**Template: Standing Operating Procedure (SOP)**

This is a sample template an employer can adapt to meet their company requirements.

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| **Standard Operating Procedure (SOP)** |
| **Title:** (Clearly describes what the SOP relates to)e.g. *Greeting a guest arriving at the restaurant.* |
| **SOP Version Number**: (Select a number convention that is easy to manage) |
| **Department / Area**: (Clearly describes the work area)*e.g. Restaurant* |
| **Staff:** (Describes the staff group that are required to perform the task / activity described in the SOP)*e.g. Restaurant Waiting Staff* |

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| **Version Control** |

| Version Number | Significant Changes  | EffectiveDate | Updated Version Number |
| --- | --- | --- | --- |
| *(e.g. 1.0)* | *(Briefly describe changes made)* | *(The date changes are effective from)* | *(e.g. Version 1.1)* |
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**Purpose:**

(Give a brief description of the purpose of the SOP, describing why the SOP is required)

**Procedure:**

(This section details the step by step procedure for completing the task / activity. There should be sufficient detail to allow a member of staff to compete the task / activity to the required standard).

*Example provided below*

1. *When guest enters restaurant, approach guest with a smile.*
2. *Great the guest according to the time i.e. ‘Good morning’, ‘Good afternoon’ or ‘Good evening’.*
3. *Ask guest if they have a prior reservation.*
4. *If yes, ask guest for the name the booking was made under and check this against the reservation book.*

4.1 *Put a tick next to the guest name to record that the guest has arrived.*

4.2 *Escort the guest to the allocated table.*

1. *If no, the guest does not have a reservation; check the reservation book for an available table.*

5.1 *If a table is available enter the guest name in the reservation book.*

5.2 *Escort the guest to the allocated table.*

1. *If no table is available, advise the guest when the first table will be available.*

6.1 *If they decide to wait for the table, seat them in the bar area and give them the drinks menu.*