

Standard Operating Procedure (SOP): Timely Delivery Protocol and Guest Greeting Etiquette

This SOP details the **timely delivery protocol and guest greeting etiquette**, emphasizing prompt service delivery, professional interaction, courteous guest reception, clear communication, and adherence to organizational standards. The goal is to enhance customer satisfaction, maintain a positive brand image, and ensure efficient and respectful service delivery at all times.

1. Scope

This SOP applies to all frontline staff engaged in delivering services and greeting guests at any point of arrival or interaction.

2. Timely Delivery Protocol

- Preparation:** Ensure all resources, tools, and materials required for delivery are ready prior to the scheduled time.
- Punctuality:** Arrive at least 5 minutes early for all scheduled deliveries or appointments.
- Time Management:** Organize tasks to avoid delays and communicate any unforeseen changes to the appropriate parties immediately.
- Verification:** Double-check the order or service details before delivery to ensure accuracy and completeness.
- Documentation:** Log the time of delivery and obtain confirmation from the recipient whenever required.

3. Guest Greeting Etiquette

- Immediate Acknowledgment:** Greet guests within 30 seconds of their arrival with a genuine smile and appropriate eye contact.
- Professional Introduction:** Introduce yourself by name and offer assistance.
- Courteous Interaction:** Use polite language such as "Welcome," "Please," and "Thank you."
- Personalization:** Address guests by name when known, and acknowledge any special requests or preferences.
- Attentive Listening:** Listen actively to guest inquiries and respond clearly, providing accurate information or assistance.

4. Communication Standards

- Speak clearly, maintain a friendly tone, and avoid jargon.
- Confirm understanding by paraphrasing guest requests.
- Provide concise and accurate information regarding services or processes.
- Escalate issues appropriately following the escalation protocol, if needed.

5. Compliance and Review

- Follow established organizational standards and policies at all times.
- Participate in periodic training and reviews to ensure updated practices and continuous improvement.
- Report deviations or challenges to supervisors for corrective actions.

6. Document Control

Version	Date	Author	Reviewed By
1.0	2024-06-15	SOP Team	Management