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SOP - Green & Yellow Card

Purpose

To ensure inappropriate guest behaviour is managed respectfully and consistently, protecting staff, guests, and the atmosphere of the venue.

Scope

Applies to all staff and managers, covering early intervention (Green Card) through to formal warnings and escalations (Yellow Card).

Green Card Procedure – Proactive Communication & Early Intervention

The Green Card represents a soft, pre-warning phase. It's designed to de-escalate situations early through empathetic communication and a calm presence - aligning with our values of hospitality and mutual respect. **The Green Card is not a physical card** but a procedure for the Team how to approach guests before a Yellow Card is considered.



Key note:

For all following scenarios, staff should observe guest's behaviour and discreetly communicate with the shift manager. It is the manager's responsibility to step in, take over the conversation and take action when needed.

1. Early detection

- All staff are encouraged and empowered to identify early signs of inappropriate behaviour



Key observations:

- Inappropriate jokes that caused visible discomfort among guests and team members
 - Displayed signs of excessive alcohol consumption, slurred speech, aggressive tone, unsteady movement, unfocused eyes
 - Received noise complaints from neighbouring tables due to disruptive behaviour
- Assess guests upon arrival: If individuals or groups appear overly intoxicated, a decision could be

made to decline them at the entry

- Remember to treat each case individually. If it is one individual out of bigger group misbehaving, the action should apply to whoever necessary
- Identify and assign 1 person the role of table captain/point of contact during the evening (maybe for all bigger groups, but specifically the ones that have challenging behaviour/energy from the starts)



Suggested approach:

Best case:

Offer them water immediately. And by *offer*, we mean actually bringing water to the table and encouraging them to start with that while they wait for their food and drinks.

Worst case - Shift Manager steps in:

"I'm sorry, but it seems you've had a bit too much to drink. For your safety and the comfort of our other guests, we won't be able to accommodate you for your booking tonight. We'd be happy to welcome you back another time."

2. Gentle intervention

- The assigned server should approach the guest or group with empathy



Keynote:

If staff feels unsafe at any point, they should step away and call the manager

- No accusations - the goal is to express concern and remind guests of expectations in a respectful way



Suggested approach

Start with approaching the table as usual. "Hi there, just checking in - is everything good this evening?"

Point out the issue: "We love that you're having fun, but just a quick reminder to keep it respectful for everyone around you."

3. Friendly reminder of House Rules

- Subtly and kindly reinforce key rules based on the situation



Suggested approach:

"Just a heads-up, we try to keep the volume down so everyone can enjoy their night."

"We'd appreciate it if you could refrain from [specific behaviour], to keep the space enjoyable for everyone in the restaurant."

4. Managerial Follow-Up

- If behaviour persists after the initial soft intervention the manager should step in with a firmer, but still respectful tone.



Suggested approach:

Communicate with the responsible individual in the group, or address the entire group, depending on whether the situation applies to an individual or a group to highlight the need for a change in behaviour.

If one person is too intoxicated, ask the group to take care of the individual. Make one person responsible/answerable for them.

"We've received some feedback that things at this table are making others uncomfortable."

"We want to avoid things escalating - can I ask you to help us with that?"



Keynote:

This phase is not about consequences but about reminding everyone of mutual expectations and protecting the space for all guests and team members.



Yellow Card Procedure – Formal Warning & Intervention

If the Green Card approach does not resolve the issue, we move into the formal Yellow Card protocol

YOU HAVE RECEIVED THE YELLOW CARD

This serves as a reminder to adhere to our code of conduct.

We have zero tolerance for any faulty behaviour towards guests or our team. We condemn racism, sexism, and any other type of harassment and discrimination

Failure to improve behavior after receiving this warning will result in dismissal from the premises.

We are committed to maintaining a safe and welcoming environment for everyone, and we really appreciate your understanding and cooperation in being part of that.

CHOW CO.



Keynote:

All actions with a Yellow Card need to be approved and/or handled by the Shift

Manager.

1. Present the Yellow Card

- A formal warning - delivered calmly and professionally



Suggested approach:

Clarify the reason for receiving the Yellow Card.

" We would like all our guests and staff to feel safe and welcomed. Your behaviour (mention specific behaviour) does not align with our code of conduct and makes other people feel uncomfortable. We would really appreciate your cooperation in this situation."

2. If the behaviour persists

- Ask guests to settle their bill and leave

3. If they refuse to pay

- If they are a walk-in and refuse to pay ask for their name, phone number and email address
- Politely ask them to leave regardless
- HQ will follow up the next weekday regarding payment

4. If they refuse to leave or do not want to provide their contact information

- Contact the police for assistance

5. Log the Yellow card incident

- Note date, reservation name, behaviour, action taken in the Daily Status
- Notify your Manager and provide a brief summary of the situation



Keynote:

These steps align with our right to refuse service and our duty to protect the safety of staff and guests, in accordance with local hospitality regulations