

SOP Template: Guest Order Intake and Confirmation Procedures

This SOP details the **guest order intake and confirmation procedures**, encompassing the steps for accurately receiving guest orders, verifying order details for completeness and correctness, confirming order availability, communicating order status to guests, and maintaining accurate records. The objective is to ensure seamless communication, minimize errors, and enhance guest satisfaction by delivering prompt and reliable order confirmations.

1. Purpose

To outline standardized procedures for guest order intake and confirmation, ensuring accuracy, efficiency, and enhanced guest experiences.

2. Scope

This procedure applies to all team members involved in receiving and confirming guest orders, whether onsite, by phone, or through digital platforms.

3. Responsibilities

- **Frontline Staff:** Accurately record and confirm guest orders following the process.
- **Supervisors/Managers:** Monitor compliance and provide training and support.
- **IT/Admin:** Ensure order management platforms are functional and updated.

4. Procedure

1. **Order Intake**
 - Greet the guest warmly.
 - Collect necessary order details (items, quantity, special requests, guest name & contact).
 - Enter order details accurately into the appropriate system or order pad.
2. **Order Verification**
 - Repeat the order back to the guest to confirm items, quantities, and unique requests.
 - Clarify any unclear details immediately.
3. **Order Availability Confirmation**
 - Check system or with relevant departments to confirm item availability.
 - If any item is unavailable, promptly inform the guest and suggest alternatives.
4. **Order Confirmation**
 - Confirm total price, estimated preparation/delivery time, and any additional information.
 - Provide the guest with an order number or reference code, if applicable.
5. **Order Status Communication**
 - Inform guest of how they will receive order status updates (SMS, call, digital, etc.).
 - Notify guest of any delays or changes immediately.
6. **Record Keeping**
 - Accurately log all order details in the order management system or designated logbook.
 - Save all communications and confirm order completion at the end of the process.

5. Documentation

Ensure the following are maintained:

- Order logs or management system entries
- Order confirmation receipts (digital/physical)
- Communication records (if applicable)

6. Training

- All staff must receive regular training on the procedures outlined in this SOP.
- Refresher training to be conducted at least annually or following significant changes.

7. Review and Revision

- This SOP will be reviewed bi-annually or as needed to ensure effectiveness and compliance.

- Updates will be communicated to all relevant staff.

8. Appendix: Sample Order Intake & Confirmation Log

| Date/Time | Guest Name | Order Details | Order Confirmed By | Order Number | Status |
|---------------------|------------|------------------------------------|--------------------|--------------|-----------|
| 2024-07-01 12:05 | John Smith | 2x Caesar Salad, 1x Grilled Salmon | A. Lee | ORD123456 | Confirmed |

Version: 1.0 **Effective Date:** 2024-06-30 **Prepared by:** [Your Name/Department]