



STANDARD OPERATING PROCEDURE

FOOD AND BEVERAGE OPERATIONS

SOP: Farewell the guest

SOP # :

DATE OF ISSUE:

PAGES: 2

OBJECTIVE:

All guests to leave with a positive feeling of being a valued guest and having had a pleasant experience.

POLICY:

- All guests to receive a warm and friendly farewell from the Restaurant employees.
- Ensure guest satisfaction is maximized.

PROCEDURE:

- When the guest has paid the bill and prepares to leave the restaurant, the waiter/ess should stand nearby.
- Waiter/ess to pullback the chair of the guest and help her/him whenever necessary.
- Check if the guest has taken all his/her belongings. If not, discreetly attract the attention of the guest to the forgotten item.
- Escort all guests out of the Restaurant after their dining experience. If guests are not escorted from the restaurant, the host/cashier is available to personally farewell the guest as they leave the restaurant.
- Thank the guests for coming and politely request if the guests were happy with everything and /or had any feedback.
 - If guests were happy, respond with "Thank you very much. We look forward to seeing you again".
 - If there is any negative feedback, thank the guests for his/her comments and action accordingly.

If there is any feedback, make a note in the Outlet Log Book and if relevant, in the guest's history database. At the end of service, hand over all information relevant to management for immediate follow up.

- Thank the guest politely for coming and bid the guest farewell and 'We hope to see you again'.

STANDARD OPERATING PROCEDURE

- Eye contact and a warm smile to be used at all times.

KEY POINTS:

- Positive body language to be used at all times - eye contact, friendly smile and stand up straight (no leaning)
- Bid farewell with a friendly smile, a handshake or a wave, a nod of the head, eye contact
- Always offer to escort our guests rather than direct them.
- In case the guest leaves without settling the bill then Inform the security and your manager immediately.