

SOP Template: Display and Arrangement of Glassware and Menus

This SOP details the **display and arrangement of glassware and menus**, including proper placement techniques, aesthetic alignment, cleanliness standards, and organizational procedures. The objective is to enhance guest experience by ensuring that glassware and menus are presented in an attractive, accessible, and hygienic manner, reflecting the establishment's quality and professionalism.

1. Scope

This SOP applies to all front-of-house staff responsible for table setting, buffet arrangement, or other guest-facing display areas within the establishment.

2. Responsibilities

- Waitstaff: Set and maintain the arrangement as per guidelines.
- Supervisors: Monitor adherence to SOP and provide feedback.
- Cleaning staff: Ensure glassware and menus are clean before display.

3. Procedure

3.1 Glassware Display and Arrangement

- **Selection:** Use only undamaged, spotless, and polished glassware.
- **Placement:**
 - Align glasses 1-2 cm above the tip of the knife, following the order of use (water, then wine).
 - Space glasses evenly, with sufficient room for guests' comfort.
 - For bars/buffet, group similar glassware types and use display stands if available.
- **Aesthetic Alignment:**
 - Ensure all glasses face the same direction and are upright.
 - Uniform spacing and alignment should be performed before service.
- **Cleanliness:**
 - Inspect each glass for smudges, spots, or fingerprints prior to setting.
 - Use a lint-free cloth for final polish before display.

3.2 Menu Display and Arrangement

- **Condition:** Menus must be clean, presentable, and free of stains or tears.
- **Placement:**
 - Place menus to the right of the cover setting or handed directly to each guest upon seating.
 - On buffet or reception, display menus upright in branded holders, ensuring they are visible and easily accessible.
- **Aesthetic Presentation:**
 - Menu holders and stands should be free of dust and aligned uniformly.
 - Replace damaged or outdated menus immediately.

4. Organizational & Hygiene Standards

- Wash hands or use gloves when handling glassware and menus.
- Store clean glassware upside down in dust-free areas until needed for service.
- Menus should be sanitized regularly, especially after each guest use.
- Maintain a daily checklist to monitor glassware and menu condition before each service period.

5. Quality Control & Records

- Supervisors must complete visual checks before service.
- Record incidents of chipped glassware or soiled menus for corrective action.
- Retrain staff as needed based on trends from incident records.

6. References

- Company Hygiene Guidelines and Manual

- Table Setting Diagram (see Appendix if applicable)

7. Revision History

Version	Date	Author	Details
1.0	2024-06-01	Admin	Initial SOP release