordingly.

5. Communication & Coordination

- Continuous updates between host and waitstaff on table status.
- Immediate notification to kitchen for large party assignments or VIP guests.
- Escalate issues or conflict in table assignments to manager.

6. Documentation & Record Keeping

- Daily logging of reservations and seating activity in the system.
- Document customer preferences and recurring guest special requests for personalized service.
- Maintain accurate waitlist records.

7. Review & Continuous Improvement

- Conduct regular reviews of table assignment efficiency and guest feedback.
- Update procedures based on insights gained from operations and customer comments.

8. Appendices

Sample Table Assignment Log

Date/Time	Guest Name	Party Size	Table #	Status	Special Requests
2024-06-16 19:00	Smith, J.	4	12	Seated	Window seat
2024-06-16 19:30	Lee, T.	2	8	No-show	None
2024-06-16 20:00	Patel, A.	6	5	Reserved	Birthday cake