

SOP Template: Issuing and Requisition Processes for Kitchen and Service Staff

This SOP details the **issuing and requisition processes for kitchen and service staff**, covering the procedures for requesting, approving, and distributing kitchen supplies and service materials. It ensures efficient inventory management, timely replenishment of stock, accurate record-keeping, and accountability. This process helps maintain smooth kitchen operations, minimizes waste, and supports optimal service delivery by streamlining communication between kitchen, service teams, and inventory control.

1. Purpose

To establish a standardized procedure for requisition and issuing of kitchen supplies and service materials to ensure efficient inventory management and support operational excellence.

2. Scope

This SOP applies to all kitchen and service staff involved in the requisition, approval, and receipt of supplies in the food & beverage department.

3. Responsibilities

- **Kitchen/Service Staff:** Initiate requisition requests and collect issued items.
- **Supervisors/Chefs:** Review and approve or deny requisition forms based on requirements and budget.
- **Inventory/Storekeeper:** Issue approved supplies, update inventory records, and maintain accountability.
- **F&B Manager:** Oversee the process and ensure policy compliance.

4. Procedure

- 1. Identification of Requirement**
 - Staff identifies needed supplies or materials based on menu plans, events, or stock levels.
- 2. Requisition Form Submission**
 - Complete a standardized requisition form detailing items, quantities, and intended use.
 - Submit the form to the immediate supervisor for review.
- 3. Approval Process**
 - Supervisor/chef reviews the request for accuracy, necessity, and cost control considerations.
 - Approved forms are signed and forwarded to inventory control.
 - Denied requests should be returned with the reason for rejection.
- 4. Issuing of Supplies**
 - Storekeeper receives the approved requisition form.
 - Items are collected from storeroom as per the approved quantities.
 - Staff receiving the supplies signs the issue log/form as confirmation.
- 5. Record Keeping**
 - Storekeeper updates inventory records and files requisition and issue forms.
 - Regular inventory audits are conducted to verify stock levels and usage.
- 6. Follow Up & Feedback**
 - Any discrepancies or unavailable stock must be immediately communicated to the requesting department and supervisor.

5. Documentation

| Document | Description | Retention Period |
|------------------|--|------------------|
| Requisition Form | Request for kitchen/service supplies, itemized and approved | 1 year |
| Issue Log | Record of items issued to staff, with acknowledgment signature | 1 year |

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|------------------|---|---------|
| Inventory Record | Stock balance tracking after each issue/replenishment | Ongoing |
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6. Controls and Compliance

- Only authorized personnel may approve and issue supplies.
- Regular audits and spot checks to verify compliance with procedures.
- Discrepancies and non-compliance must be reported to the F&B Manager for investigation.

7. Review and Revision

This SOP will be reviewed annually or as required when operational changes occur. All updates and revisions must be documented and communicated to all relevant staff.