

ALEPH HOSPITALITY

The SOP Engine

One library. One method. Yours.



DEEP HOSPITALITY

4 AUGUST 2026

One library. One method. Yours.

INPUTS

The standard, as issued

EQU 004 · V1.01, AS YOU
ISSUED IT

Guest feedback

PUBLIC REVIEWS · MICHLIFEN
EXTRACT

The quality assessments

READ BY THE ENGINE ·
OWNER-SENSITIVE, NOT
OPENED HERE

Positioning & vision

M&M VISION AND
POSITIONING

International luxury standards

THE BENCHMARK THE ENGINE
WORKS TO

THE RUN

1

Read

Every input,
before anything is
produced

2

Gap readout

What is missing,
what is sound,
what the
evidence says

3 · THE
GATE

Rewrite

The original,
marked up: every
edit and
comment live. A
person accepts,
edits or rejects.
Click to walk it

4

Finalise

Automatic:
accept · strip ·
clean · English ·
French · register ·
PDF

5

Assets

Chosen one at a
time, built from
the approved
standard

OUTPUTS

The standard, renewed: EN
& FR

The living gap register

Checklists · trainers · audits

The film brief

The record of why

ONE HUMAN GATE, AND ONLY ONE: EVERYTHING BEFORE IT IS ANALYSIS,
EVERYTHING AFTER IT IS MECHANICAL

The library

The evidence

End to end

The outputs

Fewer, better

The maths

Step 2: architecture

The charter

Next steps



INPUT · THE LIBRARY, AS YOU SENT IT

785

files

268

procedures

2

properties

60

without an English master

Rooms

Rooms Division – English and French · 690 files

F&B SOP'S & Manual

Food and Beverage – manual and SOPs · 102 files

Aleph SPA SOP's

Spa – English and French · 108 files

Food Health & Safety

Food Health and Safety – manual, checklists, waivers · 71 files

M&M Property and Marketing Info

Property identity – positioning, vision, marketing · 5 files

3.1 Hotel en preouverture.docx

3.1 Hotel en preouverture.pdf

3.1 Revenue Management Check-list – Pre-opening Hotel.docx

3.1 Revenue Management Check-list – Pre-opening Hotel.pdf

3.2 Reprise d'un hotel existant.docx

3.2 Reprise d'un hotel existant.pdf

3.2 Revenue management check list – Existing hotel takeover.docx

3.2 Revenue management check list – Existing hotel takeover.pdf

3.3 Liste de controle de la gestion des revenus.docx

... and 681 more, exactly where you keep them

Uploaded by Fiona Stewart and Annette van Hout, 19–22 July · audit copy, untouched

STAGE 2 · THE EVIDENCE DECIDES WHERE TO START

Counted, weighed, chosen

PROCEDURE	BRAND FIT M1	BRAND FIT M2	INTL BENCHMARK	QUALITY M1	QUALITY M2	GUEST VOICE M1	GUEST VOICE M2	RUN
FO 005 · Guests Check In	Not met	Not met	Partial	Not met	Not met	Not met	Not met	Complete: two property variants
EQU 004 · Guest without Reservation	Not met	Not met	Partial	Not met	Partial	Not met	Partial	Complete: EN & FR
FO 006 · Guests Check Out	Queued							
SPA 003 · Warm Welcome & Farewell	Queued							

Coherence: before a procedure runs, the engine reads its section and flags overlap, retirement candidates and orphans. It flags; Aleph decides.

WHY THIS STANDARD MOVED

“The check-in took twenty-three
minutes.”

“No one welcomed us to the hotel or
helped with the luggage.”

Guest feedback and the quality assessments. Evidence travels; attribution never does.

STAGES 3 & 4 · ONE DOCUMENT, END TO END

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:
---------------------------------	--------------------------------	--------------------------------

Issued: v1.01

[EQU 004 Handling Guest without Reservation.docx](#)

Marked up: every change trailing its cause

[_SOP2_EQU004_WalkIn_v02.docx](#) · 341 tracked changes · 16 comments · open in Word

[the comment schedule: the record of why](#) · open

Finalised: clean English, v2.00

[_EQU004_WalkIn_DEMO_v2.00.docx](#) · open

The same standard, in French

[_EQU004_SansReservation_FR_DEMO_v2.00.docx](#) · open

CLICK THE PAGE AT ANY STATE TO OPEN THAT FILE

Until a person approves, the engine stamps its own output DEMONSTRATION: not approved, not in force. It refuses authority it has not been given.

The asset set, as built

SOP 2.00: English · [click to open](#)

SOP 2.00: French · [click to open](#)

Duty-manager checklist · click to open

Task trainer - click to open

Group trainer · click to open

Internal audit · click to open

Film brief · click to open, any tool makes the film

WHAT THE ENGINE LEARNS ABOUT THE LIBRARY

Fewer, better

The gap register: living, per standard

Every run produces one: stable gap identifiers, graded evidence, a status per gap, an append-only log. The engine reads it on the next pass, so a second run drafts only against what is open.

[EQU 004 register](#) · 15 gaps · open it

Consolidation: the library returns smaller

The EQU 004 run flagged **EQU 010: If No Table in Railing Side for Reservation** and **EQU 014: Transferring a Guest to Another Restaurant** as candidates. Three standards, one moment: a guest facing a table that is not available, without a booking, with one, and the walk that follows.

Merging is a library decision — Aleph's to take, whenever it chooses. The register keeps the case ready.

Best practice: running 268 well

Advisory, beside the engine: retirement and numbering discipline, translation policy, the single-document rule, review rhythm. This is how a library this size stays alive after handover.

[The Best Practice Note](#) · open it

268 procedures went in. The working assumption is that fewer come back, consolidated, retired or absorbed, and every disappearance is recorded, reasoned and reversible.

THE MATHS

6

WORKING DAYS

To build the engine, test it, and take
the first two standards end to end

1.3

MINUTES

To redraft one standard, in English.
Machine time, before any person
reads it

268

SOPS

In the library you sent us

OPTIONAL · A LATER STEP · NOT IN FORCE

Step 2: the architecture, if you choose it

Step 1 keeps your template untouched. Step 2 would restructure the document itself, taken once, at a category boundary, by your decision.

Today: the Aleph template

Header block · Purpose · Definition & Scope · Policy ·
Service Standards · Property Parameters · Compliance.

Recognisable, additive, approvable without any
judgement about design.

The option: a working architecture

Purpose & scope · The standard, stepped · Verbiage ·
Measured standards · Contingencies · Parameters ·
Empowerment · Training hooks · Audit hooks · Version
record.

One illustrated specimen exists, in brand VI, marked
ILLUSTRATION: NOT IN FORCE.

The specimen, in brand VI: EQU 004 · open the PDF
the option paper · open it

THE CHARTER · AGREED 25 JULY 2026

“A repeatable, AI-driven
method: demonstrated, then
handed over.”

[Open the live charter](#)

WHAT YOU ARE HANDED

Everything, ready to hand over.

01

How to Start

One page for the person who runs it. The setup she does once, the sentence she types, the two documents she reads, and three rules. Nothing else.

[OPEN THE PAGE ↗](#)

02

Operator training

Fourteen slides to bring her, and whoever she trains, from never having used this to running it. Also supplied as PowerPoint for Aleph to adapt.

[OPEN THE DECK ↗](#)

03

The engine itself

One folder. The rules, the inputs, three worked standards end to end, and the tools. It runs without us, and the folder says so on its face.

[137 FILES · RELEASED TO THE NAMED OPERATOR](#)

She needs one of these on day one. The other two are waiting when she wants them.



DEEP HOSPITALITY

THE ONE THING LEFT

Someone has to ask it.

The engine is built, tested, and yours. It waits for a person to open it and type that first line.



DEEP HOSPITALITY