

SOP: Pickup and Handover Procedures at the Restaurant

This SOP defines **pickup and handover procedures at the restaurant**, detailing steps for efficient order preparation, quality checks, timely communication between kitchen and delivery staff, proper packaging standards, and safe transfer of food items to delivery personnel or customers. The goal is to ensure accuracy, maintain food quality, and provide a seamless experience from kitchen to handover.

1. Scope

This procedure applies to all restaurant staff involved in the preparation, packaging, pickup, and handover of food orders for delivery or customer collection.

2. Responsibilities

Role	Responsibilities
Kitchen Staff	Prepare orders accurately and on time, follow quality standards, and notify staff when ready.
Packer	Conduct quality checks, ensure correct packaging, and label orders.
Delivery Staff	Confirm order details, verify packaging integrity, and ensure timely pickup and delivery.
Front-of-House Staff	Coordinate customer pickups, verify identities, and provide orders directly to customers.

3. Procedure

- Order Preparation**
 - Receive and confirm order details via POS or kitchen printout.
 - Prepare food items as per standard recipes and within prescribed timelines.
- Quality Check**
 - Cross-check prepared items with the order ticket.
 - Verify food presentation, temperature, and portion size.
 - Check for completeness (drinks, condiments, packaged utensils, napkins).
- Packaging**
 - Use packaging materials suitable for food safety and temperature retention.
 - Seal all containers properly to prevent spillage.
 - Clearly label each package with order number, customer name, and item list.
- Communication & Handover Prep**
 - Notify delivery staff or front-of-house that the order is ready for pickup/handover.
 - Place the order in the designated pickup area, ensuring it is properly organized by sequence or order number.
- Verification and Pickup/Handover**
 - Upon arrival, delivery staff or customer presents order details (order number, name).
 - Staff verifies the details and checks the integrity of packaging in front of delivery staff or customer.
 - Obtain acknowledgment of receipt (digital signature or log) if applicable.
- Post-Handover**
 - Update order status in the system as "Picked Up" or "Collected."
 - Report and resolve any discrepancies or issues immediately.

4. Packaging Standards

- Use containment that maintains temperature and prevents contamination.
- Ensure all items are securely sealed and bagged as needed.
- Fragile or spill-prone items to be placed at the top of bags/containers.
- Apply tamper-evident seals if required.

5. Safety and Hygiene Guidelines

- Staff must wash hands and wear gloves before handling packaged orders.

- Regularly sanitize pickup counters and handover stations.

6. Communication Protocol

- Use established channels (order management system, intercom, or direct notification) for order status updates.
- Immediately report any issues encountered during pickup/handover.

7. Documentation

- Maintain pickup and handover logs (digital or manual) for tracking and audit purposes.
- Record any discrepancies or incidents as per incident reporting procedures.

Note: Regular training and refreshers on SOP adherence are required for all relevant staff.