

# Job Aid for Restaurant Reservation Management

**Objective:** To provide staff with a concise, easy-to-follow guide for managing reservations efficiently, ensuring consistent guest satisfaction and streamlined restaurant operations.

## A. Taking Reservations

### Phone Reservations:

- Answer within three rings with a friendly greeting.
- Collect reservation details: Date, time, number of guests, and contact information.
- Ask about special requirements (e.g., dietary needs, accessibility).
- Confirm reservation details verbally and offer to send an SMS or email confirmation.
- Log the reservation in the system immediately.

### Online Reservations:

- Regularly check the online reservation system for new bookings.
- Update the system immediately to reflect new bookings and avoid double bookings.
- Ensure the online booking form is user-friendly and includes all necessary fields.

### Walk-in Reservations:

- Greet the guest warmly and check for available seating.
- Use the digital system or reservation book to log the booking.
- Provide immediate confirmation of the reservation status to the guest.

## B. Managing the Reservation Book

### Daily Checks:

- Start each shift by reviewing the reservations for the day.
- Verify that all special requests have been noted and communicated to the relevant departments.

### Adjustments and Cancellations:

- Provide clear instructions on how to handle reservation changes and cancellations.
- Update the system immediately to free up space or adjust arrangements.

## C. Handling Special Requests

### Logging Requests:

- Document all special requests in the reservation details section.
- Highlight these requests for easy visibility by the staff.

### Communication:

- Ensure ongoing communication between front-of-house and back-of-house to accommodate requests efficiently.

## D. Overbooking and No-Shows

### Strategies for Overbooking:

- Implement a calculated overbooking strategy based on historical no-show rates.
- Train staff on how to handle situations when overbooked to minimize guest dissatisfaction.

### Reducing No-Shows:

- Implement a reminder system that contacts guests 24 hours before their reservation.
- Consider requiring credit card details or deposits for larger groups.

## E. Compliance and Training

### Regular Training:

- Conduct training sessions for all new staff and refresher courses annually.
- Use role-playing and scenario-based training to cover all aspects of reservation management.

### SOP Adherence:

- Managers should conduct regular checks to ensure the procedures are being followed.
- Update the Job Aid as needed to reflect changes in policy or new industry practices.