

# Developing & Implementing Standards of Performance

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## Example Standards

**These Standards are designed to be used as a guide only to set your own Standards of Performance. As businesses will differ, they can be adjusted to suit your work practices.**

**Sample Standard of performance:  
Individual Customer Check in**

**Our Standard is:**

All customers are welcomed and registered timely, friendly, and professionally manner, in accordance with business procedures.

**Our Procedure to achieve this is:**

	Steps to achieve our Standard	Actions to achieve our standard during this step:
1	Ensure that all customers are greeted promptly and politely upon arrival	<ul style="list-style-type: none"> <li>• Front Office personnel ensure that the reception desk is never left unattended.</li> <li>• Customers are always warmly welcomed with a smile, good eye contact and an interested facial expression within 30 seconds of arrival.</li> <li>• Front Office personnel acknowledge return customers, where recognised.</li> <li>• Chance customers are dealt with according to business's procedures</li> </ul>
2	Conduct Check-In/ Registration procedures efficiently	<ul style="list-style-type: none"> <li>• Front Office personnel interact in a friendly manner with customers throughout Check-In.</li> <li>• Front Office personnel establish the customer's name and confirm reservation.</li> <li>• Registration forms (or pre-prepared registration forms) are presented and explained to customer, and they are asked to complete.</li> <li>• Completed registration cards are checked for all required details and signature.</li> <li>• Pre-authorisation procedures are explained to customers.</li> <li>• The method of payment is confirmed, and credit card pre-authorisations are made, as appropriate.</li> <li>• Prepared/completed key cards or keys are presented to customer</li> </ul>
3	Explain facilities to customers and offer relevant services	<ul style="list-style-type: none"> <li>• Front office personnel should outline all facilities and services to customers.</li> <li>• Front office person enquires if customer has any individual requests or needs (accessibility needs) e.g., Is there anything else I can help you with?</li> <li>• Dining reservations, services/amenities booking are offered to customers and made as appropriate.</li> <li>• Morning calls and newspapers are offered and recorded.</li> </ul>
4	End check-in/registration in a polite and friendly manner	<ul style="list-style-type: none"> <li>• Front Office personnel ensure that all customer queries are dealt with before ending check-in.</li> </ul>

5	Complete all necessary follow up to check-in/registration	<ul style="list-style-type: none"><li>• Customers are telephoned shortly after check-in, to ensure satisfaction with their room, if appropriate.</li><li>• Agreed dinner reservations, alarm calls and newspaper requests are actioned.</li><li>• All relevant confirmations, vouchers etc. are filed appropriately.</li></ul>
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## Sample Standards of Performance: Menu Planning and Design

### Our Standard is:

An agreed schedule of seasonal Menus is created to match the restaurant's concept, guests' expectations, and business goals. Sourcing and utilizing seasonal produce to ensure consistency of price and quality while maximizing profitability for the business.

### Our Procedure to achieve this is:

	Steps to achieve our Standard	Actions to achieve our standard during this step:
1	Systematic approach is taken to menu planning	<ul style="list-style-type: none"> <li>• Menus are planned in a timely manner, considering financial and customer requirements.</li> <li>• Managers and employees (as appropriate) are involved in the menu planning process.</li> <li>• Kitchen Team members are encouraged to provide menu suggestions.</li> <li>• Kitchen team meetings are held to confirm suggestions and compile the draft menu that will be both profitable and suitable to customer preferences.</li> <li>• F&amp;B Management Team to sign off on draft menu</li> </ul>
2	Address expectations of the customer appropriately; menus are well presented and customer friendly	<ul style="list-style-type: none"> <li>• Demographic profiles of existing and targeted customers are considered.</li> <li>• Menus offer variety and appeal to a broad range of tastes.</li> <li>• Special dietary needs are adequately catered for.</li> <li>• Menu items are nutritious, well-balanced and reflect current healthy eating trends e.g., Locally sourced</li> <li>• Allergens are highlighted and easy to understand.</li> <li>• Menus avoid repetition of ingredients.</li> </ul>
3	Ensure menu planning adequately reflects the concept and style of the restaurant	<ul style="list-style-type: none"> <li>• Menus enhance the projected image of the restaurant and overall concept.</li> <li>• Customer volumes, logistics and style of service are considered</li> </ul>
4	Menu items are tested for quality and cost	<ul style="list-style-type: none"> <li>• A standardized recipe card is produced for each item to be placed on menu.</li> <li>• This item is pre-costed prior to going onto menu to ensure the correct margin is achieved.</li> </ul>

5	Consider production capabilities and purchasing power to obtain quality ingredients	<ul style="list-style-type: none"> <li>• Seasonality and availability of items are considered when planning menus.</li> <li>• Kitchen personnel have the required skills/knowledge to produce dishes confidently and consistently to a high standard.</li> <li>• Kitchen storage and production resources are sufficient.</li> </ul>
6	Ensure that business financial goals are incorporated into the menu planning process	<ul style="list-style-type: none"> <li>• Menus act as a marketing tool for the business, to attract and retain customers.</li> <li>• Effects on food cost and profit margins are addressed.</li> <li>• Potential effects of new menus on average customer spend is explored.</li> <li>• Menus are designed in order to achieve margin and profitability targets.</li> <li>• Menu planning adequately balances innovation and creativity with financial logic.</li> </ul>

**Sample Standard of performance:  
Service of Bottled Beer**

**Our Standard is:**

All bottled beers will be served in a professional and courteous manner, in a clean glass, ensuring the beer and glass are at the correct temperature.

**Our Procedure to achieve this is:**

	Steps to achieve our Standard	Actions to achieve our standard during this step:
1	Ensure that bar service personnel are competent and knowledgeable and adopt a friendly and attentive approach when dealing with customers	<ul style="list-style-type: none"> <li>• Service personnel are knowledgeable about the beverages served in the bar and make recommendations, as appropriate.</li> </ul>
2	Ensure that customers are immediately acknowledged and greeted upon arrival	<ul style="list-style-type: none"> <li>• Customers are welcomed with a smile, good eye contact and an interested facial expression within 30seconds of arrival at the bar counter.</li> <li>• Bar service personnel adopt a pleasant tone of voice when greeting customers</li> </ul>
3	Take orders in a courteous, friendly, and professional manner	<ul style="list-style-type: none"> <li>• Bar service personnel are alert to sales opportunities and adopt a positive approach to selling.</li> <li>• Drink orders are taken correctly and re-checked for accuracy with the customer.</li> <li>• Customers are offered to take a seat (if appropriate)</li> </ul>
4	Prepare bottled beers efficiently	<ul style="list-style-type: none"> <li>• Bar service personnel are trained and competent in the procedures for serving bottled beers.</li> <li>• Bar service personnel ensure that the correct glass is used which is clean, free from cracks/chips and of the correct temperature.</li> <li>• Bar service personnel ensure that the glass is handled correctly</li> <li>• Bar service personnel pour bottled beers without overflowing, whilst facing customer, following the correct procedure.</li> </ul>

5	Present bottled beers professionally to the customer	<ul style="list-style-type: none"><li>• Bar service personnel present the beer to the customer at the counter, using a coaster, or carry the drink to the table using a clean tray.</li><li>• Bar service personnel ensure that the glass is handled correctly.</li><li>• Customers are checked for satisfaction</li></ul>
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**Sample Standard of performance:  
Care and Use of Accommodation Trolleys**

**Our Standard is:**

Accommodation Trolleys will be maintained and used in a safe, hygienic and efficient manner at all times.

**Our Procedure to achieve this is:**

	Steps to achieve our Standard	Actions to achieve our standard during this step:
1	Accommodation trolleys are used with due care and attention	<ul style="list-style-type: none"> <li>Accommodation personnel ensure all safety procedures are followed when storing, stocking, and using accommodation trolleys</li> </ul>
2	Accommodation trolleys are clean and tidy	<ul style="list-style-type: none"> <li>Accommodation personnel ensure that trolleys are cleaned daily, and shelves, containers, linen bags and wheels are free from dirt.</li> <li>All caddies and other holding utensils are cleaned and washed daily, prior to restocking</li> </ul>
3	Trolleys are presented and maintained in a proper and hygienic fashion	<ul style="list-style-type: none"> <li>Accommodation personnel ensure all necessary items are fully stocked each morning.</li> <li>Wastage and misuse of items is controlled.</li> <li>Accommodation personnel maintain presentation and cleanliness of trolleys throughout shift</li> </ul>
4	Trolleys on corridors are positioned in a safe and considerate manner	<ul style="list-style-type: none"> <li>Accommodation personnel ensure that trolleys are positioned on corridor in a manner which will not obstruct or inconvenience guests.</li> <li>Trolleys do not at any time impede emergency access or fire points.</li> <li>Accommodation personnel do not overload trolleys, which could impede view when moving.</li> </ul>
5	Trolleys are stored safely and securely when not in use	<ul style="list-style-type: none"> <li>Accommodation personnel clean and re-stock trolleys at end of shift.</li> <li>Trolleys are stored neatly in designated areas.</li> </ul>

**Sample Standards of performance:  
Greeting and Seating**

**Our Standard is:**

All customers are greeted in a timely and friendly manner, then seated in a professional and polite way.

**Our Procedure to achieve this is:**

	Steps to achieve our Standard	Actions to achieve our standard during this step:
1	Acknowledge and greet customers as soon as they arrive, with a smile	<ul style="list-style-type: none"> <li>All customers will be welcomed within one minute of arrival</li> <li>All employees' welcome customers with a smile, good eye contact and an interested facial expression</li> <li>Employees use the correct greeting</li> <li>Customers are addressed by their names (if known) try not to use gender specific pronouns.</li> <li>Use a correct salutation e.g., good morning, good afternoon, good evening, and welcome to----- my name is ----</li> </ul>
2	Check booking	<ul style="list-style-type: none"> <li>Enquire if there is a booking and what name it is booked under.</li> <li>If no booking, check availability.</li> <li>If no availability apologises and ask if customers, would they like to come back later if there is availability or make an alternative booking.</li> </ul>
3	Offer to take coats	<ul style="list-style-type: none"> <li>Coats are treated with care and stored safely &amp; securely</li> </ul>
4	Lead customers to the table and ensure they are happy with table allocated	<ul style="list-style-type: none"> <li>Walk slightly in front of the guest leading them to their table.</li> <li>Ask if table chosen is suitable.</li> </ul>
5	Seat customers, present menus and drinks list	<ul style="list-style-type: none"> <li>Chairs are withdrawn to allow guest to sit easily</li> <li>Clean menus are opened and presented to each guest and informed of any specials or "off" dishes</li> <li>Clean wine list is presented to the host and offer of assistance is made with selecting wines, if required</li> <li>Any wines unavailable are explained</li> </ul>

6	Offer to take a drink/water order	<ul style="list-style-type: none"><li>• Ask if any pre-dining drinks are required before leaving table</li><li>• Water is offered and served to customers</li></ul>
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**Sample Standard of Performance:  
Entering A Room & Greeting A Guest**

**Our Standard is:**

When entering an occupied bedroom, all guests are acknowledged and greeted in a friendly and timely manner, using correct greeting procedure.

**Our Procedure to achieve this is:**

	Steps to achieve our Standard	Actions to achieve our standard during this step:
1	Alert guest prior to entering room	<ul style="list-style-type: none"> <li>• Knock 3 times on the bedroom door loud enough for guest to hear and stating your department. e.g., accommodation / room service</li> <li>• Wait for a response for 5 seconds after knocking</li> <li>• If no response repeat knocking again wait another 5 seconds for response.</li> <li>• Again, if no response, wait 5 seconds knock 3 times before opening and entering, stating your department name.</li> </ul>
2	Greet guest	<ul style="list-style-type: none"> <li>• If guest is inside the bedroom, again identify yourself, using department name.</li> <li>• Greet guest, using appropriate salutation e.g., good morning /good afternoon. good evening.</li> <li>• Use Title and surname, stated in printed guest list,</li> <li>• If title is not printed on room list do not use gender specific pronouns. Use a correct salutation. E.g., good evening “I’m Nicola from accommodation department, I am just checking if you need fresh towels or toiletries”</li> </ul>
3	Seek Guest approval to carry out duties	<ul style="list-style-type: none"> <li>• Politely ask guest if it is ok to carry out duties or would they prefer you to come back later.</li> <li>• If guest requests, you to come back later ask a time that would suite.</li> <li>• If guest states that it is ok, carry out duties with minimum disturbance.</li> </ul>