

Standard Operating Procedure (SOP)

Food Service, Plating, and Delivery Standards

This SOP defines **food service, plating, and delivery standards** to ensure consistent quality, presentation, and timely delivery of meals. It covers the protocols for hygienic food handling, proper plating techniques that enhance visual appeal, maintaining optimal temperature during service, and efficient delivery procedures to guarantee customer satisfaction and food safety throughout the entire service process.

1. Purpose

To provide clear guidelines for the preparation, plating, and delivery of food to ensure safety, consistency, and a positive customer experience.

2. Scope

This SOP applies to all kitchen, serving, and delivery staff involved in the food service process.

3. Responsibilities

- **Kitchen Staff:** Safe food preparation and proper plating in accordance with standards.
- **Serving Staff:** Maintain food temperature, check plate presentation, and serve meals promptly.
- **Delivery Staff:** Ensure speedy delivery, maintain food integrity, and present food professionally to customers.
- **Manager/Supervisor:** Oversee compliance, provide training, and address issues as needed.

4. Procedure

1. **Hygienic Food Handling**
 - Wash hands thoroughly and wear gloves as required.
 - Sanitize all surfaces and utensils before and after use.
 - Store ingredients at safe temperatures (<4°C for cold items, >60°C for hot items).
 - Follow cross-contamination prevention protocols.
2. **Plating Standards**
 - Use clean, unchipped plates appropriate to the dish.
 - Portion sizes must match menu specifications.
 - Arrange components attractively, following plating guides.
 - Garnish appropriately, ensuring freshness and suitability.
 - Wipe plate edges for a clean presentation before service.
3. **Maintaining Optimal Temperature**
 - Keep hot foods hot (>60°C) and cold foods cold (<4°C) until served.
 - Minimize time between food preparation and service.
 - Use heating lamps, insulated trays, or covers as needed.
4. **Service & Delivery Procedure**
 - Check each order for accuracy and completeness before delivery.
 - Call out orders clearly to serving/delivery staff.
 - Deliver food promptly and courteously.
 - Verify order with customer at point of delivery when applicable.
 - Record time of delivery to monitor performance.

5. Documentation

- Record incidents of deviation from standards with corrective actions taken.
- Daily sanitation and temperature log sheets must be completed and filed.

6. Training

- All staff must be trained on this SOP before beginning service duties.
- Ongoing training/refresher courses should be conducted quarterly and as needed.

7. Review and Revision

This SOP should be reviewed annually or as necessary following updates to standards, health codes, or operational changes.

Revision Date	Change Description	Approved By
YYYY-MM-DD	Initial version	[Manager Name]