

SOP Template: Plate Handover and Delivery Process to Service Staff

This SOP details the **plate handover and delivery process to service staff**, covering the procedures for ensuring accurate and timely transfer of plates from the kitchen to the service team. It includes verification steps, communication protocols, quality checks, and handling standards to maintain food safety and presentation. The goal is to streamline service efficiency, minimize errors, and enhance customer satisfaction through coordinated teamwork and clear responsibilities during plate handover and delivery.

1. Scope

This SOP applies to all kitchen and service staff involved in the transfer and delivery of food plates from the kitchen pass to guest tables.

2. Responsibilities

Role	Responsibility
Kitchen Staff	Prepare food, ensure correct plating, and notify service staff when orders are ready.
Service Staff	Verify order accuracy, collect plates, and deliver to the correct tables promptly.
Supervisor/Manager	Oversee the process, ensure compliance with SOP, and handle escalated issues.

3. Procedure

- Order Preparation and Notification**
 - Kitchen staff ensure food is prepared according to order specifications and plated per presentation standards.
 - Once ready, the plate is positioned at the kitchen pass under appropriate heat lamps if necessary.
 - Kitchen staff clearly call out the order (e.g., table number, dish name) to service staff and confirm acknowledgement.
- Plate Verification and Quality Check**
 - Service staff verify the order against the kitchen ticket (table number, dish details, special requests).
 - Perform a visual inspection: presentation, temperature, garnishes, and cleanliness of plate edges.
 - If discrepancies are found, notify the kitchen immediately for correction.
- Handover Protocol**
 - Kitchen staff hand over plates directly to designated service staff, avoiding unnecessary handling.
 - Maintain clear verbal confirmation during handover (e.g., "Table 5, Grilled Salmon." "Confirmed, Table 5, Grilled Salmon.").
- Plate Delivery**
 - Service staff promptly deliver plates to the correct table, ensuring plates are carried safely and presentably.
 - Check with guests if any further assistance is required upon delivery.
- Post-Delivery Procedures**
 - Service staff clear kitchen tickets/orders after successful delivery and update order status as needed.
 - Report any issues (delays, guest complaints, incorrect orders) to the supervisor or manager for follow-up.

4. Standards and Guidelines

- Maintain hygiene and food safety practices throughout handling and delivery.
- Ensure plates are delivered within specified timeframes (e.g., within 2 minutes of leaving the kitchen).
- Handle plates with appropriate protective equipment or folded napkins if necessary.
- Preserve plate presentation exposed to guests (avoid touching food surfaces, upright carrying).

5. Communication Protocols

- Use clear and concise communication for all handovers, including confirmation of orders.
- Record or update order status electronically or manually as per standard procedures.
- Report delays or issues immediately to relevant supervisors.

6. Documentation

- All discrepancies, complaints, or incidents must be logged in the appropriate service log or system.
- Review order tickets for any recurring mistakes to identify areas for improvement.

7. Revision and Training

- This SOP should be reviewed annually or after any significant process change.
- All kitchen and service staff must be trained on this SOP and updated on any revisions.