

SOP Template: Food and Beverage Service Standards

This SOP defines the **food and beverage service standards** to ensure consistent quality, hygiene, and customer satisfaction. It covers service protocols, presentation guidelines, order taking and delivery procedures, hygiene and sanitation practices, handling customer inquiries and complaints, and compliance with health and safety regulations. The goal is to enhance the dining experience through professional, efficient, and courteous service across all food and beverage outlets.

1. Service Protocols

- All staff must be in complete, clean, and pressed uniform with name badges visible.
- Greet guests within 30 seconds of arrival with a warm and courteous welcome.
- Escort guests to their table and present menus promptly.
- Be attentive but not intrusive during guest interactions.
- Ensure all guest requests are handled promptly and professionally.

2. Food and Beverage Presentation Guidelines

- All food and beverages must be presented attractively and according to established plating and garnishing standards.
- Serve hot foods hot and cold foods cold.
- Check cutlery, glassware, and crockery for cleanliness and positioning before serving.
- Ensure beverage glasses are clean, polished, and free from chips or cracks.

3. Order Taking and Delivery Procedures

- Be knowledgeable about the menu, including ingredients, preparation methods, and allergens.
- Take orders accurately, repeat orders back to guest for confirmation.
- Enter orders promptly into the POS system.
- Serve dishes and beverages in the correct order (e.g., appetizers before main courses; ladies served first if culturally appropriate).
- Check back within 2 minutes of food delivery to ensure guest satisfaction.

4. Hygiene and Sanitation Practices

- Wash hands thoroughly and regularly, especially after handling waste or cleaning surfaces.
- Keep service areas, tables, and floors clean at all times.
- Follow all local and organizational guidelines on food safety and personal hygiene.
- Sanitize high-touch surfaces frequently.

5. Handling Customer Inquiries and Complaints

- Listen attentively and acknowledge guest concerns or complaints.
- Respond politely, apologize for any inconvenience, and take immediate action to resolve the issue.
- Escalate unresolved issues to a supervisor or manager.
- Thank the guest for their feedback and follow up to ensure satisfaction.

6. Compliance with Health and Safety Regulations

- Comply with all health, safety, and sanitation regulations as per local authority and company policies.
- Participate in ongoing training regarding food hygiene and customer safety.

- Report accidents, spillages, or hazards immediately to the appropriate personnel.

7. Documentation and Record Keeping

- Log all complaints, incidents, and actions taken in the service report book.
- Maintain checklists for daily cleaning and maintenance tasks.
- Keep records of staff training and certifications up to date.

8. Review and Continuous Improvement

- Regularly review service standards and update SOP as necessary.
- Encourage staff feedback and suggestions for improving service quality.
- Monitor customer feedback and adjust procedures to enhance guest satisfaction.

Approved by: _____ **Date:** _____

Next Review Date: _____