

SOP: Labeling and Bagging Instructions for Takeout Orders

This SOP provides detailed **labeling and bagging instructions for takeout orders** to ensure accuracy, hygiene, and customer satisfaction. It covers the proper labeling of food items with order details, dietary information, and special instructions, as well as the correct methods for securely bagging orders to maintain food integrity and temperature. The procedure aims to streamline the takeout process, minimize errors, and enhance the overall customer experience.

1. Purpose

To outline standardized procedures for labeling and bagging takeout orders, ensuring correct items reach customers in optimal condition.

2. Scope

This procedure applies to all staff involved in preparing, packaging, and dispatching takeout orders.

3. Responsibilities

- **Kitchen Staff:** Ensure correct item preparation and labeling before handing off for packing.
- **Front-of-House/Packing Staff:** Ensure accurate labeling, secure bagging, and order verification before handoff to customers or delivery personnel.

4. Procedure

4.1 Labeling Instructions

1. Verify each food item against the order receipt.
2. Label each item clearly with:
 - **Customer Name**
 - **Order Number**
 - **Item Name**
 - **Dietary Information** (e.g., vegetarian, gluten-free)
 - **Special Instructions** (e.g., no onions, extra sauce)
3. Use restaurant-approved labels or stickers. Handwriting must be legible if not printed.
4. For multiple identical items, reference placement or additional details to avoid confusion (e.g., Burger 1: no cheese, Burger 2: extra pickles).

4.2 Bagging Instructions

1. Ensure all labeled items in the order are accounted for.
2. Pack hot and cold items separately whenever possible to maintain temperature integrity.
3. Place heavier items at the bottom and lighter, fragile items (like salads or desserts) on top.
4. Include necessary condiments, utensils, and napkins as per the order requirements.
5. Use sturdy, clean bags appropriate for item size and weight.
6. Seal bags securely using tape, staples, or restaurant-approved seals to prevent tampering and spillage.
7. Affix an external label or order receipt on the bag, showing:
 - Customer Name
 - Order Number

- Pickup/Delivery Time
- 8. Conduct a final check for order completeness and accuracy before handoff.

5. Hygiene & Safety

- Staff must wash hands and wear gloves when handling food and packaging materials.
- Work surfaces must be sanitized before packing begins.
- All packaging materials should be clean and food-safe.

6. Documentation

- Keep a log of packed orders including date, time, and staff initials.
- Note and address any discrepancies or customer feedback related to takeout order packaging.

7. Review & Updates

This SOP should be reviewed quarterly and updated as necessary based on feedback and operational changes.