

STANDARD OPERATING PROCEDURES

CHAMBERS 1.13 – BID FAREWELL



PURPOSE...	1.13 Bid farewell
WHEN TO...	Guest's departure from restaurant

TASK	➤ THIS IS HOW WE DO IT...
Bid farewell	<ul style="list-style-type: none"> ➤ Assist guests in pulling chairs out, slowly using two hands. The team member will thank the guest and escort guest to the door with a bid farewell. For lunch period, <ul style="list-style-type: none"> ➤ "Thank you very much Mr. Mark, we look forward in seeing you again and "Have a nice day" For dinner period, <ul style="list-style-type: none"> ➤ Thank you. Have a pleasant evening! ➤ Observe the guest table if there are any guest belonging left on the table, chair or under the table ➤ After the guest leaves, vacated tables will be promptly cleared and ready for the following guest

RESULT...	Guest is given warm farewell and invited to return. Feels welcome.
STANDARDS...	<ul style="list-style-type: none"> ➤ Upon departing the restaurant, team members must thank the guest for their visit; if possible use the guest's name, and wishing them an enjoyable day or evening. ➤ A warm smile and ensure that the eye contact is maintained at all time..

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