

SOP Template: Guest Greeting and Seating Protocol

This SOP details the **guest greeting and seating protocol**, covering the steps for warmly welcoming guests upon arrival, confirming reservation details, guiding guests to their designated seating areas, and ensuring comfort throughout their stay. It emphasizes prompt attention, courteous communication, and efficient seating arrangements to provide a positive first impression and enhance overall guest experience in hospitality settings.

1. Purpose

To establish a standardized protocol for greeting and seating guests, ensuring exceptional hospitality service from the moment guests arrive.

2. Scope

This procedure applies to all front-of-house staff, including hosts/hostesses, at all guest entry points.

3. Responsibilities

- Host/Hostess:** Responsible for guest greeting, reservation validation, and guiding guests to their seats.
- Front-of-house Supervisor:** Ensures protocol adherence and provides training as necessary.

4. Procedure

Step	Action	Details
1	Warm Welcome	<ul style="list-style-type: none">Greet guests with a smile and friendly tone within 10 seconds of arrival.Use appropriate greetings (e.g., "Good evening, welcome to [Venue Name]").
2	Reservation Confirmation	<ul style="list-style-type: none">Ask for the guest's name and check the reservation list.If no reservation, check table availability and inform the guest of the wait time if necessary.
3	Special Requests/Inquiries	<ul style="list-style-type: none">Politely ask if there are any special requirements (e.g. allergies, accessibility needs, special occasions).
4	Guiding to Table	<ul style="list-style-type: none">Lead guests at a comfortable pace to their table.Engage in light, professional conversation if appropriate.
5	Seating	<ul style="list-style-type: none">Assist guests with seating, pulling out chairs if necessary.Present menus and provide brief details about specials or ongoing promotions.
6	Ensuring Comfort	<ul style="list-style-type: none">Ensure guests are comfortably seated and adjust seating if required (e.g. high-chairs, cushions).Confirm that any immediate needs (water, coat storage, etc.) are met.
7	Farewell & Handover	<ul style="list-style-type: none">Inform the server assigned to the table.Wish guests an enjoyable experience before departing.

5. Notes & Best Practices

- Always maintain eye contact and a professional demeanor.
- Address repeat guests by name if known.
- Be attentive to guest cues and respond promptly to inquiries.
- Maintain cleanliness at the entry and waiting areas.

6. Documentation

- Update reservation logs after seating each party.
- Report special guest requirements to relevant departments as required.

7. Revision History

Date	Version	Description	Approved By
2024-06-01	1.0	Initial SOP release	Hospitality Manager