


# STANDARD OPERATING PROCEDURES

## CHAMBERS 1.1 - CHECKING GUEST RESERVATION



**Hilton**  
HOTELS & RESORTS

<b>PURPOSE...</b>	1.1 Checking guest reservation
<b>WHEN TO...</b>	After greeting

<b>TASK</b>	<b>THIS IS HOW WE DO IT...</b>
	<p>After greeting the guest at hostess stand, ask for guest's reservation by saying "Do you have any reservation with us?"</p>
	<ul style="list-style-type: none"> <li>➤ If the guest has one, repeat the details of the reservation they made</li> </ul>
	<ul style="list-style-type: none"> <li>➤ If they do not have a reservation, ask the guest if he is staying in house or his / her name, "May I have your name or room number please" or "Sir/Madam, how may I address you?"</li> <li>➤ Then ask the guest for details that you need, "May I know how many people you are expecting today Sir/Madam?"</li> </ul>
	<ul style="list-style-type: none"> <li>➤ Hostess will check the Respak system on the availability for table allocation or the preferred table requested, if any.</li> <li>➤ If "NO" table is available and the guest would like to wait, refer guests to the waiting area or to have some drinks at the bar or lounge. There will be approximately 15 – 20 minutes of waiting for a table; would you like to have drink in our bar / lounge while waiting?"</li> <li>➤ In case a table had just left and newly-arrived guest specifically requests for that particular table, it will be ready within 5 minutes of guest arrival.</li> </ul>
Usher guest to the table	<ul style="list-style-type: none"> <li>➤ Hostess\TM must lead the guest to the allocated table at a comfortable pace by saying, "This way please Mr/Mrs/Madam....." with warm smile, eye contact and open palm</li> </ul>

<b>RESULT...</b>	To create a sense of welcome to guest.
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### STANDARDS...

- All dining outlets will have a Respak system to enable reservation, table planning and guest preference to be recorded down for future visits.
- All reservation guest/ walk-ins are must be “checked in” immediately on Respak after guest seated.
- Please do not seat two or more single diners next to each other. Do not seat an individual lady guest next to a group of man. Give a lady seat that allows her to comfort and privacy.
- When ushering guests, pace yourself and not be more than 3 steps ahead of guests.

Prepared By :

.....  
Assistant Outlet Manager

Acknowledge by:

.....  
Director Of Food & Beverage

Approve By:

.....  
Hotel Manager / Director Of  
Operation

