

The SOP engine

How one standard moves from v1 to v2, and into French

A short extract from the session held on 4 August 2026, prepared at Abdellah's request. The example is EQU 004, Handling a Guest without a Reservation, taken end to end.

Every change the engine proposes arrives in markup with a rationale, and a person accepts or rejects it. The French version is written only once the English is approved.

Version 1, as Aleph wrote it

The engine starts from the library Aleph already holds. Nothing is written from scratch, and the original is kept untouched as an audit copy.

Food & Beverage Policies and Procedures



Handling Guest without Reservation

Policy Number	EQU 004	Version	1.01
Distributed To:	Department Food & Beverage	Issue Date:	Mention the date Day - month - year
Applicable To:	Department Heads or Team Members or all etc....	Revised Date:	

Initiated by:	Name Food & Beverage	Signature:	
Reviewed by:	Name VP Food & Beverage	Signature:	
Approved by:	Name COO	Signature:	

1. Purpose

To ensure that all associates are following the correct standard on How to maintain Handling a guest without a Reservation.

2. Definition/ Scope

This procedure will be implemented in all hotels under the Management of Aleph Hospitality and maybe modified by the General Manager upon approval of the corporate office.

It applies to All Team Members, contractors, consultants, temporary, and other workers at Aleph Hospitality

3. Policy

- If guest does not have a reservation and free tables are available, take the guest name and contact number and guide them to the table that you wish to assign.
- While seating, pull out chairs for ladies first, and then gentlemen, Unroll the napkin elegantly on the laps and hand out the menus open from the right side, ladies first.
- Wine list will be handed to the host
- If any item is unavailable, please inform the guest while you are giving the menu

1 | Handling Guest without a Reservation – EQU 004

Initiated by: Name Initials:	Reviewed by: Name Initials:	Approved by: Name Initials:
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Version 2, in markup, for review

Every edit is visible and every edit carries its reason: guest feedback, the quality assessment, the property positioning or the luxury standard. Roughly a minute of work.

Food & Beverage Policies and Procedures



Handling Guest without Reservation — Reserved-Seating Outlets

Policy Number	EQU 004	Version	2.00 (Draft for review) 1.01
Distributed To:	Department Food & Beverage	Issue Date:	[Original issue date to be confirmed] Mention the date Day — month — year
Applicable To:	Department Heads, Outlet Managers, Hosts and Service Team Members — in outlets that operate a reservation book, or Team Members or all etc....	Revised Date:	30 July 2026 — Status: IN REVIEW
Initiated by:	Name Food & Beverage	Signature:	
Reviewed by:	Name VP Food & Beverage	Signature:	
Approved by:	Name COO	Signature:	

1. Purpose

To ensure that all associates are following the correct standard on How to maintain Handling a guest without a Reservation. A guest who arrives without a booking should leave feeling we were glad they came — whether or not we could seat them. A warm refusal with a real alternative is a better memory than a grudging yes.

2. Definition/ Scope

This procedure will be implemented in all hotels under the Management of Aleph Hospitality and may be modified by the General Manager upon approval of the corporate office. It governs the outlets that operate a reservation book. Where an outlet takes no bookings — pool bar, beach bar, walk-up lounge service — no guest is "without a reservation" and this procedure does not apply. Property-specific values are completed in section 5 rather than by issuing two versions of this document.~~This~~

1 | Handling Guest without a Reservation – EQU 004

Initiated by: Name Initials:	Reviewed by: Name Initials:	Approved by: Name Initials:
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Approved and clean, in English

The engine holds no pen. Someone accepts or rejects each change, and only then does the clean version exist. Property specific values sit in one section rather than in two documents.

Food & Beverage Policies and Procedures



Handling Guest without Reservation — Reserved-Seating Outlets

Policy Number	EQU 004	Version	2.00
Distributed To:	Department Food & Beverage	Issue Date:	[Original issue date to be confirmed]
Applicable To:	Department Heads, Outlet Managers, Hosts and Service Team Members — in outlets that operate a reservation book.	Revised Date:	30 July 2026 — DEMONSTRATION · not approved, not in force
Initiated by:	Name Food & Beverage	Signature:	
Reviewed by:	Name VP Food & Beverage	Signature:	
Approved by:	Name COO	Signature:	

1. Purpose

To ensure that all associates are following the correct standard on How to maintain Handling a guest without a Reservation. A guest who arrives without a booking should leave feeling we were glad they came — whether or not we could seat them. A warm refusal with a real alternative is a better memory than a grudging yes.

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This procedure will be implemented in all hotels under the Management of Aleph Hospitality and may be modified by the General Manager upon approval of the corporate office. It governs the outlets that operate a reservation book. Where an outlet takes no bookings — pool bar, beach bar, walk-up lounge service — no guest is "without a reservation" and this procedure does not apply. Property-specific values are completed in section 5 rather than by issuing two versions of this document.

It applies to All Team Members, contractors, consultants, temporary, and other workers at Aleph Hospitality

1 | Handling Guest without a Reservation – EQU 004

Initiated by: Name Initials:	Reviewed by: Name Initials:	Approved by: Name Initials:
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The same standard, in French

French is generated only after the English is approved, so a draft never travels in two languages at once. Minutes, not weeks.

Restauration Politiques et procédures



Accueil d'un client sans réservation — Points de vente sur réservation

Numéro de politique	EQU 004	Version	2.00
Distribué à :	Département Restauration	Date d'émission :	[Date d'émission originale à confirmer]
Applicable à :	Chefs de département, responsables de points de vente, hôtes et équipes de service — dans les points de vente tenant un registre de réservations.	Date de révision :	30 juillet 2026 — DÉMONSTRATION · non approuvé, non en vigueur
Initié par :	Nom Restauration	Signature :	
Vérifié par :	Nom VP Restauration	Signature :	
Approuvé par :	Nom COO	Signature :	

1. Objet

Garantir que l'ensemble des collaborateurs appliquent la norme correcte relative à l'accueil d'un client sans réservation. Un client qui se présente sans réservation doit repartir avec le sentiment que sa visite nous a fait plaisir — que nous ayons pu l'installer ou non. Un refus chaleureux, accompagné d'une véritable alternative, laisse un meilleur souvenir qu'un oui accordé à contrecœur.

2. Définition / Champ d'application

Cette procédure sera appliquée dans tous les hôtels gérés par Aleph Hospitality et peut être modifiée par le Directeur Général après approbation du siège. Elle régit les points de vente qui tiennent un registre de réservations. Lorsqu'un point de vente ne prend pas de réservations — pool bar, bar de plage, service au comptoir — aucun client n'est « sans réservation » et cette procédure ne s'applique pas. Les valeurs propres à chaque

1 | Accueil d'un client sans réservation – EQU 004

Initié par : Nom Initiales :	Vérifié par : Nom Initiales :	Approuvé par : Nom Initiales :
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Optional, if the standard needs to reach the floor

Task Trainer

EQ100 Handling a Guest Without a Reservation - C220

REFERENCE: EQ100H BLOOM 8 Revision: 2/2019 Instructor: [redacted]

Paraphrase: This document provides you trainee one-on-one assistance to walk a student through the task of handling a guest without a reservation. It is used as a reference guide for the group and for the group leader. It is used as the standard task and the Group Trainer.

How to use this: This is a reference or student Trainer. With whom one exercises and where, at what time, during what period – these are not specified. It is intended to be used by a group leader and the blocks may be used again several days, in order, in hand in the classroom, the standard with the student's parameter table completed, the reservation book, then menu, the table and a challenge to play the game. But for group lessons take the standard, the reservation book, or reading the standard – the standard is one page and this document does not require it.

Before you begin

Step 1: Get the parameter list. Block 1, copy the section of the standard before the first block – a block trained without these numbers will repeat them.

Outlets in a room [P1] – last order [P2] – minimal duration [P3] – holding area [P4] – non-residents [P5] (in, in location [P6] – first seating [P7] – last seating [P8] – last seating [P9] – holding area [P10] – non-residents [P11] (in, in location [P12] – last seating [P13] – last seating [P14] – last seating [P15] – last seating [P16] – last seating [P17] – last seating [P18] – last seating [P19] – last seating [P20] – last seating [P21] – last seating [P22] – last seating [P23] – last seating [P24] – last seating [P25] – last seating [P26] – last seating [P27] – last seating [P28] – last seating [P29] – last seating [P30] – last seating [P31] – last seating [P32] – last seating [P33] – last seating [P34] – last seating [P35] – last seating [P36] – last seating [P37] – last seating [P38] – last seating [P39] – last seating [P40] – last seating [P41] – last seating [P42] – last seating [P43] – last seating [P44] – last seating [P45] – last seating [P46] – last seating [P47] – last 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– last seating [P96] – last seating [P97] – last seating [P98] – last seating [P99] – last seating [P100] – last seating [P101] – last seating [P102] – last seating [P103] – last seating [P104] – last seating [P105] – last seating [P106] – last seating [P107] – last seating [P108] – last seating [P109] – last seating [P110] – last seating [P111] – last seating [P112] – last seating [P113] – last seating [P114] – last seating [P115] – last seating [P116] – last seating [P117] – last seating [P118] – last seating [P119] – last seating [P120] – last seating [P121] – last seating [P122] – last seating [P123] – last seating [P124] – last seating [P125] – last seating [P126] – last seating [P127] – last seating [P128] – last seating [P129] – last seating [P130] – last seating [P131] – last seating [P132] – last seating [P133] – last seating [P134] – last seating [P135] – last seating [P136] – last seating [P137] – last seating [P138] – last seating [P139] – last seating [P140] – last seating 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GROUP TRAINER

FOOD + DRINK • GROUP SESSION • 8–12 PEOPLE • 40 MINUTES

Group Trainer

EQ3-040 Handling a Guest Without a Reservation • 2/20

REQUEST: EQ3-040, SEGMENTS: A + B, PRACTICE: 3-STEP, VERSION: 2.00, STATUS: BROWSE

Purpose: This document lets you run a six-minute group session that trains the staff in standard workflow practice at the real hotel, and then with one-on-one simulated feedback per person. It's not a training to be read aloud and it's not one to give away to the waiter — fit that, use the Task Trainer.

How to use this. With any title, the Outlet Manager or Field Manager. With within 6-12 people — hosts, waiters, waitresses, head waiters, day managers, mixed outlets in one room (but not separate sections, because the trouble they only work for the rooming suite but none is coming, when where and where in the outlet, before or after — the real stand, real use table and the building are all in sight in Preparation below. How long 40-60 minutes, to formal requests keep the agenda page open on the stand, the stand is working in Preparation below, but for individual go-go Task Trainer, taking the equipment in, day? and day-go 30-60 minutes — those on the stand and those come from the convenience chart.

Session theme: — The Guests Expect a No. A guest without a booking is the only guest who arrives already informed for refusal. That is what they expect to get to be turned away, and we get to surprise them. See the book on it, one-on-one.

Preparation

Real hotel: The outlet before service starts in a sentence (back the host stand, the book on it, one laid table, the holding area available). Gather all the staff in the preparation.

Materials: — paper all of the gathering to be in the preparation. This document, the one-page handout (list page, separable) — one per person, the day manager checklist. The completed preparation table from section 5 of the standard — step: this preparation on the stand with a book. Tonight's book, or a separate worksheet copy. Two unprinted guest comment cards. One, in a white file, two green files, guest card and pen.

Task, Card, and Name: The comments you will read were written about spontaneous party canals, and no one in the room is the topic. Never, name a colleague from a past incident.

The cycle: This session runs. **Activate** → explain → demonstrate → practice → feedback → reinforce. The segments below are those stages in order followed by the micro-debrief after every round — observers first, players last.

Agenda at a glance

#	Segment	Order	Time	Min
1	The guest who is without a reservation	Activate	0:00-0:07	7
2	The eleven scenarios, based on fact	Explain	0:07-0:10	10
3	The book, live, wrong on purpose	Demonstrate	0:10-0:29	12
4	Three food and drink	Practice	0:29-0:47	18
5	Feedback, telling the business case	Explain	0:47-0:54	7
6	Comment card and pen	Comment	0:54-1:00	6

SEGMENT 1 THE GUEST WHO IS BECAUSE FOR A NO - ACTIVATE

0:00-0:07

FOOD & BEVERAGE - QUALITY - MONTHLY CYCLE - ABOUT HALF A DAY PER OUTLET

Internal Audit

©2004/2006 Handling a Guest Without a Reservation - v2.00

REFERENCE: RQ/DMO SECTION 403 4 HAS CODE 237 VERSION 2.00 STATUS: In Review

Purpose: This document lets an auditor from outside the outlet test whether the walk-in is standard in being worked to, and made sure they had it. It is not the duty manager's per service checklist and is not a coaching tool - it is both.

How to use this: Who runs it: a manager from outside the outlet, audit team; When: whereby - observation and reviews, never interview at the stand, when asked, monthly, to the outlet, across at least two services - one of them a point of final seating point, either from a floor position, never from the stand itself. How long: two services plus one hour of records, including this document, the standard, the reservation book, the walk-in log, and one month of duty manager's records, but not scoring a single service (that is the Duty Manager Checklist) or auditing against the standard, stop the stop conditions.

Scope

Property	Outlet(s)	Parameters checked	Audit period	Auditor	Services observed	Walk-in observed
		F / N				

Stop condition: If the parameter table in section 5 of the standard is not complete, stop. The standard cannot be audited against blank parameters.

Method

At least two services per outlet, one of them a peak or final seating period. Combine observation with a review of the book, the walk-in log and one month of duty manager's checks. Where an item cannot be observed, mark N/A and say so - never infer. One mark per line; include in the evidence column, as behaviour, never as a person.

Section 1 – the door and the answer - during the observed services

No.	Question	N/A/NR	Mark	Evidence
1.1	Is there any potential of an entrance within 5 seconds, once end seating [302]	/?		
1.2	No party left to leave or not left part [2]	/?		
1.3	A card answer when enquiry - asked, or stated, or, an alternative [302]	/?		
1.4	The book consulted on the way was signed, including where the room appeared under [312]	/?		
1.5	Reservations recognised without screening, no room number demanded both [302]	/?		
1.6	Cover control done once, quickly, at the door when no reservations admitted [302]	/?		
1.7	Nothing done, any party discussed with that hearing, in no language	/?		

Section 2 – capacity, kitchen and the wait - during the observed services

FILM BRIEF