

# SOP: Order Preparation Coordination with Kitchen Staff

This SOP details the **order preparation coordination with kitchen staff**, emphasizing effective communication, timely order processing, accurate item assembly, quality checks before dispatch, and synchronization between front-of-house and kitchen teams. The goal is to ensure that customer orders are prepared efficiently, accurately, and delivered promptly, enhancing overall dining experience and operational workflow.

## 1. Purpose

To establish standardized procedures for seamless order coordination between front-of-house staff and kitchen staff, ensuring timely and accurate order fulfillment.

## 2. Scope

This SOP applies to all kitchen and front-of-house staff involved in the processing, assembly, and delivery of customer orders within the restaurant.

## 3. Responsibilities

Role	Responsibility
Front-of-House (FOH) Staff	Taking orders, communicating with kitchen, updating customers, collecting finished orders.
Kitchen Staff	Receiving orders, preparing items, assembling orders, notifying FOH when ready, ensuring quality.
Manager/Supervisor	Overseeing process, resolving issues, monitoring communications, ensuring compliance with SOP.

## 4. Procedure

- Order Placement**
  - Customer places order with FOH staff or via POS system.
  - FOH staff confirms order details and enters it into the system accurately.
- Order Transmission**
  - Orders are promptly relayed to the kitchen via POS, order tickets, or verbal communication as per setup.
  - Clarifications are communicated immediately to avoid errors.
- Order Preparation**
  - Kitchen staff begins preparation in the sequence received unless prioritized by manager/special requests.
  - Maintain clear stations and follow food safety protocols.
- Order Assembly and Quality Checks**
  - Items are assembled according to order ticket, double-checking for accuracy.
  - Orders undergo quality check (appearance, temperature, completeness).
- Readiness Notification**
  - Kitchen notifies FOH staff when order is ready for pick-up or delivery.
  - FOH staff collects and delivers order to customer promptly.
- Issue Resolution**
  - Report and resolve discrepancies or delays immediately via manager or supervisor.
  - Communicate any substitution or adjustments to customer before dispatch.

## 5. Communication Protocols

- Utilize standard terminology, gestures, and systems for order updates between FOH and kitchen teams.
- Maintain a clear log for special requests or dietary restrictions.
- Regular briefings/debriefings to reinforce teamwork and address recurring issues.

## 6. Documentation

- All orders and modifications must be recorded in the system or on written tickets.
- Maintain logs for quality checks and incident reporting.

## **7. Review & Improvement**

- SOP to be reviewed bi-annually or as needed.
- Feedback from staff and customers to be integrated into process improvements.

## **8. References**

- Food safety guidelines
- Company communication policy