

SOP: Folding and Positioning Napkins Consistently

This SOP details the process for **folding and positioning napkins consistently**, ensuring uniform presentation across all dining settings. It covers selecting appropriate napkin types, folding techniques for various styles, alignment standards, and placement guidelines on tables. Consistent napkin presentation enhances the overall dining experience, reflects professionalism, and supports cleanliness and order in hospitality environments.

1. Purpose

To standardize the process of folding and positioning napkins, ensuring a uniform, professional, and hygienic presentation at all dining setups.

2. Scope

Applies to all front-of-house staff responsible for table setting in the restaurant, banquet halls, or event spaces.

3. Responsibilities

- Service Staff:** Responsible for folding napkins according to the selected style and positioning them as per guidelines.
- Supervisors:** Ensure compliance with SOP and provide training as needed.

4. Materials Needed

- Clean, pressed napkins (cloth or approved disposable type)
- Flat, clean surface for folding
- Reference guide for approved folds (if applicable)
- Clean hands or disposable gloves

5. Procedure

- Select Napkin Type:**
 - Use only approved materials (e.g., 100% cotton white napkins for fine dining; high-quality disposable napkins for casual settings).
- Preparation:**
 - Ensure napkins are freshly laundered, wrinkle-free, and properly pressed.
 - Wash hands thoroughly before handling napkins, or wear gloves.
- Folding Technique:**
 - Refer to the reference guide for the style required (e.g., Rectangle, Pocket, Fan, Pyramid).
 - Example: *Rectangle Fold*
 - Lay napkin flat, smooth out creases.
 - Fold napkin in half (top to bottom).
 - Fold again in half (side to side).
 - Align edges precisely for a crisp look.
 - Consistency Check:** All napkins must be identical in size, alignment, and crease sharpness.
- Positioning on Table:**
 - Place the napkin in the designated position as per table setup standards (see table below).
 - Align napkins parallel to table edge, logo (if any) facing up and towards the guest.
 - Avoid touching the napkin surface that will contact the guest's mouth/hands after folding.
- Final Inspection:**
 - Conduct a visual inspection for uniformity and cleanliness before service begins.

6. Napkin Placement Standards

Table Setting	Placement
Formal	On the center of the dinner plate or charger
Casual	Left of the forks or center of the place setting

Buffet	Stacked neatly at the head of the buffet table
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7. Quality Assurance

- Supervisors to perform spot checks at regular intervals.
- Non-conforming napkins to be refolded or replaced immediately.
- Record repeated issues and retrain staff as necessary.

8. Health & Safety

- Always handle napkins with clean hands or new gloves to maintain hygiene.
- Store clean napkins in a covered, sanitary area until use.

9. Revision History

Date	Version	Description	Author
2024-06-01	1.0	Initial SOP creation	Hospitality QA Team