

# SOP Template: Linen, China, Glassware, and Cutlery Handling Protocol

This SOP provides detailed guidelines for the proper **handling of linen, china, glassware, and cutlery** to ensure cleanliness, prevent damage, and maintain hygiene standards. It covers procedures for sorting, cleaning, storing, and transporting these items, as well as protocols for safe handling to minimize breakage and contamination. The objective is to guarantee the quality and safety of all tableware and linens used in service environments.

## 1. Scope

This protocol applies to all staff responsible for handling linen, china, glassware, and cutlery in service, kitchen, or storage areas.

## 2. Responsibilities

- All staff must adhere to this SOP at all times.
- Supervisors are responsible for training and monitoring compliance.
- Report damaged or missing items to the supervisor immediately.

## 3. Procedure

### 3.1 Sorting

- Separate linen, china, glassware, and cutlery into designated categories before cleaning.
- Inspect all items for stains, chips, cracks, or damage.
- Pre-soak heavily soiled linen and cutlery as required.

### 3.2 Cleaning

- **Linen:** Use recommended detergents and washing cycles. Avoid overloading machines. Dry thoroughly before storage.
- **China & Glassware:** Wash using appropriate dishwashers with designated detergents. Air-dry or use a clean towel for hand-drying. Do not stack while wet.
- **Cutlery:** Wash and rinse thoroughly. Polish with a soft cloth if necessary. Ensure all residue and water spots are removed.

### 3.3 Handling & Transport

- Always carry china and glassware with two hands; avoid stacking high to reduce risk of breakage.
- Roll or fold linen neatly; avoid dragging on floors.
- Use designated trolleys or trays for safe transport. Do not overload.

### 3.4 Storage

- Store linen in a clean, dry cabinet or shelf. Separate clean and used items.
- Place china and glassware upright and spaced to prevent chipping or breakage.
- Organize cutlery by type in clean, closed drawers or containers.

## 4. Hygiene and Safety Protocols

- Wash hands and wear gloves when handling clean items.
- Disinfect counters and surfaces regularly.
- Report all breakages and follow cleaning procedures for glass or china shards.

## 5. Documentation

- Record any incidents of contamination, damage, or missing items.
- Maintain a log for inventory and maintenance checks.

## 6. Training

- All staff must undergo training on this SOP before independently handling relevant items.
- Refresher training to be provided annually or as needed.

## 7. Revision History

Version	Date	Description	Approved By
1.0	2024-06-01	Initial release	Manager