SOP Template: Menu Planning, Customization, and Client Approval Procedures

This SOP details the **menu planning, customization, and client approval procedures**, covering the steps for creating tailored menu options based on client preferences, nutritional requirements, and event themes. It emphasizes collaboration with clients to finalize menu selections, accommodate dietary restrictions, and obtain formal approval before execution, ensuring client satisfaction and seamless event coordination.

1. Purpose

To provide clear guidelines for planning, customizing, and seeking client approval for menus, ensuring all client requirements, dietary restrictions, and event themes are met with client satisfaction.

2. Scope

This procedure applies to all team members involved in menu planning, client consultation, and event coordination.

3. Responsibilities

- **Event Manager:** Lead client communications, ensure procedures are followed.
- **Culinary Team:** Develop and adapt menu options per requirements and restrictions.
- **Client:** Communicate preferences, restrictions, and approve menu selections.

4. Procedure

1. **Initial Consultation**
   - Schedule a meeting with the client to discuss event details, theme, cuisine preferences, guest count, and dietary requirements (e.g., allergies, vegetarian, vegan, gluten-free).
2. **Menu Drafting**
   - Culinary team creates a proposed menu based on the consultation input.
   - Include alternative options for key dishes to ensure flexibility.
3. **Customization & Feedback**
   - Present the draft menu to the client (in person, email, or shared document).
   - Solicit feedback, adjust menu items according to specific requests, restrictions, or theme clarifications.
4. **Finalization**
   - Revise menu per client input, ensuring all dietary needs and event themes are reflected.
   - Send the final menu for client review and approval.
5. **Formal Client Approval**
   - Obtain written confirmation (email, signed form, or documented agreement) from the client for the finalized menu.
   - File client approval with event records for reference and accountability.
6. **Implementation**
   - Share the approved menu with kitchen and event staff.
   - Prepare the event in accordance with the confirmed menu.

5. Documentation

- Client consultation notes
- Draft menus and feedback records
- Final approved menu
- Written client approvals

6. Review

Review this SOP annually or as required to ensure accuracy and ongoing suitability.