


STANDARD OPERATING PROCEDURES

CHAMBERS 1.2 ASSIST GUEST WITH PULLING

PURPOSE...	1.2 Assist guest with pulling chair
WHEN TO...	Lead to the table

TASK	THIS IS HOW WE DO IT...
Assist guest with chair, coat or others 	<ul style="list-style-type: none"> ➤ Hostess / team member assist guests with chair (ladies first) ➤ If guest have coat and bags, offer help by saying "May I help you with your coats and bags?" Coat will be placed at the coat hanger area and bags will be placed on the chair at table if available. ➤ If all the chairs are occupied at the table, employees will be offered another chair for their bags by asking "Would you like a chair for your bag Mr. Mark?" ➤ Chairs must be cleaned and in good condition before is guest seated, children will be offered baby chair and given children cutlery. Every guest has to be seated by any TM who is nearest to the guest. ➤ Pull the chair out away from the guest's position, ensure have enough space for guest to enter, always ladies first, by age. Try to seat the lady, facing the nicest view of the restaurant. ➤ As the guest attempts to sit, the chair must be pushed back into position using both hands and one knee until the guest finds a position of comfort. Baby chairs must be offered if an infant or kid is in the restaurant; Children must be offered utensils and special menu after they are seated.

RESULT...	Guests are assisted with seating and their coats/bags taken care of.
STANDARDS...	<ul style="list-style-type: none"> ➤ Ensure that the chair is not obstructing walk way or other guest convenience. ➤ Always ensure that there are enough seats in the restaurant before offering guest with an extra chair

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