

# Standard Operating Procedure (SOP)

## Food and Beverage Service Guidelines

This SOP establishes **food and beverage service guidelines** to ensure consistent quality, hygiene, and customer satisfaction. It covers protocols for food preparation, presentation, serving techniques, staff hygiene standards, customer interaction, allergen management, beverage handling, and cleanliness. The objective is to provide a seamless dining experience while maintaining safety, efficiency, and professionalism in all food and beverage service operations.

### 1. Purpose

To outline standardized procedures for food and beverage service, ensuring high quality, safety, efficiency, and excellent customer experiences.

### 2. Scope

This SOP applies to all staff involved in preparing, presenting, serving, and handling food and beverages in the establishment.

### 3. Procedures

#### 1. Food Preparation and Presentation

- Ensure all ingredients are fresh and stored at correct temperatures.
- Follow standardized recipes and portion sizes.
- Present food attractively and as described in the menu.

#### 2. Serving Techniques

- Serve food and beverages promptly, always from the correct side.
- Refill water and empty dishes courteously, avoiding disruption.
- Maintain attention to guest needs at all times.

#### 3. Staff Hygiene Standards

- Wash hands thoroughly before service and after handling food or waste.
- Wear clean uniforms and appropriate protective gear.
- Keep nails trimmed and hair neatly secured.

#### 4. Customer Interaction

- Greet guests warmly and professionally on arrival.
- Be knowledgeable about menu items and daily specials.
- Handle complaints or concerns promptly and politely.

#### 5. Allergen Management

- Clearly indicate allergens on the menu.
- Double-check and communicate special dietary needs to the kitchen.
- Prevent cross-contamination in preparation and service.

#### 6. Beverage Handling

- Store beverages at recommended temperatures.
- Serve drinks in clean, appropriate glassware.
- Follow proper pouring and presentation techniques, especially for wine and specialty beverages.

#### 7. Cleanliness and Sanitation

- Sanitize tables, chairs, and service areas before and after each use.
- Regularly clean restrooms and public areas.
- Dispose of waste promptly and safely.

### 4. Monitoring and Compliance

Supervisors must regularly observe service practices, provide feedback, and ensure compliance with this SOP. Non-compliance should be corrected through retraining and disciplinary action if necessary.

### 5. Review and Updates

This SOP must be reviewed annually and updated as needed to comply with regulatory requirements and industry best practices.

