

# SOP: Guest Interaction Etiquette and Special Request Handling

This SOP defines **guest interaction etiquette and special request handling** standards, covering polite communication, attentive listening, personalized service delivery, timely response to inquiries, respectful handling of special requests, and maintaining guest satisfaction. The goal is to ensure a positive and memorable experience for all guests through professional and courteous interactions, fostering long-term loyalty and enhancing the overall reputation of the establishment.

## 1. Scope

This SOP applies to all staff who interact with guests, both in-person and through digital/phone channels.

## 2. Responsibilities

- **All Staff:** Adhere to this SOP in every guest interaction.
- **Supervisors/Managers:** Ensure implementation and provide training as needed.

## 3. Guest Interaction Etiquette Steps

1. **Greet Politely:** Acknowledge guests promptly with a warm smile and appropriate greeting (e.g., "Good morning, how may I assist you?").
2. **Maintain Eye Contact:** Engage guests respectfully, making eye contact and using open body language.
3. **Use Courteous Language:** Use phrases like "please," "thank you," and "certainly."
4. **Active Listening:** Allow guests to speak fully, avoid interrupting, and confirm understanding (e.g., "If I understand correctly...").
5. **Personalize Service:** Use the guest's name when possible and tailor responses to individual needs.
6. **Maintain Professionalism:** Remain calm, positive, and polite under all circumstances.

## 4. Handling Special Requests

1. **Listen Attentively:** Allow guests to explain their request fully.
2. **Acknowledge the Request:** Paraphrase the request back to the guest to confirm understanding.
3. **Assess Feasibility:** Determine if and how the request can be fulfilled, consulting a supervisor if needed.
4. **Communicate Timeframes:** Advise the guest of expected wait times or any limitations.
5. **Follow Through:** Take prompt action and keep the guest informed of progress.
6. **Confirm Completion:** Notify the guest when the request has been fulfilled.
7. **Record the Request:** Log special requests according to company procedures for reference and future personalization.

## 5. Escalation Protocol

- If a request cannot be met, explain the reasons clearly and respectfully.
- Offer alternative solutions where possible.
- Escalate concerns or unresolved issues to a supervisor as needed.

## 6. Guest Feedback and Follow-Up

- Invite guests to provide feedback on their experience.
- Thank the guest for their input and assure them it will be used for service improvement.
- Document and relay feedback to management.

## 7. Documentation

- All special requests and feedback must be recorded in the guest management system or logbook.

## 8. Review & Training

- Regularly review and update the SOP as required.
- Provide refresher training for staff to maintain service standards.

## 9. References

- Staff Handbook: Code of Conduct and Communication Guidelines
- Guest Service Manual