

Standard Operating Procedure (SOP): Order Entry and Communication with Kitchen Staff

This SOP details the process of **order entry and communication with kitchen staff**, covering steps for accurately recording customer orders, verifying order details, transmitting orders promptly to the kitchen, and ensuring clear communication between front-of-house and kitchen teams. The goal is to streamline order processing, minimize errors, and enhance collaboration for timely and efficient food preparation and service.

1. Purpose

To outline standardized procedures for order entry and communication between front-of-house (FOH) staff and kitchen staff, reducing errors and optimizing kitchen workflow.

2. Scope

This SOP applies to all FOH staff (servers, hosts) and kitchen staff involved in customer order processing and meal preparation.

3. Responsibilities

- **FOH Staff:** Take and enter orders accurately, verify details, and communicate promptly with the kitchen.
- **Kitchen Staff:** Receive, acknowledge, and clarify any order details as needed.
- **Supervisors/Managers:** Oversee order flow and resolve communication or operational issues.

4. Procedure

1. **Order Taking:**
 - Greet customer and clearly confirm their menu selections, dietary restrictions, and preferences.
 - Repeat order back to customer for confirmation.
2. **Order Entry:**
 - Enter order details immediately into the POS system or approved order pad.
 - Ensure all modifiers (e.g., allergies, doneness, special requests) are entered accurately.
3. **Order Review:**
 - Double-check the order for accuracy before submitting to the kitchen.
 - Correct any mistakes or unclear requests before sending.
4. **Order Transmission:**
 - Send the finalized order to the kitchen via POS or written ticket system promptly.
 - For urgent needs/allergies, verbally notify kitchen staff in addition to written transmission.
5. **Kitchen Confirmation:**
 - Kitchen staff acknowledge receipt (verbally, via screen notification, or ticket pickup as per system).
 - If clarification is needed, kitchen communicates directly with FOH staff for resolution.
6. **Monitoring and Update:**
 - FOH monitors order status and communicates any changes or delays to kitchen immediately.
 - FOH updates customer proactively if delays occur.

5. Communication Guidelines

- Use clear, concise language in all order entries and verbal communications.
- Confirm receipt of special requests and allergies with kitchen staff.
- Address issues or misunderstandings immediately to prevent escalation.

6. Documentation

| Document | Who Completes | Where Stored |
|----------------------------|----------------|-----------------------------|
| Order Tickets/POS Receipts | FOH Staff | POS System/Order Pad |
| Order Adjustment Log | FOH or Manager | Logbook/Management Software |

7. Training and Review

All staff must be trained on this SOP upon hire and receive refresher training biannually. SOP revisions will be communicated and reviewed during staff meetings.

8. Revision History

| Date | Change | Approved By |
|------------|--------------------------|-------------|
| 2024-06-16 | Initial version released | Management |

Note: Adherence to this SOP is essential for delivering consistent, high-quality service and ensuring customer satisfaction.