Standard Operating Procedure (SOP)
Catering Arrangement & Food Safety Protocols

This SOP details the **catering arrangement and food safety protocols**, covering the planning and coordination of catering services, hygienic food preparation and handling practices, temperature control and storage requirements, allergen management, sanitation and cleaning procedures, staff training and personal hygiene, delivery and service guidelines, waste disposal, and compliance with health regulations. The objective is to ensure the provision of safe, high-quality food while minimizing the risk of foodborne illness and ensuring customer satisfaction.

1. Scope

This SOP applies to all catering functions organized by the company, including in-house and outsourced services, from planning to food service and post-event clean up.

2. Responsibilities

- **Catering Manager:** Oversees the entire process and ensures compliance.
- **Staff:** Follow protocols for safe food handling, preparation, and service.
- **Vendors:** Adhere to set food safety standards and contractual requirements.

3. Catering Arrangement Procedures

1. **Planning & Coordination**
   - Confirm event details (date, location, headcount, dietary needs).
   - Select approved vendors and review licenses and food safety certifications.
   - Determine menu and special requirements (allergens, vegetarian/vegan, halal/kosher, etc.).
2. **Vendor & Supplier Management**
   - Maintain a list of approved suppliers with up-to-date health certifications.
   - Conduct periodic audits or evaluations.

4. Food Safety Protocols

Area	Protocol
Food Preparation & Handling	- Wash hands before and after handling food. - Sanitize all equipment and surfaces. - Separate raw and cooked foods to prevent cross-contamination.
Temperature Control & Storage	- Store perishable food at or below 4°C (39°F). - Hot foods held at ≥ 60°C (140°F); cold foods ≤ 5°C (41°F). - Use proper containers with lids, label with date/time.
Allergen Management	- Identify and label all allergens clearly. - Train staff on allergen awareness and emergency procedures. - Prevent cross-contact using dedicated utensils and prep areas.
Sanitation & Cleaning	- Clean and sanitize work areas before, during, and after food prep. - Empty trash frequently and dispose of wastes properly. - Document cleaning schedules and responsibilities.
Staff Training & Personal Hygiene	- Provide regular food safety and hygiene training. - Staff must wear clean uniforms, gloves, and hairnets as required. - Report signs of illness to the Catering Manager and exclude unwell staff from food handling.

5. Delivery & Service Guidelines

- Transport food in insulated, food-safe containers maintaining required temperatures.

- Verify food temperature on delivery and at service points.
- Set up serving stations to minimize crowding and allow hygienic self-service or staff service.
- Display allergen and ingredient information at service points.

6. Waste Disposal

- Dispose of food waste promptly in covered bins.
- Follow local regulations for recycling and hazardous waste if applicable.
- Clean waste bins daily; wash and sanitize after each use.

7. Compliance

- Comply with all applicable local, state, and federal food safety regulations.
- Maintain documentation (licenses, training records, inspection reports) for audit purposes.
- Conduct regular self-inspections and address non-compliance immediately.

8. Review & Update

- Review this SOP at least annually or after any food safety incident.
- Revise protocols as required based on regulatory changes or audit findings.

Appendix: Quick Reference Checklist

- [ ] Event details confirmed
- [ ] Vendors approved and documents up to date
- [ ] Staff trained and briefed
- [ ] Food storage and temperature monitored
- [ ] Allergens identified and labeled
- [ ] Sanitation schedule followed
- [ ] Waste disposed correctly
- [ ] Compliance documents filed