

Standard Operating Procedure (SOP)

Food and Beverage Service Protocols

This SOP describes **food and beverage service protocols**, including hygiene standards, food handling procedures, service etiquette, order taking and processing, beverage preparation and presentation, customer interaction guidelines, health and safety compliance, allergen management, cleaning and sanitization practices, and waste disposal. The objective is to ensure consistent, high-quality service while maintaining food safety and customer satisfaction in all food and beverage operations.

1. Purpose

To standardize food and beverage service procedures to achieve superior customer satisfaction, ensure safety and hygiene, and maintain consistency across all shifts and staff.

2. Scope

Applicable to all food and beverage service staff, including servers, bartenders, bussers, and supervisors across all outlets.

3. Responsibilities

- All staff: Follow SOP at all times.
- Supervisors: Train, monitor, and enforce compliance.
- Managers: Ensure resources are available and investigate deviations.

4. Protocols & Procedures

| Protocol Category | Procedure |
|-------------------------------------|---|
| Hygiene Standards | <ul style="list-style-type: none">• Wash hands using soap and water before and after handling food or beverages.• Wear clean uniforms and minimal jewelry.• Use disposable gloves when handling ready-to-eat foods. |
| Food Handling | <ul style="list-style-type: none">• Use sanitized utensils and serving equipment at all times.• Never touch food directly with bare hands.• Cover and label food when not in immediate use. |
| Service Etiquette | <ul style="list-style-type: none">• Greet guests promptly and courteously within 1 minute of seating.• Maintain a friendly, professional demeanor.• Follow the service sequence: water, beverages, starters, mains, desserts. |
| Order Taking & Processing | <ul style="list-style-type: none">• Listen attentively and repeat back orders to guests for confirmation.• Enter orders immediately into POS or manual order pad.• Communicate any kitchen delays or issues to guests promptly. |
| Beverage Preparation & Presentation | <ul style="list-style-type: none">• Follow standard recipes for all beverages.• Use proper glassware and garnishes.• Serve beverages at the recommended temperature. |
| Customer Interaction | <ul style="list-style-type: none">• Offer menu knowledge and suggestions if needed.• Respond to guest requests politely and efficiently.• Thank guests and invite them to return. |
| Health & Safety Compliance | <ul style="list-style-type: none">• Comply with all relevant local health codes and regulations.• Report incidents, spills, or hazards immediately.• Participate in regular safety and hygiene training. |

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| Allergen Management | <ul style="list-style-type: none"> • Know all common allergens in menu items. • Disclose allergen information to guests upon request. • Prevent cross-contact during food preparation and service. |
| Cleaning & Sanitization | <ul style="list-style-type: none"> • Clean and sanitize all tables, chairs, and service areas after each use. • Sanitize equipment and utensils after each shift or as per schedule. • Dispose of used items in designated bins. |
| Waste Disposal | <ul style="list-style-type: none"> • Sort and remove waste promptly to avoid contamination. • Use correct bins for general, recyclable, and food waste. • Sanitize waste disposal areas daily. |

5. Documentation

- Complete all checklists for opening, closing, cleaning, and maintenance procedures.
- Submit incident, accident, and deviation reports to supervisor/manager as required.

6. Training & Review

- All staff to undergo initial and periodic refresher training on these protocols.
- SOPs to be reviewed annually or as needed based on operational changes.