

#48 *Sample Standards, Policies & Procedures*

“Note the policies and procedures for taking a dining reservation below. Taken together they represent the standard of how to take a reservation and provide a description of the desired outcome of the process.

Policies:

1. Reservations will be taken for all dining venues – casual dining, fine dining, and Sunday brunch.
2. Reservations will be taken no earlier than 60 days in advance of a requested date.
3. A la carte reservations will not normally be taken for parties of more than 12. When an reservation is made for a party of more than 12, the Dining Room Manager and Chef will be notified and a limited menu for the party.
4. The Dining Room Manager will be notified of all reservations for parties of more than 12.
5. Reservations for parties of more than 12 will be taken no earlier than 60 days in advance of a requested date.

SAMPLE

Procedures:

1. Answer the phone in three rings.
2. Use a pleasant tone of voice to communicate your desire to help.
3. Answer the phone with “Main dining room, this is (your name). How may I help you?” Note: It is important to get the name of the caller first, so that you may address him/her by name during the rest of the call.
4. If you must place the caller on hold, say “Mr./Mrs. (member name), may I place you on hold for a moment?”
 - a) If the answer is yes, say “Thank You” and place the caller on hold.
 - b) If the answer is no, continue with the call.
5. Obtain all necessary information: day/date of reservation, number of guests, and member phone number.
6. Read back the reservation information to the caller to ensure accuracy.
7. Thank the member for the reservation.

Standards, policies, and procedures are essential for any organization. Without taking the time to define, explain, and document them, how can management realistically know what it is that employees need to learn? Without well-defined standards, policies, and procedures, any attempt to train will be disorganized and inconsistent.”

- Ed Rehkopf, *What I Expect from My Club Management Team*