Standard Operating Procedures
Food & Beverage - Bar

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5. 03 Greeting and Seating
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# STANDARD OPERATING PROCEDURE

## FOOD & BEVERAGE

### TASK #: 1.03

### DEPARTMENT: Beverage

### JOB TITLE: All Beverage Staff

### EQUIPMENT NEEDED:

<table>
<thead>
<tr>
<th>WHAT TO DO</th>
<th>HOW TO DO IT</th>
<th>WHY</th>
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<tbody>
<tr>
<td>To understand and learn the Basics of rules and hotel Business standards.</td>
<td>. Definition: Standards Something set up and established as a rule or Model for the measure of quality or value. The guest comes first Consider guest expectations. Do things right the first time!!! Recognize the needs of the guest. Communicate our vision. Keep up communication between your Supervisor and subordinates. Follow rules and regulations of HI at all times. Remember to be the best and not part of the rest! Train and exercise your tasks and ask for Help if necessary to improve at all times.</td>
<td>To ensure: Consistency Quality control Management tool Training tool For every 100 guest who complain, 26 others are silent. We hear only from 1 out of 27. Those who complain, 91% will Never return if nothing is done. Every customer who has a Complaint will tell 8-16 others. 82% – 95% of complaining customers will return, if something is done to resolve it. It costs 5 times more to attract A new customer than to keep An existing one.</td>
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### PREPARED BY: |

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