# SOP Prompts for the FOH of a Restaurant

1. Describe the SOP for opening the front of house each morning.

2. Outline the steps for greeting and seating guests promptly.

3. Provide a detailed procedure for managing reservations and walk-ins.

4. Explain the SOP for handling guest complaints and feedback.

5. Describe the process for training new front of house staff.

6. Outline the SOP for maintaining a clean and organized dining area.

7. Provide guidelines for effective table service and guest interactions.

8. Explain the SOP for taking and processing orders accurately.

9. Describe the steps for upselling and recommending menu items.

10. Outline the procedure for handling and processing payments.

11. Provide a detailed SOP for managing the waitlist during busy times.

12. Explain the process for clearing and resetting tables efficiently.

13. Describe the SOP for managing beverage service, including alcoholic drinks.

14. Outline the steps for coordinating with the kitchen for special requests.

15. Provide guidelines for handling large groups and private parties.

16. Explain the SOP for managing front of house staff schedules.

17. Describe the procedure for conducting pre-shift briefings with FOH staff.

18. Outline the steps for maintaining and updating the menu display.

19. Provide a detailed SOP for handling lost and found items.

20. Explain the process for managing and recording guest reservations.

21. Describe the SOP for ensuring compliance with health and safety regulations.

22. Outline the steps for conducting daily inspections of the dining area.

23. Provide guidelines for handling customer inquiries and phone calls.

24. Explain the SOP for managing the coat check and personal belongings.

25. Describe the procedure for setting up and breaking down service stations.

26. Outline the steps for managing special events and promotions in the FOH.

27. Provide a detailed SOP for handling tips and gratuities.

28. Explain the process for managing and resolving staff conflicts.

29. Describe the SOP for ensuring excellent customer service at all times.

30. Outline the steps for conducting regular training sessions for FOH staff.

31. Provide guidelines for managing the reservation system effectively.

32. Explain the SOP for coordinating with the kitchen during peak hours.

33. Describe the procedure for maintaining the ambiance and atmosphere of the restaurant.

34. Outline the steps for handling and processing gift cards and vouchers.

35. Provide a detailed SOP for managing the front desk and reception area.

36. Explain the process for handling guest feedback forms and surveys.

37. Describe the SOP for managing and maintaining the restaurant's online presence.

38. Outline the steps for ensuring all FOH staff adhere to the dress code.

39. Provide guidelines for handling difficult or unruly guests.

40. Explain the SOP for preparing and serving non-alcoholic beverages.

41. Describe the procedure for maintaining and updating seating charts.

42. Outline the steps for managing the POS system and troubleshooting issues.

43. Provide a detailed SOP for coordinating takeout and delivery orders.

44. Explain the process for managing and organizing FOH supplies and inventory.

45. Describe the SOP for training staff on emergency procedures and protocols.

46. Outline the steps for ensuring efficient communication between FOH and BOH.

47. Provide guidelines for conducting end-of-shift duties and reporting.

48. Explain the SOP for handling and storing FOH cleaning supplies.

49. Describe the procedure for conducting monthly FOH performance reviews.

50. Outline the steps for managing seasonal menu changes and promotions.