



## Standard Operating Procedure (SOP)

**Title:** FOH – Handling Reservations & Walk Ins  
**Version:** 1  
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### 1. Objective

The objective of this SOP is to establish standardized procedures for managing guest reservations, accommodating walk-in guests, and handling seating arrangements at Tamborine Mountain Glades, ensuring an efficient and welcoming experience for all guests.

### 2. Scope

This SOP applies to all front of house staff, including hosts, hostesses, reception staff, and managers, involved in managing reservations, accommodating walk-ins, and arranging seating in the dining area.

### 3. Responsibilities

- **Hosts/Hostesses:** Responsible for managing reservations, seating guests, and accommodating walk-ins in a manner that maximizes guest satisfaction.
- **Reception Staff:** Assists with reservation management and walk-in accommodation during peak times and provides support in managing seating arrangements.
- **Food and Beverage Manager:** Oversees the reservation and seating process, ensures smooth operations, and resolves any seating-related issues.

### 4. Procedure

#### 4.1 Managing Guest Reservations

##### 1. Reservation Inquiry and Booking:

- When a guest inquires about a reservation, politely ask for details such as the desired date, time, number of guests, and any specific room or seating preferences.
- Check availability in the reservation system and confirm the booking if space is available. If the desired time is unavailable, suggest alternative times or dates.
- Record all reservation details accurately in the reservation system, including the guest's name, contact information, number of guests, and any special requests (e.g., dietary restrictions, seating preferences).

##### 2. Reservation Confirmation:

- After confirming the reservation, provide the guest with a reservation confirmation number and any additional details they may need, such as dress code or parking information.
- Send a confirmation email or message to the guest, including the reservation details, date, time, and any special instructions.

##### 3. Reminder and Follow-Up:

- Send a reminder to the guest 24-48 hours before the reservation, confirming their attendance and any special requests.



- If the guest needs to make changes or cancels the reservation, update the reservation system immediately and notify relevant staff of the changes.

#### 4. Handling Special Requests:

- Note any special requests in the reservation system and communicate them to the kitchen, serving staff, or other relevant departments to ensure the guest's needs are met.
- Ensure that special requests, such as dietary restrictions, accessibility needs, or specific seating preferences, are accommodated wherever possible.

### 4.2 Accommodating Walk-In Guests

#### 1. Greeting Walk-In Guests:

- When walk-in guests arrive, greet them warmly and inquire about their needs, including the number of guests and any specific seating preferences.
- If the guest does not have a reservation, check the reservation system for available tables. Inform the guest of any wait time if no table is immediately available.

#### 2. Managing Wait Times:

- If a table is not available, estimate the wait time based on current reservations and table turnover rates. Offer the guest the option to wait in the lounge area or at the bar.
- Provide the guest with a pager or take their contact information to notify them when a table becomes available.

#### 3. Prioritizing Reservations:

- Always prioritize guests with reservations over walk-ins, ensuring that reserved tables are available at the designated times.
- If a walk-in guest cannot be accommodated immediately, offer to make a reservation for them at a later time or date.

#### 4. Seating Walk-In Guests:

- Once a table becomes available, inform the walk-in guest promptly and escort them to their table. Provide menus and introduce the server who will be attending to them.
- Note the walk-in guest in the reservation system or seating chart to track table occupancy and turnover.

### 4.3 Handling Seating Arrangements

#### 1. Table Assignment:

- Assign tables based on guest preferences, party size, and reservation details. Ensure that tables are distributed evenly among servers to balance the workload.
- Consider guest preferences for table location (e.g., window seats, quiet areas) and accommodate these requests wherever possible.

#### 2. Seating Guests:

- Escort guests to their assigned table, carrying menus and providing a brief overview of the seating arrangement if needed.
- Ensure that the table is fully set and clean before seating the guests. If any adjustments are needed (e.g., adding a high chair), make them promptly.

#### 3. Handling Large Parties:



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- For large parties, ensure that tables are arranged to accommodate the group comfortably. Confirm the arrangement with the guest in advance if possible.
- Assign additional staff to assist with serving large parties to ensure timely and efficient service.

#### 4. Managing Table Turnover:

- Monitor table occupancy and turnover throughout the service period. If a table is vacated, ensure it is promptly cleared, reset, and made ready for the next guest.
- Communicate with the kitchen and serving staff to ensure that tables are turned over efficiently without compromising service quality.

### 4.4 Addressing Seating Issues and Special Circumstances

#### 1. Handling Overbookings:

- In the event of an overbooking, apologize to the affected guests and offer alternatives, such as seating them in another area or offering a complimentary drink while they wait.
- Work with the Food and Beverage Manager to resolve overbooking issues promptly, minimizing guest inconvenience.

#### 2. Relocating Guests:

- If a guest requests to be moved to a different table, accommodate the request if possible, ensuring the new table meets their preferences.
- If relocation is not possible due to reservation constraints, politely explain the situation and offer alternatives, such as a different seating time or location.

#### 3. Special Events and VIP Guests:

- For special events or VIP guests, ensure that seating arrangements are planned in advance, with attention to detail in table setup, location, and service.
- Communicate with the kitchen and serving staff to ensure that the service for special events or VIP guests is seamless and meets the highest standards.

#### 4. Handling Complaints Related to Seating:

- If a guest expresses dissatisfaction with their seating arrangement, listen to their concerns and offer solutions, such as relocating them to a different table or providing a complimentary item.
- If the issue cannot be resolved at the host/hostess level, escalate the complaint to the Food and Beverage Manager for further assistance.

### 5. General Policies

#### 1. Professionalism:

- Maintain a professional and courteous demeanor throughout the reservation, seating, and walk-in accommodation process. Adhere to the venue's dress code and grooming standards.
- Ensure that all interactions with guests are respectful, attentive, and focused on providing an exceptional experience.

#### 2. Guest Comfort:

- Prioritize guest comfort by ensuring that seating arrangements are appropriate, tables are clean, and guests are seated in a timely manner.



- Avoid overbooking and manage walk-ins efficiently to minimize wait times and enhance the guest experience.

**3. Accuracy and Consistency:**

- Ensure that all reservations, seating arrangements, and guest preferences are accurately recorded and consistently followed.
- Regularly review reservation and seating procedures to maintain high standards of service and guest satisfaction.

**6. Training and Review**

**1. Ongoing Training:**

- Participate in regular training sessions on reservation management, seating arrangements, and guest interaction.
- Ensure that all staff handling reservations and seating are knowledgeable about the procedures outlined in this SOP and can execute them efficiently.

**2. Review and Improvement:**

- Regularly review the reservation and seating process to identify areas for improvement, based on guest feedback and operational efficiency.
- Implement changes as needed to enhance the quality of service and guest satisfaction.