Standard Operating Procedure (SOP)

Communication with Kitchen and Order Queue Management

This SOP details the procedures for **communication with kitchen and order queue management**, focusing on effective coordination between front-of-house staff and kitchen personnel, timely order transmission, real-time updates on order status, handling modifications and special requests, and maintaining an organized order queue system. The goal is to enhance operational efficiency, minimize errors, and ensure prompt and accurate food delivery to customers.

1. Order Transmission

1. Front-of-house staff (servers/cashiers) must enter all orders into the POS system immediately after being placed by the customer.
2. Verify the order for accuracy before submission.
3. Ensure all special requests, dietary restrictions, and allergies are clearly noted in the POS system.
4. Submitted orders should automatically or manually print or display on the kitchen order screen/printer.

2. Real-time Order Status Updates

1. The kitchen updates order statuses (e.g., "In Progress," "Ready for Pickup," "Waiting on Modification") using the POS/KDS system as each stage is reached.
2. Front-of-house staff regularly monitor the system for status updates to communicate timely information to customers.

3. Handling Modifications and Special Requests

1. If a customer requests a modification after the order is sent, front-of-house staff must immediately notify the kitchen both via the POS system and directly (verbal or phone, depending on setup).
2. Confirm the modification was received and understood by kitchen staff.
3. Document all changes in the order management system for tracking and accountability.

4. Order Queue Organization

1. Kitchen staff should prepare orders in the sequence they are received, unless otherwise directed due to special circumstances (e.g., VIP requests, rush orders).
2. Use the order display system to monitor, update, and sequence orders efficiently.
3. Expired, cancelled, or re-entered orders must be promptly removed or updated in the system to avoid confusion.

5. Communication Protocols

1. Maintain a clear and respectful communication channel between front-of-house and kitchen at all times.
2. Use headsets/intercoms, hand signals, or designated personnel for critical or urgent messages, based on available resources.
3. Hold brief daily pre-shift meetings to discuss anticipated high-volume times, menu changes, or special event considerations.

6. Error Handling

1. All errors in order placement, modifications, or queue management must be reported to the manager immediately.
2. Work as a team to resolve issues promptly and minimize customer impact.
3. Record incidents in the daily log for future training and process improvement.

7. Documentation and Review

1. Maintain daily records of order queues, modifications, and notable incidents.
2. Conduct weekly reviews to identify bottlenecks or frequent issues and implement corrective actions.

8. Training

1. All staff must be trained in both the technology and interpersonal aspects of these procedures during onboarding.
2. Refresher courses to be held quarterly or after major system updates.