

	<b>AFRICAN QUEEN DUBAI</b>		<b>Document Reference</b>	
	<b>SOP &amp; TRAINING MANUAL</b>		AQ-SOP	
			<b>Rev. No.</b>	<b>Rev. Date</b>
	<b>Reception-Reservation Department</b>		001	

	<u><b>Originated By:</b></u>	<u><b>Reviewed By:</b></u>	<u><b>Approved By:</b></u>
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<b>Designation:</b>	<b>Reservation Manager</b>	<b>General Manager</b>	<b>General Manager</b>
<b>Signature:</b>			



## INTRODUCTION

# AFRICAN QUEEN CONCEPT

### **BORN ON THE FRENCH RIVIERA.**

Holistic experience Warm welcome Aesthetically elevated  
Everyone feels vip & the vips feel at home.

### **SINCE 1969**

This concept is a bold, vibrant & unique culinary destination born in the South of France.

Since 1969, African Queen invites guests to celebrate life, live unforgettable moments, meet and share traditional Mediterranean cuisine with an exotic twist.

The place offers the perfect balance between the French culture and the African flavours in a mythical & mystical atmosphere. A colourful escape, like an invitation to an inner journey echoing the hues of an embodied Elsewhere.

On the emblematic Port of Beaulieu-sur-mer, African Queen has served Sylvester Stallone, Linda Evangelista, Naomi Campbell, Kate Moss, Bono to name a few became regulars. For over 60 years, we welcome the whole world and at the end each customer pushing the door is a legend.

The name and the architecture of the concept are inspired from the mythic movie "African Queen" a British-American adventure film produced in 1951 with the movie stars Humphrey Bogart (who won the Academy Award for Best Actor, his only Oscar) and Katharine Hepburn.

### **(RE)BORN IN 2022**

Earlier in the summer, Riccardo Giraudi & associates acquired the brand African Queen. Their goal is to keep the spirit of the place with a modern & creative vision. Reflection of a cosmopolitan culture, Riccardo Giraudi, his Executive chef & his 8 consulting chefs, magnify the signature recipes of the concept & sublimate the concept with international & local new food & beverage recipes. The concept breaks with classic & stiff codes. Through its glamorous & exotic architectural lines signed by Humbert&Poyet, African Queen includes the modern luxury feels and offers a complete and more accessible experience. Here, luxury is more felt and savored than it is seen.

The menu smells of the Mediterranean Sea, starting with grilled peppers & fried garlic, pissaladière, eggplant caviar and sardines in oil. Otherwise, zucchini fritters stuffed with goat cheese, artichoke salad, nissart salad, warm prawns with African vibes.

To follow, soft ricotta & truffle wook fired pizza, or rigatoni with Pastis, a tender grenadin of milk-fed veal with Parmesan.. Beautiful delights in perspective.

Nothing else than a friendly place, smiley staff, passion and rigor, share the small portions, mix and match, and discover a variety of new flavours.

Driving the excitement and momentum to our locations we propose a simple, positive, emotional vision of food for everyone : a relaxed, uncomplicated, sensual, vibrant, jubilant culture of pleasure.

The spirit of the French Riviera.

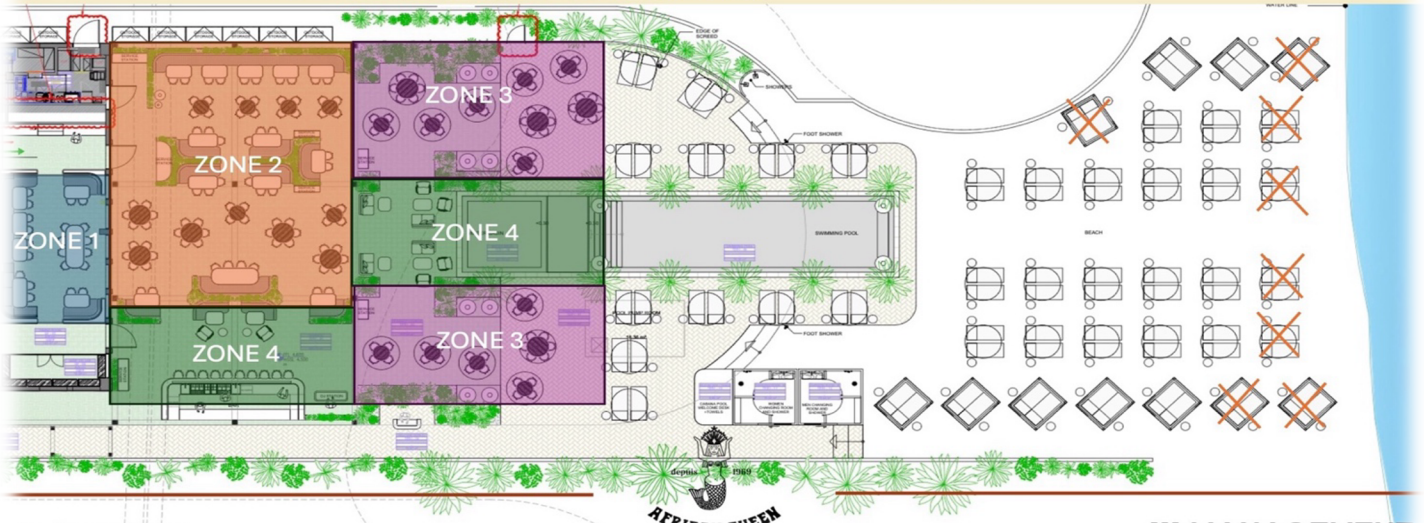
# AFRICAN QUEEN FLOOR PLAN

## GROUND FLOOR

**RESTAURANT & LOUNGE**  
 Zone 1 // Indoor restaurant: 7 tables/ 35 pax  
 Zone 2// Pergola: 24 tables/ 114 pax  
 Zone 3// Terrace: 15 tables/ 68 pax  
 Zone 4// Lounge + bar: 6 tables/ 18 pax + 10 bar seats

**POOL & BEACH**  
 7 VIP cabanas/ 14 pax  
 17 beach double beds/ 34 pax  
 11 pool double beds/ 22 pax  
**70 pax**

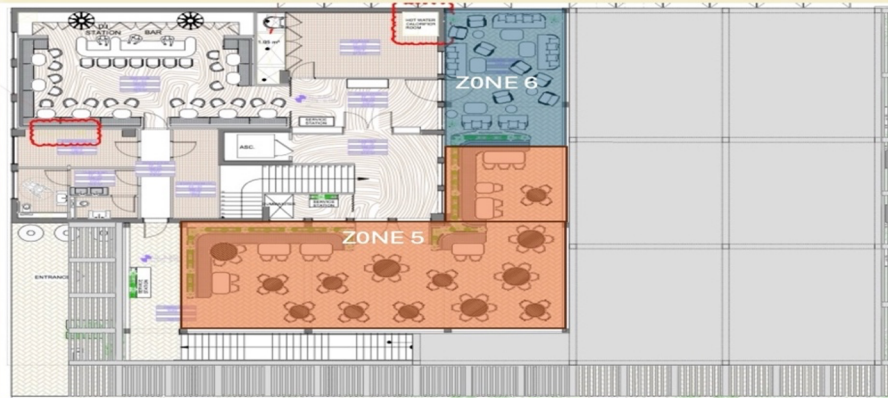
TOTAL DINING: 217 PAX  
 TOTAL LOUNGE BAR: 28 PAX  
 TOTAL P&B: 70 PAX  
**315 PAX**



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111 MANAGEMENT

## 1ST FLOOR



**RESTAURANT & LOUNGE**  
 Zone 5// 1st floor terrace: 20 tables/90 pax  
 Zone 6// 1st floor lounge: 7 tables/ 20 pax

TOTAL DINING: 90 PAX  
 TOTAL LOUNGE: 20 PAX  
**110 PAX**

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## TOTAL CAPACITY


TOTAL DINING 1ST FLOOR + GROUND FLOOR: 307 PAX  
 TOTAL LOUNGE 1ST FLOOR + GROUND FLOOR: 48 PAX  
 TOTAL BEACH BEDS PAX: 70 PAX

**425 PAX**

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			002		
<b>Description- Hostess Position</b>					

## YOUR EVERY DAY MISSION

As a host or hostess, you are the first and last person guests see at a restaurant. Because of this, you must always be alert, attentive and efficient. Keeping the restaurant orderly, making sure guests are happy, and keeping track of what's going on at each table are just some of the ways you can keep your guests happy.

### WHAT IS HOSTESS POSITION:

Hosts and hostesses greet customers and take them to their seats.

It seems simple, but hosting is more involved than you may realize. A good host must always be aware of the flow of service in the restaurant/lounge and beach&pool side.

They must handle reservations, server seating rotation, and customer wait times, all while welcoming each guest that walks through the door.

The host may also have to juggle answering phones, cashing out customers, and packaging carryout orders.

### What Does a Hostess Do?

From the guest's perspective, the host welcomes them to the restaurant and leads them to their seat in the dining room.

But a restaurant host or hostess does more than just greet and seat. A great restaurant host knows the dining room floor plan by heart, including table numbers, covers per table, and server sections.

They multitask behind the scenes to keep the flow of service on track and maximize table turnover.

Greeting guests, the right way they arrive at your restaurant is no small detail. It's their first impression of what their dining experience will be like, and we all know how important first impressions are. Hosts and hostesses have a big responsibility on their shoulders.

## Why is Greeting Guests in the Right Way so Important?

One of the biggest challenges of running a restaurant is making it stand out from the crowd. Having good food is no longer enough, you need to orchestrate an excellent overall service for our guests and give them a memorable experience.

A good greeting also helps guests feel more welcome and at ease at our restaurant. A polite “Hi, how are you doing today?” instead of the usual “how many?” can make a world of difference, especially if it’s their first time.

### Guests, not Customers

A great way to shape that attitude is to refer to our diners as guests, not customers. Here’s why.

The Oxford dictionary defines a customer as:

A person who buys goods or services

A person whom one must deal with

On the other hand, a guest is defined as:

One whom you would treat with respect and hospitality as if they were a visitor in your own home.

Treat them the same way you would treat a close friend or loved one visiting you.

With a house guest, you would be warm and friendly, smile, ask how they’ve been and what’s going on in their life.

You would genuinely compliment them and be enthusiastic and animated.

You’d be happy they were in your home.

That is how you and your staff should be toward your restaurant guests.

## 12 Tips for Greeting Guests the Right Way

- Don’t make them wait. Try to attend to the guest within 30 seconds of their arrival.
- Be polite. This goes without saying, be kind and sincere and greet them with a smile. Make sure to use a soft tone, half of the message is in the tone.
- Focus on the guest. Don’t be distracted by other things while greeting them, make sure they have your undivided attention so that they feel important.
- Don’t assume the party size. Even if only 2 guests have walked in, ask them what table size they are looking for. Especially if it’s a single guest, asking “just one?” might make them feel insecure or uncomfortable.
- Avoid negative language. Instead of saying 'unfortunately, I don't have any available table right now,' say 'I can have a table available in 30 minutes. Would that be, ok?'

- Don't use the same greeting every time. Following scripts can be helpful but can sound robotic. Make sure to use a few different greetings and add a personalized touch whenever possible.
- Personalize your greeting. Refer to your 7Rooms system to keep track of your regular guests so that you can acknowledge them with their names and welcome them back to the restaurant. This will make diners feel special and improve their experience.
- Commenting on a guest's outfit, jewelry, hairstyle, or some genuine compliment lets the guest know you are truly glad they are here. But be careful not to make it too personal.
- Don't use their first names. Always stick to using a guest's title + surname to refer to them instead of their first name, as this creates a more formal conversation.
- Find the balance between efficiency and warmth. Even during busy shifts when you may not have free time, make sure to take a minute to give guests a warm welcome instead of just saying "table for two?" and taking away from their entire dining experience.
- Say goodbye. Finishing the guest's journey on the right note is equally as important as the initial greeting.

#### Restaurant greeting scripts:

Good: Good Morning, Afternoon, Evening, welcome to African Queen, how many people will be dining today?  
(May I double check if you have a reservation with us?)

Bad: "table for two?"

Good: "Good Evening, may I have the name on the reservation?"

Bad: "Do you have a reservation?"

Good: "I'll take you to your table", "Please let me assist you to your table"

Bad: "Follow me"

#### Goodbye scripts:

Good: "We hope you enjoyed your visit, Mr/Ms {guest name}, we hope to see you again soon!"

Bad: "Goodbye"

Good: "Thank you for visiting us, we hope you have a great rest of the day"

Bad: "Thanks, bye"

#### **If the GUEST is regular:**

Good: "It was great having you over once again, we hope to see you soon!", use the name of the Guests

Bad: "See you again."

Never underestimate the importance of greetings! First impressions are made within seconds, and a poor greeting from your host or hostess can blemish a guest's experience.

Make sure to cover greeting as one of the most crucial aspects of the job.

**Never Leave Your Post Unmanned** - This simple rule ensures that every guest is greeted properly. If a host or hostess must walk away from their post, they should ask someone to keep a lookout while they are gone.

**Open the Door** (if needed) - Instead of waiting for guests to come to them, a great host is proactive about opening doors and greeting guests before they enter.

**Make Eye Contact** – A superior host or hostess can't afford to be shy! Making eye contact shows you value a guest's patronage.

**Greet Each Guest** - Offer a warm welcome to every guest but change the greeting each time so it's not robotic.

**Pay Attention to the Order of Guests** - One of the quickest ways to earn a guest complaint is to neglect the order of a guest's arrival. First come, first serve is what customers expect.

**No Personal Chatting** - When guests are present, it's good manners for the host staff to avoid chatting with each other about personal matters. Chatting between coworkers becomes a huge problem when it distracts the host from noticing a guest walking through the door. Customers should never be made to feel as if they aren't the top priority.

## BE ORGANIZED

1. Make sure you have all of the supplies you need before your shift starts.

You should have plenty of pens and highlighters, a seating chart in Sevenrooms ready, and paper for making notes at your host stand. If there's anything you need, ask your manager to bring it to you. You should also check to make sure there is plenty of clean silverware available. Being well-organized is an important part of being a good host or hostess.

2. Keep track of each section. Make a chart of the table layout and each server's station. Keep track of how many tables are seated in each section, how many people are in each party, and at what time each party arrives. This will help you assign new tables to the servers who have the most open tables.
3. Be sure to factor them in when you're planning your seating chart!

- Communicate with your servers. You need to know if a server is overwhelmed with just 2 tables or if they can handle another one even if they already have a 6-top. The best way to know what your servers can handle is to talk to them.

Remember that you're all working on the same team!

- If possible, ask busy servers if they're ready for another table before you seat guests. You can also ask servers if they're comfortable handling big groups if you have a large party come in.

4. Walk the floor to keep track of the tables. Sometimes during a hectic dinner shift, you might lose track of who's already left. If that's the case, ask someone to watch your host stand and walk the floor with your seating chart. Look for any tables that are marked as seated but which are actually free. You can also check to see which guests have moved on to dessert, as the server in that section will probably be ready for a new table soon.
5. Help to clear and set tables when necessary. You probably won't be expected to bus and set tables as part of your job description, but you should be willing to lend a helping hand when you're needed. Wipe down tables, put down silverware, and straighten chairs when you're not busy doing anything else.

## BE WELCOMING

1. Greet guests with a smile and welcome them to the restaurant. You're the first chance for the restaurant to make an impression, so make sure you're aware whenever new guests arrive. Greet guests warmly, addressing them by name if they are repeat customers. Let guests know right away if there will be a waiting time so they can decide whether they want to make other dinner plans.

Make eye contact. A host or hostess can't afford to be shy! Making eye contact shows you value a guest's patronage.

If you're busy with another guest when someone arrives, acknowledge the new arrival with a smile or by saying something like "I'll be right back for you!"

Your goal as a host or hostess is to make guests feel welcomed and appreciated — that's why being charismatic and having a positive attitude is so important.

2. Ask how many people are in the party. Don't assume that just because 2 people walk in that they will be the only ones in their party. The rest of their group might not have joined them yet. Always ask so you'll know what size table your guests need.
3. Ask guests if they have a seating preference. Guests with a larger frame might not be comfortable squeezed into a small booth, and customers who have trouble walking might prefer a seat close to the door so they don't have to walk as far. Make your best judgment call, but don't be afraid to ask your guests what type of seating they'd prefer.
4. Answer the phone promptly. The reservation team is usually the one responsible for answering the phone. Make sure you answer the phone promptly and professionally. State the name of the restaurant, your name, and ask the caller how you can assist them. Politely ask if you can put them on hold if you're busy.
5. Maintain your composure even if the restaurant gets hectic. When the dinner rush hits, it can be hard to stay calm and composed, but if you get frazzled, the whole restaurant could become disorganized. If you feel stressed, take deep breaths and remember that even the busiest dinner service will be over in a couple of hours.

## BE EFFICIENT ( seat your guests )

1. Guide your guests to their table. Make sure you do not walk faster than your customers. Walk slightly ahead of them, carrying menus and silverware to the table where you want them to sit. Ask if the table is okay before the guests sit down.
2. Apologize to your guests if they have had to wait long. Most guests expect to wait at least 10 minutes to be seated at a restaurant, especially if they didn't have a reservation. If your guests have waited much longer than that, offer a sincere apology as you guide them to their table. Ask management if it's okay to comp them a free drink or appetizer (but don't offer it to the guests until you get permission)
3. Make sure your guests are seated comfortably. If the restaurant is slow, try to seat guests at a table that's not directly next to another full table. Of course, if the restaurant is very busy, guests will have to seat near other diners, but try to make sure all of your guests have enough space to be comfortable.
4. Rotate stations. By seating guests in rotating sections, you'll help ensure that all of your servers are able to make money for the night. Rotating stations will also help keep servers from becoming overwhelmed by getting several tables at the same time.
5. Place a menu and silverware for each guest at their place setting. You never want to throw all of the menus down on a table, as this seems rude and dismissive. Instead, carefully lay a menu and silverware at each place setting, and make sure your guests are seated before you leave the table.
6. Be prepared to get water or other small items for guests. If they request more than that, politely let them know that their server will be right with them.
7. Speak to guests as they leave. You're the last person guests will have contact with, so offer a friendly farewell to guests as they walk out the door. This will help them leave feeling like they had a pleasant dining experience.

## HEAD HOSTESS / HOSTESS

### DESCRIPTION

#### **Reporting to General Manager and Reservation Manager**

Your role is extremely important as both of you are the first impression given to our guests as they arrive and often the last one when they leave later. You are the face of the venue, so you are responsible to communicate and uphold the core values and high standards of the company and its venues.

### MAIN RESPONSIBILITIES

- Demonstrate excellent communication skills.
- Ensure that the Restaurant Policy is always upheld.
- Keep a respectful approach according to the cultural singularities of every guest.
- To Be fully knowledgeable of and speak positively regarding the company, its's venues, products and events at all times.
- Have a good awareness of our regulars and VIP guests, fast tracking entry where needed.
- Be able to resolve situations that occur at the reception in a calm and professional manner.
- Use and maintain communication channels to stay in contact with floor personnel and Operations management.

- Always follow and uphold company policies and procedures.
- Complete all opening, closing and general duties as assigned to your role and instructed by your Line Manager.
- Respect and follow decisions taken by the Management.
- Always maintain a positive and professional attitude.

#### *Reporting Activity*

- Complete and send any assigned daily Reports to both operations and corporate management as required.

## OPENING HOURS

- 10 AM – 12 AM “WEEKDAYS “
- 10 AM- 1 AM “WEEKENDS “

## EVENING SEATING RESTAURANT AREA ONLY

**FIRST SEATING – 7 PM (with 2:30 hours of the dining experience)**

**SECOND SEATING – 9:30 PM**

- Kitchen last order: 11:30 PM
- Bar last order: 12:00 AM
- **Last booking availability** – depends on guests needs, but always inform guests about last orders, in case they are running late we won't be able to accommodate their needs if kitchen/bar is closed.

## DRESS CODE

### **DAY TIME , from 10 AM – 6 PM**

- Casual , beach wear , shorts sandals will be welcomed .

( Note :Beach wear clothes will not be aloud in Restaurant Area)

### **EVENING TIME , from 6 PM (onwards).**

- Smart Elegant , smart casual ( no sandals for gents, no sport or beach wear , no caps)

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	<b>PHONE ETIQUETTE</b> <b>HOW TO TAKE A RESERVATION</b> <b>HOW TO RECONFIRM RESERVATION</b>		003	

## PHONE ETIQUETTE

**GOAL:** Aim to assist callers by coordinating incoming call, both internal and external in an efficient manner.

### PLACING CALLER ON HOLD

- All calls must be answered in person before putting the guest on hold.
- Always ask permission before placing the guest on hold.
- **Do not keep calls on hold for 15 seconds or 6 rings without returning to the call to advise the situation and to check whether the caller wishes to continue holding.**
- Thank the caller for holding when returning to the call
- If the line is busy, always ask the caller if he / she wish to be on hold more or would they like to leave the message: **“I do apologize the other line was busy. Would you prefer to be on hold or to leave a message?”**

### TRANSFERING CALL

- If a guest requests to be transferred, the staff member will say: **“Please stay on the line, I am connecting you to (name of colleague / department) to assist you further”**
- Transferring callers to be avoided whenever personal service can be provided.
- The caller to be informed of transfer and **to whom they will be speaking.**
- All connecting calls will be **“introduced”** before transferring. The staff member will stay on the line for transfer, and will pass on all information including the guest’s name before extending the call.
- Be sure you are transferring the caller to the proper person or department.

### TAKING MESSAGE

- If the guest is looking for someone who is not available, please say: **“Mr. Smith is not available at this moment. Would you like to leave any message for him?”** Do not give the guest any personal reason such as:
- Mr. Smith is in the washroom / sick / doing training  
When collecting the message, **ensure to have the below information:**

-Full name

-Contact number (to call back) or email address

- Company that the guest is calling from
- The topic / reason the guest is calling
- Assure the guest: "I will inform Mr. Smith, and he will call you back shortly" Make sure to communicate to the concern person for calling back.

#### GENERAL RULES:

- It is everyone responsibility to answer a telephone.
- The telephone should be answered within three rings.
- Caller **should not be interrupted or cut off** (hang up) during a call, regardless how busy the operation is.
- Always make sure to speak slowly, articulate and listen attentively and response in a professional manner.
- Always keep in mind to **SMILE** as the guest will hear it in your voice.
- Caller's need to be **anticipated** during each call. Staff to ask appropriate and reply in a professional manner.
- Channel of communication amongst staff is consistent and complete.

**Guest does not need to repeat request at any time.**

- All calls to end with offer to provide additional service.

**"May I assist you with anything else"**

- Address the guest using his / her name at least twice during the conversation.

#### RECEPTION\RESERVATION PHONE

- Reception phone should always be charged and ON
- Calls and WhatsApp should be monitored always.

#### REPLYING TIME

- Conversations on WhatsApp should always start with greeting the guest
- Always be professionally friendly (no Yes/No/Ok replies!!)
- Explain all the details to the guest as if you were talking over the phone
- Don't forget about all steps of taking reservations
- Finish the dialog with 'Closing line' and 'We are looking forward to welcoming you'

Please find below example of the Whatsapp template for any reservation request :

Automatic message :

Welcome to the African Queen Reservation Center, your gateway to securing your perfect beachfront experience.

We've received your message, and our attentive team will swiftly respond to confirm your reservation request or any additional information and accommodate any special requests.

In the meantime, if you wish to make a future reservation kindly provide us with the following information:

Full name:

Email address:

Date of reservation:

Time of reservation:

Number of people:

Seated Area: Restaurant /Lounge, Pool &Beach

Embark on your journey to an exceptional beachside escape with us.

Best Regards,

African Queen Dubai Reservation Team

## PRE-RESERVATION STAGE

### **Return Times for Dinner Service**

STARTING FROM 7 PM , all tables are given a 2:30 hours (to enjoy the full dining experience).

Return times have to be informed to the guests with care as it may be upsetting to them.

Some of the wording given below may help you in **explaining the return time**.

*"We can offer you a later table which has no return time by ( 10:30 PM )*

*"If we do not need the table back after 2:30h, you will be welcomed to stay on the table and continue your experience"*

Group bookings from 10 pax and above are given 3 hours seating depending on the size of the group.

**For example:** We may not be very busy on a Sunday night and so we may be able to not apply return times to tables booked at a certain time if there a few or no bookings later on that day.

If someone is late for their booking, they may have less time on the table if we are unable to extend their return.

### **Holding Time:**

We will hold the table or beach front area reserved space for **15 minutes**, the system will show us that the guest is running late or not checked in yet, so we will need to call them up to check if they are still joining us or not, in order for us to keep the table or release it for another customer.

## BOOKINGS over the Phone

**During the conversation, please remember the following points:**

- If someone would like to book for “next Wednesday” always check the date, by saying “Do you mean the 23rd August or the 30th August?”
- Always check thoroughly for availability before letting the customer know.
- **Never say “fully booked”, but rather “we no longer have availability at this time”**
- If we do not have their requested time available, always offer an earlier time and a later time.
- Always present the available times in a positive way “I’m afraid we do not have 8pm available, however we do have 8.30pm or 10.30pm.”
- Use the term “unfortunately” carefully or not at all. It is “unfortunate” that we do not have the time that the guest is looking for, but it is NOT “unfortunate” that we only have 6pm or 11pm. This makes 6pm and 11pm sound like undesirable times to come to the restaurant!
- If the times suggested are not suitable, offer to add the guest to our waiting list for the times they requested.
- If they would like to go ahead with the booking, follow the steps given in previous module.
- Name, surname, how many people joining, exact date, if there is any special occasion such as birthday or anniversary.

You may use the following wording;

“What is the surname for the booking please or “May I have the spelling of your surname please?”

- Ensure that the surname is recorded correctly and spell it out by using the phonetic chart.
- First name; we require full name and never take initials only “
- And what is the first name for the booking please?”
- Always repeat back the first name to be sure, as many first names do sound familiar (example: Anna/ Emma, Ben/Sven).
- Accents can add an element of confusion! It is always beneficial to spell the name out loud to yourself as you are writing it; this will give the guest a chance to correct it if it is wrong.
- Mobile number must be taken as **contact telephone number** instead of landline.
- If it is an **overseas number**, take a mobile number with the country code.
- EMAIL ADDRESS, must be taken, ask the guest to spell it for you.
- If the guest it’s staying with us in the Hotel, add to the notes room number. It is best to take a mobile phone number rather than a hotel name/phone number though this can be noted as well.

Phonetic Alphabet	
A - alpha	N - november
B - bravo	O - oscar
C - charlie	P - papa
D - delta	Q - quebec
E - echo	R - romeo
F - foxtrot	S - sierra
G - golf	T - tango
H - hotel	U - uniform
I - india	V - victor
J - juliet	W - whiskey
K - kilo	X - x-ray
L - lima	Y - yankee
M - mike	Z - zulu

- Please use example of Phonetic Alphabet.

## SUMMARY

- Good Morning/afternoon/evening, Thank you for calling African Queen Dubai, Natalia speaking
  - How may I assist you?
  - “May I have the contact telephone number?”
  - “May I please take the last name for the booking?”
  - “And the first name?”
  - May I Have the Email address?
  - Which area would you prefer to reserve ?
  - “Which date would you like to book for?”
  - “Party of how many people are you looking for ?”
  - “What time would you prefer to come?”
  - Which area would you prefer to reserve ?
  - Would you like to mention any dietary requirements and allergies?
  - Any special occasions that we should be aware ?
- 
- Once all necessary information is updated into 7Rooms, attach all necessary tags, name of the reservation team that insert the reservation in system ,double check all the information to be correct.
  - In case the name is already in the system, simply confirm the Name of the guest and update the tags for this reservation.
- 
- Phone manner is very important in both areas, at work and at home.
  - When you are on the phone with someone, your only interaction is verbal, so saying the right thing is important to make the right impression, **smile!!!** If you smile while on the phone, the guest can feel it. **So make it often!!!**
  - Speak to the guest in a natural and courteous manner avoiding pretentious.
  - Display the same professionalism over the telephone as you would be in a face-to-face interaction.
  - Your voice must always be clear, expressive, polite and friendly, even when you are busy or in a frustrating situation.
  - If you need to place a guest on hold advise him /her first, then press the “HOLD” button. When returning to the call placed on hold, thank the guest for their patience. If the caller has to wait for a

longer period try to return to him/her every minute in order to give them the impression that we acknowledge their presence, (no more than 20 seconds on hold).

- Remember that the way in which you answer the phone and handle the call creates an important impression.

Phrasing that is NOT acceptable	Phrasing that is acceptable
<ul style="list-style-type: none"> <li>• “I will call you back,ok?”...</li> <li>• “...when?!”</li> <li>• “Yeah uh-uh!!”</li> <li>• “what??”</li> <li>• “excuse me”</li> </ul>	<ul style="list-style-type: none"> <li>• “Good morning /afternoon /evening, African Queen Dubai , (your name) speaking, how can I assist you?”</li> <li>• “May I put you on hold?”</li> <li>• “Thank you for calling, have a nice day, good bye”</li> <li>• “I’m sorry could you please repeat that?”</li> </ul>

## CONFIRMATION

For example:

*Dear \_\_\_\_\_ (guest name),*

*Your table is booked for 2 people at 8pm) (kindly remind that the table will be reserved for another guest at 22.30pm if necessary) on Friday 21st of June under the name of Miss Susan Smith” in our Restaurant Area\ Lounge area or Pool& Beach Area.*

*If you are running late or can’t make it, please give us a call and let us know.*

*Inform the Guest about Parking area available and dress code .*

If the surname is not easy to pronounce don’t say it, it can upset the guest.

Say these details slowly and clearly and not in an “auto-pilot” tone of voice, as the guest may ‘switch-off’ and not really listen to what you are saying.

**Before saying goodbye please mention that we look forward to seeing/welcoming the guest.**

### DAILY CONFIRMATION CALLS

Confirmation Calls are an important and lengthy aspect of the Reservations duties.

A confirmation call is a courtesy call from African Queen Reservation Team to the guest to Re – Confirming their reservation on the Day.

This allows for Amendments, added Requests and Cancellations.

- This increases accuracy of “The Book” in order to maximize tables (covers and timings).

This task is executed on a daily basis from:

- 9AM till 12PM for all daytime bookings


- 4 PM till 5:30 PM for evening bookings

***While calling to confirm, check the Customer message in the profile, if there are notes such as – “Never call to reconfirm!” or “Call PA to reconfirm” please follow.***

The details of the Repeated Reservation are:

- Name of Booking;
- Time of the booking;
- Number of guest;
- Return Time (select Standard Booking Message: Return Time Confirmed)
- Any Pre-orders or Requests.
- Dress Code
- Parking area
- Credit Card details to secure the booking (if required)

**We aim to honor all request, but with No Guarantee.**

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### MANAGING WAITING TIMES

In a perfect world, one party of guests arrives at a time, but that's not the case in a busy restaurant. A line at the door is great for business if it's handled properly. That job falls to the host or hostess, and it's not a simple task.

**Taking Names (wait list)** - Once all tables in a restaurant are filled, the host staff should jump into action and start taking a list of names. Taking down a guest's name, the number in their party, and their seating preference is the best way to seat all guests in order.

It helps to assign one host or hostess to the door so they can greet all customers and write down their information. Another host should monitor the dining room floor and take guests to their seats.

**First Available** - The term first available is used to identify the guests that have no table preference and therefore get seated more quickly. Make sure host staff explain the meaning of first available to guests.

**Guest pagers** - Guest pagers are a convenient way to keep track of waiting guests. Using a paging system eliminates the need to call out a guest's name, which is sometimes hard to hear in a busy restaurant. You also avoid the awkwardness of mispronouncing a last name! Guests with pagers have the freedom to sit at the bar or take a walk while they wait for their table.

**Observing the Flow of Service** - The host's job isn't complete after guests are seated. Observing the flow of service means monitoring the stages of the meal (drinks, ordering, payment) for every table. A seasoned host or hostess can tell roughly how long it will take for the diners to complete their meal based on their observations. This is a skill that helps the host staff to manage wait times.

**Working with Floor Staff** - In a full dining room, the host staff must work closely with the floor staff to prioritize cleaning the right tables. It's up to the host to identify which tables should be bussed first based on the parties that are waiting. For instance, if a party of six guests is waiting, it would be unfortunate to waste time cleaning several two-tops before finishing a six-top.

## Seating Guests

To an observer, seating guests might seem straightforward.

A host or hostess is managing several considerations when they choose a table. The guest's preferences are a top priority, but floor plans and rotation are also involved in the decision.

**Floor Plans** - Every dining room layout has a floor plan that separates tables into server sections. There could be multiple floor plans based on how many servers are working per shift. For example, on a slow night, the floor plan might only divide the dining room into three sections. On a busy night, there could be upwards of 10 different sections. It's the host's job to memorize every floor plan, choose the right floor plan for the shift, and know which sections belong to which server.

**Rotation** - Seating rotation refers to the order in which each server's section is seated. Because there are multiple servers on duty, the host must seat each section in turn. The purpose of rotation is to ensure all servers are seated equally. Sometimes there is no floor plan used, and the host must keep a tally of how many tables each server receives.

**Communication with Other Hosts** - When there is more than one host or hostess seating guests, they must be in sync with each other, host staff should pay attention to where guests are being always seated. That way, two hosts won't go to the same table and cause confusion.

**Special Requests** - Regardless of server rotation and floor plans, the host staff should always honor special requests from guests. If a request isn't feasible, they should do their best to find a solution that makes the guest happy.

**Emergency Exit Routes** - Hosts and hostesses must be aware of all emergency exit routes so they don't become blocked by diners. It's common for guests to add a chair to the end of their table if an additional guest shows up, but if it blocks an emergency route, the host needs to move the party to another table.

**Highchairs (Bar)** - Not all tables can accommodate highchairs. Hosts need to know where highchairs can be added safely without blocking walkways.

**Guests with Disabilities** - Wheelchairs, walkers need to be accommodated safely and comfortably. It's the host's responsibility to seat any guests with disabilities in the right location.

### What Is Over seating or Double Seating?

Over seating or double seating occurs when a host or hostess seats too many guests in the same server's section at one time.

It's highly frowned upon and creates tension between staff members for a few reasons.

Every server depends on their tips, so if one server gets all the tables and the other servers get none, it affects their livelihood.

It also impacts the level of service one server can provide if they have too many tables at once.

An experienced host knows that double seating will inevitably occur during a shift, no matter how carefully they follow rotation.

Some guests prefer to sit by a window, some prefer a booth, and some request their favorite server.

Requests always throw a wrench into the rotation plan, but knowing how to handle it the right way keeps guests and servers happy.

Keep reading to learn how hosts can support server staff.

## Supporting Server Staff

Host staff should always imagine they have two types of customers - the hungry guests coming through the door and the servers on duty. It's the host's job to keep all their customers happy. Sometimes it seems like an impossible task, but there are ways to seat all guests and support the server staff through busy shifts.

**Communication** - An efficient host or hostess will know every server by name and let them know when they have a new table in their section. They'll also communicate special requests to the server and provide helpful info, help them with the first order as Water if needed.

**Modified Rotation** - If a server's section is skipped during rotation, the host staff should adjust the order so that section is seated next. It requires flexibility and critical thinking to modify rotation during a busy rush.

**Staggering Tables** - By staggering tables, or adding a little time in between each seating, the host staff can help servers provide better service. It also helps the kitchen staff when tables are staggered instead of seated all at once.

**Getting Drinks or Rolls** - If the host or hostess double seats a server, it's a good practice to provide some assistance so the server can catch up. This can be done by getting water for the table, taking a drink order, or serving bread.

**Know the Server's Shift** - The host or hostess should be aware when a server's shift is coming to an end and avoid seating tables in their section.

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### Hostess Dress Code

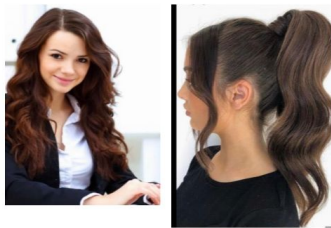
Just like all other front-of-house employees, host staff should follow the proper dress code.

**Uniforms / Dress Code** – Uniforms should always be clean and tidy.

**Grooming and Hygiene** - Hosts and hostesses should be always well-groomed and clothing must be free of wrinkles or stains.

**Acceptable Footwear** - A note of caution - hosts and hostesses should follow the same footwear rules as the rest of your staff.

**HAIR EXAMPLE:**



**NAILS:**



**JEWELLERY:**



Host staff are responsible for many tasks and must learn to manage the floor, help guests, and stay in sync with other staff members. It's not just a simple "greet and seat" job, no matter how it appears to observers. The best hosts are detail-oriented, conscientious, and supportive teammates.

Treat the position with respect.

Your staff morale will improve, employee retention rates will rise, and your customer service will be flawless



THANK YOU !

