

SOP Template: Ticket Printing and Order Transmission to Kitchen Procedure

Objective: Ensure efficient order processing, minimize errors, and maintain a smooth workflow in food service operations by standardizing the ticket printing and order transmission to the kitchen procedure.

1. Scope

This SOP applies to all front-of-house (FOH) and kitchen staff responsible for managing customer orders using the POS (Point of Sale) system.

2. Procedure Steps

- Order Entry**
 - FOH staff enters customer orders accurately into the POS system, verifying item details, quantities, and special requests or modifications.
- Order Verification**
 - Review order details with the customer for accuracy before finalizing in the POS.
- Transmission to Kitchen**
 - Upon confirmation, the POS system transmits the order electronically to the kitchen printer.
 - Ensure the kitchen printer is operational, loaded with paper, and not displaying error messages.
- Kitchen Ticket Printing**
 - Tickets should print within 10 seconds of order entry. If not, follow troubleshooting steps (see Section 6).
 - Kitchen staff promptly retrieves and reviews the printed ticket.
- Order Modifications**
 - All modifications are entered via the POS system and transmitted as an updated ticket to the kitchen.
 - FOH staff must verbally notify kitchen staff of critical or time-sensitive changes.
- Confirmation of Receipt**
 - Kitchen staff acknowledges receipt of ticket by marking the order or confirming verbally via intercom/headset/running list.
 - If an order is unclear or not received, kitchen staff notifies FOH for clarification or retransmission.
- Order Completion**
 - Once prepared, kitchen staff marks the order as completed or ready for delivery/service.
 - FOH staff delivers the order to the customer or relevant service area.

3. Roles and Responsibilities

Role	Responsibility
Front-of-House Staff	Accurately enters and verifies orders, notifies kitchen of changes, ensures POS transmission.
Kitchen Staff	Retrieves and confirms receipt of kitchen tickets, prepares orders, communicates issues promptly.
Supervisor/Manager	Ensures all equipment (POS, printers) is functional, trains staff on procedures, oversees workflow.

4. Documentation & Records

- All order tickets (including voided and modified) must be retained for the duration specified by company policy.
- Record any recurring issues or errors for management review and corrective action.

5. Troubleshooting

1. If ticket fails to print:
 - Check printer for power, paper, and connectivity.
 - Restart printer or POS station as needed.
 - Contact technical support if unresolved after initial checks.
2. If order is incorrect or missing:
 - FOH staff to apologize to customer and re-enter the correct order promptly.
 - Investigate source of error for process improvement.

6. Revision and Training

- SOP will be reviewed annually or as needed following incidents or system changes.
- All relevant staff must be trained on this SOP prior to independent operation.