

Standards of Performance Manuals

Setting your standards is the first step toward redefining your service culture. We know defining standards can be a challenge. We also know your service experience is unique, so the standards of performance you measure service delivery against should also be specific to your company and its culture.

Using our Standards of Performance (SOP) manuals as a guide, we'll help you define your unique service culture through measurable standards. Our SOP manuals are the industry's most comprehensive—and easily adaptable—compilation of service standards, covering every job category within the industry.

Our SOP manuals are based on the concept of “task training,” clearly defining the procedures and standards required of staff in all roles.

Our 43 generic manuals covering 150+ positions will save you time and set you up for success—our full training system aligns with the standards, making them easily attainable.

SOP Manuals are available in both English and Spanish.


[Click here to view a list of our available positions.](#)

Sample SOP

Business: Three Meal Restaurant

Category: Server

Task 39: Refill Beverages


 THREE MEAL RESTAURANT SERVER <small>SERVICE CULTURE. REDEFINED.</small>	
TASK 39: Refill Beverages	
PROCEDURE	STANDARD
<ul style="list-style-type: none"> ■ Check table frequently to keep guests' beverages refilled: <ol style="list-style-type: none"> 1) While order is being processed 2) After serving each course 3) When glass or cup is half full ■ Be aware of the guest's ice needs. ■ Use a linen napkin while pouring water to avoid drips. ■ When refilling, do not lift cup/glass off the table. Instead, pour into the cup/glass on the table. ■ Refill creamer and sugar bowl as needed. Trade full sugar bowl for used sugar bowl. 	<ul style="list-style-type: none"> ■ No empty coffee, iced tea or water glasses left on table while guests remain at their table. ■ Water, coffee and iced tea refilled when cup/glass is half full, until guests decline. ■ Juice refilled upon request and charged. ■ Hot tea is refilled by setting up new tea service. ■ No spills.

Sample SOP

Category: Housekeeping

Position: Room Attendant

Task 05: Enter Room

 HOUSEKEEPING ROOM ATTENDANT <small>SERVICE CULTURE. REDEFINED.</small>	
TASK 05: Enter Room	
PROCEDURE	STANDARD
<ul style="list-style-type: none"> ■ Leave DND rooms undisturbed. ■ Knock on door with knuckles and announce pleasantly, "Housekeeping." ■ Wait 5 seconds for guest to respond. ■ Knock a second time. If no answer: <ol style="list-style-type: none"> 1) Open door with key, six inches 2) Announce "Housekeeping" again 3) Enter room 4) Place doormat to prop open door 5) If the guest is sleeping, quietly withdraw from room ■ If guest answers after you knock, politely ask when they would like to have their room serviced. ■ If you are working and the guest returns, politely ask guest to verify that they are registered to the room. <ol style="list-style-type: none"> 1) Inquire if the guest would like you to return later ■ While working in the guest room, always leave the guest room door open and blocked with your cart. 	<ul style="list-style-type: none"> ■ Knock on the door twice before entering. ■ Announce yourself in a clear, moderate voice before entering room. ■ Do not knock with keys or other objects. ■ All guests greeted with eye contact, a smile and appropriate salutation. ■ Door to guest room must always be open when working inside, cart always blocks access to room entrance door. ■ Linen may <u>never</u> be used for a doormat. ■ Never allow other employees or friends in room unless authorized by the floor supervisor. ■ Only guests whose keycard proves them as the correct occupant are allowed to enter the room.