

# SOP: Table Maintenance and Guest Requests Fulfillment

This SOP details procedures for **table maintenance and guest requests fulfillment**, including timely cleaning and resetting of tables, monitoring table conditions, responding promptly to guest needs, coordinating with kitchen and service staff, ensuring accurate order delivery, and maintaining a welcoming dining environment. The goal is to enhance guest satisfaction and operational efficiency through consistent and attentive service practices.

- ## 1. Objective
- To ensure clean, well-maintained tables at all times.
  - To respond promptly and efficiently to guest requests.
  - To create a positive and welcoming dining environment.
  - To improve operational efficiency and guest satisfaction.

## 2. Scope

This SOP applies to all front-of-house staff, including servers, bussers, and supervisors involved in table maintenance and guest service.

## 3. Responsibilities

Role	Responsibilities
Server	<ul style="list-style-type: none"><li>• Monitor guest tables for needs and cleanliness</li><li>• Respond to and fulfill guest requests promptly</li><li>• Communicate with kitchen and bussing staff</li><li>• Ensure timely delivery and accuracy of orders</li></ul>
Busser	<ul style="list-style-type: none"><li>• Clear used dishes and reset tables efficiently</li><li>• Assist servers with guest requests as needed</li></ul>
Supervisor	<ul style="list-style-type: none"><li>• Oversee table turnover and maintenance procedures</li><li>• Address any operational challenges quickly</li><li>• Coach staff on attentive service standards</li></ul>

- ## 4. Procedures
- 1. Table Cleaning & Resetting**
    - Clear all used dishes, glassware, and utensils immediately after guests leave.
    - Wipe down tables and chairs with approved cleaning solution.

- Reset tables with clean settings as per restaurant standard.
- Check under and around tables for dropped items or trash.

## **2. Monitoring & Maintenance**

- Frequently inspect occupied tables for cleanliness and needs (e.g., napkins, condiments).
- Refill water and beverages proactively.
- Check restrooms and other guest areas for cleanliness periodically.

## **3. Fulfilling Guest Requests**

- Respond to guest requests within one minute.
- Clarify requests to ensure accuracy and avoid repeat trips.
- Keep communication clear and courteous at all times.

## **4. Order Management**

- Double-check orders before delivery to guests.
- Coordinate with kitchen and bar for special requests or modifications.

## **5. Coordination & Communication**

- Use designated communication tools (verbal, hand signals, POS notes) as required.
- Report any issues (e.g., table damage, guest complaints) to supervisor immediately.

# **5. Records & Documentation**

- Log all guest complaints and resolutions in the shift report.
- Document any incidents related to cleanliness or maintenance for follow-up.

# **6. Review & Training**

- Review SOP quarterly and after major incidents.
- Train new hires on this SOP within their first week.
- Conduct periodic refreshers for all team members.

# **7. References**

- Restaurant cleanliness standards manual
- Guest service guidelines
- Health and safety codes