

Subject: SOP - How to Control The Guest Comments in the Food and Beverage Department		No: FB PP-001 - 6 - 4 - 2021
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### General Overview

- To ensure we are able to control and improve the Review Pro performance for guest comments in the Food and Beverage Department
- To be able to solve/recover the problem when we are having any issues/negative feedback from the guests
- To ensure we exceed the guests expectations

### General Guidance :

- Encourage the team to be able to meet/chat with the guests on a daily basis -especially breakfast time.
- Record all feedback from the guest's regarding their experience (in the room, FB outlets, Hotel facilities)
- Negative feedback is immediately acted upon - apologies to the guest - solve the problem during their stay
- If any amenities are sent to the room follow up is needed with a short courtesy call
- HOD/GM to meet the guest's upon departure to get the feedback on the problem and if the solutions were acceptable
- Record in the guest history folder, so when the guests return to stay with us the same mistake will not be made
- HOD / FB Leader will share to the team all positive feedback and negative feedback in the briefing and remind again when the guest's are returning stay with us
- HOD / FB Leader will give appreciation to the staff who always gets the great comments.
- The leader will provide retraining to staff who cause negative comments and if it happens again after being given training - the FB leader will give a warning both verbally and in writing if that happens more than 3 times