

SOP Template: Beverage and Food Service Sequence

This SOP details the **beverage and food service sequence**, covering essential steps such as order taking, food preparation, beverage pouring, timely serving, customer interaction, and post-service cleanup. The procedure ensures a smooth and efficient workflow to enhance customer satisfaction, maintain hygiene standards, and promote consistency in service delivery across all dining areas.

1. Preparation

- Ensure that the dining area is clean and set up according to service standards.
- Check all glassware, cutlery, crockery, and service tools for cleanliness and readiness.
- Stock beverage stations and ensure availability of menus.
- Ensure staff are presentable and adhere to uniform and hygiene requirements.

2. Greeting and Seating Guests

- Welcome guests warmly within 30 seconds of arrival.
- Assist guests to their tables and present menus promptly.
- Introduce yourself and explain any specials or promotions.

3. Beverage and Food Order Taking

- Offer beverages (water, soft drinks, cocktails, wine, etc.) and take orders efficiently.
- Use order pads or POS system to ensure accuracy.
- Clarify any dietary preferences or restrictions.
- Repeat orders for confirmation before leaving the table.

4. Beverage Preparation and Service

- Prepare beverages according to standardized recipes and portion controls.
- Serve beverages promptly, placing drinks on the right side of the guest.
- Offer wine service as per established procedures (presentation, tasting, pouring).
- Refill glasses and offer more beverages throughout the meal.

5. Food Preparation and Serving

- Submit food orders to the kitchen promptly via POS or written tickets.
- Coordinate with kitchen staff for special requests or dietary needs.
- Serve food from the right side unless otherwise specified for cuisine or setting.
- Check presentation and temperature of dishes before serving.
- Confirm dish placement and serve ladies first, then gentlemen and host.

6. Service Monitoring and Guest Interaction

- Check back with guests within 2 minutes or 2 bites after food is served.
- Respond to additional requests promptly and courteously.
- Maintain attentive service without being intrusive.
- Anticipate guest needs such as refills, condiments, or extra settings.

7. Clearing and Post-Service Procedures

- Clear empty plates and glasses promptly, starting with finished courses.
- Offer desserts and after-dinner beverages.
- Present the bill discreetly and process payments efficiently.
- Thank guests for their visit and invite them to return.
- Reset tables and ensure the area is clean and ready for the next guests.

8. Hygiene and Safety Standards

- Sanitize hands between each table service.
- Follow all local health and safety regulations.
- Handle food and beverages with care to avoid contamination.
- Dispose of waste and clean surfaces after each service session.

9. Documentation and Compliance

- Record any incidents or guest feedback for continuous improvement.
- Ensure compliance with company standards and procedures at all times.