

SOP Template: Documentation and Supervisor Sign-off Before Guest Seating

This SOP details the process of **documentation and supervisor sign-off before guest seating**, ensuring all necessary records and approvals are completed prior to seating guests. This includes verifying reservation details, confirming guest preferences, conducting final checks of the seating area, and obtaining supervisor approval to guarantee readiness and adherence to service standards. The procedure aims to enhance guest experience, maintain order, and uphold operational efficiency within the establishment.

1. Purpose

To establish a standard process ensuring all necessary documentation and supervisor approval are secured before seating guests, supporting high service standards and operational effectiveness.

2. Scope

This SOP applies to all front-of-house staff, including hosts/hostesses and supervisors within the establishment.

3. Responsibilities

- **Host/Hostess:** Complete documentation, verify reservations, and request supervisor sign-off.
- **Supervisor:** Confirm all checks are performed and approve/deny readiness for seating guests.

4. Procedure

1. **Verify Reservation Details:**
 - Confirm the name, number of guests, time, and special requests/preferences against the reservation system.
2. **Check Seating Area:**
 - Ensure the table is clean, set, and meets reservation requirements (e.g., high chair, accessible seating).
 - Remove any items left from previous guests and check the comfort of seating arrangements.
3. **Document Guest Preferences and Notes:**
 - Record any allergies, celebrations, or preferences in the guest log or reservation system.
4. **Final Preparation:**
 - Complete a quick visual inspection of the designated area and amenities.
5. **Request Supervisor Sign-off:**
 - Notify the supervisor and present the completed documentation/log.
 - Supervisor reviews and confirms all steps are completed.
 - Upon approval, supervisor signs the sign-off sheet or authorizes seating via digital system.
6. **Seat the Guest:**
 - Escort guests to their table only after receiving supervisor authorization.
7. **Update Logs:**
 - Record the date, time, staff involved, and any remarks in the official logbook or system.

5. Documentation

- Reservation sheets or digital records
- Guest preference and allergy logs
- Supervisor sign-off sheet or digital check-off record
- Guest seating logbook/system notes

6. Supervisor Sign-Off Sheet (Sample)

Date	Table No.	Host/Hostess	Reservation Verified	Seating Area Checked	Preferences Noted	Supervisor Name	Signature	Remarks
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7. Review and Improvement

This SOP should be reviewed annually or after significant incidents to ensure continued effectiveness and relevance.

8. Related Documents

- Reservation Policy
- Guest Preference Guidelines
- Health & Safety Cleaning Checklist
- Front-of-House Training Manual