THE GRAVITY SYSTEM

THE GRAVITY RESTAURANT SOP LIBRARY

VOLUME 1

GUEST-FACING & MANAGEMENT SOPs

175 Ready-to-Customize Standard Operating Procedures for Front of House, Bar, Guest Service, Cash Control, Shift Leadership, and Daily Management

FINAL VERIFIED INTERIOR

THOMAS BUTLER

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ELITE EDITION: All 175 Volume 1 SOPs have been reviewed for operational specificity, manager verification, customization control, cross-volume fit, and production consistency.

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These procedures are general operational templates. Each restaurant must customize them to its concept, equipment, menu, staffing model, insurance requirements, company policies, and all applicable federal, state, and local laws, health codes, fire codes, accessibility requirements, alcohol-service rules, employment rules, and regulatory guidance.

Nothing in this book replaces legal, accounting, human-resources, food-safety, medical, emergency-response, or regulatory advice. When a law, official code, manufacturer instruction, or approved company policy conflicts with a template in this book, the controlling requirement must be followed.

HOW TO USE THIS LIBRARY

- Choose the SOP that most closely matches the process you need. Do not adopt it unchanged simply because it appears in this book.
- Customize the responsibility, tools, timing, steps, performance standards, escalation authority, local requirements, and approved forms.
- Assign an SOP identification number and owner. Record the version, effective date, approval, and next review date before training employees.
- Train the employee using explanation, demonstration, supervised practice, real-shift observation, and manager verification.
- Post only the approved version. Remove or clearly retire obsolete versions so employees are not trained from conflicting standards.
- Review high-risk and high-frequency SOPs more often than low-risk procedures. Document changes and retrain affected employees.

THE TWO-PAGE SOP STANDARD

Page 1 is the controlled procedure: purpose, scope, responsibility, tools, critical standards, and numbered steps.

Page 2 is the management page: verification checklist, common mistakes, customization fields, training sign-off, and revision reminder.

Keep both pages of each SOP together. A procedure is not approved for use until the restaurant completes the customization fields, assigns ownership, trains affected employees, and records manager approval.

Use Restaurant SOP & Station Operations Builder when the restaurant needs SOP-building instruction, station posters, rollout tools, governance, readiness verification, or document-control training. This library supplies ready-to-customize procedures rather than replacing that builder system.

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OPERATIONAL GLOSSARY

PART 1

HOST, RESERVATIONS & GUEST ARRIVAL

20 ready-to-customize SOPs

These SOPs control the guest's first and last impression, table flow, reservations, wait communication, accessibility, large-party planning, and host-position continuity.

1. Host Stand Opening SOP

SOP ID	V1-001	**VERSION**	1.0
EFFECTIVE DATE	_____	**OWNER**	_____
APPROVED BY	_____	**NEXT REVIEW**	_____

PURPOSE: To prepare the host stand, entrance, reservation tools, seating plan, and guest-arrival area before the restaurant opens.

APPLIES TO: Hosts, lead hosts, opening managers, and any employee assigned to guest-arrival readiness.

RESPONSIBILITY: The opening host completes the setup. The manager on duty verifies readiness before the first guest is seated.

WHEN USED: Before every opening period and again before any major shift change or high-volume reservation block.

REQUIRED MATERIALS / INFORMATION:

- Current floor plan and server section map
- Reservation and waitlist system
- Menus, children's menus, accessibility information, and promotional materials
- Charged phone, radio, tablet, pager, or other communication device
- Clean host stand supplies and manager notes

CRITICAL STANDARDS:

- The entrance, lobby, host stand, and guest path are clean, safe, and unobstructed.
- Reservations, large parties, closed tables, accessibility needs, and server sections are reviewed before opening.
- Only current menus, policies, and approved guest information are displayed.
- The host knows which manager is responsible for seating decisions and escalations.

PROCEDURE:

1. Clock in and review the manager communication log, reservation notes, events, promotions, and expected business level.
2. Inspect the entrance, lobby, door glass, floor, mats, signage, lighting, and guest path; correct or report problems.
3. Clean and organize the host stand. Remove outdated papers, menus, signs, and personal items.
4. Power on and test the phone, reservation system, waitlist system, pagers, tablets, radios, and charging equipment.
5. Count and organize menus, children's menus, drink menus, and other approved materials.
6. Review the floor plan, server sections, closed sections, reserved tables, large-party setups, and accessibility seating options.
7. Confirm which tables are clean, stable, correctly set, and approved for seating.
8. Review expected reservations and note birthdays, special requests, mobility needs, or manager follow-up.
9. Confirm the approved opening greeting, wait-time communication process, and manager escalation method.
10. Notify the manager when the host stand and guest-arrival area are ready for opening.

1. Host Stand Opening SOP - VERIFICATION & CUSTOMIZATION

MANAGER VERIFICATION:

☐ Entrance and host stand are clean, organized, and guest-ready.
☐ Reservation and waitlist technology is working.
☐ Current floor plan and server sections are available.
☐ Menus and guest materials are current and sufficient.
☐ Accessibility routes and seating options are known.
☐ Opening host can explain escalation and seating-decision authority.

COMMON MISTAKES TO AVOID:

• Opening without reviewing reservations or section changes.
• Leaving outdated signs, menus, or handwritten notes visible to guests.
• Failing to test phones, pagers, or reservation equipment.
• Seating before tables, paths, or accessibility needs are verified.
• Not informing the manager about equipment, cleanliness, or staffing problems.

RESTAURANT-SPECIFIC CUSTOMIZATION:

• Approved greeting, wait, reservation, or seating language: _____
• Reservation, waitlist, pager, floor-chart, or communication system: _____
• Seating authority and manager escalation role: _____
• Wait-time, greeting, update, or table-readiness target: _____
• Accessibility, occupancy, patio, or local guest-access requirement reviewed: _____
• Restaurant layout, table, entrance, or large-party adjustments: _____
• _____

TRAINING SIGN-OFF:

Employee Name	_____
Trainer / Manager	_____
Training Date	_____
Training Verification	☐ Not Ready ☐ Retrain ☐ Approved

REVISION NOTE: Record future changes in the restaurant master SOP index and retrain affected employees when the approved process changes.

2. Host Stand Closing SOP

SOP ID	V1-002	**VERSION**	1.0
EFFECTIVE DATE	_____	**OWNER**	_____
APPROVED BY	_____	**NEXT REVIEW**	_____

PURPOSE: To close, clean, secure, document, and prepare the host stand and guest-arrival area for the next operating period.

APPLIES TO: Closing hosts, lead hosts, and managers responsible for front-door operations.

RESPONSIBILITY: The closing host completes the process. The closing manager verifies equipment, records, lost items, and final building condition.

WHEN USED: At the end of the final seating period or when the manager releases the host position.

REQUIRED MATERIALS / INFORMATION:

- Closing checklist
- Reservation and waitlist system
- Lost-and-found container or log
- Cleaning supplies approved for the host area
- Charging cords, key storage, and manager communication log

CRITICAL STANDARDS:

- No guest information, reservation details, payment information, or employee notes are left unsecured.
- All equipment is charged, stored, or powered down according to restaurant policy.
- The entrance and lobby remain guest-ready until the final guest has departed.
- Unresolved reservations, complaints, lost property, or facility concerns are handed directly to the manager.

PROCEDURE:

1. Confirm with the manager that seating is closed or that the host position may be released.
2. Review the remaining guest count, open tables, late reservations, waiting parties, and expected pickups.
3. Finish greeting, departure recognition, phone coverage, and guest assistance until reassigned.
4. Close the waitlist and reservation day according to the approved system process.
5. Document no-shows, late cancellations, special requests, and manager follow-up items.
6. Collect menus, wipe approved surfaces, organize supplies, and remove trash from the host area.
7. Inspect the lobby, entry path, door area, and seating equipment; clean or report anything unfinished.
8. Process found property according to the lost-and-found SOP.
9. Charge, secure, or power down phones, tablets, pagers, radios, and other equipment.
10. Give the manager a final handoff and obtain closing verification before leaving.

2. Host Stand Closing SOP - VERIFICATION & CUSTOMIZATION

MANAGER VERIFICATION:

☐ No waiting guests, reservations, or late arrivals are unaccounted for.
☐ Guest and employee information is secured.
☐ Equipment is charged, powered down, or stored correctly.
☐ Host stand, lobby, and entry area are clean.
☐ Lost property and unresolved issues are documented.
☐ Manager receives a complete closing handoff.

COMMON MISTAKES TO AVOID:

- Closing the stand while guests still need assistance.
- Leaving reservation information or guest phone numbers visible.
- Failing to charge or secure host equipment.
- Discarding found property or failing to log it.
- Leaving the manager without information about no-shows, complaints, or late parties.

RESTAURANT-SPECIFIC CUSTOMIZATION:

- Approved greeting, wait, reservation, or seating language: _____
- Reservation, waitlist, pager, floor-chart, or communication system: _____
- Seating authority and manager escalation role: _____
- Wait-time, greeting, update, or table-readiness target: _____
- Accessibility, occupancy, patio, or local guest-access requirement reviewed: _____
- Restaurant layout, table, entrance, or large-party adjustments: _____
- _____

TRAINING SIGN-OFF:

Employee Name	_____
Trainer / Manager	_____
Training Date	_____
Training Verification	☐ Not Ready ☐ Retrain ☐ Approved

REVISION NOTE: Record future changes in the restaurant master SOP index and retrain affected employees when the approved process changes.

3. Guest Greeting and Acknowledgment SOP

SOP ID	V1-003	**VERSION**	1.0
EFFECTIVE DATE	_____	**OWNER**	_____
APPROVED BY	_____	**NEXT REVIEW**	_____

PURPOSE: To make every arriving guest feel noticed, welcomed, and professionally guided from the moment they enter.

APPLIES TO: Hosts, managers, servers near the entrance, bartenders, and any employee who sees an arriving guest before the host does.

RESPONSIBILITY: The host leads the greeting. Every employee shares responsibility for immediate acknowledgment when the host is occupied.

WHEN USED: Whenever a guest enters, approaches the host stand, calls for arrival assistance, or appears uncertain about where to go.

REQUIRED MATERIALS / INFORMATION:

- Approved greeting language
- Reservation and waitlist system
- Current floor plan and table-status information
- Manager communication method

CRITICAL STANDARDS:

- Guests are acknowledged promptly even when the employee cannot immediately complete the seating process.
- The greeting is warm, clear, respectful, and free from arguments, personal conversations, or distracted behavior.
- Employees do not make assumptions about party size, reservation status, accessibility needs, or seating preferences.
- Wait times and next steps are communicated honestly.

PROCEDURE:

1. Stop nonessential conversation and make eye contact with the arriving guest.
2. Offer the approved greeting and welcome the party to the restaurant.
3. Ask how many guests are in the party and whether they have a reservation.
4. Confirm the reservation name, party size, or walk-in status without announcing private information loudly.
5. Ask whether the party has accessibility, child-seating, high-chair, booster, or other seating needs.
6. Check table availability, reservation timing, server rotation, and manager restrictions.
7. If immediate seating is available, explain the next step and escort the party.
8. If a wait is necessary, quote the approved wait time and explain how updates will be provided.
9. If delayed by another task, acknowledge the guest and state that someone will assist them shortly.
10. Thank the guest for arriving and maintain professional attention until the handoff is complete.

3. Guest Greeting and Acknowledgment SOP - VERIFICATION & CUSTOMIZATION

MANAGER VERIFICATION:

☐ Employee acknowledges arriving guests promptly.
☐ Approved greeting is used naturally and professionally.
☐ Reservation and party information is confirmed accurately.
☐ Accessibility and seating needs are asked respectfully.
☐ Wait or seating next steps are clear.
☐ Employee knows when to involve the manager.

COMMON MISTAKES TO AVOID:

• Ignoring guests while finishing a personal conversation or looking at a screen.
• Pointing toward a table instead of guiding the guest.
• Using casual, dismissive, or overly familiar language.
• Announcing guest names, phone numbers, or special requests loudly.
• Giving an unrealistic wait time to avoid a difficult conversation.

RESTAURANT-SPECIFIC CUSTOMIZATION:

• Approved greeting, wait, reservation, or seating language: _____
• Reservation, waitlist, pager, floor-chart, or communication system: _____
• Seating authority and manager escalation role: _____
• Wait-time, greeting, update, or table-readiness target: _____
• Accessibility, occupancy, patio, or local guest-access requirement reviewed: _____
• Restaurant layout, table, entrance, or large-party adjustments: _____
• _____

TRAINING SIGN-OFF:

Employee Name	_____
Trainer / Manager	_____
Training Date	_____
Training Verification	☐ Not Ready ☐ Retrain ☐ Approved

REVISION NOTE: Record future changes in the restaurant master SOP index and retrain affected employees when the approved process changes.

4. Seating Rotation SOP

SOP ID	V1-004	**VERSION**	1.0
EFFECTIVE DATE	_____	**OWNER**	_____
APPROVED BY	_____	**NEXT REVIEW**	_____

PURPOSE: To seat guests fairly and efficiently while balancing server workload, reservations, table availability, and guest needs.

APPLIES TO: Hosts, lead hosts, shift leaders, and managers controlling the dining-room seating flow.

RESPONSIBILITY: The host follows the approved rotation. The manager authorizes major rotation changes, section closures, large-party placement, or intentional double-seating.

WHEN USED: During all seating periods, especially rushes, shift changes, reservation blocks, and large-party arrivals.

REQUIRED MATERIALS / INFORMATION:

- Current floor plan
- Server section map
- Reservation list
- Waitlist and table-status system
- Manager seating notes

CRITICAL STANDARDS:

- Guests are never seated at dirty, unsafe, unstable, or unapproved tables.
- Rotation is followed when possible, but guest needs, party size, reservations, and operational capacity take priority.
- Repeated double-seating or skipping a server requires communication and manager awareness.
- Rotation changes are recorded or clearly communicated.

PROCEDURE:

1. Review active server sections and confirm which servers are ready to receive tables.
2. Identify closed tables, reserved tables, large-party setups, accessibility seating, and temporary restrictions.
3. Use the approved rotation to select the next eligible section.
4. Confirm the selected table is clean, set, safe, and appropriate for the party size.
5. Consider the server's current workload, recent seating, and ability to provide timely service.
6. Seat the party and update the chart, system, or rotation tracker immediately.
7. Communicate special requests, accessibility needs, children, celebrations, or time-sensitive concerns to the server.
8. When guests request a specific table or server, adjust the rotation fairly and document the change.
9. Do not double-seat or overload a section without approval unless immediate action is required for guest safety or service recovery.
10. Notify the manager when seating flow, kitchen capacity, or server workload requires a larger adjustment.

4. Seating Rotation SOP - VERIFICATION & CUSTOMIZATION

MANAGER VERIFICATION:

☐ Host understands active sections and rotation order.
☐ Table status is updated immediately after seating.
☐ Guest and accessibility needs are considered.
☐ Server workload is monitored.
☐ Rotation changes are fair and communicated.
☐ Host asks the manager for help before service is damaged.

COMMON MISTAKES TO AVOID:

• Skipping servers without a documented reason.
• Repeatedly double-seating one section.
• Seating dirty or unapproved tables.
• Failing to update the seating chart.
• Ignoring kitchen capacity, large parties, or reservation commitments.

RESTAURANT-SPECIFIC CUSTOMIZATION:

• Approved greeting, wait, reservation, or seating language: _____
• Reservation, waitlist, pager, floor-chart, or communication system: _____
• Seating authority and manager escalation role: _____
• Wait-time, greeting, update, or table-readiness target: _____
• Accessibility, occupancy, patio, or local guest-access requirement reviewed: _____
• Restaurant layout, table, entrance, or large-party adjustments: _____
• _____

TRAINING SIGN-OFF:

Employee Name	_____
Trainer / Manager	_____
Training Date	_____
Training Verification	☐ Not Ready ☐ Retrain ☐ Approved

REVISION NOTE: Record future changes in the restaurant master SOP index and retrain affected employees when the approved process changes.

5. Waitlist Management SOP

SOP ID	V1-005	**VERSION**	1.0
EFFECTIVE DATE	_____	**OWNER**	_____
APPROVED BY	_____	**NEXT REVIEW**	_____

PURPOSE: To organize waiting parties, provide honest time expectations, protect guest information, and seat parties in a fair and controlled order.

APPLIES TO: Hosts, lead hosts, managers, and any employee authorized to add, update, notify, or remove parties from the waitlist.

RESPONSIBILITY: The host maintains accurate entries and updates. The manager controls major quote changes, seating pauses, and guest-recovery decisions.

WHEN USED: Whenever immediate seating is unavailable or when the manager activates a waitlist.

REQUIRED MATERIALS / INFORMATION:

- Approved waitlist system
- Current floor plan and table status
- Guest notification device or method
- Reservation schedule
- Manager escalation process

CRITICAL STANDARDS:

- Wait times are estimates, not promises, and are updated when conditions change.
- Guest names and contact information are handled discreetly.
- Parties are not removed without following the approved contact and grace-period process.
- Reservations, accessibility needs, party size, and arrival order are managed according to restaurant policy.

PROCEDURE:

1. Confirm the party size, preferred name, contact method, seating needs, and whether all party members must be present.
2. Check current table status, reservation commitments, server capacity, kitchen conditions, and manager quote guidance.
3. Provide the approved estimated wait time and explain that timing may change.
4. Enter the party accurately into the waitlist and repeat the information for confirmation.
5. Explain where the party may wait, how notification will occur, and the grace period after notification.
6. Update table status and wait estimates as parties are seated, tables are reset, or service conditions change.
7. Provide reasonable updates to waiting guests, especially when the estimate changes materially.
8. Notify parties using the approved method and record the notification time.
9. If the party does not respond, follow the grace-period and second-contact process before removal.
10. Escalate disputes, long delays, accessibility concerns, or service-recovery needs to the manager.

5. Waitlist Management SOP - VERIFICATION & CUSTOMIZATION

MANAGER VERIFICATION:

☐ Entries include correct party size and contact information.
☐ Wait quotes reflect current operations.
☐ Guests receive clear notification and grace-period instructions.
☐ Waitlist order and exceptions follow policy.
☐ Updates are communicated when conditions change.
☐ Private guest information is not exposed.

COMMON MISTAKES TO AVOID:

• Giving an exact promise instead of an estimate.
• Adding the wrong party size or phone number.
• Removing parties too quickly.
• Failing to update guests when the wait increases.
• Allowing friends, regulars, or demanding guests to bypass policy without manager approval.

RESTAURANT-SPECIFIC CUSTOMIZATION:

• Approved greeting, wait, reservation, or seating language: _____
• Reservation, waitlist, pager, floor-chart, or communication system: _____
• Seating authority and manager escalation role: _____
• Wait-time, greeting, update, or table-readiness target: _____
• Accessibility, occupancy, patio, or local guest-access requirement reviewed: _____
• Restaurant layout, table, entrance, or large-party adjustments: _____
• _____

TRAINING SIGN-OFF:

Employee Name	_____
Trainer / Manager	_____
Training Date	_____
Training Verification	☐ Not Ready ☐ Retrain ☐ Approved

REVISION NOTE: Record future changes in the restaurant master SOP index and retrain affected employees when the approved process changes.

6. Reservation Handling SOP

SOP ID	V1-006	**VERSION**	1.0
EFFECTIVE DATE	_____	**OWNER**	_____
APPROVED BY	_____	**NEXT REVIEW**	_____

PURPOSE: To accept, confirm, update, seat, and document reservations accurately while protecting restaurant capacity and guest expectations.

APPLIES TO: Hosts, reservation agents, managers, and employees authorized to create or change reservations.

RESPONSIBILITY: The employee entering the reservation verifies all details. The manager approves exceptions, large parties, deposits, special seating promises, or capacity overrides.

WHEN USED: When a reservation is requested, confirmed, modified, canceled, checked in, or marked as a no-show.

REQUIRED MATERIALS / INFORMATION:

- Reservation system or approved reservation book
- Capacity and floor-plan rules
- Large-party and deposit policies
- Special-event schedule
- Manager contact method

CRITICAL STANDARDS:

- No seating location, table number, exact timing, or special request is guaranteed unless authorized.
- Guest names, phone numbers, payment details, and notes are protected.
- Changes are documented immediately.
- Large parties, accessibility needs, allergies, celebrations, and time constraints are clearly noted and communicated.

PROCEDURE:

1. Ask for the reservation date, preferred time, party size, guest name, and contact information.
2. Check availability, pacing rules, special events, section restrictions, and large-party limits.
3. Explain available times and any deposit, cancellation, arrival, seating, or time-limit policy.
4. Enter the reservation and repeat the date, time, party size, name, and contact information for confirmation.
5. Record accessibility needs, allergies, high chairs, celebrations, mobility concerns, or other relevant notes.
6. Do not promise a specific table or area without manager authorization.
7. For changes, verify the guest identity and update every affected field.
8. Send or provide the approved confirmation and arrival instructions.
9. At check-in, confirm the name and party status, then update the reservation system.
10. Document cancellations, no-shows, late arrivals, and manager-approved exceptions.

6. Reservation Handling SOP - VERIFICATION & CUSTOMIZATION

MANAGER VERIFICATION:

☐ Reservation details are complete and repeated back.
☐ Capacity and pacing rules are followed.
☐ Special needs and important notes are visible to the correct team.
☐ Unauthorized promises are not made.
☐ Changes and cancellations are recorded immediately.
☐ Guest information is protected.

COMMON MISTAKES TO AVOID:

• Entering the wrong date, time, or party size.
• Promising a specific table without approval.
• Failing to document accessibility or allergy information.
• Overbooking without manager direction.
• Discussing guest contact or payment information where others can hear.

RESTAURANT-SPECIFIC CUSTOMIZATION:

• Approved greeting, wait, reservation, or seating language: _____
• Reservation, waitlist, pager, floor-chart, or communication system: _____
• Seating authority and manager escalation role: _____
• Wait-time, greeting, update, or table-readiness target: _____
• Accessibility, occupancy, patio, or local guest-access requirement reviewed: _____
• Restaurant layout, table, entrance, or large-party adjustments: _____
• _____

TRAINING SIGN-OFF:

Employee Name	_____
Trainer / Manager	_____
Training Date	_____
Training Verification	☐ Not Ready ☐ Retrain ☐ Approved

REVISION NOTE: Record future changes in the restaurant master SOP index and retrain affected employees when the approved process changes.

7. Phone Answering SOP

SOP ID	V1-007	**VERSION**	1.0
EFFECTIVE DATE	_____	**OWNER**	_____
APPROVED BY	_____	**NEXT REVIEW**	_____

PURPOSE: To answer restaurant calls promptly, professionally, accurately, and consistently while protecting guest information and avoiding operational disruption.

APPLIES TO: Hosts, managers, bartenders, to-go employees, and any employee assigned to phone coverage.

RESPONSIBILITY: The assigned employee answers and routes calls. The manager handles complaints, sensitive employee matters, media calls, emergencies, and policy exceptions.

WHEN USED: During all posted phone-answering hours and whenever the restaurant line rings while staff are present.

REQUIRED MATERIALS / INFORMATION:

- Working phone and charger
- Approved greeting
- Current hours, directions, menu, reservation, and to-go information
- Message form or system
- Manager contact method

CRITICAL STANDARDS:

- The caller receives a clear greeting, the restaurant name, and the employee's name when required.
- Calls are not placed on hold without permission and an estimated return.
- Private employee schedules, phone numbers, guest records, and internal information are not disclosed.
- Emergency, threat, injury, complaint, and media calls are escalated immediately.

PROCEDURE:

1. Answer within the restaurant's approved ring standard whenever possible.
2. Use the approved greeting and speak clearly at a professional volume.
3. Ask how you may help and listen without interrupting.
4. Confirm the purpose of the call before transferring or placing the caller on hold.
5. Ask permission before placing the caller on hold and return within the approved time.
6. Provide only current, approved information about hours, location, menu, reservations, events, and policies.
7. For messages, record the caller name, number, reason, time, urgency, and intended recipient.
8. Do not provide employee schedules, personal contact information, guest information, or internal security details.
9. Escalate complaints, legal threats, media requests, emergencies, suspicious calls, and sensitive employee matters to the manager.
10. Close the call by confirming the next step and thanking the caller.

7. Phone Answering SOP - VERIFICATION & CUSTOMIZATION

MANAGER VERIFICATION:

☐ Employee uses the approved greeting.
☐ Calls are answered or returned within the standard.
☐ Hold and transfer procedures are professional.
☐ Messages are complete and legible.
☐ Confidential information is protected.
☐ Employee recognizes calls requiring manager escalation.

COMMON MISTAKES TO AVOID:

- Answering with only "hello" or using an unprofessional tone.
- Leaving callers on hold without returning.
- Giving outdated hours or policy information.
- Sharing employee schedules or personal information.
- Arguing with a caller instead of escalating.

RESTAURANT-SPECIFIC CUSTOMIZATION:

- Approved greeting, wait, reservation, or seating language: _____
- Reservation, waitlist, pager, floor-chart, or communication system: _____
- Seating authority and manager escalation role: _____
- Wait-time, greeting, update, or table-readiness target: _____
- Accessibility, occupancy, patio, or local guest-access requirement reviewed: _____
- Restaurant layout, table, entrance, or large-party adjustments: _____
- _____

TRAINING SIGN-OFF:

Employee Name	_____
Trainer / Manager	_____
Training Date	_____
Training Verification	☐ Not Ready ☐ Retrain ☐ Approved

REVISION NOTE: Record future changes in the restaurant master SOP index and retrain affected employees when the approved process changes.

8. Guest Seating and Escort SOP

SOP ID	V1-008	**VERSION**	1.0
EFFECTIVE DATE	_____	**OWNER**	_____
APPROVED BY	_____	**NEXT REVIEW**	_____

PURPOSE: To escort guests safely and professionally from the host stand to an approved, ready table while communicating essential information to the service team.

APPLIES TO: Hosts, lead hosts, managers, and any employee assigned to seat guests.

RESPONSIBILITY: The seating employee verifies the table and escorts the party. The manager resolves unsafe seating, accessibility, section, or guest-request conflicts.

WHEN USED: Whenever a party is seated in the dining room, bar, patio, private room, or other approved area.

REQUIRED MATERIALS / INFORMATION:

- Menus and approved guest materials
- Current table and section status
- Accessibility route knowledge
- High chairs, boosters, or other approved seating equipment

CRITICAL STANDARDS:

- The table and travel path are clean, clear, safe, and appropriate for the party.
- The employee walks at a pace the entire party can follow and does not leave guests behind.
- Accessibility, child-seating, and mobility needs are handled respectfully.
- The server or responsible team member is informed of the seating and relevant guest needs.

PROCEDURE:

1. Confirm the selected table is clean, fully set, stable, and approved for the party size.
2. Gather the correct number and type of menus or guest materials.
3. Invite the party to follow and identify the area where they are being seated.
4. Choose the safest, clearest path and walk at a comfortable pace.
5. Monitor that children, older guests, and guests with mobility needs remain with the party.
6. Assist with chairs, high chairs, boosters, or accessibility arrangements according to policy.
7. Present the table and allow guests to settle before distributing menus.
8. Confirm that the seating arrangement is acceptable without pressuring the guest.
9. Inform the server or section team that the party is seated and communicate important notes.
10. Update the seating system or chart immediately.

8. Guest Seating and Escort SOP - VERIFICATION & CUSTOMIZATION

MANAGER VERIFICATION:

☐ Table and path are checked before escorting.
☐ Guest pace and accessibility needs are respected.
☐ Menus and seating equipment are correct.
☐ Host remains with the party until seated.
☐ Server is informed promptly.
☐ Seating chart is updated immediately.

COMMON MISTAKES TO AVOID:

• Pointing to a table instead of escorting.
• Walking too quickly or leaving part of the party behind.
• Seating at an unclean or unstable table.
• Blocking walkways with high chairs or mobility devices.
• Failing to tell the server that the table has been seated.

RESTAURANT-SPECIFIC CUSTOMIZATION:

• Approved greeting, wait, reservation, or seating language: _____
• Reservation, waitlist, pager, floor-chart, or communication system: _____
• Seating authority and manager escalation role: _____
• Wait-time, greeting, update, or table-readiness target: _____
• Accessibility, occupancy, patio, or local guest-access requirement reviewed: _____
• Restaurant layout, table, entrance, or large-party adjustments: _____
• _____

TRAINING SIGN-OFF:

Employee Name	_____
Trainer / Manager	_____
Training Date	_____
Training Verification	☐ Not Ready ☐ Retrain ☐ Approved

REVISION NOTE: Record future changes in the restaurant master SOP index and retrain affected employees when the approved process changes.

9. Accessibility Seating and Accommodation SOP

SOP ID	V1-009	**VERSION**	1.0
EFFECTIVE DATE	_____	**OWNER**	_____
APPROVED BY	_____	**NEXT REVIEW**	_____

PURPOSE: To respond respectfully and effectively to seating and access needs without assumptions, embarrassment, delay, or unsafe arrangements.

APPLIES TO: Hosts, servers, managers, and employees assisting guests with mobility, sensory, communication, or other access needs.

RESPONSIBILITY: The host offers available options. The manager handles complex requests, conflicts, unavailable accommodations, or safety concerns.

WHEN USED: Whenever a guest requests an accommodation or an access need becomes apparent during arrival, seating, or service.

REQUIRED MATERIALS / INFORMATION:

- Knowledge of accessible entrances, routes, tables, and restrooms
- Approved accommodation policy
- Portable seating equipment if applicable
- Manager contact method

CRITICAL STANDARDS:

- Employees ask what assistance is needed rather than guessing.
- Accessible routes, exits, aisles, and service-animal access are not blocked.
- Mobility devices and personal equipment are not moved without permission.
- Requests are handled privately and escalated respectfully when the employee cannot resolve them.

PROCEDURE:

1. Acknowledge the request and ask what seating or assistance would work best.
2. Review available accessible tables, routes, entrances, and restroom access.
3. Offer practical options without describing the request loudly or drawing unnecessary attention.
4. Do not touch, lean on, move, or separate mobility devices or personal assistance equipment without permission.
5. Maintain clear aisles and emergency exits when adjusting tables or chairs.
6. If a requested table is unavailable, explain available alternatives and involve the manager.
7. Communicate only necessary information to the server or manager.
8. Allow additional time for seating and do not rush the guest or party.
9. Follow restaurant policy and applicable accessibility requirements regarding service animals and reasonable accommodations.
10. Document unresolved issues or operational barriers for manager follow-up.

9. Accessibility Seating and Accommodation SOP - VERIFICATION & CUSTOMIZATION

MANAGER VERIFICATION:

☐ Employee asks rather than assumes.
☐ Accessible routes and seating are known.
☐ Guest equipment is respected.
☐ Information is communicated discreetly.
☐ Manager is involved when options are limited.
☐ Barriers or unresolved concerns are documented.

COMMON MISTAKES TO AVOID:

• Assuming a guest needs help without asking.
• Speaking to a companion instead of the guest.
• Moving a wheelchair, walker, or other device without permission.
• Blocking aisles or exits to create a quick seating arrangement.
• Refusing a request without manager review.

RESTAURANT-SPECIFIC CUSTOMIZATION:

• Approved greeting, wait, reservation, or seating language: _____
• Reservation, waitlist, pager, floor-chart, or communication system: _____
• Seating authority and manager escalation role: _____
• Wait-time, greeting, update, or table-readiness target: _____
• Accessibility, occupancy, patio, or local guest-access requirement reviewed: _____
• Restaurant layout, table, entrance, or large-party adjustments: _____
• _____

TRAINING SIGN-OFF:

Employee Name	_____
Trainer / Manager	_____
Training Date	_____
Training Verification	☐ Not Ready ☐ Retrain ☐ Approved

REVISION NOTE: Record future changes in the restaurant master SOP index and retrain affected employees when the approved process changes.

10. Large Party Seating SOP

SOP ID	V1-010	**VERSION**	1.0
EFFECTIVE DATE	_____	**OWNER**	_____
APPROVED BY	_____	**NEXT REVIEW**	_____

PURPOSE: To plan and seat large parties safely, fairly, and efficiently without disrupting reservations, server workload, kitchen capacity, or nearby guests.

APPLIES TO: Hosts, lead hosts, managers, servers, service assistants, and employees responsible for large-party setup.

RESPONSIBILITY: The manager approves the table plan, server assignment, timing, and exceptions. The host controls arrival, check-in, and seating communication.

WHEN USED: For parties meeting the restaurant's large-party threshold or requiring multiple tables, special setup, deposits, contracts, or dedicated staffing.

REQUIRED MATERIALS / INFORMATION:

- Reservation details and contact information
- Approved floor plan and table-combination rules
- Large-party policy
- Server assignment and kitchen communication plan
- High chairs, boosters, accessibility equipment, or event materials

CRITICAL STANDARDS:

- Tables are combined only in approved configurations that maintain aisles, exits, and service access.
- Server and kitchen capacity are confirmed before seating.
- Deposits, minimums, time limits, gratuity policies, and payment arrangements are explained according to law and company policy.
- The party is not partially seated unless the restaurant policy allows it or the manager approves.

PROCEDURE:

1. Review the reservation, party size, arrival time, seating needs, payment plan, and special requests.
2. Confirm the approved table layout, aisle clearance, accessibility, and service path.
3. Verify server assignment, support staff, menu restrictions, and kitchen readiness.
4. Prepare menus, place settings, child seating, celebration items, and approved signs before arrival.
5. At check-in, confirm the party name, final size, arrival status, and whether seating requirements are met.
6. Communicate delays or incomplete-party rules clearly and respectfully.
7. Seat the party using the approved route and help organize seating without creating congestion.
8. Introduce the primary server or manager when required.
9. Update the reservation and seating systems and notify the kitchen or bar of the arrival.
10. Document material changes, no-shows, policy exceptions, or guest concerns.

10. Large Party Seating SOP - VERIFICATION & CUSTOMIZATION

MANAGER VERIFICATION:

☐ Table layout is approved and safe.
☐ Server and kitchen capacity are confirmed.
☐ Party policies are explained accurately.
☐ Required setup is complete before seating.
☐ Arrival and communication are organized.
☐ Exceptions are documented and manager-approved.

COMMON MISTAKES TO AVOID:

• Combining tables in a way that blocks aisles or exits.
• Seating without confirming server or kitchen readiness.
• Making up deposit, gratuity, or time-limit rules.
• Failing to communicate a party-size change.
• Allowing a large party to overwhelm one server without support.

RESTAURANT-SPECIFIC CUSTOMIZATION:

• Approved greeting, wait, reservation, or seating language: _____
• Reservation, waitlist, pager, floor-chart, or communication system: _____
• Seating authority and manager escalation role: _____
• Wait-time, greeting, update, or table-readiness target: _____
• Accessibility, occupancy, patio, or local guest-access requirement reviewed: _____
• Restaurant layout, table, entrance, or large-party adjustments: _____
• _____

TRAINING SIGN-OFF:

Employee Name	_____
Trainer / Manager	_____
Training Date	_____
Training Verification	☐ Not Ready ☐ Retrain ☐ Approved

REVISION NOTE: Record future changes in the restaurant master SOP index and retrain affected employees when the approved process changes.

11. Table Assignment and Section Balancing SOP

SOP ID	V1-011	**VERSION**	1.0
EFFECTIVE DATE	_____	**OWNER**	_____
APPROVED BY	_____	**NEXT REVIEW**	_____

PURPOSE: To assign available tables and sections in a way that supports fair workload, timely service, reservations, staffing, and guest needs.

APPLIES TO: Hosts, lead hosts, managers, and supervisors creating or adjusting the floor plan.

RESPONSIBILITY: The manager approves the floor plan and major changes. The host maintains the working assignment and communicates real-time conditions.

WHEN USED: Before opening, at shift change, when staffing changes, or whenever sections must be adjusted during service.

REQUIRED MATERIALS / INFORMATION:

- Floor plan
- Employee schedule
- Reservation forecast
- Table capacity and accessibility information
- Manager labor and service notes

CRITICAL STANDARDS:

- Assignments reflect employee readiness and workload, not favoritism.
- Closed sections and restricted tables are clearly marked.
- High-volume, large-party, bar, patio, and accessibility areas have adequate coverage.
- Changes are communicated to affected employees before the next seating whenever possible.

PROCEDURE:

1. Review scheduled servers, arrival times, training status, and planned cuts.
2. Review reservations, expected sales, large parties, patio conditions, and special events.
3. Assign sections with comparable opportunity and manageable travel distance when possible.
4. Identify tables requiring experienced coverage, accessibility access, or special handling.
5. Mark closed, held, or unavailable tables clearly.
6. Review assignments with servers and confirm understanding.
7. Adjust assignments when call-offs, cuts, guest flow, or service problems change capacity.
8. Communicate every change to hosts, servers, service assistants, kitchen leadership, and managers as needed.
9. Update the floor plan immediately.
10. Record major recurring imbalance or layout problems for future planning.

11. Table Assignment and Section Balancing SOP - VERIFICATION & CUSTOMIZATION

MANAGER VERIFICATION:

☐ Assignments match staffing and demand.
☐ Sections are balanced and clearly marked.
☐ Special areas have appropriate coverage.
☐ Employees receive changes promptly.
☐ Floor plan remains current.
☐ Manager reviews recurring section or workload problems.

COMMON MISTAKES TO AVOID:

• Creating sections based on favoritism.
• Giving a trainee an unmanageable section.
• Changing sections without telling the host or server.
• Leaving inaccessible or unavailable tables open in the system.
• Failing to rebalance after cuts or call-offs.

RESTAURANT-SPECIFIC CUSTOMIZATION:

• Approved greeting, wait, reservation, or seating language: _____
• Reservation, waitlist, pager, floor-chart, or communication system: _____
• Seating authority and manager escalation role: _____
• Wait-time, greeting, update, or table-readiness target: _____
• Accessibility, occupancy, patio, or local guest-access requirement reviewed: _____
• Restaurant layout, table, entrance, or large-party adjustments: _____
• _____

TRAINING SIGN-OFF:

Employee Name	_____
Trainer / Manager	_____
Training Date	_____
Training Verification	☐ Not Ready ☐ Retrain ☐ Approved

REVISION NOTE: Record future changes in the restaurant master SOP index and retrain affected employees when the approved process changes.

12. Wait-Time Quoting and Update SOP

SOP ID	V1-012	**VERSION**	1.0
EFFECTIVE DATE	_____	**OWNER**	_____
APPROVED BY	_____	**NEXT REVIEW**	_____

PURPOSE: To provide realistic, consistent wait estimates and timely updates based on current restaurant conditions.

APPLIES TO: Hosts, lead hosts, managers, and employees authorized to quote or revise wait times.

RESPONSIBILITY: The host uses approved guidance and current conditions. The manager authorizes major quote changes, seating pauses, and recovery decisions.

WHEN USED: Whenever immediate seating is unavailable or a quoted wait changes materially.

REQUIRED MATERIALS / INFORMATION:

- Waitlist and table-status system
- Reservation schedule
- Server and kitchen capacity information
- Manager quote guidance

CRITICAL STANDARDS:

- Quoted times are honest estimates, not guarantees.
- Quotes account for reservations, party size, table availability, reset time, server capacity, and kitchen conditions.
- Material delays are communicated before the guest must ask whenever possible.
- Employees do not shorten quotes merely to prevent a guest from leaving.

PROCEDURE:

1. Review current waiting parties, open tables, reservation commitments, and average table-turn conditions.
2. Check with the manager when kitchen delays, staffing problems, large parties, or table restrictions affect capacity.
3. Provide the approved estimated range and explain that it may change.
4. Enter the quoted time and quote timestamp in the waitlist system.
5. Monitor table status and actual seating pace.
6. When conditions change materially, revise the internal estimate and notify affected guests.
7. Explain the cause of delay briefly without blaming employees or discussing private operational details.
8. Offer approved options such as bar seating, patio seating, takeout, or a later reservation when available.
9. Escalate severe delays, disputes, accessibility concerns, or recovery needs to the manager.
10. Record the actual seating time for future quote accuracy review.

12. Wait-Time Quoting and Update SOP - VERIFICATION & CUSTOMIZATION

MANAGER VERIFICATION:

☐ Quotes reflect real-time conditions.
☐ Estimate and quote time are recorded.
☐ Guests receive updates when delays change materially.
☐ Employees avoid exact promises.
☐ Approved alternatives are offered appropriately.
☐ Manager is involved when quotes become unreliable.

COMMON MISTAKES TO AVOID:

• Quoting from habit without checking current conditions.
• Reducing the quote to keep a party from leaving.
• Failing to account for reservations or large parties.
• Waiting for the guest to complain before giving an update.
• Blaming the kitchen or a specific employee for the delay.

RESTAURANT-SPECIFIC CUSTOMIZATION:

• Approved greeting, wait, reservation, or seating language: _____
• Reservation, waitlist, pager, floor-chart, or communication system: _____
• Seating authority and manager escalation role: _____
• Wait-time, greeting, update, or table-readiness target: _____
• Accessibility, occupancy, patio, or local guest-access requirement reviewed: _____
• Restaurant layout, table, entrance, or large-party adjustments: _____
• _____

TRAINING SIGN-OFF:

Employee Name	_____
Trainer / Manager	_____
Training Date	_____
Training Verification	☐ Not Ready ☐ Retrain ☐ Approved

REVISION NOTE: Record future changes in the restaurant master SOP index and retrain affected employees when the approved process changes.

13. Special Seating Request SOP

SOP ID	V1-013	**VERSION**	1.0
EFFECTIVE DATE	_____	**OWNER**	_____
APPROVED BY	_____	**NEXT REVIEW**	_____

PURPOSE: To handle requests for booths, windows, patios, quiet areas, specific servers, or other seating preferences fairly and without unauthorized promises.

APPLIES TO: Hosts, reservation agents, managers, and employees assisting with seating requests.

RESPONSIBILITY: The host records and attempts reasonable requests. The manager decides conflicts, unavailable requests, and exceptions that affect operations.

WHEN USED: When a guest makes a seating request before arrival, at check-in, or during seating.

REQUIRED MATERIALS / INFORMATION:

- Floor plan and table-status information
- Reservation notes
- Accessibility information
- Manager escalation method

CRITICAL STANDARDS:

- Preferences are treated as requests unless specifically guaranteed by an authorized manager.
- Accessibility needs are distinguished from general preferences and handled under the accessibility SOP.
- Employees do not promise a shorter wait or displace another reservation without approval.
- Specific-server requests are handled fairly and with server availability in mind.

PROCEDURE:

1. Listen to the request and clarify what matters most to the guest.
2. Determine whether the request is a general preference, accessibility need, or special-event arrangement.
3. Check table status, reservations, section capacity, weather, and manager restrictions.
4. Explain whether the request is available immediately, requires a longer wait, or cannot be provided.
5. Offer practical alternatives when the preferred option is unavailable.
6. Record the request in the reservation or waitlist system.
7. Do not move, remove, or hold tables in a way that creates a safety or service problem.
8. For specific-server requests, confirm the server is working and able to accept the table.
9. Escalate disputes, accessibility concerns, or promised arrangements to the manager.
10. Update the seating plan and communicate approved changes.

13. Special Seating Request SOP - VERIFICATION & CUSTOMIZATION

MANAGER VERIFICATION:

☐ Employee distinguishes needs from preferences.
☐ Requests are recorded accurately.
☐ Unauthorized guarantees are avoided.
☐ Alternatives are offered.
☐ Server and section capacity are considered.
☐ Manager resolves conflicts and prior promises.

COMMON MISTAKES TO AVOID:

• Guaranteeing a booth, patio table, or specific server without authority.
• Treating an accessibility need as a simple preference.
• Holding a table so long that service flow is damaged.
• Making another guest wait unfairly without manager approval.
• Arguing instead of offering alternatives.

RESTAURANT-SPECIFIC CUSTOMIZATION:

• Approved greeting, wait, reservation, or seating language: _____
• Reservation, waitlist, pager, floor-chart, or communication system: _____
• Seating authority and manager escalation role: _____
• Wait-time, greeting, update, or table-readiness target: _____
• Accessibility, occupancy, patio, or local guest-access requirement reviewed: _____
• Restaurant layout, table, entrance, or large-party adjustments: _____
• _____

TRAINING SIGN-OFF:

Employee Name	_____
Trainer / Manager	_____
Training Date	_____
Training Verification	☐ Not Ready ☐ Retrain ☐ Approved

REVISION NOTE: Record future changes in the restaurant master SOP index and retrain affected employees when the approved process changes.

14. Child Seating Equipment and Safety SOP

SOP ID	V1-014	**VERSION**	1.0
EFFECTIVE DATE	_____	**OWNER**	_____
APPROVED BY	_____	**NEXT REVIEW**	_____

PURPOSE: To provide clean, stable, correctly placed high chairs, boosters, and other approved child-seating equipment while protecting aisles and guest safety.

APPLIES TO: Hosts, service assistants, servers, and managers handling child-seating equipment.

RESPONSIBILITY: The employee providing the equipment inspects and places it. The manager removes damaged equipment from use and resolves unsafe placement.

WHEN USED: Whenever a party requests a high chair, booster, sling, or other approved child-seating aid.

REQUIRED MATERIALS / INFORMATION:

- Approved high chairs and boosters
- Cleaning and sanitizing supplies
- Inspection tag or out-of-service label
- Safe storage area

CRITICAL STANDARDS:

- Damaged, unstable, dirty, or unapproved equipment is never used.
- Equipment does not block aisles, exits, server paths, or accessibility routes.
- Employees do not place carriers on chairs or equipment unless the restaurant has an approved device and policy.
- The adult guest remains responsible for securing and supervising the child.

PROCEDURE:

1. Ask which approved seating equipment the party needs.
2. Select equipment that is clean, dry, stable, and appropriate for the requested use.
3. Inspect straps, buckles, feet, joints, trays, and surfaces for damage or missing parts.
4. Clean and sanitize according to the approved chemical and contact-time procedure.
5. Place the equipment at an approved table location that does not block traffic or exits.
6. Explain any restaurant policy regarding use, placement, or securing the child.
7. Allow the adult guest to position or secure the child unless assistance is requested and policy allows.
8. Remove damaged equipment from service immediately and notify the manager.
9. After use, clean, sanitize, dry, and return the equipment to approved storage.
10. Document recurring damage, shortages, or unsafe placement concerns.

14. Child Seating Equipment and Safety SOP - VERIFICATION & CUSTOMIZATION

MANAGER VERIFICATION:

☐ Equipment is inspected before use.
☐ Cleaning and sanitizing standards are followed.
☐ Aisles and exits remain clear.
☐ Damaged equipment is removed and reported.
☐ Adult supervision responsibility is respected.
☐ Equipment is stored clean and dry.

COMMON MISTAKES TO AVOID:

- Using a high chair with broken straps or unstable feet.
- Placing equipment in a service aisle or exit path.
- Using a chair or overturned booster as a carrier stand.
- Returning dirty equipment to storage.
- Failing to report missing or damaged parts.

RESTAURANT-SPECIFIC CUSTOMIZATION:

- Approved greeting, wait, reservation, or seating language: _____
- Reservation, waitlist, pager, floor-chart, or communication system: _____
- Seating authority and manager escalation role: _____
- Wait-time, greeting, update, or table-readiness target: _____
- Accessibility, occupancy, patio, or local guest-access requirement reviewed: _____
- Restaurant layout, table, entrance, or large-party adjustments: _____
- _____

TRAINING SIGN-OFF:

Employee Name	_____
Trainer / Manager	_____
Training Date	_____
Training Verification	☐ Not Ready ☐ Retrain ☐ Approved

REVISION NOTE: Record future changes in the restaurant master SOP index and retrain affected employees when the approved process changes.

15. Lobby and Entry Area Readiness SOP

SOP ID	V1-015	**VERSION**	1.0
EFFECTIVE DATE	_____	**OWNER**	_____
APPROVED BY	_____	**NEXT REVIEW**	_____

PURPOSE: To keep the restaurant entrance, lobby, waiting area, and guest-arrival path clean, safe, welcoming, and operational throughout service.

APPLIES TO: Hosts, service assistants, managers, and employees assigned to lobby checks.

RESPONSIBILITY: The host monitors the area. The manager coordinates repairs, weather response, crowd control, and hazards that cannot be corrected immediately.

WHEN USED: Before opening, during scheduled checks, after spills or weather changes, and whenever guest traffic increases.

REQUIRED MATERIALS / INFORMATION:

- Lobby inspection checklist
- Approved cleaning supplies
- Wet-floor signs
- Entry mats and umbrella storage if used
- Manager communication method

CRITICAL STANDARDS:

- Entrances, exits, mats, floors, and waiting paths remain clear and safe.
- Wet floors, broken glass, damaged furniture, and crowding are addressed immediately.
- Signage, menus, and promotional materials are current and professional.
- Guest privacy and accessibility are protected in the waiting area.

PROCEDURE:

1. Inspect exterior and interior entry paths, door glass, handles, mats, floors, lights, and signage.
2. Remove clutter, trash, outdated signs, personal items, and unapproved materials.
3. Confirm chairs, benches, rails, and tables are clean, stable, and positioned safely.
4. Check that accessible routes, doors, and seating remain open and usable.
5. Monitor weather conditions and adjust mats, signs, and floor checks as needed.
6. Clean spills immediately or guard the area until the correct employee arrives.
7. Manage waiting-party placement so doors, exits, host operations, and service paths remain clear.
8. Keep music, lighting, temperature, and displayed materials within restaurant standards.
9. Report facility, lighting, door, pest, odor, or security concerns to the manager.
10. Record unresolved hazards and confirm follow-up.

15. Lobby and Entry Area Readiness SOP - VERIFICATION & CUSTOMIZATION

MANAGER VERIFICATION:

☐ Entrance and lobby are clean and uncluttered.
☐ Mats and floors are safe.
☐ Accessible routes are open.
☐ Waiting guests do not block doors or exits.
☐ Current signs and materials are displayed.
☐ Hazards are corrected, guarded, and documented.

COMMON MISTAKES TO AVOID:

• Allowing wet mats or floors to remain unmarked.
• Blocking accessibility routes with chairs or waiting parties.
• Displaying handwritten or outdated signs without approval.
• Ignoring damaged furniture or door problems.
• Leaving the entrance unattended during a rush.

RESTAURANT-SPECIFIC CUSTOMIZATION:

• Approved greeting, wait, reservation, or seating language: _____
• Reservation, waitlist, pager, floor-chart, or communication system: _____
• Seating authority and manager escalation role: _____
• Wait-time, greeting, update, or table-readiness target: _____
• Accessibility, occupancy, patio, or local guest-access requirement reviewed: _____
• Restaurant layout, table, entrance, or large-party adjustments: _____
• _____

TRAINING SIGN-OFF:

Employee Name	_____
Trainer / Manager	_____
Training Date	_____
Training Verification	☐ Not Ready ☐ Retrain ☐ Approved

REVISION NOTE: Record future changes in the restaurant master SOP index and retrain affected employees when the approved process changes.

16. Table Status Communication SOP

SOP ID	V1-016	**VERSION**	1.0
EFFECTIVE DATE	_____	**OWNER**	_____
APPROVED BY	_____	**NEXT REVIEW**	_____

PURPOSE: To keep hosts, servers, service assistants, managers, and reservation systems aligned on whether each table is occupied, clearing, resetting, held, reserved, unavailable, or ready.

APPLIES TO: Hosts, servers, service assistants, bussers, managers, and employees updating table status.

RESPONSIBILITY: The employee changing a table's condition updates or communicates the status immediately. The host maintains the authoritative seating view.

WHEN USED: Whenever a party is seated, a table is vacated, cleaning begins, reset is completed, or a table becomes unavailable.

REQUIRED MATERIALS / INFORMATION:

- Table-status system or chart
- Floor plan
- Radio, verbal, or approved communication method
- Out-of-service marker if applicable

CRITICAL STANDARDS:

- A table is marked ready only after it is fully cleaned, reset, stable, and approved.
- Status changes are immediate and use standard terms.
- Reserved, held, unsafe, or out-of-service tables are clearly identified.
- Conflicting information is resolved before seating.

PROCEDURE:

1. Use the restaurant's approved status terms and colors.
2. Mark a table occupied immediately after seating.
3. When guests leave, communicate that the table is open for clearing, not ready for seating.
4. Update the status when clearing and reset begin.
5. Inspect the completed reset for cleanliness, stability, correct settings, and surrounding floor condition.
6. Mark the table ready only after the final check.
7. Identify held, reserved, accessibility, large-party, or out-of-service tables clearly.
8. Communicate unusual delays or damage to the host and manager.
9. Resolve system and visual-status conflicts before directing a party to the table.
10. Review table status during rushes and shift handoffs.

16. Table Status Communication SOP - VERIFICATION & CUSTOMIZATION

MANAGER VERIFICATION:

☐ Standard status terms are used.
☐ Table-status changes are communicated and entered immediately.
☐ Ready means fully inspected and set.
☐ Held and unavailable tables are clear.
☐ Conflicts are resolved before seating.
☐ Host, floor team, and manager share the same information.

COMMON MISTAKES TO AVOID:

• Marking a table ready before cleaning is complete.
• Using vague terms such as "almost ready" without an update.
• Failing to mark a table out of service.
• Updating the system but not communicating a major delay.
• Seating based on assumption rather than confirmed status.

RESTAURANT-SPECIFIC CUSTOMIZATION:

• Approved greeting, wait, reservation, or seating language: _____
• Reservation, waitlist, pager, floor-chart, or communication system: _____
• Seating authority and manager escalation role: _____
• Wait-time, greeting, update, or table-readiness target: _____
• Accessibility, occupancy, patio, or local guest-access requirement reviewed: _____
• Restaurant layout, table, entrance, or large-party adjustments: _____
• _____

TRAINING SIGN-OFF:

Employee Name	_____
Trainer / Manager	_____
Training Date	_____
Training Verification	☐ Not Ready ☐ Retrain ☐ Approved

REVISION NOTE: Record future changes in the restaurant master SOP index and retrain affected employees when the approved process changes.

17. Guest Departure Recognition SOP

SOP ID	V1-017	**VERSION**	1.0
EFFECTIVE DATE	_____	**OWNER**	_____
APPROVED BY	_____	**NEXT REVIEW**	_____

PURPOSE: To close the guest experience with sincere appreciation, assistance, and awareness of unresolved concerns.

APPLIES TO: Hosts, servers, managers, bartenders, and any employee positioned near a departing guest.

RESPONSIBILITY: The host leads recognition at the exit. Every employee should acknowledge departing guests when appropriate.

WHEN USED: Whenever guests leave the dining room, bar, patio, private room, or pickup area.

REQUIRED MATERIALS / INFORMATION:

- Approved farewell language
- Knowledge of exits, parking, and weather conditions
- Manager escalation method

CRITICAL STANDARDS:

- Departing guests are acknowledged without blocking their path or forcing conversation.
- Unresolved dissatisfaction, forgotten property, mobility needs, and safety concerns are addressed immediately.
- Employees remain professional even when the guest has complained or service was difficult.
- No employee discusses tips, payment, or internal problems during the farewell.

PROCEDURE:

1. Observe departing guests and pause nonessential tasks when practical.
2. Offer the approved farewell and thank the guest for visiting.
3. Open or hold the door when safe and appropriate.
4. Offer reasonable assistance with directions, weather, accessibility, or found property.
5. Watch for visible dissatisfaction or an attempt to speak with a manager.
6. If a guest mentions a concern, listen briefly and involve the manager rather than dismissing it.
7. Do not ask about gratuity or defend service performance at the exit.
8. Confirm the party has personal belongings and child-seating items.
9. Keep the doorway and exit path clear.
10. Communicate serious concerns or repeat feedback to the manager.

17. Guest Departure Recognition SOP - VERIFICATION & CUSTOMIZATION

MANAGER VERIFICATION:

☐ Guests receive a professional thank-you.
☐ Exit path remains clear.
☐ Employees recognize unresolved concerns.
☐ Assistance is offered appropriately.
☐ Difficult guests are still treated respectfully.
☐ Feedback requiring follow-up reaches the manager.

COMMON MISTAKES TO AVOID:

- Ignoring departing guests while using a phone or talking to coworkers.
- Blocking the exit to continue a conversation.
- Asking whether the guest tipped or enjoyed a specific employee.
- Arguing about a complaint at the door.
- Failing to tell the manager about serious negative feedback.

RESTAURANT-SPECIFIC CUSTOMIZATION:

- Approved greeting, wait, reservation, or seating language: _____
- Reservation, waitlist, pager, floor-chart, or communication system: _____
- Seating authority and manager escalation role: _____
- Wait-time, greeting, update, or table-readiness target: _____
- Accessibility, occupancy, patio, or local guest-access requirement reviewed: _____
- Restaurant layout, table, entrance, or large-party adjustments: _____
- _____

TRAINING SIGN-OFF:

Employee Name	_____
Trainer / Manager	_____
Training Date	_____
Training Verification	☐ Not Ready ☐ Retrain ☐ Approved

REVISION NOTE: Record future changes in the restaurant master SOP index and retrain affected employees when the approved process changes.

18. Lost and Found Intake SOP

SOP ID	V1-018	**VERSION**	1.0
EFFECTIVE DATE	_____	**OWNER**	_____
APPROVED BY	_____	**NEXT REVIEW**	_____

PURPOSE: To receive, document, secure, match, and return found property consistently while protecting guest privacy and reducing loss or theft risk.

APPLIES TO: Hosts, servers, managers, and employees who find or receive guest property.

RESPONSIBILITY: The finding employee turns the item over immediately. The manager or designated custodian controls storage, identification, release, and disposal.

WHEN USED: Whenever property is found, reported missing, claimed, transferred, or disposed of under policy.

REQUIRED MATERIALS / INFORMATION:

- Lost-and-found log
- Secure storage area
- Item tag or evidence bag
- Manager contact information

CRITICAL STANDARDS:

- Employees do not search through, use, photograph, or keep found property.
- Cash, identification, payment cards, medications, weapons, and high-value items are given directly to the manager.
- Claimants must describe the item or provide reasonable proof before release.
- Guest contact information and item details are kept private.

PROCEDURE:

1. Do not leave the found item unattended or continue carrying it through the restaurant.
2. Notify the manager or designated custodian immediately.
3. Record the date, time, location found, employee name, item description, and condition.
4. Place the item in an approved tag, bag, or container without unnecessary handling.
5. Transfer cash, identification, cards, medication, keys, electronics, weapons, or high-value items directly to the manager.
6. Store the item in the approved secure location.
7. When a guest calls, request a description rather than revealing all item details.
8. For return, verify the description, record claimant information, and obtain the required signature.
9. Do not mail, ship, or release items to another person without manager approval.
10. Follow the restaurant retention and disposal policy for unclaimed items.

18. Lost and Found Intake SOP - VERIFICATION & CUSTOMIZATION

MANAGER VERIFICATION:

☐ Item is logged promptly.
☐ High-risk items go directly to the manager.
☐ Storage is secure.
☐ Claimant verifies identifying details.
☐ Release is documented.
☐ Retention and disposal follow policy.

COMMON MISTAKES TO AVOID:

• Looking through a wallet, bag, or phone unnecessarily.
• Leaving found property at the host stand.
• Describing the item in detail to an unverified caller.
• Returning an item without documentation.
• Discarding property before the retention period.

RESTAURANT-SPECIFIC CUSTOMIZATION:

• Approved greeting, wait, reservation, or seating language: _____
• Reservation, waitlist, pager, floor-chart, or communication system: _____
• Seating authority and manager escalation role: _____
• Wait-time, greeting, update, or table-readiness target: _____
• Accessibility, occupancy, patio, or local guest-access requirement reviewed: _____
• Restaurant layout, table, entrance, or large-party adjustments: _____
• _____

TRAINING SIGN-OFF:

Employee Name	_____
Trainer / Manager	_____
Training Date	_____
Training Verification	☐ Not Ready ☐ Retrain ☐ Approved

REVISION NOTE: Record future changes in the restaurant master SOP index and retrain affected employees when the approved process changes.

19. Weather-Related Entry and Patio Guest Management SOP

SOP ID	V1-019	**VERSION**	1.0
EFFECTIVE DATE	_____	**OWNER**	_____
APPROVED BY	_____	**NEXT REVIEW**	_____

PURPOSE: To protect guests and operations when rain, wind, heat, cold, lightning, ice, smoke, or other weather affects the entrance, waiting area, or patio.

APPLIES TO: Hosts, patio servers, managers, service assistants, and employees controlling guest movement during weather changes.

RESPONSIBILITY: The manager decides patio closure, seating pauses, relocation, and emergency action. The host communicates approved options and maintains safe entry flow.

WHEN USED: Before opening and whenever weather conditions change or affect guest safety, comfort, access, or table availability.

REQUIRED MATERIALS / INFORMATION:

- Weather information source
- Wet-floor signs and mats
- Patio closure or relocation plan
- Reservation and waitlist systems
- Manager communication method

CRITICAL STANDARDS:

- Lightning, high wind, ice, flooding, extreme temperature, poor air quality, or other hazards are escalated immediately.
- Wet entrances and floors are guarded and corrected.
- Guests are not promised patio seating when weather may require closure.
- Relocations are coordinated so aisles, occupancy limits, and server capacity remain controlled.

PROCEDURE:

1. Review weather conditions and manager patio guidance before opening.
2. Inspect entry mats, drainage, doors, umbrellas, patio furniture, heaters, fans, and lighting.
3. Place approved mats and signs where moisture or ice may create a hazard.
4. Advise arriving guests when patio availability is uncertain or weather-dependent.
5. Monitor conditions and report rapid changes immediately.
6. When the manager closes the patio, stop new seating and update reservations, waitlist quotes, and floor plans.
7. Coordinate relocation of seated guests according to table availability and manager priority.
8. Keep entry doors, exits, accessibility routes, and emergency paths clear during crowding.
9. Document damaged equipment, guest incidents, or reservations materially affected by weather.
10. Reopen the patio only after manager inspection and approval.

19. Weather-Related Entry and Patio Guest Management SOP - VERIFICATION & CUSTOMIZATION

MANAGER VERIFICATION:

☐ Weather is reviewed before and during service.
☐ Wet or icy entry hazards are controlled.
☐ Guests receive accurate patio information.
☐ Closure and relocation decisions are manager-led.
☐ Systems and floor plans are updated.
☐ Patio reopens only after inspection.

COMMON MISTAKES TO AVOID:

• Continuing patio seating after unsafe conditions begin.
• Failing to update quoted wait times after losing patio capacity.
• Moving guests without coordinating table and server capacity.
• Leaving wet floors unmarked.
• Allowing furniture or umbrellas to remain unsecured in wind.

RESTAURANT-SPECIFIC CUSTOMIZATION:

• Approved greeting, wait, reservation, or seating language: _____
• Reservation, waitlist, pager, floor-chart, or communication system: _____
• Seating authority and manager escalation role: _____
• Wait-time, greeting, update, or table-readiness target: _____
• Accessibility, occupancy, patio, or local guest-access requirement reviewed: _____
• Restaurant layout, table, entrance, or large-party adjustments: _____
• _____

TRAINING SIGN-OFF:

Employee Name	_____
Trainer / Manager	_____
Training Date	_____
Training Verification	☐ Not Ready ☐ Retrain ☐ Approved

REVISION NOTE: Record future changes in the restaurant master SOP index and retrain affected employees when the approved process changes.

20. Host Shift Handoff SOP

SOP ID	V1-020	**VERSION**	1.0
EFFECTIVE DATE	_____	**OWNER**	_____
APPROVED BY	_____	**NEXT REVIEW**	_____

PURPOSE: To transfer accurate guest, reservation, waitlist, table, equipment, and manager information between host employees without service interruption.

APPLIES TO: Outgoing and incoming hosts, lead hosts, and managers overseeing the transition.

RESPONSIBILITY: The outgoing host gives a complete handoff. The incoming host confirms understanding and immediately assumes control of the position.

WHEN USED: At scheduled host changes, breaks, cuts, meal periods, or emergency position changes.

REQUIRED MATERIALS / INFORMATION:

- Reservation and waitlist system
- Current floor plan and table status
- Manager communication log
- Equipment and key inventory

CRITICAL STANDARDS:

- The host stand is never left without clear coverage.
- Waiting parties, late reservations, table holds, accessibility needs, and guest concerns are reviewed individually.
- The incoming host verifies the current state instead of relying only on verbal memory.
- Private information is discussed discreetly.

PROCEDURE:

1. Notify the manager or lead host that a handoff is beginning.
2. Review current waiting parties, quoted times, contact status, and special needs.
3. Review upcoming, late, canceled, and no-show reservations.
4. Review table status, server rotation, cuts, section changes, held tables, and large-party plans.
5. Identify complaints, VIPs, accessibility requests, weather issues, and manager follow-up.
6. Count and transfer pagers, radios, keys, tablets, phones, and other controlled items.
7. Show the incoming host unresolved equipment, cleanliness, or facility concerns.
8. The incoming host checks the systems and repeats critical information back.
9. Update the log with the handoff time and both employee names.
10. Do not leave until the incoming host accepts control or the manager approves release.

20. Host Shift Handoff SOP - VERIFICATION & CUSTOMIZATION

MANAGER VERIFICATION:

☐ Coverage remains continuous.
☐ Waitlist and reservations are reviewed.
☐ Floor plan and rotation are current.
☐ Special guest and manager notes are transferred.
☐ Equipment and keys are accounted for.
☐ Handoff is documented.

COMMON MISTAKES TO AVOID:

• Leaving for a break before the incoming host is ready.
• Giving only a general summary such as "everything is fine."
• Failing to mention a late large party or long-wait complaint.
• Discussing private guest notes loudly.
• Not counting controlled equipment.

RESTAURANT-SPECIFIC CUSTOMIZATION:

• Approved greeting, wait, reservation, or seating language: _____
• Reservation, waitlist, pager, floor-chart, or communication system: _____
• Seating authority and manager escalation role: _____
• Wait-time, greeting, update, or table-readiness target: _____
• Accessibility, occupancy, patio, or local guest-access requirement reviewed: _____
• Restaurant layout, table, entrance, or large-party adjustments: _____
• _____

TRAINING SIGN-OFF:

Employee Name	_____
Trainer / Manager	_____
Training Date	_____
Training Verification	☐ Not Ready ☐ Retrain ☐ Approved

REVISION NOTE: Record future changes in the restaurant master SOP index and retrain affected employees when the approved process changes.

PART 2

SERVER SERVICE & TABLE MANAGEMENT

30 ready-to-customize SOPs

These SOPs control server readiness, order accuracy, service timing, table maintenance, payment handling, allergy communication, guest recovery, and shift continuity.

21. Server Opening Side Work SOP

SOP ID	V1-021	**VERSION**	1.0
EFFECTIVE DATE	_____	**OWNER**	_____
APPROVED BY	_____	**NEXT REVIEW**	_____

PURPOSE: To prepare each server station, assigned section, and shared service area before guests are seated.

APPLIES TO: Opening servers, assigned side-work employees, trainers, shift leads, and managers.

RESPONSIBILITY: Each server completes assigned work. The manager or shift lead verifies readiness before release to service.

WHEN USED: Before opening, before a server takes a section, and after any major shift reset.

REQUIRED MATERIALS / INFORMATION:

- Current opening side-work chart or checklist
- Approved cleaning and sanitizing supplies
- Napkins, silverware, glassware, condiments, and service supplies
- Menus, check presenters, pens, receipt paper, and to-go supplies
- POS access, section map, reservation notes, and manager communication

CRITICAL STANDARDS:

- Opening work is complete before the first assigned table is seated.
- Guest-contact items are clean, undamaged, and handled according to sanitation policy.
- Stations are stocked to approved pars without blocking aisles or emergency routes.
- Shortages, damage, or incomplete work are reported before service begins.

PROCEDURE:

1. Review the side-work assignment, section map, and expected business level.
2. Wash hands and gather only approved cleaning and stocking supplies.
3. Inspect the assigned station; remove trash, old receipts, clutter, and personal items.
4. Clean and sanitize approved station surfaces, shelves, trays, and touchpoints.
5. Stock service supplies to the restaurant par and rotate usable stock when required.
6. Inspect tables, chairs, booths, floors, menus, and table settings in the assigned section.
7. Test the POS login, printer, handheld, and payment equipment assigned to the station.
8. Review reservations, large parties, unavailable items, and special service notes.
9. Report missing supplies, equipment problems, safety hazards, or incomplete shared work.
10. Complete the checklist and obtain manager or shift-lead verification before seating.

21. Server Opening Side Work SOP - VERIFICATION & CUSTOMIZATION

MANAGER VERIFICATION:

☐ Assigned station and section are clean and guest-ready.
☐ Required service supplies are stocked to the approved par.
☐ POS, printer, and payment equipment are working.
☐ Tables, chairs, menus, and settings meet the restaurant standard.
☐ Shortages and maintenance concerns are documented or escalated.
☐ Server is released only after opening work is verified.

COMMON MISTAKES TO AVOID:

• Waiting until guests arrive to begin stocking.
• Using unapproved chemicals or dirty towels on guest-contact areas.
• Overstocking stations until aisles, shelves, or exits are blocked.
• Ignoring damaged tableware, unstable furniture, or equipment problems.
• Signing off work that another employee has not actually completed.

RESTAURANT-SPECIFIC CUSTOMIZATION:

• Approved service language, sequence, or table standard: _____
• Menu, POS, seat-number, payment, or check-handling system: _____
• Allergy, special-request, recovery, or manager escalation role: _____
• Greeting, firing, check-back, refill, payment, or reset target: _____
• Payment-security, accessibility, alcohol, or local service requirement reviewed: _____
• Concept-specific menu, course, section, or side-work adjustments: _____
• _____

TRAINING SIGN-OFF:

Employee Name	_____
Trainer / Manager	_____
Training Date	_____
Training Verification	☐ Not Ready ☐ Retrain ☐ Approved

REVISION NOTE: Record future changes in the restaurant master SOP index and retrain affected employees when the approved process changes.

22. Server Pre-Shift Readiness SOP

SOP ID	V1-022	**VERSION**	1.0
EFFECTIVE DATE	_____	**OWNER**	_____
APPROVED BY	_____	**NEXT REVIEW**	_____

PURPOSE: To confirm that every server begins the shift professionally prepared, informed, equipped, and ready to serve guests.

APPLIES TO: All servers, server trainers, shift leads, and managers.

RESPONSIBILITY: The server completes personal and operational readiness. The manager verifies exceptions and communicates shift priorities.

WHEN USED: Before clock-in readiness review, pre-shift meeting, or assignment to a section.

REQUIRED MATERIALS / INFORMATION:

- Uniform and appearance standards
- Pens, order pad, wine key, handheld, or other approved tools
- Current menu, beverage, feature, and unavailable-item information
- Allergen communication process and approved ingredient resources
- Section assignment, reservation notes, bank, and POS credentials

CRITICAL STANDARDS:

- Employees report ready to work at the scheduled start time, not begin preparing after it.
- Uniform, hygiene, and required tools meet the approved standard.
- Servers do not guess about ingredients, allergens, prices, or promotions.
- Banks, devices, and credentials are controlled and verified before use.

PROCEDURE:

1. Arrive with enough time to store personal items and meet the scheduled ready time.
2. Inspect uniform, grooming, footwear, name tag, and required protective items.
3. Gather and test required service tools; replace missing or unsafe items.
4. Log into the POS or handheld and confirm the correct employee profile and printer.
5. Count and acknowledge any assigned bank according to cash-control policy.
6. Review menu changes, features, shortages, pricing, and beverage information.
7. Review allergy alerts, ingredient questions, and the approved escalation process.
8. Confirm section, table numbers, seat-number method, reservations, and large parties.
9. Attend pre-shift, ask questions, and repeat back critical shift information when requested.
10. Notify the manager immediately if any readiness requirement cannot be completed.

22. Server Pre-Shift Readiness SOP - VERIFICATION & CUSTOMIZATION

MANAGER VERIFICATION:

☐ Server is in approved uniform and ready at the scheduled time.
☐ Required tools and POS access are present and working.
☐ Menu features, shortages, and service priorities are understood.
☐ Server can explain the allergy and guest-concern escalation process.
☐ Assigned bank and controlled equipment are verified.
☐ Section and table-number responsibilities are understood.

COMMON MISTAKES TO AVOID:

• Clocking in and then leaving the floor to get ready.
• Borrowing tools throughout the shift instead of arriving equipped.
• Using another employee's POS credentials or bank.
• Guessing about menu items or relying on outdated feature information.
• Skipping pre-shift because the server has worked the menu before.

RESTAURANT-SPECIFIC CUSTOMIZATION:

• Approved service language, sequence, or table standard: _____
• Menu, POS, seat-number, payment, or check-handling system: _____
• Allergy, special-request, recovery, or manager escalation role: _____
• Greeting, firing, check-back, refill, payment, or reset target: _____
• Payment-security, accessibility, alcohol, or local service requirement reviewed: _____
• Concept-specific menu, course, section, or side-work adjustments: _____
• _____

TRAINING SIGN-OFF:

Employee Name	_____
Trainer / Manager	_____
Training Date	_____
Training Verification	☐ Not Ready ☐ Retrain ☐ Approved

REVISION NOTE: Record future changes in the restaurant master SOP index and retrain affected employees when the approved process changes.

23. Server Table Greeting SOP

SOP ID	V1-023	**VERSION**	1.0
EFFECTIVE DATE	_____	**OWNER**	_____
APPROVED BY	_____	**NEXT REVIEW**	_____

PURPOSE: To acknowledge and welcome every newly seated table promptly while establishing the service plan for the meal.

APPLIES TO: Servers, bartenders serving tables, trainers, shift leads, and managers providing coverage.

RESPONSIBILITY: The assigned server owns the greeting. A covering employee or manager greets when the server is delayed.

WHEN USED: Immediately after seating and again when a delayed server assumes the table.

REQUIRED MATERIALS / INFORMATION:

- Current menu and beverage knowledge
- Feature, shortage, and promotion information
- Order pad, handheld, or approved service device
- Allergen and ingredient escalation resources
- Restaurant greeting and timing standards

CRITICAL STANDARDS:

- No table remains unacknowledged while employees debate ownership.
- The greeting is warm, professional, and adjusted to the guest's pace.
- Servers never guess about allergens, ingredients, alcohol rules, or pricing.
- Any service delay is acknowledged honestly and ownership is established.

PROCEDURE:

1. Approach the table within the restaurant greeting-time standard.
2. Make eye contact, smile naturally, and acknowledge every guest when practical.
3. Welcome the table and introduce yourself according to the restaurant standard.
4. Confirm that guests have the correct menus and needed seating accommodations.
5. Offer water or beverages and identify time-sensitive features or unavailable items.
6. Ask whether the table has immediate questions or allergy concerns.
7. Listen without interrupting and use the approved resource for uncertain answers.
8. Take the beverage order or give the table a clear time for your return.
9. Enter urgent beverage or allergy information without unnecessary delay.
10. Return as promised and continue service or transfer ownership clearly.

23. Server Table Greeting SOP - VERIFICATION & CUSTOMIZATION

MANAGER VERIFICATION:

☐ Table is greeted within the approved time target.
☐ Every guest is acknowledged respectfully.
☐ Beverages and important menu information are offered.
☐ Questions and allergy concerns are handled without guessing.
☐ Delayed service is acknowledged and a return time is given.
☐ Server follows through after the greeting.

COMMON MISTAKES TO AVOID:

• Greeting only one person and ignoring the rest of the table.
• Using a rushed script without listening to the guest.
• Leading with a long sales speech before offering beverages.
• Promising an immediate return and then disappearing.
• Assuming another employee greeted the table without confirming.

RESTAURANT-SPECIFIC CUSTOMIZATION:

• Approved service language, sequence, or table standard: _____
• Menu, POS, seat-number, payment, or check-handling system: _____
• Allergy, special-request, recovery, or manager escalation role: _____
• Greeting, firing, check-back, refill, payment, or reset target: _____
• Payment-security, accessibility, alcohol, or local service requirement reviewed: _____
• Concept-specific menu, course, section, or side-work adjustments: _____
• _____

TRAINING SIGN-OFF:

Employee Name	_____
Trainer / Manager	_____
Training Date	_____
Training Verification	☐ Not Ready ☐ Retrain ☐ Approved

REVISION NOTE: Record future changes in the restaurant master SOP index and retrain affected employees when the approved process changes.

24. Menu Presentation and Guidance SOP

SOP ID	V1-024	**VERSION**	1.0
EFFECTIVE DATE	_____	**OWNER**	_____
APPROVED BY	_____	**NEXT REVIEW**	_____

PURPOSE: To present accurate menu information and help guests make informed choices without pressure or unsupported claims.

APPLIES TO: Servers, bartenders, trainers, and managers who discuss food or beverage choices.

RESPONSIBILITY: The employee provides approved information. Managers or designated leaders resolve uncertain ingredient, price, or policy questions.

WHEN USED: During greeting, ordering, feature presentation, and any guest menu question.

REQUIRED MATERIALS / INFORMATION:

- Current food, beverage, dessert, and children's menus
- Approved feature and unavailable-item information
- Ingredient, preparation, and allergen reference
- Pairing, portion, substitution, and upcharge guidance
- Manager escalation method

CRITICAL STANDARDS:

- Only current menus and approved descriptions are used.
- Descriptions are accurate and do not promise outcomes the kitchen cannot deliver.
- Ingredient and allergy questions are verified through approved sources.
- Upcharges, limitations, and unavailable items are explained before ordering.

PROCEDURE:

1. Provide the correct menu for each guest and note accessibility needs.
2. Briefly identify features, limited items, or unavailable items at the proper time.
3. Ask open questions about preferences, timing, portion, or beverage interests.
4. Recommend items using approved descriptions and actual menu knowledge.
5. Explain preparation style, included sides, options, and known upcharges clearly.
6. Use the approved ingredient source for dietary or allergen questions.
7. Do not label an item safe, allergen-free, or guaranteed unless policy specifically permits it.
8. Offer alternatives when an item cannot meet the guest's request.
9. Confirm the guest understands significant substitutions, add-ons, or price differences.
10. Escalate unresolved questions before accepting the final order.

24. Menu Presentation and Guidance SOP - VERIFICATION & CUSTOMIZATION

MANAGER VERIFICATION:

☐ Current menus and feature information are being used.
☐ Server descriptions match approved recipes and preparation methods.
☐ Upcharges and substitution limits are explained before entry.
☐ Allergy and ingredient questions are verified, not guessed.
☐ Recommendations match the guest's stated needs and pace.
☐ Unresolved questions are escalated before the order is placed.

COMMON MISTAKES TO AVOID:

• Using exaggerated descriptions that the product cannot support.
• Failing to disclose an upcharge or required substitution.
• Calling a menu item allergen-free based on memory.
• Continuing to sell an item already marked unavailable.
• Pressuring guests instead of helping them decide.

RESTAURANT-SPECIFIC CUSTOMIZATION:

• Approved service language, sequence, or table standard: _____
• Menu, POS, seat-number, payment, or check-handling system: _____
• Allergy, special-request, recovery, or manager escalation role: _____
• Greeting, firing, check-back, refill, payment, or reset target: _____
• Payment-security, accessibility, alcohol, or local service requirement reviewed: _____
• Concept-specific menu, course, section, or side-work adjustments: _____
• _____

TRAINING SIGN-OFF:

Employee Name	_____
Trainer / Manager	_____
Training Date	_____
Training Verification	☐ Not Ready ☐ Retrain ☐ Approved

REVISION NOTE: Record future changes in the restaurant master SOP index and retrain affected employees when the approved process changes.

25. Beverage Order Taking SOP

SOP ID	V1-025	**VERSION**	1.0
EFFECTIVE DATE	_____	**OWNER**	_____
APPROVED BY	_____	**NEXT REVIEW**	_____

PURPOSE: To capture complete and accurate beverage orders while following service, age-verification, and guest-preference standards.

APPLIES TO: Servers, bartenders, cocktail servers, trainers, and managers.

RESPONSIBILITY: The order-taking employee records the request, confirms details, and follows alcohol-service policy when applicable.

WHEN USED: At the initial greeting and whenever additional beverages are requested.

REQUIRED MATERIALS / INFORMATION:

- Current beverage menu and pricing
- Feature, brand, size, garnish, and refill information
- Order pad, seat-number method, or handheld
- Age-verification and responsible-service procedures
- Allergy and ingredient reference for beverage components

CRITICAL STANDARDS:

- Every beverage is assigned to the correct seat or guest.
- Alcohol orders follow identification and responsible-service requirements.
- Brands, sizes, modifiers, temperatures, and garnishes are clarified.
- Uncertain ingredients or allergy concerns are verified before entry.

PROCEDURE:

1. Ask for beverage orders in an organized seat or position sequence.
2. Clarify brand, size, preparation, temperature, ice, mixer, and garnish as needed.
3. Identify whether refills are complimentary, charged, or restricted by policy.
4. For alcohol, complete required age verification before submitting the order.
5. Record each beverage directly rather than relying on memory.
6. Repeat unusual, high-cost, allergy-related, or heavily modified requests.
7. Confirm which guest receives each beverage.
8. Enter the order promptly using the correct menu key and modifiers.
9. Communicate unavailable items or delays and offer approved alternatives.
10. Monitor preparation and follow up if the beverage exceeds the service-time target.

25. Beverage Order Taking SOP - VERIFICATION & CUSTOMIZATION

MANAGER VERIFICATION:

☐ Beverages are recorded by correct seat or guest.
☐ Required modifiers and brands are complete.
☐ Alcohol orders meet age-verification requirements.
☐ Refill and pricing expectations are communicated.
☐ Allergy-related beverage questions are escalated correctly.
☐ Orders are entered without avoidable delay.

COMMON MISTAKES TO AVOID:

• Writing a general list with no seat positions.
• Assuming the size, brand, mixer, or garnish.
• Submitting alcohol before completing required identification checks.
• Failing to explain charged refills or premium substitutions.
• Waiting to enter beverages until after taking the food order.

RESTAURANT-SPECIFIC CUSTOMIZATION:

• Approved service language, sequence, or table standard: _____
• Menu, POS, seat-number, payment, or check-handling system: _____
• Allergy, special-request, recovery, or manager escalation role: _____
• Greeting, firing, check-back, refill, payment, or reset target: _____
• Payment-security, accessibility, alcohol, or local service requirement reviewed: _____
• Concept-specific menu, course, section, or side-work adjustments: _____
• _____

TRAINING SIGN-OFF:

Employee Name	_____
Trainer / Manager	_____
Training Date	_____
Training Verification	☐ Not Ready ☐ Retrain ☐ Approved

REVISION NOTE: Record future changes in the restaurant master SOP index and retrain affected employees when the approved process changes.

26. Food Order Taking SOP

SOP ID	V1-026	**VERSION**	1.0
EFFECTIVE DATE	_____	**OWNER**	_____
APPROVED BY	_____	**NEXT REVIEW**	_____

PURPOSE: To obtain complete food orders that accurately reflect guest selections, required choices, modifications, and timing needs.

APPLIES TO: Servers, bartenders taking food orders, trainers, and managers.

RESPONSIBILITY: The order-taking employee asks required questions, records the order by seat, and resolves uncertainty before entry.

WHEN USED: Whenever a guest places, changes, or adds to a food order.

REQUIRED MATERIALS / INFORMATION:

- Current menu, feature, and unavailable-item information
- Seat-number or guest-position method
- Order pad, handheld, or approved device
- Required-choice, modifier, substitution, and upcharge guide
- Ingredient, allergen, and manager escalation resources

CRITICAL STANDARDS:

- Orders are recorded by seat and in a consistent service sequence.
- Required cooking temperatures, sides, dressings, and modifiers are obtained.
- Allergy requests follow the separate allergy communication procedure.
- Servers do not promise substitutions or preparation changes without approval.

PROCEDURE:

1. Ask whether the table is ready and identify any shared or coursed items.
2. Take orders in the approved seat-number or position sequence.
3. Listen fully before suggesting choices or entering modifiers.
4. Ask every required question for temperature, side, dressing, preparation, and add-ons.
5. State any known upcharge, unavailable choice, or substitution limit.
6. Record modifications using approved terms rather than informal shorthand.
7. For allergy concerns, pause and complete the approved allergy communication process.
8. Repeat back complex, modified, high-risk, or unclear orders.
9. Confirm course timing, shared plates, children's items, and special delivery requests.
10. Thank the guests and enter the order promptly without relying on memory.

26. Food Order Taking SOP - VERIFICATION & CUSTOMIZATION

MANAGER VERIFICATION:

☐ Every item is attached to the correct seat.
☐ Required choices and cooking temperatures are complete.
☐ Modifications use approved language and available options.
☐ Upcharges and unavailable selections are communicated.
☐ Allergy requests are routed through the approved process.
☐ Complex orders are confirmed before the server leaves.

COMMON MISTAKES TO AVOID:

• Taking the entire table from memory.
• Skipping required questions and letting the kitchen guess.
• Using vague notes such as "special" without details.
• Promising a substitution before checking availability or policy.
• Combining allergy notes with ordinary preference modifiers.

RESTAURANT-SPECIFIC CUSTOMIZATION:

• Approved service language, sequence, or table standard: _____
• Menu, POS, seat-number, payment, or check-handling system: _____
• Allergy, special-request, recovery, or manager escalation role: _____
• Greeting, firing, check-back, refill, payment, or reset target: _____
• Payment-security, accessibility, alcohol, or local service requirement reviewed: _____
• Concept-specific menu, course, section, or side-work adjustments: _____
• _____

TRAINING SIGN-OFF:

Employee Name	_____
Trainer / Manager	_____
Training Date	_____
Training Verification	☐ Not Ready ☐ Retrain ☐ Approved

REVISION NOTE: Record future changes in the restaurant master SOP index and retrain affected employees when the approved process changes.

27. Order Accuracy Confirmation SOP

SOP ID	V1-027	**VERSION**	1.0
EFFECTIVE DATE	_____	**OWNER**	_____
APPROVED BY	_____	**NEXT REVIEW**	_____

PURPOSE: To verify the guest's order before submission and prevent avoidable preparation, billing, and delivery errors.

APPLIES TO: Servers, bartenders taking food orders, trainers, and managers.

RESPONSIBILITY: The employee who takes or changes the order confirms accuracy before sending it to production.

WHEN USED: After taking an order, before sending, and after any guest-requested change.

REQUIRED MATERIALS / INFORMATION:

- Written order, handheld, or POS review screen
- Seat-number method
- Current menu and modifier options
- Allergy alert and special-request process
- Manager or kitchen clarification channel

CRITICAL STANDARDS:

- Every item, seat, modifier, course, and quantity is reviewed.
- Allergy notes remain clear and separate from preference notes.
- Guests are informed about material price or preparation changes.
- Unclear requests are resolved before the order is sent.

PROCEDURE:

1. Review the order in the same seat sequence used while taking it.
2. Confirm item name, quantity, cooking temperature, side, dressing, and add-ons.
3. Check that removals and substitutions are specific and possible.
4. Verify shared items, children's meals, courses, and requested firing instructions.
5. Read back complex or modified orders in clear guest-friendly language.
6. Confirm allergy communication and manager involvement where required.
7. Check that each item is assigned to the correct seat or check.
8. Resolve conflicting notes, duplicate items, or missing required choices.
9. Confirm the guest understands significant upcharges or unavailable requests.
10. Submit only after the order matches the guest's final instructions.

27. Order Accuracy Confirmation SOP - VERIFICATION & CUSTOMIZATION

MANAGER VERIFICATION:

☐ Items and quantities match the guest order.
☐ Required choices and modifiers are complete.
☐ Seat numbers and course assignments are correct.
☐ Allergy alerts are visible and properly escalated.
☐ Upcharges and substitutions were explained.
☐ Order is submitted only after discrepancies are resolved.

COMMON MISTAKES TO AVOID:

• Reading back only the entrée name and missing modifiers.
• Treating a complex order as obvious because it is familiar.
• Leaving duplicate items after a guest changes their mind.
• Moving an allergy item to another seat without re-verification.
• Sending the order while still uncertain about a required choice.

RESTAURANT-SPECIFIC CUSTOMIZATION:

• Approved service language, sequence, or table standard: _____
• Menu, POS, seat-number, payment, or check-handling system: _____
• Allergy, special-request, recovery, or manager escalation role: _____
• Greeting, firing, check-back, refill, payment, or reset target: _____
• Payment-security, accessibility, alcohol, or local service requirement reviewed: _____
• Concept-specific menu, course, section, or side-work adjustments: _____
• _____

TRAINING SIGN-OFF:

Employee Name	_____
Trainer / Manager	_____
Training Date	_____
Training Verification	☐ Not Ready ☐ Retrain ☐ Approved

REVISION NOTE: Record future changes in the restaurant master SOP index and retrain affected employees when the approved process changes.

28. POS Order Entry SOP

SOP ID	V1-028	**VERSION**	1.0
EFFECTIVE DATE	_____	**OWNER**	_____
APPROVED BY	_____	**NEXT REVIEW**	_____

PURPOSE: To enter guest orders accurately, securely, and quickly so production, billing, and service timing remain controlled.

APPLIES TO: Servers, bartenders, cashiers, trainers, and managers authorized to enter orders.

RESPONSIBILITY: The logged-in employee enters and reviews the order. Managers approve restricted changes and correct system issues.

WHEN USED: For every food, beverage, modifier, discount request, or order change entered in the POS.

REQUIRED MATERIALS / INFORMATION:

- Authorized employee POS credentials
- Correct table, check, and seat-number information
- Current menu keys, modifiers, and pricing
- Allergy alert and course-timing functions
- Manager approval process for restricted actions

CRITICAL STANDARDS:

- Employees use only their own credentials and assigned permissions.
- The correct table, guest count, seat, and revenue center are selected.
- All modifiers and allergy alerts are entered using approved keys.
- The final order screen is reviewed before sending.

PROCEDURE:

1. Log in with your own credentials and confirm the correct employee profile.
2. Open or select the correct table, check, guest count, and service area.
3. Enter beverages and food by seat in the sequence ordered.
4. Use approved modifier keys for temperatures, sides, additions, removals, and substitutions.
5. Apply the designated allergy alert and follow required verbal communication.
6. Assign courses, hold instructions, or fire times only when authorized.
7. Review quantities, prices, seats, modifiers, and special instructions.
8. Send the order to the correct production stations without unnecessary delay.
9. Confirm that tickets printed or displayed at the intended stations.
10. Report missing keys, routing failures, price errors, or duplicate sends to the manager.

28. POS Order Entry SOP - VERIFICATION & CUSTOMIZATION

MANAGER VERIFICATION:

☐ Employee uses their own POS credentials.
☐ Correct table, check, guest count, and seats are selected.
☐ Items and modifiers match the confirmed guest order.
☐ Allergy alerts and course instructions route correctly.
☐ Production tickets are received at the proper stations.
☐ System or pricing problems are escalated and documented.

COMMON MISTAKES TO AVOID:

- Entering orders under another employee's number.
- Selecting the wrong table or leaving every item on seat one.
- Typing free-text notes when an approved modifier key exists.
- Sending an allergy note without verbal confirmation.
- Assuming the ticket routed correctly without checking a system error.

RESTAURANT-SPECIFIC CUSTOMIZATION:

- Approved service language, sequence, or table standard: _____
- Menu, POS, seat-number, payment, or check-handling system: _____
- Allergy, special-request, recovery, or manager escalation role: _____
- Greeting, firing, check-back, refill, payment, or reset target: _____
- Payment-security, accessibility, alcohol, or local service requirement reviewed: _____
- Concept-specific menu, course, section, or side-work adjustments: _____
- _____

TRAINING SIGN-OFF:

Employee Name	_____
Trainer / Manager	_____
Training Date	_____
Training Verification	☐ Not Ready ☐ Retrain ☐ Approved

REVISION NOTE: Record future changes in the restaurant master SOP index and retrain affected employees when the approved process changes.

29. Course Timing and Firing SOP

SOP ID	V1-029	**VERSION**	1.0
EFFECTIVE DATE	_____	**OWNER**	_____
APPROVED BY	_____	**NEXT REVIEW**	_____

PURPOSE: To coordinate order release so each course arrives at the intended pace, temperature, and sequence.

APPLIES TO: Servers, bartenders serving meals, expos, kitchen leaders, and managers.

RESPONSIBILITY: The server communicates the guest pace and enters approved timing instructions. Expo and kitchen control production release.

WHEN USED: For multi-course meals, held entrées, large parties, shared items, and any timing adjustment.

REQUIRED MATERIALS / INFORMATION:

- POS course, hold, and fire functions
- Table and seat-number information
- Kitchen and expo communication method
- Restaurant course-time standards
- Manager approval process for unusual holds or refires

CRITICAL STANDARDS:

- Timing instructions are clear, realistic, and visible to production.
- Food is not held in unsafe or quality-damaging conditions to fix poor pacing.
- Servers monitor the table and communicate changes before the next course is fired.
- Only authorized employees alter sent-course timing.

PROCEDURE:

1. Identify the table's preferred pace and any fixed timing needs.
2. Enter appetizers, entrées, desserts, and shared items in the correct courses.
3. Use approved hold or fire functions instead of vague free-text notes.
4. Inform expo or the kitchen leader of unusual pacing, large-party, or allergy needs.
5. Monitor when the current course is delivered and how quickly the table progresses.
6. Clear or prepare the table before requesting the next course.
7. Fire the next course at the approved point based on kitchen lead time.
8. Communicate delays, guest pauses, or changed plans immediately.
9. Do not leave completed food waiting while attempting to repair timing silently.
10. Confirm delivery, check quality, and document refires or major timing failures.

29. Course Timing and Firing SOP - VERIFICATION & CUSTOMIZATION

MANAGER VERIFICATION:

☐ Courses are entered and released in the intended sequence.
☐ Kitchen and expo understand unusual timing instructions.
☐ Table is prepared before the next course arrives.
☐ Server monitors guest pace rather than using a fixed assumption.
☐ Delays or timing changes are communicated promptly.
☐ Refires and significant failures are escalated.

COMMON MISTAKES TO AVOID:

- Using "hold" with no clear release plan.
- Firing entrées before appetizers are delivered or cleared.
- Trying to slow service by leaving completed food in the window.
- Failing to tell the kitchen when guests leave the table temporarily.
- Promising an exact time without checking production conditions.

RESTAURANT-SPECIFIC CUSTOMIZATION:

- Approved service language, sequence, or table standard: _____
- Menu, POS, seat-number, payment, or check-handling system: _____
- Allergy, special-request, recovery, or manager escalation role: _____
- Greeting, firing, check-back, refill, payment, or reset target: _____
- Payment-security, accessibility, alcohol, or local service requirement reviewed: _____
- Concept-specific menu, course, section, or side-work adjustments: _____
- _____

TRAINING SIGN-OFF:

Employee Name	_____
Trainer / Manager	_____
Training Date	_____
Training Verification	☐ Not Ready ☐ Retrain ☐ Approved

REVISION NOTE: Record future changes in the restaurant master SOP index and retrain affected employees when the approved process changes.

30. Beverage Delivery SOP

SOP ID	V1-030	**VERSION**	1.0
EFFECTIVE DATE	_____	**OWNER**	_____
APPROVED BY	_____	**NEXT REVIEW**	_____

PURPOSE: To deliver the correct beverage to the correct guest promptly, safely, and with the required accompaniments.

APPLIES TO: Servers, bartenders, service assistants, runners, and managers providing coverage.

RESPONSIBILITY: The delivering employee verifies the beverage and guest position. The assigned server owns follow-up.

WHEN USED: Whenever prepared, bottled, canned, or nonalcoholic beverages are delivered.

REQUIRED MATERIALS / INFORMATION:

- Beverage ticket or POS seat information
- Approved tray or carrier
- Required glassware, straws, napkins, garnishes, and coasters
- Spill-response supplies and replacement process
- Alcohol-service and age-verification status when applicable

CRITICAL STANDARDS:

- The drink, preparation, and seat position match the order.
- Glassware is clean, stable, and handled away from drinking surfaces.
- Alcohol is delivered only after required approval and identification checks.
- Spills, broken glass, or suspected contamination are handled immediately.

PROCEDURE:

1. Compare each beverage to the ticket, modifiers, and assigned seat.
2. Inspect glassware, garnish, temperature, fill level, and visible cleanliness.
3. Use a tray or approved carrier when quantity or conditions require it.
4. Approach safely and identify the correct guest without reaching across others.
5. Place the beverage securely with the required napkin, coaster, straw, or accompaniment.
6. State the beverage when clarification is helpful, especially for similar drinks.
7. Remove empty or unwanted glassware only after confirming with the guest.
8. Ask whether anything else is needed and note refill expectations.
9. Correct an inaccurate or unacceptable beverage promptly through the proper station.
10. Report spills, breakage, delayed drinks, or alcohol concerns to the assigned server or manager.

30. Beverage Delivery SOP - VERIFICATION & CUSTOMIZATION

MANAGER VERIFICATION:

☐ Correct beverage reaches the correct guest.
☐ Glassware and garnish meet quality standards.
☐ Tray and safe placement practices are used.
☐ Alcohol-service requirements are satisfied.
☐ Required accompaniments are present.
☐ Errors, spills, and delays receive immediate follow-up.

COMMON MISTAKES TO AVOID:

• Auctioning several similar beverages with no seat reference.
• Carrying more drinks than can be controlled safely.
• Touching rims, straws, or drinking surfaces.
• Delivering alcohol before required identification is complete.
• Leaving a spill or broken-glass area without guarding it.

RESTAURANT-SPECIFIC CUSTOMIZATION:

• Approved service language, sequence, or table standard: _____
• Menu, POS, seat-number, payment, or check-handling system: _____
• Allergy, special-request, recovery, or manager escalation role: _____
• Greeting, firing, check-back, refill, payment, or reset target: _____
• Payment-security, accessibility, alcohol, or local service requirement reviewed: _____
• Concept-specific menu, course, section, or side-work adjustments: _____
• _____

TRAINING SIGN-OFF:

Employee Name	_____
Trainer / Manager	_____
Training Date	_____
Training Verification	☐ Not Ready ☐ Retrain ☐ Approved

REVISION NOTE: Record future changes in the restaurant master SOP index and retrain affected employees when the approved process changes.

31. Appetizer Delivery and Follow-Up SOP

SOP ID	V1-031	**VERSION**	1.0
EFFECTIVE DATE	_____	**OWNER**	_____
APPROVED BY	_____	**NEXT REVIEW**	_____

PURPOSE: To deliver appetizers accurately and establish an orderly transition into the next stage of service.

APPLIES TO: Servers, food runners, service assistants, expos, and managers.

RESPONSIBILITY: The delivering employee verifies the item and table. The assigned server confirms satisfaction and manages course timing.

WHEN USED: When appetizers, starters, shared plates, or pre-entrée items are ready.

REQUIRED MATERIALS / INFORMATION:

- Expo ticket and table or seat information
- Hot or cold food handling equipment as required
- Share plates, serving utensils, condiments, and napkins
- Allergy or special-handling identification
- Course-timing and table-maintenance standards

CRITICAL STANDARDS:

- Food is delivered to the correct table while meeting temperature and presentation standards.
- Allergy-designated items receive the approved controlled handoff.
- Required shareware and accompaniments arrive with or before the food.
- The server checks back early enough to correct a problem before the next course.

PROCEDURE:

1. Verify the item, table, quantity, modifiers, and allergy status at expo.
2. Gather share plates, utensils, sauces, or accompaniments before leaving the window.
3. Deliver hot and cold items promptly using approved carrying methods.
4. Announce the item and place it according to seat or shared-service standards.
5. Identify any allergy-controlled plate using the approved handoff method.
6. Confirm that the table has needed utensils, napkins, and space.
7. Remove unnecessary menus or items without disrupting the guests.
8. Observe first bites and check back within the restaurant timing standard.
9. Resolve missing, incorrect, or poor-quality items immediately.
10. Coordinate clearing and the next-course fire with the assigned server or expo.

31. Appetizer Delivery and Follow-Up SOP - VERIFICATION & CUSTOMIZATION

MANAGER VERIFICATION:

☐ Correct appetizer and modifiers are delivered.
☐ Temperature, presentation, and accompaniments are acceptable.
☐ Allergy-controlled items follow the approved handoff.
☐ Table has share plates and utensils when needed.
☐ Server completes a timely check-back.
☐ Next-course timing reflects the table's progress.

COMMON MISTAKES TO AVOID:

• Leaving share plates or serving utensils behind.
• Dropping food without identifying the item.
• Delivering an allergy item through an unverified handoff.
• Waiting until entrées arrive to ask about the appetizer.
• Clearing a shared plate before all guests are finished.

RESTAURANT-SPECIFIC CUSTOMIZATION:

• Approved service language, sequence, or table standard: _____
• Menu, POS, seat-number, payment, or check-handling system: _____
• Allergy, special-request, recovery, or manager escalation role: _____
• Greeting, firing, check-back, refill, payment, or reset target: _____
• Payment-security, accessibility, alcohol, or local service requirement reviewed: _____
• Concept-specific menu, course, section, or side-work adjustments: _____
• _____

TRAINING SIGN-OFF:

Employee Name	_____
Trainer / Manager	_____
Training Date	_____
Training Verification	☐ Not Ready ☐ Retrain ☐ Approved

REVISION NOTE: Record future changes in the restaurant master SOP index and retrain affected employees when the approved process changes.

32. Entree Delivery and Table Check-Back SOP

SOP ID	V1-032	**VERSION**	1.0
EFFECTIVE DATE	_____	**OWNER**	_____
APPROVED BY	_____	**NEXT REVIEW**	_____

PURPOSE: To deliver entrées accurately, complete the table, and identify quality or order problems while they can still be corrected.

APPLIES TO: Servers, food runners, service assistants, expos, trainers, and managers.

RESPONSIBILITY: The delivering employee verifies each plate. The assigned server owns table completion and check-back.

WHEN USED: When main-course items are delivered and shortly after guests begin eating.

REQUIRED MATERIALS / INFORMATION:

- Expo ticket, table, seat, and modifier information
- Approved trays, hot-plate protection, or carrying tools
- Required condiments, steak knives, side utensils, and accompaniments
- Allergy and special-handling identification
- Refire, missing-item, and manager escalation process

CRITICAL STANDARDS:

- Every entrée is matched to the correct seat and modifier.
- Hot food remains hot and cold food remains properly cold during delivery.
- Allergy-controlled plates are delivered through the approved verified process.
- The check-back occurs after guests can evaluate the food but before a problem grows.

PROCEDURE:

1. Review the entire ticket and identify any missing or still-working items.
2. Verify plate appearance, sides, temperature indicators, modifiers, and seat positions.
3. Gather required condiments, knives, and accompaniments before leaving expo.
4. Deliver completed plates promptly using safe carrying and placement methods.
5. Place each item at the assigned seat and identify the dish when useful.
6. Use the approved controlled handoff for any allergy-designated plate.
7. Tell the table clearly if an item is still being completed and provide an update.
8. Confirm the table has everything needed to begin eating.
9. Check back within the approved time or bite standard and ask specific quality questions.
10. Correct or escalate missing, incorrect, undercooked, overcooked, or poor-quality items immediately.

32. Entree Delivery and Table Check-Back SOP - VERIFICATION & CUSTOMIZATION

MANAGER VERIFICATION:

☐ Entrées match ticket, seat, and modifiers.
☐ Food is delivered at acceptable temperature and appearance.
☐ Required condiments and utensils are present.
☐ Allergy-designated plate receives verified delivery.
☐ Incomplete table receives a clear update.
☐ Check-back occurs early enough for effective recovery.

COMMON MISTAKES TO AVOID:

• Auctioning plates instead of using seat positions.
• Leaving expo with a known missing side and saying nothing.
• Stacking or carrying plates in a way that damages presentation.
• Asking "everything good?" while walking away.
• Delaying a refire report until the manager notices the guest is not eating.

RESTAURANT-SPECIFIC CUSTOMIZATION:

• Approved service language, sequence, or table standard: _____
• Menu, POS, seat-number, payment, or check-handling system: _____
• Allergy, special-request, recovery, or manager escalation role: _____
• Greeting, firing, check-back, refill, payment, or reset target: _____
• Payment-security, accessibility, alcohol, or local service requirement reviewed: _____
• Concept-specific menu, course, section, or side-work adjustments: _____
• _____

TRAINING SIGN-OFF:

Employee Name	_____
Trainer / Manager	_____
Training Date	_____
Training Verification	☐ Not Ready ☐ Retrain ☐ Approved

REVISION NOTE: Record future changes in the restaurant master SOP index and retrain affected employees when the approved process changes.

33. Table Maintenance and Pre-Bussing SOP

SOP ID	V1-033	**VERSION**	1.0
EFFECTIVE DATE	_____	**OWNER**	_____
APPROVED BY	_____	**NEXT REVIEW**	_____

PURPOSE: To keep the table clean, organized, and properly supplied throughout the meal without interrupting the guest experience.

APPLIES TO: Servers, service assistants, food runners, bartenders serving food, and managers.

RESPONSIBILITY: The assigned server owns table condition. Supporting employees maintain it and communicate unresolved needs.

WHEN USED: Continuously from seating through check presentation and departure.

REQUIRED MATERIALS / INFORMATION:

- Approved trays or bus tubs used away from guests
- Clean napkins, utensils, glassware, and table supplies
- Crumb tool or approved cleaning method
- Waste, spill, and broken-glass procedures
- Course and clearing standards

CRITICAL STANDARDS:

- Remove only items guests have clearly finished using.
- Dirty items do not accumulate until the next course cannot be placed safely.
- Clean and dirty items are handled separately.
- Spills, broken glass, and contamination risks receive immediate controlled response.

PROCEDURE:

1. Scan the table on every approach for empty items, clutter, spills, and supply needs.
2. Ask permission when it is not clear whether a guest is finished.
3. Remove empty glassware, used plates, wrappers, and unneeded service items promptly.
4. Clear from the approved side and avoid reaching across guests whenever possible.
5. Use trays or approved methods; do not scrape or stack noisily at the table.
6. Replace needed utensils, napkins, share plates, or condiments before the next course.
7. Wipe crumbs or small spills using the approved method without contaminating food.
8. Keep chairs, aisles, and the area below the table free of service hazards.
9. Coordinate with service assistants so work is completed without duplication.
10. Perform a final table reset for dessert, check presentation, or guest departure.

33. Table Maintenance and Pre-Bussing SOP - VERIFICATION & CUSTOMIZATION

MANAGER VERIFICATION:

☐ Table remains organized throughout service.
☐ Finished items are removed with guest awareness.
☐ Clean replacements arrive before they are needed.
☐ Clearing methods are quiet, safe, and professional.
☐ Spills and broken glass are controlled immediately.
☐ Team members communicate unfinished table needs.

COMMON MISTAKES TO AVOID:

- Removing a plate while another guest is still eating when policy discourages it.
- Stacking dirty dishes in front of guests.
- Reaching across faces, drinks, or hot food.
- Using a dirty towel on the tabletop.
- Walking past a spill because the table belongs to another server.

RESTAURANT-SPECIFIC CUSTOMIZATION:

- Approved service language, sequence, or table standard: _____
- Menu, POS, seat-number, payment, or check-handling system: _____
- Allergy, special-request, recovery, or manager escalation role: _____
- Greeting, firing, check-back, refill, payment, or reset target: _____
- Payment-security, accessibility, alcohol, or local service requirement reviewed: _____
- Concept-specific menu, course, section, or side-work adjustments: _____
- _____

TRAINING SIGN-OFF:

Employee Name	_____
Trainer / Manager	_____
Training Date	_____
Training Verification	☐ Not Ready ☐ Retrain ☐ Approved

REVISION NOTE: Record future changes in the restaurant master SOP index and retrain affected employees when the approved process changes.

34. Refill and Beverage Monitoring SOP

SOP ID	V1-034	**VERSION**	1.0
EFFECTIVE DATE	_____	**OWNER**	_____
APPROVED BY	_____	**NEXT REVIEW**	_____

PURPOSE: To maintain appropriate beverage levels and offer refills without unnecessary interruption, waste, or surprise charges.

APPLIES TO: Servers, service assistants, bartenders, and managers providing table coverage.

RESPONSIBILITY: The assigned server owns refill timing and pricing communication. Supporting employees follow the same standard.

WHEN USED: Throughout the meal and before extended gaps in table contact.

REQUIRED MATERIALS / INFORMATION:

- Beverage and refill policy
- Approved pitchers, carafes, trays, or replacement glassware
- Current pricing and chargeable-refill information
- Alcohol-service monitoring process
- Spill and glassware replacement procedures

CRITICAL STANDARDS:

- Guests are offered refills before beverages are empty when practical.
- Chargeable refills are authorized by the guest before entry.
- Fresh glassware is used when policy or sanitation conditions require it.
- Alcohol refills follow responsible-service and identification requirements.

PROCEDURE:

1. Observe beverage levels during every table approach and dining-room scan.
2. Offer a refill at the restaurant trigger point without interrupting conversation unnecessarily.
3. Confirm the beverage, modifier, and whether the refill carries a charge.
4. For self-refill beverages, follow approved pitcher or carafe handling practices.
5. For replacement drinks, enter the refill and use the correct seat position.
6. Do not combine different products or pour into visibly contaminated glassware.
7. Monitor alcohol consumption and pause service when responsible-service concerns appear.
8. Deliver the refill promptly and remove empty glassware when appropriate.
9. Update the assigned server when another employee provides a refill.
10. Escalate repeated delays, spills, guest objections, or alcohol concerns to the manager.

34. Refill and Beverage Monitoring SOP - VERIFICATION & CUSTOMIZATION

MANAGER VERIFICATION:

☐ Beverage levels are monitored consistently.
☐ Guests approve any chargeable refill.
☐ Correct beverage and modifiers are maintained.
☐ Glassware and pouring practices meet sanitation standards.
☐ Alcohol refills follow responsible-service controls.
☐ Supporting employees communicate completed refills.

COMMON MISTAKES TO AVOID:

• Waiting for guests to wave down the server.
• Charging for a refill without explaining the policy.
• Topping off the wrong beverage or mixing products.
• Refilling alcohol automatically.
• Leaving multiple empty glasses crowded on the table.

RESTAURANT-SPECIFIC CUSTOMIZATION:

• Approved service language, sequence, or table standard: _____
• Menu, POS, seat-number, payment, or check-handling system: _____
• Allergy, special-request, recovery, or manager escalation role: _____
• Greeting, firing, check-back, refill, payment, or reset target: _____
• Payment-security, accessibility, alcohol, or local service requirement reviewed: _____
• Concept-specific menu, course, section, or side-work adjustments: _____
• _____

TRAINING SIGN-OFF:

Employee Name	_____
Trainer / Manager	_____
Training Date	_____
Training Verification	☐ Not Ready ☐ Retrain ☐ Approved

REVISION NOTE: Record future changes in the restaurant master SOP index and retrain affected employees when the approved process changes.

35. Condiment and Accompaniment Delivery SOP

SOP ID	V1-035	**VERSION**	1.0
EFFECTIVE DATE	_____	**OWNER**	_____
APPROVED BY	_____	**NEXT REVIEW**	_____

PURPOSE: To provide the correct sauces, condiments, utensils, and accompaniments with the food they support.

APPLIES TO: Servers, service assistants, food runners, bartenders serving food, and expos.

RESPONSIBILITY: The person delivering the food verifies standard accompaniments. The assigned server resolves additional requests.

WHEN USED: Before or with food delivery and whenever a guest requests an additional item.

REQUIRED MATERIALS / INFORMATION:

- Current plate-build and accompaniment guide
- Approved condiment containers or portion cups
- Clean utensils, napkins, plates, and serving tools
- Allergen and ingredient information for sauces and condiments
- POS keys and charge information for additional items

CRITICAL STANDARDS:

- Standard accompaniments arrive with or before the related food.
- Containers, utensils, and products are clean and within approved holding standards.
- Allergen questions about condiments are verified, not assumed.
- Chargeable additions are explained before entry and delivery.

PROCEDURE:

1. Review the ticket and plate guide for required accompaniments.
2. Gather items before leaving expo whenever possible.
3. Inspect containers, portions, labels, and utensils for cleanliness and accuracy.
4. Keep hot, cold, packaged, and open products under the proper controls.
5. Deliver the accompaniment to the correct guest and identify it when needed.
6. Avoid placing shared containers where they create reach or spill hazards.
7. For extra items, confirm quantity, size, and any charge before entering the request.
8. Use approved ingredient resources for allergy-related questions.
9. Remove empty, damaged, or contaminated containers promptly.
10. Report repeated shortages, incorrect portions, or quality problems to the manager.

35. Condiment and Accompaniment Delivery SOP - VERIFICATION & CUSTOMIZATION

MANAGER VERIFICATION:

☐ Required accompaniments arrive with the food.
☐ Correct product, portion, and utensils are provided.
☐ Containers and products meet cleanliness and holding standards.
☐ Allergy questions are verified through approved sources.
☐ Additional charges are communicated.
☐ Shortages and recurring errors are reported.

COMMON MISTAKES TO AVOID:

• Delivering the entrée and returning later for a standard sauce.
• Using an unlabeled or visibly dirty condiment container.
• Assuming a sauce is safe for an allergy guest.
• Giving an extra chargeable item without authorization.
• Leaving empty shared containers on the table.

RESTAURANT-SPECIFIC CUSTOMIZATION:

• Approved service language, sequence, or table standard: _____
• Menu, POS, seat-number, payment, or check-handling system: _____
• Allergy, special-request, recovery, or manager escalation role: _____
• Greeting, firing, check-back, refill, payment, or reset target: _____
• Payment-security, accessibility, alcohol, or local service requirement reviewed: _____
• Concept-specific menu, course, section, or side-work adjustments: _____
• _____

TRAINING SIGN-OFF:

Employee Name	_____
Trainer / Manager	_____
Training Date	_____
Training Verification	☐ Not Ready ☐ Retrain ☐ Approved

REVISION NOTE: Record future changes in the restaurant master SOP index and retrain affected employees when the approved process changes.

36. Dessert Presentation and Sales SOP

SOP ID	V1-036	**VERSION**	1.0
EFFECTIVE DATE	_____	**OWNER**	_____
APPROVED BY	_____	**NEXT REVIEW**	_____

PURPOSE: To offer dessert at the appropriate time using accurate, appealing information that supports the guest experience.

APPLIES TO: Servers, bartenders, trainers, and managers.

RESPONSIBILITY: The assigned server presents approved choices, answers questions accurately, and coordinates timing with table clearing.

WHEN USED: After the main course, during special occasions, or when guests request dessert information.

REQUIRED MATERIALS / INFORMATION:

- Current dessert menu, display, or presentation method
- Availability, portion, price, and preparation information
- Coffee, after-dinner beverage, and pairing information
- Ingredient and allergen reference
- Packaging and to-go dessert options

CRITICAL STANDARDS:

- Dessert is offered after the table is appropriately cleared and assessed.
- Descriptions, availability, and prices are accurate.
- Allergy and ingredient questions are verified before ordering.
- The presentation supports choice without pressuring guests who decline.

PROCEDURE:

1. Monitor entrée completion and coordinate timely clearing or pre-bussing.
2. Offer dessert using the approved menu, tray, display, or verbal presentation.
3. Describe a limited number of relevant choices accurately and concisely.
4. Mention coffee, approved after-dinner beverages, sharing, or to-go options when appropriate.
5. Ask preference questions instead of reciting every item automatically.
6. Confirm availability, preparation time, portion, and price when material.
7. Use approved resources for ingredient or allergy questions.
8. Record the dessert by seat and clarify shared items or requested timing.
9. Enter and monitor the order promptly; prepare the table for delivery.
10. Thank guests who decline and continue service without repeated pressure.

36. Dessert Presentation and Sales SOP - VERIFICATION & CUSTOMIZATION

MANAGER VERIFICATION:

☐ Dessert is offered at the appropriate service point.
☐ Menu, availability, and price information are accurate.
☐ Presentation is concise and guest-focused.
☐ Ingredient and allergy questions are handled correctly.
☐ Shared items and timing are confirmed.
☐ Guests who decline are not pressured.

COMMON MISTAKES TO AVOID:

- Offering dessert while entrée plates still crowd the table.
- Describing an unavailable item.
- Using memorized ingredient claims for an allergy question.
- Continuing to sell after the table clearly declines.
- Forgetting to enter coffee or accompaniments with dessert.

RESTAURANT-SPECIFIC CUSTOMIZATION:

- Approved service language, sequence, or table standard: _____
- Menu, POS, seat-number, payment, or check-handling system: _____
- Allergy, special-request, recovery, or manager escalation role: _____
- Greeting, firing, check-back, refill, payment, or reset target: _____
- Payment-security, accessibility, alcohol, or local service requirement reviewed: _____
- Concept-specific menu, course, section, or side-work adjustments: _____
- _____

TRAINING SIGN-OFF:

Employee Name	_____
Trainer / Manager	_____
Training Date	_____
Training Verification	☐ Not Ready ☐ Retrain ☐ Approved

REVISION NOTE: Record future changes in the restaurant master SOP index and retrain affected employees when the approved process changes.

37. Check Presentation SOP

SOP ID	V1-037	**VERSION**	1.0
EFFECTIVE DATE	_____	**OWNER**	_____
APPROVED BY	_____	**NEXT REVIEW**	_____

PURPOSE: To present an accurate check at the right time while preserving guest control, privacy, and service continuity.

APPLIES TO: Servers, bartenders, trainers, and managers.

RESPONSIBILITY: The assigned server reviews and presents the check. Managers approve corrections, discounts, or disputed charges.

WHEN USED: When requested, at the restaurant's normal service point, or before a known departure deadline.

REQUIRED MATERIALS / INFORMATION:

- Current POS check and seat detail
- Approved check presenter or digital payment device
- Discount, comp, tax, gratuity, and service-charge information
- Gift card, coupon, and split-check procedures
- Manager correction and dispute process

CRITICAL STANDARDS:

- The check is reviewed before the guest sees it.
- Charges, discounts, taxes, gratuities, and service fees are represented accurately.
- The check is presented discreetly without rushing the table.
- Errors are corrected through approved authorization, not hidden or improvised.

PROCEDURE:

1. Confirm the table is ready for the check or has requested it.
2. Review table number, guest count, items, quantities, seats, and transferred charges.
3. Verify approved discounts, coupons, gift cards, comps, taxes, gratuities, and service charges.
4. Resolve open items, duplicate charges, or missing approvals before printing or sending.
5. Place the check in the approved presenter or activate the approved digital method.
6. Present it discreetly to the requesting guest or agreed payer.
7. Explain unusual charges, service fees, or split arrangements when needed.
8. Remain available without hovering or signaling that the table must leave.
9. Correct a questioned charge promptly and involve the manager when authorization is required.
10. Continue refills, clearing, and farewell service until the table departs.

37. Check Presentation SOP - VERIFICATION & CUSTOMIZATION

MANAGER VERIFICATION:

☐ Check matches the correct table and guest count.
☐ Items, quantities, and seat assignments are accurate.
☐ Discounts, fees, taxes, and gratuities are correct.
☐ Presentation is discreet and properly timed.
☐ Questions and errors receive prompt response.
☐ Service continues after check presentation.

COMMON MISTAKES TO AVOID:

• Dropping the check without reviewing it.
• Presenting the check before the table is ready.
• Failing to explain an automatic gratuity or service charge.
• Arguing about a charge instead of verifying it.
• Treating check presentation as the end of service.

RESTAURANT-SPECIFIC CUSTOMIZATION:

• Approved service language, sequence, or table standard: _____
• Menu, POS, seat-number, payment, or check-handling system: _____
• Allergy, special-request, recovery, or manager escalation role: _____
• Greeting, firing, check-back, refill, payment, or reset target: _____
• Payment-security, accessibility, alcohol, or local service requirement reviewed: _____
• Concept-specific menu, course, section, or side-work adjustments: _____
• _____

TRAINING SIGN-OFF:

Employee Name	_____
Trainer / Manager	_____
Training Date	_____
Training Verification	☐ Not Ready ☐ Retrain ☐ Approved

REVISION NOTE: Record future changes in the restaurant master SOP index and retrain affected employees when the approved process changes.

38. Payment Collection SOP

SOP ID	V1-038	**VERSION**	1.0
EFFECTIVE DATE	_____	**OWNER**	_____
APPROVED BY	_____	**NEXT REVIEW**	_____

PURPOSE: To receive and process guest payment promptly while maintaining custody, accuracy, privacy, and respectful communication.

APPLIES TO: Servers, bartenders, cashiers, managers, and authorized payment-support employees.

RESPONSIBILITY: The employee accepting payment maintains control until it is processed and returned. Managers resolve exceptions.

WHEN USED: Whenever cash, card, gift card, mobile, or other approved payment is presented.

REQUIRED MATERIALS / INFORMATION:

- Correct guest check and payment amount
- Approved POS, payment terminal, or mobile device
- Check presenter, receipt, and writing instrument
- Cash, card, gift card, and digital-payment procedures
- Manager escalation process for declines, disputes, or equipment failure

CRITICAL STANDARDS:

- Payment is matched to the correct check before processing.
- Cash, cards, devices, and receipts are never left unsecured.
- Guests are informed before any unusual manual or alternate process is used.
- Sensitive payment information is handled only through approved systems.

PROCEDURE:

1. Acknowledge the payment promptly and confirm which check or amount it covers.
2. Keep payment inside the approved presenter or controlled method while transporting it.
3. Separate multiple payments and label their intended amounts before processing.
4. Use the correct tender key and approved device for each payment type.
5. Remain with a guest-owned mobile device; do not take it out of the guest's control.
6. Follow the specific cash, card, gift card, or split-payment SOP as applicable.
7. Verify approval, amount, balance due, and receipt before leaving the terminal.
8. Return card, change, gift card, and receipts promptly to the correct guest.
9. Handle declines or discrepancies discreetly and request another form without accusation.
10. Notify the manager of repeated failures, disputed amounts, suspected fraud, or lost payment.

38. Payment Collection SOP - VERIFICATION & CUSTOMIZATION

MANAGER VERIFICATION:

☐ Payment is applied to the correct check and amount.
☐ Payment remains secure from collection through return.
☐ Approved terminal and tender procedures are used.
☐ Receipt, change, card, and remaining balance are accurate.
☐ Declines and disputes are handled discreetly.
☐ Exceptions are escalated and documented when required.

COMMON MISTAKES TO AVOID:

• Carrying loose cards or cash without a presenter.
• Combining multiple payments before labeling their amounts.
• Taking a guest's phone away from the table.
• Leaving processed cards or change at the terminal.
• Announcing a declined payment loudly.

RESTAURANT-SPECIFIC CUSTOMIZATION:

• Approved service language, sequence, or table standard: _____
• Menu, POS, seat-number, payment, or check-handling system: _____
• Allergy, special-request, recovery, or manager escalation role: _____
• Greeting, firing, check-back, refill, payment, or reset target: _____
• Payment-security, accessibility, alcohol, or local service requirement reviewed: _____
• Concept-specific menu, course, section, or side-work adjustments: _____
• _____

TRAINING SIGN-OFF:

Employee Name	_____
Trainer / Manager	_____
Training Date	_____
Training Verification	☐ Not Ready ☐ Retrain ☐ Approved

REVISION NOTE: Record future changes in the restaurant master SOP index and retrain affected employees when the approved process changes.

39. Cash Payment Handling by Servers SOP

SOP ID	V1-039	**VERSION**	1.0
EFFECTIVE DATE	_____	**OWNER**	_____
APPROVED BY	_____	**NEXT REVIEW**	_____

PURPOSE: To process cash payments accurately and protect guest funds, restaurant funds, and employee accountability.

APPLIES TO: Servers, bartenders, cashiers, trainers, and managers authorized to handle cash.

RESPONSIBILITY: The receiving employee maintains custody and records the tender. Managers approve corrections and investigate shortages.

WHEN USED: For every cash payment, change request, cash tip adjustment, or cash-payment correction.

REQUIRED MATERIALS / INFORMATION:

- Correct guest check
- Assigned bank or approved cash drawer
- POS cash-tender function
- Check presenter and receipt
- Counterfeit-concern and manager escalation procedure

CRITICAL STANDARDS:

- Cash is counted and secured immediately after receipt.
- The amount received is entered before change is removed from the bank.
- Restaurant funds are not mixed with personal money.
- Suspected counterfeit currency or disputes are referred to a manager without confrontation.

PROCEDURE:

1. Confirm the payment applies to the correct table, check, and amount.
2. Keep the cash visible within the presenter until the amount received is identified.
3. State or note the amount received when restaurant policy requires it.
4. Enter the exact cash tender in the POS before calculating or removing change.
5. Count change from the approved bank or drawer without using personal funds.
6. Recount bills and coins before leaving the payment area.
7. Return change and receipt promptly in the presenter to the correct guest.
8. Secure retained cash in the approved bank or drawer immediately.
9. Correct a tender error only through the approved void, reopen, or manager process.
10. Report shortages, overages, disputed amounts, or suspicious currency to the manager.

39. Cash Payment Handling by Servers SOP - VERIFICATION & CUSTOMIZATION

MANAGER VERIFICATION:

☐ Cash tender is applied to the correct check.
☐ Amount received is entered before change is made.
☐ Change and receipt are accurate.
☐ Cash is secured in the assigned bank or drawer.
☐ Personal and restaurant funds remain separate.
☐ Tender errors and suspicious currency are escalated.

COMMON MISTAKES TO AVOID:

• Making change from memory before entering the tender.
• Placing restaurant cash in a pocket with personal money.
• Leaving cash exposed at a service station.
• Arguing with a guest about the amount handed over.
• Fixing a cash-entry error by changing another table.

RESTAURANT-SPECIFIC CUSTOMIZATION:

• Approved service language, sequence, or table standard: _____
• Menu, POS, seat-number, payment, or check-handling system: _____
• Allergy, special-request, recovery, or manager escalation role: _____
• Greeting, firing, check-back, refill, payment, or reset target: _____
• Payment-security, accessibility, alcohol, or local service requirement reviewed: _____
• Concept-specific menu, course, section, or side-work adjustments: _____
• _____

TRAINING SIGN-OFF:

Employee Name	_____
Trainer / Manager	_____
Training Date	_____
Training Verification	☐ Not Ready ☐ Retrain ☐ Approved

REVISION NOTE: Record future changes in the restaurant master SOP index and retrain affected employees when the approved process changes.

40. Credit Card Payment Handling SOP

SOP ID	V1-040	**VERSION**	1.0
EFFECTIVE DATE	_____	**OWNER**	_____
APPROVED BY	_____	**NEXT REVIEW**	_____

PURPOSE: To process card payments securely through approved systems while protecting guest information and transaction accuracy.

APPLIES TO: Servers, bartenders, cashiers, managers, and employees authorized to process cards.

RESPONSIBILITY: The processing employee controls the card and transaction. Managers handle declines, disputes, manual entry, and corrections.

WHEN USED: Whenever a physical card, contactless card, or approved card-linked device is used.

REQUIRED MATERIALS / INFORMATION:

- Approved payment terminal or POS device
- Correct check and payment amount
- Check presenter and receipt process
- Card-decline, tip, signature, and correction procedures
- Manager approval for manual entry or offline processing

CRITICAL STANDARDS:

- Only approved payment devices and employee credentials are used.
- Card numbers, security codes, or magnetic-stripe data are never written down or stored.
- The card is returned promptly and kept within guest view when the service model permits.
- Manual entry, offline processing, refunds, and disputed charges require approved controls.

PROCEDURE:

1. Confirm the card payment applies to the correct check and amount.
2. Inspect the terminal for obvious damage or tampering and report concerns before use.
3. Insert, tap, swipe, or present the card only through the approved device.
4. Allow the guest to control contactless or tableside entry whenever the system supports it.
5. Do not copy, photograph, record, or communicate card details outside the payment system.
6. Verify the authorization result and remaining balance before finalizing.
7. For a decline, speak discreetly and request another approved payment method.
8. Return the card and receipt promptly to the correct guest.
9. Process tips, signatures, adjustments, and closeout according to the approved system.
10. Escalate manual entry, duplicate charge, lost card, dispute, or terminal failure to the manager.

40. Credit Card Payment Handling SOP - VERIFICATION & CUSTOMIZATION

MANAGER VERIFICATION:

☐ Approved terminal and employee credentials are used.
☐ Card data is not written, photographed, or stored.
☐ Authorization and amount are verified.
☐ Card and receipt are returned promptly.
☐ Declines are handled privately and respectfully.
☐ Manual or exception transactions receive manager control.

COMMON MISTAKES TO AVOID:

• Writing a card number or security code on paper.
• Taking a card to an unapproved device or location.
• Running the same card repeatedly after a decline.
• Returning the wrong card to a guest.
• Using manual entry to bypass a damaged or rejected card without approval.

RESTAURANT-SPECIFIC CUSTOMIZATION:

• Approved service language, sequence, or table standard: _____
• Menu, POS, seat-number, payment, or check-handling system: _____
• Allergy, special-request, recovery, or manager escalation role: _____
• Greeting, firing, check-back, refill, payment, or reset target: _____
• Payment-security, accessibility, alcohol, or local service requirement reviewed: _____
• Concept-specific menu, course, section, or side-work adjustments: _____
• _____

TRAINING SIGN-OFF:

Employee Name	_____
Trainer / Manager	_____
Training Date	_____
Training Verification	☐ Not Ready ☐ Retrain ☐ Approved

REVISION NOTE: Record future changes in the restaurant master SOP index and retrain affected employees when the approved process changes.

41. Split Checks and Separate Payments SOP

SOP ID	V1-041	**VERSION**	1.0
EFFECTIVE DATE	_____	**OWNER**	_____
APPROVED BY	_____	**NEXT REVIEW**	_____

PURPOSE: To divide charges and accept separate payments accurately without delaying service or creating unauthorized adjustments.

APPLIES TO: Servers, bartenders, cashiers, trainers, and managers.

RESPONSIBILITY: The server organizes charges by seat and confirms the requested split. Managers approve reopens, transfers, and corrections.

WHEN USED: When guests request separate checks, divided items, shared-item splits, or multiple tenders.

REQUIRED MATERIALS / INFORMATION:

- Accurate seat-number and item assignment
- POS split, transfer, and payment functions
- Guest instructions for shared items and amounts
- Discount, gratuity, and service-charge rules
- Manager approval process for reopened or paid-check changes

CRITICAL STANDARDS:

- The requested split is confirmed before payment is processed.
- Items, tax, discounts, gratuities, and service charges remain accurate.
- No paid charge is moved or changed without approved authorization.
- Payment cards and cash are clearly matched to their intended check or amount.

PROCEDURE:

1. Ask how guests want the check divided before collecting payment.
2. Clarify shared items, equal splits, individual seats, and fixed payment amounts.
3. Review seat assignments and correct misplaced items before splitting.
4. Use the approved POS split function rather than estimating totals manually.
5. Verify discounts, taxes, gratuities, and service charges on each resulting check.
6. Present the separated checks and invite guests to review them.
7. Label or organize each payment with the check or amount it covers.
8. Process one payment at a time and confirm the remaining balance after each.
9. Obtain manager help before reopening, transferring, or changing a paid check.
10. Return all receipts, cards, change, and remaining balances to the correct guests.

41. Split Checks and Separate Payments SOP - VERIFICATION & CUSTOMIZATION

MANAGER VERIFICATION:

☐ Split method matches the guests' request.
☐ Items and shared charges are assigned correctly.
☐ Tax, discounts, gratuity, and fees remain accurate.
☐ Payments are matched to the intended checks.
☐ Paid checks are changed only with approval.
☐ Final receipts and balances are returned correctly.

COMMON MISTAKES TO AVOID:

• Waiting until cards are collected to ask how the check should be split.
• Dividing totals manually when the POS can track items.
• Losing track of which card belongs to which check.
• Removing an automatic gratuity without authorization.
• Moving an item off a paid check to force the totals to work.

RESTAURANT-SPECIFIC CUSTOMIZATION:

• Approved service language, sequence, or table standard: _____
• Menu, POS, seat-number, payment, or check-handling system: _____
• Allergy, special-request, recovery, or manager escalation role: _____
• Greeting, firing, check-back, refill, payment, or reset target: _____
• Payment-security, accessibility, alcohol, or local service requirement reviewed: _____
• Concept-specific menu, course, section, or side-work adjustments: _____
• _____

TRAINING SIGN-OFF:

Employee Name	_____
Trainer / Manager	_____
Training Date	_____
Training Verification	☐ Not Ready ☐ Retrain ☐ Approved

REVISION NOTE: Record future changes in the restaurant master SOP index and retrain affected employees when the approved process changes.

42. Gift Card Redemption SOP

SOP ID	V1-042	**VERSION**	1.0
EFFECTIVE DATE	_____	**OWNER**	_____
APPROVED BY	_____	**NEXT REVIEW**	_____

PURPOSE: To verify and redeem gift cards accurately while protecting balances, guest privacy, and financial controls.

APPLIES TO: Servers, bartenders, cashiers, trainers, and managers authorized to accept gift cards.

RESPONSIBILITY: The employee processes the card through the approved system. Managers resolve invalid, damaged, or disputed balances.

WHEN USED: Whenever a physical or digital restaurant gift card is presented for payment.

REQUIRED MATERIALS / INFORMATION:

- Approved gift card and POS system
- Correct guest check and payment amount
- Gift card terms, restrictions, and balance process
- Receipt and remaining-balance procedure
- Manager escalation for unreadable, expired where lawful, or disputed cards

CRITICAL STANDARDS:

- Gift cards are verified and redeemed only through the approved system.
- Card numbers and balances are not announced or recorded unnecessarily.
- The amount redeemed never exceeds the approved available balance.
- Manual overrides, balance transfers, and exceptions require manager authorization.

PROCEDURE:

1. Confirm the card is an accepted restaurant or program gift card.
2. Ask whether the guest wants to apply a specific amount or the available balance.
3. Scan, swipe, enter, or present the card using only the approved system.
4. Verify the displayed balance and redemption amount before finalizing.
5. Apply the redemption to the correct check and confirm any remaining amount due.
6. Return the physical card when a balance remains or policy requires return.
7. Provide the receipt or approved balance information discreetly.
8. For digital cards, allow the guest to retain control of the device whenever possible.
9. Do not manually alter a balance or substitute another tender without approval.
10. Refer unreadable, inactive, disputed, or system-failed cards to the manager.

42. Gift Card Redemption SOP - VERIFICATION & CUSTOMIZATION

MANAGER VERIFICATION:

☐ Card is valid for the restaurant's approved program.
☐ Redemption amount matches guest instruction and available balance.
☐ Gift card is applied to the correct check.
☐ Remaining balance or amount due is communicated accurately.
☐ Card and receipt are returned according to policy.
☐ Exceptions and manual actions receive manager approval.

COMMON MISTAKES TO AVOID:

• Assuming every branded card is accepted at the location.
• Reading the card number or balance aloud.
• Discarding a card that still has value.
• Entering a manual discount when the gift card system fails.
• Applying the full balance when the guest requested a smaller amount.

RESTAURANT-SPECIFIC CUSTOMIZATION:

• Approved service language, sequence, or table standard: _____
• Menu, POS, seat-number, payment, or check-handling system: _____
• Allergy, special-request, recovery, or manager escalation role: _____
• Greeting, firing, check-back, refill, payment, or reset target: _____
• Payment-security, accessibility, alcohol, or local service requirement reviewed: _____
• Concept-specific menu, course, section, or side-work adjustments: _____
• _____

TRAINING SIGN-OFF:

Employee Name	_____
Trainer / Manager	_____
Training Date	_____
Training Verification	☐ Not Ready ☐ Retrain ☐ Approved

REVISION NOTE: Record future changes in the restaurant master SOP index and retrain affected employees when the approved process changes.

43. Coupon and Promotion Acceptance SOP

SOP ID	V1-043	**VERSION**	1.0
EFFECTIVE DATE	_____	**OWNER**	_____
APPROVED BY	_____	**NEXT REVIEW**	_____

PURPOSE: To apply coupons and promotions consistently according to approved terms while preserving guest trust and financial control.

APPLIES TO: Servers, bartenders, cashiers, trainers, shift leads, and managers.

RESPONSIBILITY: The employee verifies published terms and enters the approved offer. Managers authorize exceptions and disputed applications.

WHEN USED: Whenever a printed, digital, loyalty, event, or limited-time offer is presented.

REQUIRED MATERIALS / INFORMATION:

- Current promotion and coupon terms
- Valid dates, items, locations, and redemption limits
- Approved POS discount key or code
- Guest check and qualifying purchase details
- Manager approval and documentation process

CRITICAL STANDARDS:

- The offer is valid, current, and applicable to the purchase before entry.
- Only approved POS keys and authorization levels are used.
- Stacking, exclusions, limits, and gratuity treatment follow published terms.
- Guest disagreements are handled respectfully and escalated without altering records improperly.

PROCEDURE:

1. Thank the guest and review the coupon or digital offer before promising acceptance.
2. Verify date, location, qualifying items, purchase threshold, and redemption limit.
3. Confirm whether the offer may be combined with other discounts or loyalty rewards.
4. Explain any clear restriction before processing payment.
5. Apply the designated POS key, code, or scan method to the correct items or check.
6. Obtain manager approval when the offer requires authorization or appears unclear.
7. Recheck tax, gratuity, service charge, and final total after application.
8. Mark, collect, or return the coupon according to program rules.
9. Document the promotion code or reason when required for audit.
10. Escalate disputed, altered, duplicated, or system-rejected offers to the manager.

43. Coupon and Promotion Acceptance SOP - VERIFICATION & CUSTOMIZATION

MANAGER VERIFICATION:

☐ Offer meets date, location, item, and purchase requirements.
☐ Stacking and redemption limits are followed.
☐ Correct POS key and approval level are used.
☐ Final check reflects the intended discount.
☐ Coupon disposition and documentation follow policy.
☐ Disputes are escalated without arguing.

COMMON MISTAKES TO AVOID:

- Promising acceptance before reading the terms.
- Using a general discount key instead of the promotion code.
- Applying the offer to excluded alcohol, tax, gratuity, or service charges.
- Keeping a guest's phone to inspect a digital offer.
- Changing the expiration date or terms without authorization.

RESTAURANT-SPECIFIC CUSTOMIZATION:

- Approved service language, sequence, or table standard: _____
- Menu, POS, seat-number, payment, or check-handling system: _____
- Allergy, special-request, recovery, or manager escalation role: _____
- Greeting, firing, check-back, refill, payment, or reset target: _____
- Payment-security, accessibility, alcohol, or local service requirement reviewed: _____
- Concept-specific menu, course, section, or side-work adjustments: _____
- _____

TRAINING SIGN-OFF:

Employee Name	_____
Trainer / Manager	_____
Training Date	_____
Training Verification	☐ Not Ready ☐ Retrain ☐ Approved

REVISION NOTE: Record future changes in the restaurant master SOP index and retrain affected employees when the approved process changes.

44. Server Checkout SOP

SOP ID	V1-044	**VERSION**	1.0
EFFECTIVE DATE	_____	**OWNER**	_____
APPROVED BY	_____	**NEXT REVIEW**	_____

PURPOSE: To reconcile each server's sales, payments, tips, cash due, open checks, and controlled items before shift release.

APPLIES TO: Servers, bartenders with server banks, closing leads, cashiers, and managers.

RESPONSIBILITY: The server prepares an accurate checkout. The manager verifies discrepancies, approvals, records, and final release.

WHEN USED: At shift end, server cut, role transfer, or emergency departure.

REQUIRED MATERIALS / INFORMATION:

- POS checkout and sales report
- Assigned bank, cash, receipts, and payment records
- Open-check, void, comp, discount, and transfer report
- Tip declaration or adjustment process
- Side-work sign-off and controlled-item return list

CRITICAL STANDARDS:

- No server leaves with open checks, unreconciled payments, or unreturned controlled items.
- Cash due and tip records are calculated through the approved system.
- Voids, comps, transfers, discounts, and corrections have proper authorization.
- Checkout records and payment information are secured according to policy.

PROCEDURE:

1. Complete active tables or transfer them with manager and receiving-server approval.
2. Review the POS for open, unpaid, duplicate, or incorrectly assigned checks.
3. Confirm all card payments, tips, gift cards, discounts, comps, and voids are finalized.
4. Print or generate the approved checkout and sales report.
5. Count the assigned bank and separate restaurant cash due from employee tips.
6. Prepare cash due, receipts, vouchers, and required records in the approved order.
7. Return handhelds, keys, pagers, banks, and other controlled items.
8. Complete closing or cut side work and obtain the required sign-off.
9. Present the checkout to the manager and resolve any shortage, overage, or exception.
10. Leave only after the manager approves the checkout and releases the employee.

44. Server Checkout SOP - VERIFICATION & CUSTOMIZATION

MANAGER VERIFICATION:

☐ All tables and checks are closed or formally transferred.
☐ Payments and tips are finalized in the POS.
☐ Cash due matches the approved checkout.
☐ Voids, comps, discounts, and transfers are authorized.
☐ Side work and controlled items are complete.
☐ Manager documents discrepancies and approves release.

COMMON MISTAKES TO AVOID:

• Printing the report before finalizing all payments.
• Using another employee's cash or tips to cover a shortage.
• Leaving open checks for the closing server without transfer.
• Discarding receipts or payment records prematurely.
• Leaving after dropping off cash without manager approval.

RESTAURANT-SPECIFIC CUSTOMIZATION:

• Approved service language, sequence, or table standard: _____
• Menu, POS, seat-number, payment, or check-handling system: _____
• Allergy, special-request, recovery, or manager escalation role: _____
• Greeting, firing, check-back, refill, payment, or reset target: _____
• Payment-security, accessibility, alcohol, or local service requirement reviewed: _____
• Concept-specific menu, course, section, or side-work adjustments: _____
• _____

TRAINING SIGN-OFF:

Employee Name	_____
Trainer / Manager	_____
Training Date	_____
Training Verification	☐ Not Ready ☐ Retrain ☐ Approved

REVISION NOTE: Record future changes in the restaurant master SOP index and retrain affected employees when the approved process changes.

45. Server Closing Side Work SOP

SOP ID	V1-045	**VERSION**	1.0
EFFECTIVE DATE	_____	**OWNER**	_____
APPROVED BY	_____	**NEXT REVIEW**	_____

PURPOSE: To clean, restock, reset, and secure server areas so the restaurant is ready for the next operating period.

APPLIES TO: Closing servers, assigned side-work employees, shift leads, and closing managers.

RESPONSIBILITY: Each server completes assigned work without reducing active guest service. The manager verifies before release.

WHEN USED: During controlled closing periods and after the final assigned guest departs.

REQUIRED MATERIALS / INFORMATION:

- Closing side-work chart or checklist
- Approved cleaning and sanitizing supplies
- Restocking pars and storage locations
- Trash, recycling, and linen procedures
- Equipment shutdown and security instructions

CRITICAL STANDARDS:

- Guest service continues until the manager releases the employee or area.
- Food-contact and guest-contact surfaces are cleaned with approved methods.
- Supplies are restocked to the next-shift par without hiding shortages.
- Equipment, cash areas, records, and access points are secured.

PROCEDURE:

1. Review the assigned closing work and confirm which tasks can begin during service.
2. Maintain table coverage and obtain permission before leaving the section for side work.
3. Remove trash, used linen, clutter, and unneeded service items from assigned areas.
4. Clean and sanitize approved stations, shelves, trays, menus, and touchpoints.
5. Restock napkins, silverware, condiments, paper goods, and other supplies to par.
6. Clean and reset tables, chairs, booths, floors, and service stations.
7. Return food, beverages, chemicals, and equipment to approved storage locations.
8. Shut down or secure assigned devices only after manager approval.
9. Report shortages, breakage, maintenance needs, pest evidence, or incomplete shared work.
10. Complete the checklist and obtain manager verification before checkout and release.

45. Server Closing Side Work SOP - VERIFICATION & CUSTOMIZATION

MANAGER VERIFICATION:

☐ Active guests continue receiving full service.
☐ Assigned stations and section are clean and reset.
☐ Supplies are restocked to the approved par.
☐ Waste, linen, food, and chemicals are handled correctly.
☐ Equipment and controlled areas are secured.
☐ Shortages and maintenance concerns are documented.

COMMON MISTAKES TO AVOID:

• Starting noisy cleaning around guests too early.
• Leaving the section unattended to complete side work.
• Using spray chemicals near food or clean tableware.
• Filling containers without cleaning or rotating them as required.
• Signing off shared tasks without inspecting them.

RESTAURANT-SPECIFIC CUSTOMIZATION:

• Approved service language, sequence, or table standard: _____
• Menu, POS, seat-number, payment, or check-handling system: _____
• Allergy, special-request, recovery, or manager escalation role: _____
• Greeting, firing, check-back, refill, payment, or reset target: _____
• Payment-security, accessibility, alcohol, or local service requirement reviewed: _____
• Concept-specific menu, course, section, or side-work adjustments: _____
• _____

TRAINING SIGN-OFF:

Employee Name	_____
Trainer / Manager	_____
Training Date	_____
Training Verification	☐ Not Ready ☐ Retrain ☐ Approved

REVISION NOTE: Record future changes in the restaurant master SOP index and retrain affected employees when the approved process changes.

46. Server Shift Handoff SOP

SOP ID	V1-046	**VERSION**	1.0
EFFECTIVE DATE	_____	**OWNER**	_____
APPROVED BY	_____	**NEXT REVIEW**	_____

PURPOSE: To transfer active tables, checks, guest needs, and section responsibilities without loss of service or accountability.

APPLIES TO: Servers, relief servers, bartenders covering tables, shift leads, and managers.

RESPONSIBILITY: The outgoing server gives a complete handoff. The incoming server verifies and accepts each responsibility with manager awareness.

WHEN USED: At breaks, cuts, shift changes, section changes, or emergency coverage transfers.

REQUIRED MATERIALS / INFORMATION:

- Current table and seat information
- Open checks and payment status
- Course timing, allergy, celebration, and complaint notes
- Section side-work and refill needs
- POS transfer function and manager approval

CRITICAL STANDARDS:

- No active table is transferred without a named receiving employee.
- Allergy concerns, unpaid checks, complaints, and time-sensitive needs are stated explicitly.
- POS ownership and verbal ownership agree before the outgoing server leaves.
- Guest privacy is protected during the handoff.

PROCEDURE:

1. Notify the manager or shift lead that a handoff is needed.
2. Identify every active, recently closed, and reserved table in the section.
3. Review each table's course, open items, refills, timing, and special requests.
4. State allergy alerts, guest complaints, recovery actions, and manager follow-up separately.
5. Review checks, payments in progress, split arrangements, and gift cards or coupons.
6. Transfer tables in the POS using the approved function and authorization.
7. Introduce the incoming server to guests when practical and appropriate.
8. The incoming server repeats critical information and checks the section in person.
9. Document unresolved issues, side work, equipment, or supply needs.
10. The outgoing server leaves only after acceptance and manager release.

46. Server Shift Handoff SOP - VERIFICATION & CUSTOMIZATION

MANAGER VERIFICATION:

☐ Every active table has an identified receiving server.
☐ Course, refill, and open-item status are transferred.
☐ Allergy and complaint information is stated clearly.
☐ Open checks and payment custody are controlled.
☐ POS ownership matches actual service ownership.
☐ Manager approves the completed handoff.

COMMON MISTAKES TO AVOID:

• Saying "they are fine" instead of reviewing each table.
• Leaving a card, cash payment, or open check without direct transfer.
• Failing to identify an allergy order or unresolved complaint.
• Transferring the POS check but not greeting the guests.
• Leaving before the incoming server verifies the section.

RESTAURANT-SPECIFIC CUSTOMIZATION:

• Approved service language, sequence, or table standard: _____
• Menu, POS, seat-number, payment, or check-handling system: _____
• Allergy, special-request, recovery, or manager escalation role: _____
• Greeting, firing, check-back, refill, payment, or reset target: _____
• Payment-security, accessibility, alcohol, or local service requirement reviewed: _____
• Concept-specific menu, course, section, or side-work adjustments: _____
• _____

TRAINING SIGN-OFF:

Employee Name	_____
Trainer / Manager	_____
Training Date	_____
Training Verification	☐ Not Ready ☐ Retrain ☐ Approved

REVISION NOTE: Record future changes in the restaurant master SOP index and retrain affected employees when the approved process changes.

47. Section Reset Between Seatings SOP

SOP ID	V1-047	**VERSION**	1.0
EFFECTIVE DATE	_____	**OWNER**	_____
APPROVED BY	_____	**NEXT REVIEW**	_____

PURPOSE: To return a vacated table and surrounding area to a clean, complete, and approved guest-ready condition.

APPLIES TO: Servers, service assistants, hosts when assigned, shift leads, and managers.

RESPONSIBILITY: The assigned section team completes the reset. The server or manager verifies readiness before the table is marked available.

WHEN USED: After guest departure and before the next seating.

REQUIRED MATERIALS / INFORMATION:

- Approved bus tub, tray, or dish-removal method
- Cleaning and sanitizing supplies
- Clean tableware, menus, condiments, and settings
- Floor and spill-response tools
- Table-status communication system

CRITICAL STANDARDS:

- Dirty items are removed before clean settings are placed.
- Tabletop, seating, and high-touch areas are cleaned using approved methods.
- The floor and guest path are safe before the table is released.
- The table is marked available only after the reset is complete.

PROCEDURE:

1. Thank departing guests and wait until personal items are removed.
2. Check seats, floor, and tabletop for lost property before clearing.
3. Remove all dirty dishes, glassware, linen, trash, and used condiments.
4. Separate and transport dirty items using the approved route and container.
5. Clean and sanitize the tabletop and required high-touch surfaces.
6. Inspect and correct chairs, booths, table stability, and surrounding floor.
7. Replace clean settings, menus, condiments, and required table supplies.
8. Align the table and chairs to the approved layout without blocking access.
9. Perform a final scan for residue, damage, odor, or missing items.
10. Update the host or table-status system only when the table is fully ready.

47. Section Reset Between Seatings SOP - VERIFICATION & CUSTOMIZATION

MANAGER VERIFICATION:

☐ Dirty items are removed before resetting.
☐ Tabletop and seating meet cleaning standards.
☐ Floor and access path are safe.
☐ Settings and supplies are complete and correctly placed.
☐ Lost property and damage are reported.
☐ Table status changes only after final verification.

COMMON MISTAKES TO AVOID:

- Placing clean silverware while dirty dishes remain.
- Wiping crumbs onto chairs or the floor.
- Marking the table open before the floor is safe.
- Reusing a visibly soiled menu or condiment container.
- Missing a phone, wallet, or other guest property under the table.

RESTAURANT-SPECIFIC CUSTOMIZATION:

- Approved service language, sequence, or table standard: _____
- Menu, POS, seat-number, payment, or check-handling system: _____
- Allergy, special-request, recovery, or manager escalation role: _____
- Greeting, firing, check-back, refill, payment, or reset target: _____
- Payment-security, accessibility, alcohol, or local service requirement reviewed: _____
- Concept-specific menu, course, section, or side-work adjustments: _____
- _____

TRAINING SIGN-OFF:

Employee Name	_____
Trainer / Manager	_____
Training Date	_____
Training Verification	☐ Not Ready ☐ Retrain ☐ Approved

REVISION NOTE: Record future changes in the restaurant master SOP index and retrain affected employees when the approved process changes.

48. Dining Room Readiness During Service SOP

SOP ID	V1-048	**VERSION**	1.0
EFFECTIVE DATE	_____	**OWNER**	_____
APPROVED BY	_____	**NEXT REVIEW**	_____

PURPOSE: To maintain a clean, safe, comfortable, and fully functioning dining room throughout operating hours.

APPLIES TO: Servers, service assistants, hosts, shift leads, and managers.

RESPONSIBILITY: Every employee corrects or reports visible concerns. The manager coordinates priorities that affect guests or safety.

WHEN USED: Continuously during service, especially before rushes, shift changes, and large-party arrivals.

REQUIRED MATERIALS / INFORMATION:

- Dining-room zone or inspection plan
- Approved cleaning and spill-response supplies
- Table-status and maintenance communication method
- Lighting, temperature, music, and facility standards
- Restroom, entry, and emergency-path inspection process

CRITICAL STANDARDS:

- Guest paths, exits, and accessible routes remain clear and safe.
- Cleaning is performed discreetly without contaminating food or disrupting guests.
- Lighting, temperature, sound, odor, and visible condition support the concept standard.
- Safety hazards and equipment failures receive immediate control and escalation.

PROCEDURE:

1. Scan the assigned zone on every pass rather than focusing only on active tables.
2. Correct clutter, empty glassware, dirty tables, and misplaced furniture promptly.
3. Guard and correct spills, broken glass, loose mats, or trip hazards immediately.
4. Inspect floors, walls, windows, fixtures, menus, and visible service stations.
5. Confirm aisles, exits, highchairs, mobility routes, and service paths remain clear.
6. Monitor lighting, music, temperature, odor, and guest comfort; report concerns.
7. Coordinate discreet table resets and cleaning around occupied areas.
8. Check restroom and entry readiness according to assigned frequency.
9. Report damaged furniture, pests, leaks, equipment failure, or repeated cleanliness issues.
10. Record required checks and confirm corrections with the shift lead or manager.

48. Dining Room Readiness During Service SOP - VERIFICATION & CUSTOMIZATION

MANAGER VERIFICATION:

☐ Guest paths and exits are clear.
☐ Tables, stations, floors, and visible surfaces remain presentable.
☐ Spills and hazards receive immediate control.
☐ Comfort conditions meet the restaurant standard.
☐ Restroom and entry checks occur as assigned.
☐ Facility and maintenance issues are documented and escalated.

COMMON MISTAKES TO AVOID:

• Walking past a hazard because it is outside the assigned section.
• Spraying chemicals near guests, food, or clean settings.
• Allowing dirty empty tables to remain visible during a wait.
• Ignoring uncomfortable temperature, lighting, or music levels.
• Reporting a problem without confirming that someone owns the correction.

RESTAURANT-SPECIFIC CUSTOMIZATION:

• Approved service language, sequence, or table standard: _____
• Menu, POS, seat-number, payment, or check-handling system: _____
• Allergy, special-request, recovery, or manager escalation role: _____
• Greeting, firing, check-back, refill, payment, or reset target: _____
• Payment-security, accessibility, alcohol, or local service requirement reviewed: _____
• Concept-specific menu, course, section, or side-work adjustments: _____
• _____

TRAINING SIGN-OFF:

Employee Name	_____
Trainer / Manager	_____
Training Date	_____
Training Verification	☐ Not Ready ☐ Retrain ☐ Approved

REVISION NOTE: Record future changes in the restaurant master SOP index and retrain affected employees when the approved process changes.

49. Guest Allergy Communication by Servers SOP

SOP ID	V1-049	**VERSION**	1.0
EFFECTIVE DATE	_____	**OWNER**	_____
APPROVED BY	_____	**NEXT REVIEW**	_____

PURPOSE: To communicate a guest-reported food allergy accurately from the table through preparation and verified delivery.

APPLIES TO: Servers, bartenders taking food orders, trainers, managers, expo, and designated kitchen leaders.

RESPONSIBILITY: The server captures the guest's exact concern and initiates the approved alert. The manager and kitchen determine available options and required controls.

WHEN USED: Whenever a guest reports an allergy, allergen avoidance need, or concern about ingredients or cross-contact.

REQUIRED MATERIALS / INFORMATION:

- Current ingredient and allergen reference
- Approved POS allergy alert and modifier keys
- Manager and kitchen communication channel
- Allergy-order identification and delivery method
- Emergency-response procedure for a suspected reaction

CRITICAL STANDARDS:

- Every allergy statement is treated seriously and communicated without delay.
- Servers never guess, guarantee an item is allergen-free, or rely only on memory.
- Allergy alerts are both entered in the POS and verbally acknowledged as policy requires.
- The correct identified meal is delivered directly to the correct guest through the approved handoff.

PROCEDURE:

1. Stop ordinary order entry and listen to the guest's exact allergen concern.
2. Repeat the allergen back and clarify the item or ingredients the guest must avoid.
3. Tell the guest that the manager or kitchen must verify available options.
4. Notify the manager and designated kitchen contact using the approved alert words.
5. Consult only current approved ingredient information; do not infer from item names.
6. Enter the allergy alert, item, modifiers, and seat using designated POS keys.
7. Obtain verbal acknowledgment from the responsible kitchen or expo employee.
8. Do not change, add, or substitute ingredients after approval without restarting verification.
9. Verify the identified plate and deliver it directly through the approved controlled handoff.
10. Check back promptly; if symptoms are reported, summon the manager and activate the emergency-response SOP immediately.

49. Guest Allergy Communication by Servers SOP - VERIFICATION & CUSTOMIZATION

MANAGER VERIFICATION:

☐ Guest's allergen concern is repeated and recorded accurately.
☐ Manager and kitchen receive both required POS and verbal notice.
☐ Approved ingredient information is used.
☐ No unsupported safety guarantee is made.
☐ Plate and guest identity are verified at delivery.
☐ Suspected reaction triggers immediate emergency response.

COMMON MISTAKES TO AVOID:

• Treating an allergy as an ordinary preference modifier.
• Saying an item is safe because it has been served before.
• Entering a note but failing to notify the kitchen verbally.
• Allowing an unapproved substitution after the order is verified.
• Auctioning an allergy-designated plate at the table.

RESTAURANT-SPECIFIC CUSTOMIZATION:

• Approved service language, sequence, or table standard: _____
• Menu, POS, seat-number, payment, or check-handling system: _____
• Allergy, special-request, recovery, or manager escalation role: _____
• Greeting, firing, check-back, refill, payment, or reset target: _____
• Payment-security, accessibility, alcohol, or local service requirement reviewed: _____
• Concept-specific menu, course, section, or side-work adjustments: _____
• _____

TRAINING SIGN-OFF:

Employee Name	_____
Trainer / Manager	_____
Training Date	_____
Training Verification	☐ Not Ready ☐ Retrain ☐ Approved

REVISION NOTE: Record future changes in the restaurant master SOP index and retrain affected employees when the approved process changes.

50. Server Guest Complaint Escalation SOP

SOP ID	V1-050	**VERSION**	1.0
EFFECTIVE DATE	_____	**OWNER**	_____
APPROVED BY	_____	**NEXT REVIEW**	_____

PURPOSE: To recognize complaints that require leadership involvement and transfer them to a manager without delay, argument, or loss of facts.

APPLIES TO: Servers, bartenders, service assistants, trainers, shift leads, and managers.

RESPONSIBILITY: The employee listens, stabilizes immediate service, and contacts the manager. The manager owns investigation, authorization, and follow-up.

WHEN USED: Whenever a guest expresses dissatisfaction beyond the employee's authority or raises a safety, illness, injury, allergy, conduct, or payment concern.

REQUIRED MATERIALS / INFORMATION:

- Manager contact and escalation method
- Service-recovery authority limits
- Guest complaint or incident documentation form
- Check, ticket, item, and employee information
- Emergency and safety response procedures

CRITICAL STANDARDS:

- Safety, illness, injury, allergy, harassment, threat, and payment-security concerns are escalated immediately.
- Employees listen without arguing, blaming, or making unauthorized promises.
- The manager receives the guest's exact concern and actions already taken.
- Relevant food, objects, checks, receipts, or records are preserved according to policy.

PROCEDURE:

1. Stop, make eye contact, and allow the guest to explain without interruption.
2. Thank the guest for telling you and acknowledge the experience professionally.
3. Clarify the requested outcome and determine whether an immediate safety issue exists.
4. Correct a simple service need only within your approved authority.
5. Tell the guest when manager involvement is needed and contact the manager promptly.
6. Give the manager the table, guest, exact concern, timing, item, and actions already taken.
7. Remain available and do not debate fault, policy, or compensation with the guest.
8. Preserve relevant food, foreign objects, receipts, or transaction details when instructed.
9. Follow through on assigned corrections and check back after the manager response.
10. Document required facts before the shift ends and report any unresolved concern.

50. Server Guest Complaint Escalation SOP - VERIFICATION & CUSTOMIZATION

MANAGER VERIFICATION:

☐ Employee listens and acknowledges the complaint professionally.
☐ Immediate safety or emergency risks are identified.
☐ Manager is contacted within the approved escalation time.
☐ Facts and prior actions are transferred accurately.
☐ Employee stays within recovery and compensation authority.
☐ Required evidence and documentation are preserved.

COMMON MISTAKES TO AVOID:

• Defending the restaurant before understanding the concern.
• Promising a refund, comp, firing, or other outcome without authority.
• Waiting until checkout to mention a serious complaint.
• Summarizing the concern vaguely and omitting what was already promised.
• Discarding the food, object, receipt, or record involved in the complaint.

RESTAURANT-SPECIFIC CUSTOMIZATION:

• Approved service language, sequence, or table standard: _____
• Menu, POS, seat-number, payment, or check-handling system: _____
• Allergy, special-request, recovery, or manager escalation role: _____
• Greeting, firing, check-back, refill, payment, or reset target: _____
• Payment-security, accessibility, alcohol, or local service requirement reviewed: _____
• Concept-specific menu, course, section, or side-work adjustments: _____
• _____

TRAINING SIGN-OFF:

Employee Name	_____
Trainer / Manager	_____
Training Date	_____
Training Verification	☐ Not Ready ☐ Retrain ☐ Approved

REVISION NOTE: Record future changes in the restaurant master SOP index and retrain affected employees when the approved process changes.

PART 3

SERVICE ASSISTANTS, FOOD RUNNING, TO-GO & DELIVERY

20 ready-to-customize SOPs

These SOPs control food handoffs, table support, resetting, takeout accuracy, packaging, curbside service, delivery partners, and station continuity.

51. Food Running SOP

SOP ID	V1-051	**VERSION**	1.0
EFFECTIVE DATE	_____	**OWNER**	_____
APPROVED BY	_____	**NEXT REVIEW**	_____

PURPOSE: To deliver finished food from expo to the correct table and seat quickly while protecting accuracy, temperature, presentation, and allergy controls.

APPLIES TO: Guest-facing employees, service assistants, trainers, shift leads, and managers.

RESPONSIBILITY: The assigned employee performs the service and communicates needs. The manager handles exceptions and actions beyond employee authority.

WHEN USED: Whenever food running is required during opening, service, shift transition, or closing.

REQUIRED MATERIALS / INFORMATION:

- Current ticket, table, order, or guest information
- Approved trays, service tools, or supplies
- Table and seat-position standard
- Required accompaniments or replacement items
- Server, expo, or manager communication

CRITICAL STANDARDS:

- The correct guest, table, seat, item, and order are confirmed before service.
- Food, beverages, serviceware, and guest property are handled safely.
- Allergy, temperature, quality, identity, and missing-item concerns are stopped and escalated.
- Completion and unresolved needs are communicated to the responsible employee or manager.

PROCEDURE:

1. Confirm the correct guest, table, seat, order, timing, and responsible employee for food running.
2. Inspect the ticket, item, tools, identifiers, and required accompaniments before beginning.
3. Choose the approved service method and safe route and obtain help rather than taking an unsafe shortcut.
4. Confirm the table, seat positions, item count, course, and allergy or special-order identifiers with expo.
5. Compare the ticket to every plate and verify required sauces, garnishes, and accompaniments.
6. Carry food by the approved method and deliver each item to the identified seat without auctioning or reaching across guests.
7. Return mismatched, incomplete, unsafe, or questionable food to expo immediately and update the server.
8. Stop when identity, allergy, quality, temperature, or safety information does not match.
9. Notify the responsible employee or manager of completion and every remaining guest need.
10. Return equipment, reset the area or system, and document material exceptions before the next task.

51. Food Running SOP - VERIFICATION & CUSTOMIZATION

MANAGER VERIFICATION:

☐ The employee can identify the correct guest, table, order, service trigger, and manager escalation point for food running.

☐ Confirm the table, seat positions, item count, course, and allergy or special-order identifiers with expo.

☐ Compare the ticket to every plate and verify required sauces, garnishes, and accompaniments.

☐ Carry food by the approved method and deliver each item to the identified seat without auctioning or reaching across guests.

☐ Return mismatched, incomplete, unsafe, or questionable food to expo immediately and update the server.

☐ Notify the responsible employee or manager of completion and every remaining guest need.

COMMON MISTAKES TO AVOID:

- Beginning food running without confirming the guest, table, seat, item, timing, and responsible employee.
- Skipping an allergy, temperature, quality, identity, readiness, or safe-handling check to save time.
- Using an unsafe route, overloaded tray, unapproved handling method, or intrusive guest approach.
- Failing to communicate a delay, rejected item, missing need, or completed handoff promptly.
- Resetting the area or moving to another task while a guest need or exception remains unassigned.

RESTAURANT-SPECIFIC CUSTOMIZATION:

- Approved runner, assistant, to-go, or delivery handoff language: _____
- Expo, packaging, label, pickup, or third-party delivery system: _____
- Allergy, temperature, accuracy, or complaint escalation role: _____
- Delivery, pickup, packaging, reset, or wait-time target: _____
- Food-safety, accessibility, traffic, or delivery-partner requirement reviewed: _____
- Restaurant-specific station, route, packaging, or custody steps: _____
- _____

TRAINING SIGN-OFF:

Employee Name	_____
Trainer / Manager	_____
Training Date	_____
Training Verification	☐ Not Ready ☐ Retrain ☐ Approved

REVISION NOTE: Record future changes in the restaurant master SOP index and retrain affected employees when the approved process changes.

52. Expo-to-Runner Handoff SOP

SOP ID	V1-052	**VERSION**	1.0
EFFECTIVE DATE	_____	**OWNER**	_____
APPROVED BY	_____	**NEXT REVIEW**	_____

PURPOSE: To transfer complete ticket, table, seat, timing, allergy, and quality information from expo to the assigned food runner.

APPLIES TO: Employees releasing or receiving the order, station, transaction, or responsibility, plus managers.

RESPONSIBILITY: The releasing employee gives complete information. The receiving employee confirms acceptance; management resolves exceptions.

WHEN USED: Whenever responsibility, custody, information, or an active order transfers between employees.

REQUIRED MATERIALS / INFORMATION:

- Current order, guest, or work status
- Approved handoff record
- Identity, table, seat, or transaction information
- Manager communication
- Exception documentation

CRITICAL STANDARDS:

- The handoff is direct, complete, and acknowledged.
- Allergy, cash, guest, safety, identity, and timing information is repeated back when relevant.
- Responsibility remains with the releasing employee until acceptance is clear.
- Every unresolved item has a named owner, deadline, and manager awareness.

PROCEDURE:

1. Identify the exact order, guest, station, transaction, custody, and time period covered by expo-to-runner handoff.
2. Conduct the transfer directly whenever possible and use the approved written or electronic record.
3. Review active work, deadlines, high-risk conditions, and items awaiting manager action.
4. Expo identifies table, seat numbers, item count, course, allergy flags, and special handling before release.
5. The runner repeats back critical information and visually compares the ticket to the completed plates.
6. Both employees confirm sauces, sides, garnishes, and missing items before the runner lifts the order.
7. The runner reports delivery, table-access problems, or rejected items so expo can close the handoff loop.
8. Require repeat-back of critical allergy, cash, identity, safety, timing, and guest information.
9. Assign a named owner and due time for every unresolved item and inform management of exceptions.
10. Both employees acknowledge the transfer; responsibility remains with the releasing employee until acceptance is clear.

52. Expo-to-Runner Handoff SOP - VERIFICATION & CUSTOMIZATION

MANAGER VERIFICATION:

☐ The employee can identify the correct guest, table, order, service trigger, and manager escalation point for expo-to-runner handoff.

☐ Expo identifies table, seat numbers, item count, course, allergy flags, and special handling before release.

☐ The runner repeats back critical information and visually compares the ticket to the completed plates.

☐ Both employees confirm sauces, sides, garnishes, and missing items before the runner lifts the order.

☐ The runner reports delivery, table-access problems, or rejected items so expo can close the handoff loop.

☐ Assign a named owner and due time for every unresolved item and inform management of exceptions.

COMMON MISTAKES TO AVOID:

- Giving a general verbal update instead of exact identifiers and current status for expo-to-runner handoff.
- Failing to repeat back allergy, identity, cash, timing, or safety information.
- Assuming the receiver accepted responsibility without clear acknowledgment.
- Omitting an unresolved item, named owner, deadline, or manager notification.
- Discarding the source ticket, log, or record before the transfer is verified.

RESTAURANT-SPECIFIC CUSTOMIZATION:

- Approved runner, assistant, to-go, or delivery handoff language: _____
- Expo, packaging, label, pickup, or third-party delivery system: _____
- Allergy, temperature, accuracy, or complaint escalation role: _____
- Delivery, pickup, packaging, reset, or wait-time target: _____
- Food-safety, accessibility, traffic, or delivery-partner requirement reviewed: _____
- Restaurant-specific station, route, packaging, or custody steps: _____
- _____

TRAINING SIGN-OFF:

Employee Name	_____
Trainer / Manager	_____
Training Date	_____
Training Verification	☐ Not Ready ☐ Retrain ☐ Approved

REVISION NOTE: Record future changes in the restaurant master SOP index and retrain affected employees when the approved process changes.

53. Seat-Number and Position Delivery SOP

SOP ID	V1-053	**VERSION**	1.0
EFFECTIVE DATE	_____	**OWNER**	_____
APPROVED BY	_____	**NEXT REVIEW**	_____

PURPOSE: To use seat numbers and table positions so each item reaches the correct guest without auctioning food or losing allergy control.

APPLIES TO: Guest-facing employees, service assistants, trainers, shift leads, and managers.

RESPONSIBILITY: The assigned employee performs the service and communicates needs. The manager handles exceptions and actions beyond employee authority.

WHEN USED: Whenever seat-number and position delivery is required during opening, service, shift transition, or closing.

REQUIRED MATERIALS / INFORMATION:

- Current ticket, table, order, or guest information
- Approved trays, service tools, or supplies
- Table and seat-position standard
- Required accompaniments or replacement items
- Server, expo, or manager communication

CRITICAL STANDARDS:

- The correct guest, table, seat, item, and order are confirmed before service.
- Food, beverages, serviceware, and guest property are handled safely.
- Allergy, temperature, quality, identity, and missing-item concerns are stopped and escalated.
- Completion and unresolved needs are communicated to the responsible employee or manager.

PROCEDURE:

1. Confirm the correct guest, table, seat, order, timing, and responsible employee for seat-number and position delivery.
2. Inspect the ticket, item, tools, identifiers, and required accompaniments before beginning.
3. Choose the approved service method and safe route and obtain help rather than taking an unsafe shortcut.
4. Identify seat one and the approved clockwise or position sequence before approaching the table.
5. Arrange items in delivery order and match every item to the ticket seat number.
6. Announce items discreetly and confirm uncertain positions with the server rather than auctioning food.
7. Report moved guests or changed seats so the POS, server, and expo information can be corrected.
8. Stop when identity, allergy, quality, temperature, or safety information does not match.
9. Notify the responsible employee or manager of completion and every remaining guest need.
10. Return equipment, reset the area or system, and document material exceptions before the next task.

53. Seat-Number and Position Delivery SOP - VERIFICATION & CUSTOMIZATION

MANAGER VERIFICATION:

☐ The employee can identify the correct guest, table, order, service trigger, and manager escalation point for seat-number and position delivery.

☐ Identify seat one and the approved clockwise or position sequence before approaching the table.

☐ Arrange items in delivery order and match every item to the ticket seat number.

☐ Announce items discreetly and confirm uncertain positions with the server rather than auctioning food.

☐ Report moved guests or changed seats so the POS, server, and expo information can be corrected.

☐ Notify the responsible employee or manager of completion and every remaining guest need.

COMMON MISTAKES TO AVOID:

- Beginning seat-number and position delivery without confirming the guest, table, seat, item, timing, and responsible employee.
- Skipping an allergy, temperature, quality, identity, readiness, or safe-handling check to save time.
- Using an unsafe route, overloaded tray, unapproved handling method, or intrusive guest approach.
- Failing to communicate a delay, rejected item, missing need, or completed handoff promptly.
- Resetting the area or moving to another task while a guest need or exception remains unassigned.

RESTAURANT-SPECIFIC CUSTOMIZATION:

- Approved runner, assistant, to-go, or delivery handoff language: _____
- Expo, packaging, label, pickup, or third-party delivery system: _____
- Allergy, temperature, accuracy, or complaint escalation role: _____
- Delivery, pickup, packaging, reset, or wait-time target: _____
- Food-safety, accessibility, traffic, or delivery-partner requirement reviewed: _____
- Restaurant-specific station, route, packaging, or custody steps: _____
- _____

TRAINING SIGN-OFF:

Employee Name	_____
Trainer / Manager	_____
Training Date	_____
Training Verification	☐ Not Ready ☐ Retrain ☐ Approved

REVISION NOTE: Record future changes in the restaurant master SOP index and retrain affected employees when the approved process changes.

54. Hot Food Delivery Priority SOP

SOP ID	V1-054	**VERSION**	1.0
EFFECTIVE DATE	_____	**OWNER**	_____
APPROVED BY	_____	**NEXT REVIEW**	_____

PURPOSE: To prioritize and deliver hot food immediately so temperature, presentation, ticket completeness, and guest timing are protected.

APPLIES TO: Guest-facing employees, service assistants, trainers, shift leads, and managers.

RESPONSIBILITY: The assigned employee performs the service and communicates needs. The manager handles exceptions and actions beyond employee authority.

WHEN USED: Whenever hot food delivery priority is required during opening, service, shift transition, or closing.

REQUIRED MATERIALS / INFORMATION:

- Current ticket, table, order, or guest information
- Approved trays, service tools, or supplies
- Table and seat-position standard
- Required accompaniments or replacement items
- Server, expo, or manager communication

CRITICAL STANDARDS:

- The correct guest, table, seat, item, and order are confirmed before service.
- Food, beverages, serviceware, and guest property are handled safely.
- Allergy, temperature, quality, identity, and missing-item concerns are stopped and escalated.
- Completion and unresolved needs are communicated to the responsible employee or manager.

PROCEDURE:

1. Review the expo screen or ticket rail continuously and identify hot entrées, sides, and sauces that are fully assembled and released for delivery.
2. Confirm the table number, seat positions, item names, modifiers, allergy indicators, and required accompaniments before touching the plates.
3. Give immediate priority to released hot food; pause lower-priority side work and request runner assistance when more plates are ready than one person can carry safely.
4. Use clean, dry service cloths or approved trays and handle plates only by safe, non-food-contact surfaces.
5. Deliver all available items for the table together when practical, while never holding a completed hot plate solely to wait for a delayed item without manager or expo direction.
6. Announce each item clearly at the correct seat and verify special modifications discreetly without describing a guest's medical information.
7. Place plates safely, keep hands and clothing away from food-contact areas, and warn guests about unusually hot plates when appropriate.
8. Notify the server and expo immediately about missing items, incorrect temperatures, damaged presentation, or a guest who questions the order.
9. Return rejected or incorrect food through the approved correction process; never relocate garnish, sauce, or food between guest plates.
10. Clear the delivery path, confirm the table has necessary utensils and condiments, and communicate any unresolved need before leaving.

54. Hot Food Delivery Priority SOP - VERIFICATION & CUSTOMIZATION

MANAGER VERIFICATION:

☐ The employee can identify the correct guest, table, order, service trigger, and manager escalation point for hot food delivery priority.

☐ Confirm the table number, seat positions, item names, modifiers, allergy indicators, and required accompaniments before touching the plates.

☐ Use clean, dry service cloths or approved trays and handle plates only by safe, non-food-contact surfaces.

☐ Announce each item clearly at the correct seat and verify special modifications discreetly without describing a guest's medical information.

☐ Notify the server and expo immediately about missing items, incorrect temperatures, damaged presentation, or a guest who questions the order.

☐ Clear the delivery path, confirm the table has necessary utensils and condiments, and communicate any unresolved need before leaving.

COMMON MISTAKES TO AVOID:

- Allowing released hot food to sit while completing side work or waiting unnecessarily for another item.
- Delivering to the wrong seat or missing modifiers, allergy indicators, sauces, or accompaniments.
- Carrying unsafe plate quantities, touching food-contact surfaces, or using soiled service cloths.
- Delivering visibly incorrect, cooling, damaged, or incomplete food instead of returning it to expo.
- Failing to tell the server or expo about delayed, rejected, or missing items.

RESTAURANT-SPECIFIC CUSTOMIZATION:

- Approved runner, assistant, to-go, or delivery handoff language: _____
- Expo, packaging, label, pickup, or third-party delivery system: _____
- Allergy, temperature, accuracy, or complaint escalation role: _____
- Delivery, pickup, packaging, reset, or wait-time target: _____
- Food-safety, accessibility, traffic, or delivery-partner requirement reviewed: _____
- Restaurant-specific station, route, packaging, or custody steps: _____
- _____

TRAINING SIGN-OFF:

Employee Name	_____
Trainer / Manager	_____
Training Date	_____
Training Verification	☐ Not Ready ☐ Retrain ☐ Approved

REVISION NOTE: Record future changes in the restaurant master SOP index and retrain affected employees when the approved process changes.

55. Cold Food Delivery Priority SOP

SOP ID	V1-055	**VERSION**	1.0
EFFECTIVE DATE	_____	**OWNER**	_____
APPROVED BY	_____	**NEXT REVIEW**	_____

PURPOSE: To protect cold-food temperature, presentation, and order accuracy while coordinating delivery with the rest of the table.

APPLIES TO: Guest-facing employees, service assistants, trainers, shift leads, and managers.

RESPONSIBILITY: The assigned employee performs the service and communicates needs. The manager handles exceptions and actions beyond employee authority.

WHEN USED: Whenever cold food delivery priority is required during opening, service, shift transition, or closing.

REQUIRED MATERIALS / INFORMATION:

- Current ticket, table, order, or guest information
- Approved trays, service tools, or supplies
- Table and seat-position standard
- Required accompaniments or replacement items
- Server, expo, or manager communication

CRITICAL STANDARDS:

- The correct guest, table, seat, item, and order are confirmed before service.
- Food, beverages, serviceware, and guest property are handled safely.
- Allergy, temperature, quality, identity, and missing-item concerns are stopped and escalated.
- Completion and unresolved needs are communicated to the responsible employee or manager.

PROCEDURE:

1. Monitor the expo area for released salads, chilled appetizers, desserts, cold sides, and other temperature-sensitive cold items.
2. Match each item to the ticket, table, seat, modifier, allergy indicator, garnish, dressing, and required service piece before delivery.
3. Deliver released cold food promptly and keep it away from heat lamps, hot plates, steam, direct sunlight, and other warming sources.
4. Use clean trays or approved carrying methods and protect chilled food from bare-hand contact, cross-contact, spills, and stacked plate damage.
5. Coordinate with expo when hot and cold courses must arrive together, but do not allow cold food to warm while waiting without manager direction.
6. Announce each item at the correct seat and confirm dressings, sauces, chilled accompaniments, and special modifications.
7. Observe appearance and temperature; return wilted, melting, warm, damaged, or incorrectly garnished items before they reach the guest.
8. Notify the server immediately when an item is delivered separately, delayed, corrected, or refused.
9. Handle returned or questioned cold food through the approved remake and discard process; never re-serve food that reached a guest.
10. Confirm the guest has the correct utensils and accompaniments, then clear the pickup area so the next cold item remains protected.

55. Cold Food Delivery Priority SOP - VERIFICATION & CUSTOMIZATION

MANAGER VERIFICATION:

☐ The employee can identify the correct guest, table, order, service trigger, and manager escalation point for cold food delivery priority.

☐ Match each item to the ticket, table, seat, modifier, allergy indicator, garnish, dressing, and required service piece before delivery.

☐ Use clean trays or approved carrying methods and protect chilled food from bare-hand contact, cross-contact, spills, and stacked plate damage.

☐ Announce each item at the correct seat and confirm dressings, sauces, chilled accompaniments, and special modifications.

☐ Notify the server immediately when an item is delivered separately, delayed, corrected, or refused.

☐ Confirm the guest has the correct utensils and accompaniments, then clear the pickup area so the next cold item remains protected.

COMMON MISTAKES TO AVOID:

- Leaving chilled food under heat lamps or near hot equipment while waiting for delivery.
- Missing dressings, garnishes, modifiers, allergy indicators, or required chilled accompaniments.
- Delivering wilted, melting, warm, spilled, or presentation-damaged food.
- Holding cold items too long solely to synchronize a course without expo or manager direction.
- Re-serving or rearranging food that has already reached a guest.

RESTAURANT-SPECIFIC CUSTOMIZATION:

- Approved runner, assistant, to-go, or delivery handoff language: _____
- Expo, packaging, label, pickup, or third-party delivery system: _____
- Allergy, temperature, accuracy, or complaint escalation role: _____
- Delivery, pickup, packaging, reset, or wait-time target: _____
- Food-safety, accessibility, traffic, or delivery-partner requirement reviewed: _____
- Restaurant-specific station, route, packaging, or custody steps: _____
- _____

TRAINING SIGN-OFF:

Employee Name	_____
Trainer / Manager	_____
Training Date	_____
Training Verification	☐ Not Ready ☐ Retrain ☐ Approved

REVISION NOTE: Record future changes in the restaurant master SOP index and retrain affected employees when the approved process changes.

56. Table Clearing and Pre-Bussing SOP

SOP ID	V1-056	**VERSION**	1.0
EFFECTIVE DATE	_____	**OWNER**	_____
APPROVED BY	_____	**NEXT REVIEW**	_____

PURPOSE: To remove used items throughout the meal without interrupting guests, clearing needed items, or creating sanitation and safety hazards.

APPLIES TO: Guest-facing employees, service assistants, trainers, shift leads, and managers.

RESPONSIBILITY: The assigned employee performs the service and communicates needs. The manager handles exceptions and actions beyond employee authority.

WHEN USED: Whenever table clearing and pre-bussing is required during opening, service, shift transition, or closing.

REQUIRED MATERIALS / INFORMATION:

- Current ticket, table, order, or guest information
- Approved trays, service tools, or supplies
- Table and seat-position standard
- Required accompaniments or replacement items
- Server, expo, or manager communication

CRITICAL STANDARDS:

- The correct guest, table, seat, item, and order are confirmed before service.
- Food, beverages, serviceware, and guest property are handled safely.
- Allergy, temperature, quality, identity, and missing-item concerns are stopped and escalated.
- Completion and unresolved needs are communicated to the responsible employee or manager.

PROCEDURE:

1. Confirm the correct guest, table, seat, order, timing, and responsible employee for table clearing and pre-bussing.
2. Inspect the ticket, item, tools, identifiers, and required accompaniments before beginning.
3. Choose the approved service method and safe route and obtain help rather than taking an unsafe shortcut.
4. Observe the entire table and confirm guests are finished before removing shared or individual items.
5. Ask permission when intent is unclear and avoid interrupting active conversation or reaching across guests.
6. Separate sharp, hot, liquid, and breakable items and avoid overloading hands, trays, or bus tubs.
7. Replace needed utensils or space and tell the server about spills, guest needs, or course readiness.
8. Stop when identity, allergy, quality, temperature, or safety information does not match.
9. Notify the responsible employee or manager of completion and every remaining guest need.
10. Return equipment, reset the area or system, and document material exceptions before the next task.

56. Table Clearing and Pre-Bussing SOP - VERIFICATION & CUSTOMIZATION

MANAGER VERIFICATION:

☐ The employee can identify the correct guest, table, order, service trigger, and manager escalation point for table clearing and pre-bussing.

☐ Observe the entire table and confirm guests are finished before removing shared or individual items.

☐ Ask permission when intent is unclear and avoid interrupting active conversation or reaching across guests.

☐ Separate sharp, hot, liquid, and breakable items and avoid overloading hands, trays, or bus tubs.

☐ Replace needed utensils or space and tell the server about spills, guest needs, or course readiness.

☐ Notify the responsible employee or manager of completion and every remaining guest need.

COMMON MISTAKES TO AVOID:

- Beginning table clearing and pre-bussing without confirming the guest, table, seat, item, timing, and responsible employee.
- Skipping an allergy, temperature, quality, identity, readiness, or safe-handling check to save time.
- Using an unsafe route, overloaded tray, unapproved handling method, or intrusive guest approach.
- Failing to communicate a delay, rejected item, missing need, or completed handoff promptly.
- Resetting the area or moving to another task while a guest need or exception remains unassigned.

RESTAURANT-SPECIFIC CUSTOMIZATION:

- Approved runner, assistant, to-go, or delivery handoff language: _____
- Expo, packaging, label, pickup, or third-party delivery system: _____
- Allergy, temperature, accuracy, or complaint escalation role: _____
- Delivery, pickup, packaging, reset, or wait-time target: _____
- Food-safety, accessibility, traffic, or delivery-partner requirement reviewed: _____
- Restaurant-specific station, route, packaging, or custody steps: _____
- _____

TRAINING SIGN-OFF:

Employee Name	_____
Trainer / Manager	_____
Training Date	_____
Training Verification	☐ Not Ready ☐ Retrain ☐ Approved

REVISION NOTE: Record future changes in the restaurant master SOP index and retrain affected employees when the approved process changes.

57. Table Reset SOP

SOP ID	V1-057	**VERSION**	1.0
EFFECTIVE DATE	_____	**OWNER**	_____
APPROVED BY	_____	**NEXT REVIEW**	_____

PURPOSE: To return each vacated table and surrounding area to a clean, complete, stable, and approved guest-ready condition.

APPLIES TO: Guest-facing employees, service assistants, trainers, shift leads, and managers.

RESPONSIBILITY: The assigned employee performs the service and communicates needs. The manager handles exceptions and actions beyond employee authority.

WHEN USED: Whenever table reset is required during opening, service, shift transition, or closing.

REQUIRED MATERIALS / INFORMATION:

- Current ticket, table, order, or guest information
- Approved trays, service tools, or supplies
- Table and seat-position standard
- Required accompaniments or replacement items
- Server, expo, or manager communication

CRITICAL STANDARDS:

- The correct guest, table, seat, item, and order are confirmed before service.
- Food, beverages, serviceware, and guest property are handled safely.
- Allergy, temperature, quality, identity, and missing-item concerns are stopped and escalated.
- Completion and unresolved needs are communicated to the responsible employee or manager.

PROCEDURE:

1. Confirm the correct guest, table, seat, order, timing, and responsible employee for table reset.
2. Inspect the ticket, item, tools, identifiers, and required accompaniments before beginning.
3. Choose the approved service method and safe route and obtain help rather than taking an unsafe shortcut.
4. Remove all dishes, trash, receipts, and guest property and route found items through lost-and-found control.
5. Clean and sanitize the tabletop and required touchpoints using approved chemicals and contact time.
6. Inspect chairs, booths, floors, table stability, and the surrounding area for cleanliness and safety.
7. Replace menus, settings, condiments, and table items in the approved arrangement and mark the table ready.
8. Stop when identity, allergy, quality, temperature, or safety information does not match.
9. Notify the responsible employee or manager of completion and every remaining guest need.
10. Return equipment, reset the area or system, and document material exceptions before the next task.

57. Table Reset SOP - VERIFICATION & CUSTOMIZATION

MANAGER VERIFICATION:

☐ The employee can identify the correct guest, table, order, service trigger, and manager escalation point for table reset.
☐ Remove all dishes, trash, receipts, and guest property and route found items through lost-and-found control.
☐ Clean and sanitize the tabletop and required touchpoints using approved chemicals and contact time.
☐ Inspect chairs, booths, floors, table stability, and the surrounding area for cleanliness and safety.
☐ Replace menus, settings, condiments, and table items in the approved arrangement and mark the table ready.
☐ Notify the responsible employee or manager of completion and every remaining guest need.

COMMON MISTAKES TO AVOID:

• Beginning table reset without confirming the guest, table, seat, item, timing, and responsible employee.
• Skipping an allergy, temperature, quality, identity, readiness, or safe-handling check to save time.
• Using an unsafe route, overloaded tray, unapproved handling method, or intrusive guest approach.
• Failing to communicate a delay, rejected item, missing need, or completed handoff promptly.
• Resetting the area or moving to another task while a guest need or exception remains unassigned.

RESTAURANT-SPECIFIC CUSTOMIZATION:

• Approved runner, assistant, to-go, or delivery handoff language: _____
• Expo, packaging, label, pickup, or third-party delivery system: _____
• Allergy, temperature, accuracy, or complaint escalation role: _____
• Delivery, pickup, packaging, reset, or wait-time target: _____
• Food-safety, accessibility, traffic, or delivery-partner requirement reviewed: _____
• Restaurant-specific station, route, packaging, or custody steps: _____
• _____

TRAINING SIGN-OFF:

Employee Name	_____
Trainer / Manager	_____
Training Date	_____
Training Verification	☐ Not Ready ☐ Retrain ☐ Approved

REVISION NOTE: Record future changes in the restaurant master SOP index and retrain affected employees when the approved process changes.

58. Water Service SOP

SOP ID	V1-058	**VERSION**	1.0
EFFECTIVE DATE	_____	**OWNER**	_____
APPROVED BY	_____	**NEXT REVIEW**	_____

PURPOSE: To provide timely, sanitary water service while respecting restaurant policy, guest preference, table awareness, and spill prevention.

APPLIES TO: Guest-facing employees, service assistants, trainers, shift leads, and managers.

RESPONSIBILITY: The assigned employee performs the service and communicates needs. The manager handles exceptions and actions beyond employee authority.

WHEN USED: Whenever water service is required during opening, service, shift transition, or closing.

REQUIRED MATERIALS / INFORMATION:

- Current ticket, table, order, or guest information
- Approved trays, service tools, or supplies
- Table and seat-position standard
- Required accompaniments or replacement items
- Server, expo, or manager communication

CRITICAL STANDARDS:

- The correct guest, table, seat, item, and order are confirmed before service.
- Food, beverages, serviceware, and guest property are handled safely.
- Allergy, temperature, quality, identity, and missing-item concerns are stopped and escalated.
- Completion and unresolved needs are communicated to the responsible employee or manager.

PROCEDURE:

1. Confirm the correct guest, table, seat, order, timing, and responsible employee for water service.
2. Inspect the ticket, item, tools, identifiers, and required accompaniments before beginning.
3. Choose the approved service method and safe route and obtain help rather than taking an unsafe shortcut.
4. Use clean approved glassware and the restaurant standard for automatic, filtered, bottled, or request-only water.
5. Pour without touching the pitcher or bottle to the glass rim and avoid overfilling or splashing.
6. Monitor water during table visits and refill at the approved point while respecting guests who decline.
7. Replace contaminated, cracked, chipped, or soiled glassware immediately.
8. Stop when identity, allergy, quality, temperature, or safety information does not match.
9. Notify the responsible employee or manager of completion and every remaining guest need.
10. Return equipment, reset the area or system, and document material exceptions before the next task.

58. Water Service SOP - VERIFICATION & CUSTOMIZATION

MANAGER VERIFICATION:

☐ The employee can identify the correct guest, table, order, service trigger, and manager escalation point for water service.
☐ Use clean approved glassware and the restaurant standard for automatic, filtered, bottled, or request-only water.
☐ Pour without touching the pitcher or bottle to the glass rim and avoid overfilling or splashing.
☐ Monitor water during table visits and refill at the approved point while respecting guests who decline.
☐ Replace contaminated, cracked, chipped, or soiled glassware immediately.
☐ Notify the responsible employee or manager of completion and every remaining guest need.

COMMON MISTAKES TO AVOID:

- Beginning water service without confirming the guest, table, seat, item, timing, and responsible employee.
- Skipping an allergy, temperature, quality, identity, readiness, or safe-handling check to save time.
- Using an unsafe route, overloaded tray, unapproved handling method, or intrusive guest approach.
- Failing to communicate a delay, rejected item, missing need, or completed handoff promptly.
- Resetting the area or moving to another task while a guest need or exception remains unassigned.

RESTAURANT-SPECIFIC CUSTOMIZATION:

- Approved runner, assistant, to-go, or delivery handoff language: _____
- Expo, packaging, label, pickup, or third-party delivery system: _____
- Allergy, temperature, accuracy, or complaint escalation role: _____
- Delivery, pickup, packaging, reset, or wait-time target: _____
- Food-safety, accessibility, traffic, or delivery-partner requirement reviewed: _____
- Restaurant-specific station, route, packaging, or custody steps: _____
- _____

TRAINING SIGN-OFF:

Employee Name	_____
Trainer / Manager	_____
Training Date	_____
Training Verification	☐ Not Ready ☐ Retrain ☐ Approved

REVISION NOTE: Record future changes in the restaurant master SOP index and retrain affected employees when the approved process changes.

59. Bread or Complimentary Item Service SOP

SOP ID	V1-059	**VERSION**	1.0
EFFECTIVE DATE	_____	**OWNER**	_____
APPROVED BY	_____	**NEXT REVIEW**	_____

PURPOSE: To provide bread or complimentary items at the approved time, portion, and presentation while controlling allergens, waste, and refills.

APPLIES TO: Guest-facing employees, service assistants, trainers, shift leads, and managers.

RESPONSIBILITY: The assigned employee performs the service and communicates needs. The manager handles exceptions and actions beyond employee authority.

WHEN USED: Whenever bread or complimentary item service is required during opening, service, shift transition, or closing.

REQUIRED MATERIALS / INFORMATION:

- Current ticket, table, order, or guest information
- Approved trays, service tools, or supplies
- Table and seat-position standard
- Required accompaniments or replacement items
- Server, expo, or manager communication

CRITICAL STANDARDS:

- The correct guest, table, seat, item, and order are confirmed before service.
- Food, beverages, serviceware, and guest property are handled safely.
- Allergy, temperature, quality, identity, and missing-item concerns are stopped and escalated.
- Completion and unresolved needs are communicated to the responsible employee or manager.

PROCEDURE:

1. Confirm the correct guest, table, seat, order, timing, and responsible employee for bread or complimentary item service.
2. Inspect the ticket, item, tools, identifiers, and required accompaniments before beginning.
3. Choose the approved service method and safe route and obtain help rather than taking an unsafe shortcut.
4. Confirm portion, refill, charge, timing, allergy, and outside-item rules before service.
5. Prepare or retrieve the item with clean utensils and approved portioning and holding methods.
6. Deliver required plates, spreads, sauces, or explanations and communicate known allergen concerns.
7. Monitor refills and record unusual waste, repeated requests, or guest concerns.
8. Stop when identity, allergy, quality, temperature, or safety information does not match.
9. Notify the responsible employee or manager of completion and every remaining guest need.
10. Return equipment, reset the area or system, and document material exceptions before the next task.

59. Bread or Complimentary Item Service SOP - VERIFICATION & CUSTOMIZATION

MANAGER VERIFICATION:

☐ The employee can identify the correct guest, table, order, service trigger, and manager escalation point for bread or complimentary item service.
☐ Confirm portion, refill, charge, timing, allergy, and outside-item rules before service.
☐ Prepare or retrieve the item with clean utensils and approved portioning and holding methods.
☐ Deliver required plates, spreads, sauces, or explanations and communicate known allergen concerns.
☐ Monitor refills and record unusual waste, repeated requests, or guest concerns.
☐ Notify the responsible employee or manager of completion and every remaining guest need.

COMMON MISTAKES TO AVOID:

- Beginning bread or complimentary item service without confirming the guest, table, seat, item, timing, and responsible employee.
- Skipping an allergy, temperature, quality, identity, readiness, or safe-handling check to save time.
- Using an unsafe route, overloaded tray, unapproved handling method, or intrusive guest approach.
- Failing to communicate a delay, rejected item, missing need, or completed handoff promptly.
- Resetting the area or moving to another task while a guest need or exception remains unassigned.

RESTAURANT-SPECIFIC CUSTOMIZATION:

- Approved runner, assistant, to-go, or delivery handoff language: _____
- Expo, packaging, label, pickup, or third-party delivery system: _____
- Allergy, temperature, accuracy, or complaint escalation role: _____
- Delivery, pickup, packaging, reset, or wait-time target: _____
- Food-safety, accessibility, traffic, or delivery-partner requirement reviewed: _____
- Restaurant-specific station, route, packaging, or custody steps: _____
- _____

TRAINING SIGN-OFF:

Employee Name	_____
Trainer / Manager	_____
Training Date	_____
Training Verification	☐ Not Ready ☐ Retrain ☐ Approved

REVISION NOTE: Record future changes in the restaurant master SOP index and retrain affected employees when the approved process changes.

60. Service Assistant Opening Duties SOP

SOP ID	V1-060	**VERSION**	1.0
EFFECTIVE DATE	_____	**OWNER**	_____
APPROVED BY	_____	**NEXT REVIEW**	_____

PURPOSE: To prepare service-assistant stations, supplies, routes, and shared duties before guests arrive and obtain manager release for service.

APPLIES TO: Assigned opening employees, trainers, shift leads, and managers.

RESPONSIBILITY: Assigned employees complete the opening work. The manager or shift lead verifies readiness before service begins.

WHEN USED: Before the assigned station, department, or building begins service or changes opening responsibility.

REQUIRED MATERIALS / INFORMATION:

- Current opening checklist
- Approved cleaning and sanitizing supplies
- Required stock and operating tools
- System, equipment, cash, or access information
- Manager communication

CRITICAL STANDARDS:

- The area is clean, stocked, safe, and operational before service begins.
- Cash, product, keys, systems, and equipment are verified before use.
- Shortages, damage, hazards, and incomplete work are reported before guests are affected.
- Opening is not signed off until management verifies readiness.

PROCEDURE:

1. Review the current service assistant opening duties checklist, expected business, assignments, and manager notes.
2. Gather approved tools and obtain only authorized cash, keys, product, or system access.
3. Inspect the assigned area for damage, contamination, shortages, unsafe conditions, and incomplete prior work.
4. Set up or break down bus stations, tray stands, water areas, and shared service equipment according to the assignment.
5. Stock or return glassware, utensils, napkins, condiments, cleaning supplies, and support tools to approved pars.
6. Inspect dining-room floors, aisles, chairs, highchairs, and shared areas for cleanliness and hazards.
7. Confirm food-running, pre-bussing, water, reset, trash, and final manager-check responsibilities.
8. Correct and report shortages, equipment problems, unsafe conditions, or incomplete work before service.
9. Complete a final readiness check and demonstrate critical controls requested by management.
10. Record completion and obtain manager or shift-lead release before the area begins service.

60. Service Assistant Opening Duties SOP - VERIFICATION & CUSTOMIZATION

MANAGER VERIFICATION:

☐ The employee can identify the correct guest, table, order, service trigger, and manager escalation point for service assistant opening duties.

☐ Set up or break down bus stations, tray stands, water areas, and shared service equipment according to the assignment.

☐ Stock or return glassware, utensils, napkins, condiments, cleaning supplies, and support tools to approved pars.

☐ Inspect dining-room floors, aisles, chairs, highchairs, and shared areas for cleanliness and hazards.

☐ Confirm food-running, pre-bussing, water, reset, trash, and final manager-check responsibilities.

☐ Complete a final readiness check and demonstrate critical controls requested by management.

COMMON MISTAKES TO AVOID:

- Starting service assistant opening duties from memory instead of the current checklist and manager notes.
- Opening with a shortage, hazard, unverified system, or incomplete prior-shift work.
- Using unassigned cash, keys, product, credentials, or equipment access.
- Correcting a problem without recording it or informing the responsible manager.
- Signing the area ready before the final manager verification.

RESTAURANT-SPECIFIC CUSTOMIZATION:

- Approved runner, assistant, to-go, or delivery handoff language: _____
- Expo, packaging, label, pickup, or third-party delivery system: _____
- Allergy, temperature, accuracy, or complaint escalation role: _____
- Delivery, pickup, packaging, reset, or wait-time target: _____
- Food-safety, accessibility, traffic, or delivery-partner requirement reviewed: _____
- Restaurant-specific station, route, packaging, or custody steps: _____
- _____

TRAINING SIGN-OFF:

Employee Name	_____
Trainer / Manager	_____
Training Date	_____
Training Verification	☐ Not Ready ☐ Retrain ☐ Approved

REVISION NOTE: Record future changes in the restaurant master SOP index and retrain affected employees when the approved process changes.

61. Service Assistant Closing Duties SOP

SOP ID	V1-061	**VERSION**	1.0
EFFECTIVE DATE	_____	**OWNER**	_____
APPROVED BY	_____	**NEXT REVIEW**	_____

PURPOSE: To complete service-assistant closing duties, restore shared areas, document exceptions, and transfer unfinished work before leaving.

APPLIES TO: Assigned closing employees, trainers, shift leads, and managers.

RESPONSIBILITY: Assigned employees complete closing work. The manager verifies sanitation, cash, security, and unresolved conditions before release.

WHEN USED: After active service ends and before employees are released or the building is secured.

REQUIRED MATERIALS / INFORMATION:

- Current closing checklist
- Approved cleaning and sanitizing supplies
- Storage, waste, and security controls
- Active guest, order, or transaction status
- Manager sign-off

CRITICAL STANDARDS:

- All guests, transactions, product, cash, equipment, and records are resolved or transferred.
- Cleaning, storage, waste, and security follow approved standards.
- Damage, shortages, incidents, and unfinished work are documented.
- The employee leaves only after management verifies the closing assignment.

PROCEDURE:

1. Review the current service assistant closing duties checklist and confirm management has approved the start of closing work.
2. Identify active guests, orders, checks, cash, controlled product, and duties that must remain available.
3. Gather approved cleaning, storage, waste, and security supplies without obstructing operating areas.
4. Set up or break down bus stations, tray stands, water areas, and shared service equipment according to the assignment.
5. Stock or return glassware, utensils, napkins, condiments, cleaning supplies, and support tools to approved pars.
6. Inspect dining-room floors, aisles, chairs, highchairs, and shared areas for cleanliness and hazards.
7. Confirm food-running, pre-bussing, water, reset, trash, and final manager-check responsibilities.
8. Report breakage, shortage, maintenance, safety, cash, or guest issues and assign unresolved follow-up.
9. Complete the final checklist and walk the area with the manager or designated verifier.
10. Sign off only after work is accepted and remaining responsibility is formally transferred.

61. Service Assistant Closing Duties SOP - VERIFICATION & CUSTOMIZATION

MANAGER VERIFICATION:

☐ The employee can identify the correct guest, table, order, service trigger, and manager escalation point for service assistant closing duties.

☐ Set up or break down bus stations, tray stands, water areas, and shared service equipment according to the assignment.

☐ Stock or return glassware, utensils, napkins, condiments, cleaning supplies, and support tools to approved pars.

☐ Inspect dining-room floors, aisles, chairs, highchairs, and shared areas for cleanliness and hazards.

☐ Confirm food-running, pre-bussing, water, reset, trash, and final manager-check responsibilities.

☐ Complete the final checklist and walk the area with the manager or designated verifier.

COMMON MISTAKES TO AVOID:

- Starting service assistant closing duties while guests, checks, orders, or required service functions are still active.
- Mixing cleaning, product storage, cash, waste, and security work without the approved sequence.
- Leaving shortages, damage, maintenance, or safety concerns undocumented.
- Releasing keys, cash, product, or records without confirmed custody.
- Leaving before the manager accepts the closing assignment.

RESTAURANT-SPECIFIC CUSTOMIZATION:

- Approved runner, assistant, to-go, or delivery handoff language: _____
- Expo, packaging, label, pickup, or third-party delivery system: _____
- Allergy, temperature, accuracy, or complaint escalation role: _____
- Delivery, pickup, packaging, reset, or wait-time target: _____
- Food-safety, accessibility, traffic, or delivery-partner requirement reviewed: _____
- Restaurant-specific station, route, packaging, or custody steps: _____
- _____

TRAINING SIGN-OFF:

Employee Name	_____
Trainer / Manager	_____
Training Date	_____
Training Verification	☐ Not Ready ☐ Retrain ☐ Approved

REVISION NOTE: Record future changes in the restaurant master SOP index and retrain affected employees when the approved process changes.

62. To-Go Station Opening SOP

SOP ID	V1-062	**VERSION**	1.0
EFFECTIVE DATE	_____	**OWNER**	_____
APPROVED BY	_____	**NEXT REVIEW**	_____

PURPOSE: To open the to-go station with clean equipment, working systems, current menus, adequate packaging, and clear employee assignments.

APPLIES TO: Assigned opening employees, trainers, shift leads, and managers.

RESPONSIBILITY: Assigned employees complete the opening work. The manager or shift lead verifies readiness before service begins.

WHEN USED: Before the assigned station, department, or building begins service or changes opening responsibility.

REQUIRED MATERIALS / INFORMATION:

- Order labels, packaging, and tamper-evident supplies
- Pickup, driver, or vehicle verification information
- Current opening checklist
- Approved cleaning and sanitizing supplies
- Required stock and operating tools

CRITICAL STANDARDS:

- The area is clean, stocked, safe, and operational before service begins.
- Cash, product, keys, systems, and equipment are verified before use.
- Shortages, damage, hazards, and incomplete work are reported before guests are affected.
- Opening is not signed off until management verifies readiness.

PROCEDURE:

1. Review the current to-go station opening checklist, expected business, assignments, and manager notes.
2. Gather approved tools and obtain only authorized cash, keys, product, or system access.
3. Inspect the assigned area for damage, contamination, shortages, unsafe conditions, and incomplete prior work.
4. Test or secure ordering systems, phones, tablets, printers, payment devices, and delivery platforms.
5. Stock or reconcile packaging, labels, bags, utensils, condiments, tamper-evident supplies, and receipts.
6. Clean and organize assembly, staging, pickup, curbside, and driver-waiting areas.
7. Review or close active orders, menu availability, allergy notes, shortages, waste, and unresolved guest issues.
8. Correct and report shortages, equipment problems, unsafe conditions, or incomplete work before service.
9. Complete a final readiness check and demonstrate critical controls requested by management.
10. Record completion and obtain manager or shift-lead release before the area begins service.

62. To-Go Station Opening SOP - VERIFICATION & CUSTOMIZATION

MANAGER VERIFICATION:

☐ The employee can identify the correct guest, table, order, service trigger, and manager escalation point for to-go station opening.
☐ Test or secure ordering systems, phones, tablets, printers, payment devices, and delivery platforms.
☐ Stock or reconcile packaging, labels, bags, utensils, condiments, tamper-evident supplies, and receipts.
☐ Clean and organize assembly, staging, pickup, curbside, and driver-waiting areas.
☐ Review or close active orders, menu availability, allergy notes, shortages, waste, and unresolved guest issues.
☐ Complete a final readiness check and demonstrate critical controls requested by management.

COMMON MISTAKES TO AVOID:

- Starting to-go station opening from memory instead of the current checklist and manager notes.
- Opening with a shortage, hazard, unverified system, or incomplete prior-shift work.
- Using unassigned cash, keys, product, credentials, or equipment access.
- Correcting a problem without recording it or informing the responsible manager.
- Signing the area ready before the final manager verification.

RESTAURANT-SPECIFIC CUSTOMIZATION:

- Approved runner, assistant, to-go, or delivery handoff language: _____
- Expo, packaging, label, pickup, or third-party delivery system: _____
- Allergy, temperature, accuracy, or complaint escalation role: _____
- Delivery, pickup, packaging, reset, or wait-time target: _____
- Food-safety, accessibility, traffic, or delivery-partner requirement reviewed: _____
- Restaurant-specific station, route, packaging, or custody steps: _____
- _____

TRAINING SIGN-OFF:

Employee Name	_____
Trainer / Manager	_____
Training Date	_____
Training Verification	☐ Not Ready ☐ Retrain ☐ Approved

REVISION NOTE: Record future changes in the restaurant master SOP index and retrain affected employees when the approved process changes.

63. To-Go Order Taking SOP

SOP ID	V1-063	**VERSION**	1.0
EFFECTIVE DATE	_____	**OWNER**	_____
APPROVED BY	_____	**NEXT REVIEW**	_____

PURPOSE: To capture complete to-go orders with accurate items, modifiers, allergies, timing, guest contact information, and payment instructions.

APPLIES TO: Guest-facing employees, service assistants, trainers, shift leads, and managers.

RESPONSIBILITY: The assigned employee performs the service and communicates needs. The manager handles exceptions and actions beyond employee authority.

WHEN USED: Whenever to-go order taking is required during opening, service, shift transition, or closing.

REQUIRED MATERIALS / INFORMATION:

- Order labels, packaging, and tamper-evident supplies
- Pickup, driver, or vehicle verification information
- Current ticket, table, order, or guest information
- Approved trays, service tools, or supplies
- Table and seat-position standard

CRITICAL STANDARDS:

- The correct guest, table, seat, item, and order are confirmed before service.
- Food, beverages, serviceware, and guest property are handled safely.
- Allergy, temperature, quality, identity, and missing-item concerns are stopped and escalated.
- Completion and unresolved needs are communicated to the responsible employee or manager.

PROCEDURE:

1. Confirm the correct guest, table, seat, order, timing, and responsible employee for to-go order taking.
2. Inspect the ticket, item, tools, identifiers, and required accompaniments before beginning.
3. Choose the approved service method and safe route and obtain help rather than taking an unsafe shortcut.
4. Record the order channel, guest name, callback number, pickup method, requested time, and payment expectation.
5. Enter every item, quantity, side, modifier, allergy, and special instruction while the guest is communicating.
6. Read back the complete order, price, ready-time estimate, pickup location, and remaining payment steps.
7. Send only after confirmation and escalate unavailable items, unusual requests, and unresolved allergy questions.
8. Stop when identity, allergy, quality, temperature, or safety information does not match.
9. Notify the responsible employee or manager of completion and every remaining guest need.
10. Return equipment, reset the area or system, and document material exceptions before the next task.

63. To-Go Order Taking SOP - VERIFICATION & CUSTOMIZATION

MANAGER VERIFICATION:

☐ The employee can identify the correct guest, table, order, service trigger, and manager escalation point for to-go order taking.
☐ Record the order channel, guest name, callback number, pickup method, requested time, and payment expectation.
☐ Enter every item, quantity, side, modifier, allergy, and special instruction while the guest is communicating.
☐ Read back the complete order, price, ready-time estimate, pickup location, and remaining payment steps.
☐ Send only after confirmation and escalate unavailable items, unusual requests, and unresolved allergy questions.
☐ Notify the responsible employee or manager of completion and every remaining guest need.

COMMON MISTAKES TO AVOID:

• Beginning to-go order taking without confirming the guest, table, seat, item, timing, and responsible employee.
• Skipping an allergy, temperature, quality, identity, readiness, or safe-handling check to save time.
• Using an unsafe route, overloaded tray, unapproved handling method, or intrusive guest approach.
• Failing to communicate a delay, rejected item, missing need, or completed handoff promptly.
• Resetting the area or moving to another task while a guest need or exception remains unassigned.

RESTAURANT-SPECIFIC CUSTOMIZATION:

• Approved runner, assistant, to-go, or delivery handoff language: _____
• Expo, packaging, label, pickup, or third-party delivery system: _____
• Allergy, temperature, accuracy, or complaint escalation role: _____
• Delivery, pickup, packaging, reset, or wait-time target: _____
• Food-safety, accessibility, traffic, or delivery-partner requirement reviewed: _____
• Restaurant-specific station, route, packaging, or custody steps: _____
• _____

TRAINING SIGN-OFF:

Employee Name	_____
Trainer / Manager	_____
Training Date	_____
Training Verification	☐ Not Ready ☐ Retrain ☐ Approved

REVISION NOTE: Record future changes in the restaurant master SOP index and retrain affected employees when the approved process changes.

64. To-Go Order Accuracy Verification SOP

SOP ID	V1-064	**VERSION**	1.0
EFFECTIVE DATE	_____	**OWNER**	_____
APPROVED BY	_____	**NEXT REVIEW**	_____

PURPOSE: To verify every to-go item, modifier, allergy note, quantity, label, payment status, and accompaniment before release.

APPLIES TO: Assigned employees, shift leads, and managers responsible for the process.

RESPONSIBILITY: The assigned employee checks the current standard and communicates changes. The manager authorizes exceptions and verifies correction.

WHEN USED: Whenever to-go order accuracy verification is required during opening, service, shift transition, or closing.

REQUIRED MATERIALS / INFORMATION:

- Order labels, packaging, and tamper-evident supplies
- Pickup, driver, or vehicle verification information
- Current status display, report, or checklist
- Approved timing, quality, capacity, or safety standard
- Employee and station assignments

CRITICAL STANDARDS:

- Status is checked against an approved timing, quality, safety, or capacity standard.
- Changes are communicated early enough for employees and guests to respond.
- Exceptions are recorded instead of relying on verbal memory.
- Management intervenes when the process exceeds authority, capacity, or safe limits.

PROCEDURE:

1. Review current status, timing, staffing, volume, standards, and manager priorities relevant to verifying to-go order accuracy.
2. Observe the actual process and compare conditions to the current approved standard.
3. Identify immediate hazards, delays, capacity limits, mismatches, and work without a clear owner.
4. Match guest name, order number, item count, sizes, modifiers, sides, and special instructions to the final ticket.
5. Inspect containers and labels without contaminating food or breaking required seals.
6. Confirm sauces, condiments, utensils, beverages, desserts, and paid add-ons are present.
7. Obtain required second verification for allergy, large, high-value, or other designated orders.
8. Assign corrections to named employees, communicate status, and set completion and recheck times.
9. Recheck the highest-risk items and escalate when the process exceeds authority, capacity, or safe limits.
10. Record decisions, exceptions, and follow-up for management review.

64. To-Go Order Accuracy Verification SOP - VERIFICATION & CUSTOMIZATION

MANAGER VERIFICATION:

☐ The employee can identify the correct guest, table, order, service trigger, and manager escalation point for to-go order accuracy verification.
☐ Match guest name, order number, item count, sizes, modifiers, sides, and special instructions to the final ticket.
☐ Inspect containers and labels without contaminating food or breaking required seals.
☐ Confirm sauces, condiments, utensils, beverages, desserts, and paid add-ons are present.
☐ Obtain required second verification for allergy, large, high-value, or other designated orders.
☐ Recheck the highest-risk items and escalate when the process exceeds authority, capacity, or safe limits.

COMMON MISTAKES TO AVOID:

• Reviewing to-go order accuracy verification from a screen or report without checking the actual operation.
• Using an assumed target instead of the current approved timing, quality, capacity, or safety standard.
• Waiting until the problem affects guests or employees before communicating the change.
• Assigning a correction without a named owner, deadline, and recheck.
• Closing the review while an exception remains undocumented or beyond current authority.

RESTAURANT-SPECIFIC CUSTOMIZATION:

• Approved runner, assistant, to-go, or delivery handoff language: _____
• Expo, packaging, label, pickup, or third-party delivery system: _____
• Allergy, temperature, accuracy, or complaint escalation role: _____
• Delivery, pickup, packaging, reset, or wait-time target: _____
• Food-safety, accessibility, traffic, or delivery-partner requirement reviewed: _____
• Restaurant-specific station, route, packaging, or custody steps: _____
• _____

TRAINING SIGN-OFF:

Employee Name	_____
Trainer / Manager	_____
Training Date	_____
Training Verification	☐ Not Ready ☐ Retrain ☐ Approved

REVISION NOTE: Record future changes in the restaurant master SOP index and retrain affected employees when the approved process changes.

65. To-Go Packaging and Labeling SOP

SOP ID	V1-065	**VERSION**	1.0
EFFECTIVE DATE	_____	**OWNER**	_____
APPROVED BY	_____	**NEXT REVIEW**	_____

PURPOSE: To package and label to-go orders so food quality, temperature, allergy identification, completeness, tamper control, and guest identity are protected.

APPLIES TO: Guest-facing employees, service assistants, trainers, shift leads, and managers.

RESPONSIBILITY: The assigned employee performs the service and communicates needs. The manager handles exceptions and actions beyond employee authority.

WHEN USED: Whenever to-go packaging and labeling is required during opening, service, shift transition, or closing.

REQUIRED MATERIALS / INFORMATION:

- Order labels, packaging, and tamper-evident supplies
- Pickup, driver, or vehicle verification information
- Current ticket, table, order, or guest information
- Approved trays, service tools, or supplies
- Table and seat-position standard

CRITICAL STANDARDS:

- The correct guest, table, seat, item, and order are confirmed before service.
- Food, beverages, serviceware, and guest property are handled safely.
- Allergy, temperature, quality, identity, and missing-item concerns are stopped and escalated.
- Completion and unresolved needs are communicated to the responsible employee or manager.

PROCEDURE:

1. Confirm the correct guest, table, seat, order, timing, and responsible employee for to-go packaging and labeling.
2. Inspect the ticket, item, tools, identifiers, and required accompaniments before beginning.
3. Choose the approved service method and safe route and obtain help rather than taking an unsafe shortcut.
4. Select containers that fit the item, prevent leaks, preserve temperature, and separate incompatible products.
5. Close and label containers with guest, order, item, allergy, and handling information as required.
6. Bag hot, cold, beverage, and fragile items according to the transport standard.
7. Apply tamper-evident controls and stage the order in the correct pickup or temperature-controlled area.
8. Stop when identity, allergy, quality, temperature, or safety information does not match.
9. Notify the responsible employee or manager of completion and every remaining guest need.
10. Return equipment, reset the area or system, and document material exceptions before the next task.

65. To-Go Packaging and Labeling SOP - VERIFICATION & CUSTOMIZATION

MANAGER VERIFICATION:

☐ The employee can identify the correct guest, table, order, service trigger, and manager escalation point for to-go packaging and labeling.
☐ Select containers that fit the item, prevent leaks, preserve temperature, and separate incompatible products.
☐ Close and label containers with guest, order, item, allergy, and handling information as required.
☐ Bag hot, cold, beverage, and fragile items according to the transport standard.
☐ Apply tamper-evident controls and stage the order in the correct pickup or temperature-controlled area.
☐ Notify the responsible employee or manager of completion and every remaining guest need.

COMMON MISTAKES TO AVOID:

- Beginning to-go packaging and labeling without confirming the guest, table, seat, item, timing, and responsible employee.
- Skipping an allergy, temperature, quality, identity, readiness, or safe-handling check to save time.
- Using an unsafe route, overloaded tray, unapproved handling method, or intrusive guest approach.
- Failing to communicate a delay, rejected item, missing need, or completed handoff promptly.
- Resetting the area or moving to another task while a guest need or exception remains unassigned.

RESTAURANT-SPECIFIC CUSTOMIZATION:

- Approved runner, assistant, to-go, or delivery handoff language: _____
- Expo, packaging, label, pickup, or third-party delivery system: _____
- Allergy, temperature, accuracy, or complaint escalation role: _____
- Delivery, pickup, packaging, reset, or wait-time target: _____
- Food-safety, accessibility, traffic, or delivery-partner requirement reviewed: _____
- Restaurant-specific station, route, packaging, or custody steps: _____
- _____

TRAINING SIGN-OFF:

Employee Name	_____
Trainer / Manager	_____
Training Date	_____
Training Verification	☐ Not Ready ☐ Retrain ☐ Approved

REVISION NOTE: Record future changes in the restaurant master SOP index and retrain affected employees when the approved process changes.

66. Curbside Pickup SOP

SOP ID	V1-066	**VERSION**	1.0
EFFECTIVE DATE	_____	**OWNER**	_____
APPROVED BY	_____	**NEXT REVIEW**	_____

PURPOSE: To release curbside orders to the verified guest or vehicle safely, promptly, accurately, and with documented payment and handoff status.

APPLIES TO: Employees releasing or receiving the order, station, transaction, or responsibility, plus managers.

RESPONSIBILITY: The releasing employee gives complete information. The receiving employee confirms acceptance; management resolves exceptions.

WHEN USED: Whenever curbside pickup is required during opening, service, shift transition, or closing.

REQUIRED MATERIALS / INFORMATION:

- Order labels, packaging, and tamper-evident supplies
- Pickup, driver, or vehicle verification information
- Current order, guest, or work status
- Approved handoff record
- Identity, table, seat, or transaction information

CRITICAL STANDARDS:

- The handoff is direct, complete, and acknowledged.
- Allergy, cash, guest, safety, identity, and timing information is repeated back when relevant.
- Responsibility remains with the releasing employee until acceptance is clear.
- Every unresolved item has a named owner, deadline, and manager awareness.

PROCEDURE:

1. Identify the exact order, guest, station, transaction, custody, and time period covered by curbside pickup.
2. Conduct the transfer directly whenever possible and use the approved written or electronic record.
3. Review active work, deadlines, high-risk conditions, and items awaiting manager action.
4. Confirm guest arrival, vehicle description or pickup location, guest name, order number, and payment status.
5. Carry the sealed order by the approved route while watching traffic, curbs, weather, and parking-lot hazards.
6. Verify the recipient before release and complete any permitted payment or identification requirement.
7. Provide receipt or final instructions and close the pickup in the ordering system.
8. Require repeat-back of critical allergy, cash, identity, safety, timing, and guest information.
9. Assign a named owner and due time for every unresolved item and inform management of exceptions.
10. Both employees acknowledge the transfer; responsibility remains with the releasing employee until acceptance is clear.

66. Curbside Pickup SOP - VERIFICATION & CUSTOMIZATION

MANAGER VERIFICATION:

☐ The employee can identify the correct guest, table, order, service trigger, and manager escalation point for curbside pickup.
☐ Confirm guest arrival, vehicle description or pickup location, guest name, order number, and payment status.
☐ Carry the sealed order by the approved route while watching traffic, curbs, weather, and parking-lot hazards.
☐ Verify the recipient before release and complete any permitted payment or identification requirement.
☐ Provide receipt or final instructions and close the pickup in the ordering system.
☐ Assign a named owner and due time for every unresolved item and inform management of exceptions.

COMMON MISTAKES TO AVOID:

• Giving a general verbal update instead of exact identifiers and current status for curbside pickup.
• Failing to repeat back allergy, identity, cash, timing, or safety information.
• Assuming the receiver accepted responsibility without clear acknowledgment.
• Omitting an unresolved item, named owner, deadline, or manager notification.
• Discarding the source ticket, log, or record before the transfer is verified.

RESTAURANT-SPECIFIC CUSTOMIZATION:

• Approved runner, assistant, to-go, or delivery handoff language: _____
• Expo, packaging, label, pickup, or third-party delivery system: _____
• Allergy, temperature, accuracy, or complaint escalation role: _____
• Delivery, pickup, packaging, reset, or wait-time target: _____
• Food-safety, accessibility, traffic, or delivery-partner requirement reviewed: _____
• Restaurant-specific station, route, packaging, or custody steps: _____
• _____

TRAINING SIGN-OFF:

Employee Name	_____
Trainer / Manager	_____
Training Date	_____
Training Verification	☐ Not Ready ☐ Retrain ☐ Approved

REVISION NOTE: Record future changes in the restaurant master SOP index and retrain affected employees when the approved process changes.

67. Third-Party Delivery Handoff SOP

SOP ID	V1-067	**VERSION**	1.0
EFFECTIVE DATE	_____	**OWNER**	_____
APPROVED BY	_____	**NEXT REVIEW**	_____

PURPOSE: To transfer a completed order to the correct third-party driver while protecting guest identity, food custody, timing, and order accuracy.

APPLIES TO: Employees releasing or receiving the order, station, transaction, or responsibility, plus managers.

RESPONSIBILITY: The releasing employee gives complete information. The receiving employee confirms acceptance; management resolves exceptions.

WHEN USED: Whenever responsibility, custody, information, or an active order transfers between employees.

REQUIRED MATERIALS / INFORMATION:

- Order labels, packaging, and tamper-evident supplies
- Pickup, driver, or vehicle verification information
- Current order, guest, or work status
- Approved handoff record
- Identity, table, seat, or transaction information

CRITICAL STANDARDS:

- The handoff is direct, complete, and acknowledged.
- Allergy, cash, guest, safety, identity, and timing information is repeated back when relevant.
- Responsibility remains with the releasing employee until acceptance is clear.
- Every unresolved item has a named owner, deadline, and manager awareness.

PROCEDURE:

1. Identify the exact order, guest, station, transaction, custody, and time period covered by third-party delivery handoff.
2. Conduct the transfer directly whenever possible and use the approved written or electronic record.
3. Review active work, deadlines, high-risk conditions, and items awaiting manager action.
4. Confirm the delivery platform, driver identity or pickup code, guest name, and order number.
5. Keep sealed orders in designated staging and prevent drivers from entering restricted production areas.
6. Verify bag and item count, beverages, payment status, and tamper-evident controls with the driver.
7. Record pickup time, delay, refusal, or incorrect-driver issue before marking the order released.
8. Require repeat-back of critical allergy, cash, identity, safety, timing, and guest information.
9. Assign a named owner and due time for every unresolved item and inform management of exceptions.
10. Both employees acknowledge the transfer; responsibility remains with the releasing employee until acceptance is clear.

67. Third-Party Delivery Handoff SOP - VERIFICATION & CUSTOMIZATION

MANAGER VERIFICATION:

☐ The employee can identify the correct guest, table, order, service trigger, and manager escalation point for third-party delivery handoff.
☐ Confirm the delivery platform, driver identity or pickup code, guest name, and order number.
☐ Keep sealed orders in designated staging and prevent drivers from entering restricted production areas.
☐ Verify bag and item count, beverages, payment status, and tamper-evident controls with the driver.
☐ Record pickup time, delay, refusal, or incorrect-driver issue before marking the order released.
☐ Assign a named owner and due time for every unresolved item and inform management of exceptions.

COMMON MISTAKES TO AVOID:

- Giving a general verbal update instead of exact identifiers and current status for third-party delivery handoff.
- Failing to repeat back allergy, identity, cash, timing, or safety information.
- Assuming the receiver accepted responsibility without clear acknowledgment.
- Omitting an unresolved item, named owner, deadline, or manager notification.
- Discarding the source ticket, log, or record before the transfer is verified.

RESTAURANT-SPECIFIC CUSTOMIZATION:

- Approved runner, assistant, to-go, or delivery handoff language: _____
- Expo, packaging, label, pickup, or third-party delivery system: _____
- Allergy, temperature, accuracy, or complaint escalation role: _____
- Delivery, pickup, packaging, reset, or wait-time target: _____
- Food-safety, accessibility, traffic, or delivery-partner requirement reviewed: _____
- Restaurant-specific station, route, packaging, or custody steps: _____
- _____

TRAINING SIGN-OFF:

Employee Name	_____
Trainer / Manager	_____
Training Date	_____
Training Verification	☐ Not Ready ☐ Retrain ☐ Approved

REVISION NOTE: Record future changes in the restaurant master SOP index and retrain affected employees when the approved process changes.

68. Delivery Driver Waiting Area Control SOP

SOP ID	V1-068	**VERSION**	1.0
EFFECTIVE DATE	_____	**OWNER**	_____
APPROVED BY	_____	**NEXT REVIEW**	_____

PURPOSE: To keep delivery drivers in an approved waiting area that protects guest flow, order security, employee access, and pickup sequence.

APPLIES TO: Assigned employees, shift leads, and managers responsible for the process.

RESPONSIBILITY: The assigned employee checks the current standard and communicates changes. The manager authorizes exceptions and verifies correction.

WHEN USED: Whenever delivery driver waiting area control is required during opening, service, shift transition, or closing.

REQUIRED MATERIALS / INFORMATION:

- Order labels, packaging, and tamper-evident supplies
- Pickup, driver, or vehicle verification information
- Current status display, report, or checklist
- Approved timing, quality, capacity, or safety standard
- Employee and station assignments

CRITICAL STANDARDS:

- Status is checked against an approved timing, quality, safety, or capacity standard.
- Changes are communicated early enough for employees and guests to respond.
- Exceptions are recorded instead of relying on verbal memory.
- Management intervenes when the process exceeds authority, capacity, or safe limits.

PROCEDURE:

1. Review current status, timing, staffing, volume, standards, and manager priorities relevant to delivery driver waiting area control.
2. Observe the actual process and compare conditions to the current approved standard.
3. Identify immediate hazards, delays, capacity limits, mismatches, and work without a clear owner.
4. Direct drivers to the designated waiting or pickup location and explain restricted areas.
5. Confirm the order being collected and provide an honest status without promising an unverified time.
6. Keep doors, aisles, host areas, emergency routes, and guest seating free from crowding.
7. Escalate aggressive behavior, unauthorized access, excessive delay, or platform disputes to the manager.
8. Assign corrections to named employees, communicate status, and set completion and recheck times.
9. Recheck the highest-risk items and escalate when the process exceeds authority, capacity, or safe limits.
10. Record decisions, exceptions, and follow-up for management review.

68. Delivery Driver Waiting Area Control SOP - VERIFICATION & CUSTOMIZATION

MANAGER VERIFICATION:

☐ The employee can identify the correct guest, table, order, service trigger, and manager escalation point for delivery driver waiting area control.
☐ Direct drivers to the designated waiting or pickup location and explain restricted areas.
☐ Confirm the order being collected and provide an honest status without promising an unverified time.
☐ Keep doors, aisles, host areas, emergency routes, and guest seating free from crowding.
☐ Escalate aggressive behavior, unauthorized access, excessive delay, or platform disputes to the manager.
☐ Recheck the highest-risk items and escalate when the process exceeds authority, capacity, or safe limits.

COMMON MISTAKES TO AVOID:

• Reviewing delivery driver waiting area control from a screen or report without checking the actual operation.
• Using an assumed target instead of the current approved timing, quality, capacity, or safety standard.
• Waiting until the problem affects guests or employees before communicating the change.
• Assigning a correction without a named owner, deadline, and recheck.
• Closing the review while an exception remains undocumented or beyond current authority.

RESTAURANT-SPECIFIC CUSTOMIZATION:

• Approved runner, assistant, to-go, or delivery handoff language: _____
• Expo, packaging, label, pickup, or third-party delivery system: _____
• Allergy, temperature, accuracy, or complaint escalation role: _____
• Delivery, pickup, packaging, reset, or wait-time target: _____
• Food-safety, accessibility, traffic, or delivery-partner requirement reviewed: _____
• Restaurant-specific station, route, packaging, or custody steps: _____
• _____

TRAINING SIGN-OFF:

Employee Name	_____
Trainer / Manager	_____
Training Date	_____
Training Verification	☐ Not Ready ☐ Retrain ☐ Approved

REVISION NOTE: Record future changes in the restaurant master SOP index and retrain affected employees when the approved process changes.

69. To-Go Guest Complaint Handling SOP

SOP ID	V1-069	**VERSION**	1.0
EFFECTIVE DATE	_____	**OWNER**	_____
APPROVED BY	_____	**NEXT REVIEW**	_____

PURPOSE: To resolve to-go complaints by confirming the order and facts, protecting safety, assigning authorized recovery, and documenting follow-up.

APPLIES TO: Guest-facing employees, service leaders, managers, and authorized follow-up contacts.

RESPONSIBILITY: The employee listens, confirms facts, and stays within authority. The manager selects recovery, documents the decision, and assigns follow-up.

WHEN USED: Immediately when the concern, report, unsafe condition, or incident is observed or received.

REQUIRED MATERIALS / INFORMATION:

- Order labels, packaging, and tamper-evident supplies
- Pickup, driver, or vehicle verification information
- Guest check, order, visit, and timing information
- Service-recovery authority and approval guide
- Manager communication

CRITICAL STANDARDS:

- The guest is heard without interruption and the concern is restated accurately.
- Safety, allergy, illness, injury, harassment, or threatening behavior is escalated immediately.
- Recovery stays within approved authority and is proportionate to the verified concern.
- The resolution, guest response, approval, and promised follow-up are documented.

PROCEDURE:

1. Listen without interruption and identify the guest, order, visit timing, and exact concern related to handling the to-go complaint.
2. Acknowledge the concern without arguing, blaming, admitting liability, or promising an outcome outside authority.
3. Verify relevant ticket, product, employee, payment, timing, and prior-action facts while keeping the guest informed.
4. Record guest name, order number, contact information, channel, and the exact missing, incorrect, delayed, or quality concern.
5. Compare the complaint with the ticket, payment, packaging check, and employee information.
6. Apologize for the experience and obtain manager authority before promising refunds, credits, or replacements.
7. Confirm the approved resolution, timing, pickup or delivery plan, and documented follow-up.
8. Explain the approved resolution, responsible manager, expected timing, and any action the guest must take.
9. Follow up before departure or by the promised deadline and confirm whether another authorized response is needed.
10. Document the concern, facts reviewed, authority used, resolution, guest response, and assigned follow-up.

69. To-Go Guest Complaint Handling SOP - VERIFICATION & CUSTOMIZATION

MANAGER VERIFICATION:

☐ The employee can identify the correct guest, table, order, service trigger, and manager escalation point for to-go guest complaint handling.

☐ Record guest name, order number, contact information, channel, and the exact missing, incorrect, delayed, or quality concern.

☐ Compare the complaint with the ticket, payment, packaging check, and employee information.

☐ Apologize for the experience and obtain manager authority before promising refunds, credits, or replacements.

☐ Confirm the approved resolution, timing, pickup or delivery plan, and documented follow-up.

☐ Follow up before departure or by the promised deadline and confirm whether another authorized response is needed.

COMMON MISTAKES TO AVOID:

- Offering recovery for to-go guest complaint handling before hearing the full concern and confirming the guest, order, timing, and facts.
- Arguing, blaming another employee, minimizing the concern, or making an unsupported promise.
- Offering compensation outside authority or without recording the reason and approval.
- Failing to explain the resolution, expected timing, responsible manager, or remaining guest action.
- Ending the recovery without follow-up, guest-response notes, and pattern documentation.

RESTAURANT-SPECIFIC CUSTOMIZATION:

- Approved runner, assistant, to-go, or delivery handoff language: _____
- Expo, packaging, label, pickup, or third-party delivery system: _____
- Allergy, temperature, accuracy, or complaint escalation role: _____
- Delivery, pickup, packaging, reset, or wait-time target: _____
- Food-safety, accessibility, traffic, or delivery-partner requirement reviewed: _____
- Restaurant-specific station, route, packaging, or custody steps: _____
- _____

TRAINING SIGN-OFF:

Employee Name	_____
Trainer / Manager	_____
Training Date	_____
Training Verification	☐ Not Ready ☐ Retrain ☐ Approved

REVISION NOTE: Record future changes in the restaurant master SOP index and retrain affected employees when the approved process changes.

70. To-Go Station Closing SOP

SOP ID	V1-070	**VERSION**	1.0
EFFECTIVE DATE	_____	**OWNER**	_____
APPROVED BY	_____	**NEXT REVIEW**	_____

PURPOSE: To close the to-go station by reconciling active orders, cleaning and securing the area, restocking supplies, and documenting unresolved issues.

APPLIES TO: Assigned closing employees, trainers, shift leads, and managers.

RESPONSIBILITY: Assigned employees complete closing work. The manager verifies sanitation, cash, security, and unresolved conditions before release.

WHEN USED: After active service ends and before employees are released or the building is secured.

REQUIRED MATERIALS / INFORMATION:

- Order labels, packaging, and tamper-evident supplies
- Pickup, driver, or vehicle verification information
- Current closing checklist
- Approved cleaning and sanitizing supplies
- Storage, waste, and security controls

CRITICAL STANDARDS:

- All guests, transactions, product, cash, equipment, and records are resolved or transferred.
- Cleaning, storage, waste, and security follow approved standards.
- Damage, shortages, incidents, and unfinished work are documented.
- The employee leaves only after management verifies the closing assignment.

PROCEDURE:

1. Review the current to-go station closing checklist and confirm management has approved the start of closing work.
2. Identify active guests, orders, checks, cash, controlled product, and duties that must remain available.
3. Gather approved cleaning, storage, waste, and security supplies without obstructing operating areas.
4. Test or secure ordering systems, phones, tablets, printers, payment devices, and delivery platforms.
5. Stock or reconcile packaging, labels, bags, utensils, condiments, tamper-evident supplies, and receipts.
6. Clean and organize assembly, staging, pickup, curbside, and driver-waiting areas.
7. Review or close active orders, menu availability, allergy notes, shortages, waste, and unresolved guest issues.
8. Report breakage, shortage, maintenance, safety, cash, or guest issues and assign unresolved follow-up.
9. Complete the final checklist and walk the area with the manager or designated verifier.
10. Sign off only after work is accepted and remaining responsibility is formally transferred.

70. To-Go Station Closing SOP - VERIFICATION & CUSTOMIZATION

MANAGER VERIFICATION:

☐ The employee can identify the correct guest, table, order, service trigger, and manager escalation point for to-go station closing.
☐ Test or secure ordering systems, phones, tablets, printers, payment devices, and delivery platforms.
☐ Stock or reconcile packaging, labels, bags, utensils, condiments, tamper-evident supplies, and receipts.
☐ Clean and organize assembly, staging, pickup, curbside, and driver-waiting areas.
☐ Review or close active orders, menu availability, allergy notes, shortages, waste, and unresolved guest issues.
☐ Complete the final checklist and walk the area with the manager or designated verifier.

COMMON MISTAKES TO AVOID:

• Starting to-go station closing while guests, checks, orders, or required service functions are still active.
• Mixing cleaning, product storage, cash, waste, and security work without the approved sequence.
• Leaving shortages, damage, maintenance, or safety concerns undocumented.
• Releasing keys, cash, product, or records without confirmed custody.
• Leaving before the manager accepts the closing assignment.

RESTAURANT-SPECIFIC CUSTOMIZATION:

• Approved runner, assistant, to-go, or delivery handoff language: _____
• Expo, packaging, label, pickup, or third-party delivery system: _____
• Allergy, temperature, accuracy, or complaint escalation role: _____
• Delivery, pickup, packaging, reset, or wait-time target: _____
• Food-safety, accessibility, traffic, or delivery-partner requirement reviewed: _____
• Restaurant-specific station, route, packaging, or custody steps: _____
• _____

TRAINING SIGN-OFF:

Employee Name	_____
Trainer / Manager	_____
Training Date	_____
Training Verification	☐ Not Ready ☐ Retrain ☐ Approved

REVISION NOTE: Record future changes in the restaurant master SOP index and retrain affected employees when the approved process changes.

PART 4

BAR & BEVERAGE OPERATIONS

25 ready-to-customize SOPs

These SOPs control bar readiness, beverage consistency, responsible alcohol service, cash and inventory, equipment, cleaning, and shift accountability.

71. Bar Opening SOP

SOP ID	V1-071	**VERSION**	1.0
EFFECTIVE DATE	_____	**OWNER**	_____
APPROVED BY	_____	**NEXT REVIEW**	_____

PURPOSE: To open the bar with clean equipment, verified cash and POS controls, stocked products, safe work areas, and manager approval.

APPLIES TO: Assigned opening employees, trainers, shift leads, and managers.

RESPONSIBILITY: Assigned employees complete the opening work. The manager or shift lead verifies readiness before service begins.

WHEN USED: Before the assigned station, department, or building begins service or changes opening responsibility.

REQUIRED MATERIALS / INFORMATION:

- Current beverage recipes and portion guide
- Responsible-service and age-verification resources
- Current opening checklist
- Approved cleaning and sanitizing supplies
- Required stock and operating tools

CRITICAL STANDARDS:

- The area is clean, stocked, safe, and operational before service begins.
- Cash, product, keys, systems, and equipment are verified before use.
- Shortages, damage, hazards, and incomplete work are reported before guests are affected.
- Opening is not signed off until management verifies readiness.

PROCEDURE:

1. Review the current bar opening checklist, expected business, assignments, and manager notes.
2. Gather approved tools and obtain only authorized cash, keys, product, or system access.
3. Inspect the assigned area for damage, contamination, shortages, unsafe conditions, and incomplete prior work.
4. Count or reconcile assigned cash, tabs, tips, comps, spills, controlled inventory, keys, and required records.
5. Inspect or secure refrigeration, draft systems, sinks, ice, glassware, tools, payment devices, and alcohol storage.
6. Prepare or store garnishes, mixers, juices, backups, and other perishables with approved dates, labels, and containers.
7. Review or document features, shortages, equipment problems, responsible-service concerns, cleaning, and manager sign-off.
8. Correct and report shortages, equipment problems, unsafe conditions, or incomplete work before service.
9. Complete a final readiness check and demonstrate critical controls requested by management.
10. Record completion and obtain manager or shift-lead release before the area begins service.

71. Bar Opening SOP - VERIFICATION & CUSTOMIZATION

MANAGER VERIFICATION:

☐ The employee can state the product or service trigger, responsible-service limit, assigned authority, and escalation point for bar opening.

☐ Count or reconcile assigned cash, tabs, tips, comps, spills, controlled inventory, keys, and required records.

☐ Inspect or secure refrigeration, draft systems, sinks, ice, glassware, tools, payment devices, and alcohol storage.

☐ Prepare or store garnishes, mixers, juices, backups, and other perishables with approved dates, labels, and containers.

☐ Review or document features, shortages, equipment problems, responsible-service concerns, cleaning, and manager sign-off.

☐ Complete a final readiness check and demonstrate critical controls requested by management.

COMMON MISTAKES TO AVOID:

- Starting bar opening from memory instead of the current checklist and manager notes.
- Opening with a shortage, hazard, unverified system, or incomplete prior-shift work.
- Using unassigned cash, keys, product, credentials, or equipment access.
- Correcting a problem without recording it or informing the responsible manager.
- Signing the area ready before the final manager verification.

RESTAURANT-SPECIFIC CUSTOMIZATION:

- Approved beverage recipe, pour, garnish, or service standard: _____
- POS, tab, inventory, spill, comp, or responsible-service system: _____
- Age-verification, refusal, incident, or manager escalation role: _____
- Ticket, greeting, service, restock, or closing target: _____
- State/local alcohol, payment-security, sanitation, or licensing requirement reviewed: _____
- Bar-specific equipment, product, glassware, or station adjustments: _____
- _____

TRAINING SIGN-OFF:

Employee Name	_____
Trainer / Manager	_____
Training Date	_____
Training Verification	☐ Not Ready ☐ Retrain ☐ Approved

REVISION NOTE: Record future changes in the restaurant master SOP index and retrain affected employees when the approved process changes.

72. Bar Closing SOP

SOP ID	V1-072	**VERSION**	1.0
EFFECTIVE DATE	_____	**OWNER**	_____
APPROVED BY	_____	**NEXT REVIEW**	_____

PURPOSE: To close the bar by completing guest checks, reconciling cash and product, cleaning equipment, securing alcohol, and documenting exceptions.

APPLIES TO: Assigned closing employees, trainers, shift leads, and managers.

RESPONSIBILITY: Assigned employees complete closing work. The manager verifies sanitation, cash, security, and unresolved conditions before release.

WHEN USED: After active service ends and before employees are released or the building is secured.

REQUIRED MATERIALS / INFORMATION:

- Current beverage recipes and portion guide
- Responsible-service and age-verification resources
- Current closing checklist
- Approved cleaning and sanitizing supplies
- Storage, waste, and security controls

CRITICAL STANDARDS:

- All guests, transactions, product, cash, equipment, and records are resolved or transferred.
- Cleaning, storage, waste, and security follow approved standards.
- Damage, shortages, incidents, and unfinished work are documented.
- The employee leaves only after management verifies the closing assignment.

PROCEDURE:

1. Review the current bar closing checklist and confirm management has approved the start of closing work.
2. Identify active guests, orders, checks, cash, controlled product, and duties that must remain available.
3. Gather approved cleaning, storage, waste, and security supplies without obstructing operating areas.
4. Count or reconcile assigned cash, tabs, tips, comps, spills, controlled inventory, keys, and required records.
5. Inspect or secure refrigeration, draft systems, sinks, ice, glassware, tools, payment devices, and alcohol storage.
6. Prepare or store garnishes, mixers, juices, backups, and other perishables with approved dates, labels, and containers.
7. Review or document features, shortages, equipment problems, responsible-service concerns, cleaning, and manager sign-off.
8. Report breakage, shortage, maintenance, safety, cash, or guest issues and assign unresolved follow-up.
9. Complete the final checklist and walk the area with the manager or designated verifier.
10. Sign off only after work is accepted and remaining responsibility is formally transferred.

72. Bar Closing SOP - VERIFICATION & CUSTOMIZATION

MANAGER VERIFICATION:

☐ The employee can state the product or service trigger, responsible-service limit, assigned authority, and escalation point for bar closing.

☐ Count or reconcile assigned cash, tabs, tips, comps, spills, controlled inventory, keys, and required records.

☐ Inspect or secure refrigeration, draft systems, sinks, ice, glassware, tools, payment devices, and alcohol storage.

☐ Prepare or store garnishes, mixers, juices, backups, and other perishables with approved dates, labels, and containers.

☐ Review or document features, shortages, equipment problems, responsible-service concerns, cleaning, and manager sign-off.

☐ Complete the final checklist and walk the area with the manager or designated verifier.

COMMON MISTAKES TO AVOID:

- Starting bar closing while guests, checks, orders, or required service functions are still active.
- Mixing cleaning, product storage, cash, waste, and security work without the approved sequence.
- Leaving shortages, damage, maintenance, or safety concerns undocumented.
- Releasing keys, cash, product, or records without confirmed custody.
- Leaving before the manager accepts the closing assignment.

RESTAURANT-SPECIFIC CUSTOMIZATION:

- Approved beverage recipe, pour, garnish, or service standard: _____
- POS, tab, inventory, spill, comp, or responsible-service system: _____
- Age-verification, refusal, incident, or manager escalation role: _____
- Ticket, greeting, service, restock, or closing target: _____
- State/local alcohol, payment-security, sanitation, or licensing requirement reviewed: _____
- Bar-specific equipment, product, glassware, or station adjustments: _____
- _____

TRAINING SIGN-OFF:

Employee Name	_____
Trainer / Manager	_____
Training Date	_____
Training Verification	☐ Not Ready ☐ Retrain ☐ Approved

REVISION NOTE: Record future changes in the restaurant master SOP index and retrain affected employees when the approved process changes.

73. Bar Guest Greeting SOP

SOP ID	V1-073	**VERSION**	1.0
EFFECTIVE DATE	_____	**OWNER**	_____
APPROVED BY	_____	**NEXT REVIEW**	_____

PURPOSE: To acknowledge bar guests promptly, confirm seating and service needs, and establish who is responsible for the guest experience.

APPLIES TO: Guest-facing employees, service assistants, trainers, shift leads, and managers.

RESPONSIBILITY: The assigned employee performs the service and communicates needs. The manager handles exceptions and actions beyond employee authority.

WHEN USED: Whenever bar guest greeting is required during opening, service, shift transition, or closing.

REQUIRED MATERIALS / INFORMATION:

- Current beverage recipes and portion guide
- Responsible-service and age-verification resources
- Current ticket, table, order, or guest information
- Approved trays, service tools, or supplies
- Table and seat-position standard

CRITICAL STANDARDS:

- The correct guest, table, seat, item, and order are confirmed before service.
- Food, beverages, serviceware, and guest property are handled safely.
- Allergy, temperature, quality, identity, and missing-item concerns are stopped and escalated.
- Completion and unresolved needs are communicated to the responsible employee or manager.

PROCEDURE:

1. Confirm the correct guest, table, seat, order, timing, and responsible employee for bar guest greeting.
2. Inspect the ticket, item, tools, identifiers, and required accompaniments before beginning.
3. Choose the approved service method and safe route and obtain help rather than taking an unsafe shortcut.
4. Acknowledge the guest within the restaurant standard even while completing another transaction.
5. Provide menus or guidance and determine whether age verification is required before alcohol service.
6. Ask focused questions about beverage, food, seating, or timing needs without assuming alcohol consumption.
7. Enter the first order accurately and provide a realistic update when service is delayed.
8. Stop when identity, allergy, quality, temperature, or safety information does not match.
9. Notify the responsible employee or manager of completion and every remaining guest need.
10. Return equipment, reset the area or system, and document material exceptions before the next task.

73. Bar Guest Greeting SOP - VERIFICATION & CUSTOMIZATION

MANAGER VERIFICATION:

☐ The employee can state the product or service trigger, responsible-service limit, assigned authority, and escalation point for bar guest greeting.
☐ Acknowledge the guest within the restaurant standard even while completing another transaction.
☐ Provide menus or guidance and determine whether age verification is required before alcohol service.
☐ Ask focused questions about beverage, food, seating, or timing needs without assuming alcohol consumption.
☐ Enter the first order accurately and provide a realistic update when service is delayed.
☐ Notify the responsible employee or manager of completion and every remaining guest need.

COMMON MISTAKES TO AVOID:

- Beginning bar guest greeting without confirming the guest, table, seat, item, timing, and responsible employee.
- Skipping an allergy, temperature, quality, identity, readiness, or safe-handling check to save time.
- Using an unsafe route, overloaded tray, unapproved handling method, or intrusive guest approach.
- Failing to communicate a delay, rejected item, missing need, or completed handoff promptly.
- Resetting the area or moving to another task while a guest need or exception remains unassigned.

RESTAURANT-SPECIFIC CUSTOMIZATION:

- Approved beverage recipe, pour, garnish, or service standard: _____
- POS, tab, inventory, spill, comp, or responsible-service system: _____
- Age-verification, refusal, incident, or manager escalation role: _____
- Ticket, greeting, service, restock, or closing target: _____
- State/local alcohol, payment-security, sanitation, or licensing requirement reviewed: _____
- Bar-specific equipment, product, glassware, or station adjustments: _____
- _____

TRAINING SIGN-OFF:

Employee Name	_____
Trainer / Manager	_____
Training Date	_____
Training Verification	☐ Not Ready ☐ Retrain ☐ Approved

REVISION NOTE: Record future changes in the restaurant master SOP index and retrain affected employees when the approved process changes.

74. Bar Guest Service SOP

SOP ID	V1-074	**VERSION**	1.0
EFFECTIVE DATE	_____	**OWNER**	_____
APPROVED BY	_____	**NEXT REVIEW**	_____

PURPOSE: To provide attentive bar service while maintaining accurate tabs, responsible alcohol controls, sanitation, product quality, and guest awareness.

APPLIES TO: Guest-facing employees, service assistants, trainers, shift leads, and managers.

RESPONSIBILITY: The assigned employee performs the service and communicates needs. The manager handles exceptions and actions beyond employee authority.

WHEN USED: Whenever bar guest service is required during opening, service, shift transition, or closing.

REQUIRED MATERIALS / INFORMATION:

- Current beverage recipes and portion guide
- Responsible-service and age-verification resources
- Current ticket, table, order, or guest information
- Approved trays, service tools, or supplies
- Table and seat-position standard

CRITICAL STANDARDS:

- The correct guest, table, seat, item, and order are confirmed before service.
- Food, beverages, serviceware, and guest property are handled safely.
- Allergy, temperature, quality, identity, and missing-item concerns are stopped and escalated.
- Completion and unresolved needs are communicated to the responsible employee or manager.

PROCEDURE:

1. Confirm the correct guest, table, seat, order, timing, and responsible employee for bar guest service.
2. Inspect the ticket, item, tools, identifiers, and required accompaniments before beginning.
3. Choose the approved service method and safe route and obtain help rather than taking an unsafe shortcut.
4. Maintain an accurate tab and enter every item under the correct guest, seat, or check.
5. Monitor beverage pace, food timing, water, guest condition, payment status, and bar-area cleanliness.
6. Coordinate moves, shared tabs, food orders, service refusal, and guest needs with servers and managers.
7. Verify payment, return cards and belongings, and document unusual or unresolved events.
8. Stop when identity, allergy, quality, temperature, or safety information does not match.
9. Notify the responsible employee or manager of completion and every remaining guest need.
10. Return equipment, reset the area or system, and document material exceptions before the next task.

74. Bar Guest Service SOP - VERIFICATION & CUSTOMIZATION

MANAGER VERIFICATION:

☐ The employee can state the product or service trigger, responsible-service limit, assigned authority, and escalation point for bar guest service.
☐ Maintain an accurate tab and enter every item under the correct guest, seat, or check.
☐ Monitor beverage pace, food timing, water, guest condition, payment status, and bar-area cleanliness.
☐ Coordinate moves, shared tabs, food orders, service refusal, and guest needs with servers and managers.
☐ Verify payment, return cards and belongings, and document unusual or unresolved events.
☐ Notify the responsible employee or manager of completion and every remaining guest need.

COMMON MISTAKES TO AVOID:

- Beginning bar guest service without confirming the guest, table, seat, item, timing, and responsible employee.
- Skipping an allergy, temperature, quality, identity, readiness, or safe-handling check to save time.
- Using an unsafe route, overloaded tray, unapproved handling method, or intrusive guest approach.
- Failing to communicate a delay, rejected item, missing need, or completed handoff promptly.
- Resetting the area or moving to another task while a guest need or exception remains unassigned.

RESTAURANT-SPECIFIC CUSTOMIZATION:

- Approved beverage recipe, pour, garnish, or service standard: _____
- POS, tab, inventory, spill, comp, or responsible-service system: _____
- Age-verification, refusal, incident, or manager escalation role: _____
- Ticket, greeting, service, restock, or closing target: _____
- State/local alcohol, payment-security, sanitation, or licensing requirement reviewed: _____
- Bar-specific equipment, product, glassware, or station adjustments: _____
- _____

TRAINING SIGN-OFF:

Employee Name	_____
Trainer / Manager	_____
Training Date	_____
Training Verification	☐ Not Ready ☐ Retrain ☐ Approved

REVISION NOTE: Record future changes in the restaurant master SOP index and retrain affected employees when the approved process changes.

75. Drink Preparation SOP

SOP ID	V1-075	**VERSION**	1.0
EFFECTIVE DATE	_____	**OWNER**	_____
APPROVED BY	_____	**NEXT REVIEW**	_____

PURPOSE: To prepare each beverage from the approved recipe using correct ingredients, portions, glassware, garnish, sanitation, and presentation.

APPLIES TO: Trained bar, beverage, service, or preparation employees, plus trainers and managers.

RESPONSIBILITY: The assigned employee follows approved recipes, tools, sanitation, and quality controls. The manager verifies exceptions and waste.

WHEN USED: Whenever drink preparation is required during opening, service, shift transition, or closing.

REQUIRED MATERIALS / INFORMATION:

- Current beverage recipes and portion guide
- Responsible-service and age-verification resources
- Current approved recipe or process guide
- Clean tools, glassware, containers, or equipment
- Measured portioning or handling controls

CRITICAL STANDARDS:

- Only clean, approved tools, products, containers, recipes, and methods are used.
- Portion, labeling, storage, quality, and cross-contact standards are followed.
- Unsafe, damaged, spoiled, or questionable items are removed from use.
- Waste, shortage, malfunction, and recurring quality problems are reported.

PROCEDURE:

1. Review the current drink preparation recipe, process, manufacturer instruction, assignment, or production need.
2. Prepare a clean, organized area with approved tools, containers, and protective equipment.
3. Inspect product, ingredients, glassware, containers, and equipment and remove unsafe or unapproved items.
4. Read the full ticket or approved recipe, including size, brand, modifier, allergy note, glass, portion, and garnish.
5. Measure controlled ingredients with the required jigger, pour device, or portion tool.
6. Build, shake, stir, blend, or pour in the approved sequence while preventing cross-contact and waste.
7. Inspect fill, appearance, garnish, glass, and ticket identity before placing the drink in the pickup position.
8. Check portion, quality, label, temperature, cleanliness, safety, and final presentation against standard.
9. Correct or discard unacceptable work and report recurring waste, malfunction, or shortage.
10. Clean, store, reset, and document the area or equipment before the task is complete.

75. Drink Preparation SOP - VERIFICATION & CUSTOMIZATION

MANAGER VERIFICATION:

☐ The employee can state the product or service trigger, responsible-service limit, assigned authority, and escalation point for drink preparation.
☐ Read the full ticket or approved recipe, including size, brand, modifier, allergy note, glass, portion, and garnish.
☐ Measure controlled ingredients with the required jigger, pour device, or portion tool.
☐ Build, shake, stir, blend, or pour in the approved sequence while preventing cross-contact and waste.
☐ Inspect fill, appearance, garnish, glass, and ticket identity before placing the drink in the pickup position.
☐ Correct or discard unacceptable work and report recurring waste, malfunction, or shortage.

COMMON MISTAKES TO AVOID:

• Beginning drink preparation without the current recipe, approved tools, clean equipment, and correct product.
• Estimating portions, substitutions, temperatures, or preparation steps instead of following the standard.
• Using contaminated, damaged, expired, mislabeled, or unapproved ingredients, glassware, or equipment.
• Serving or storing work that fails quality, sanitation, portion, or presentation checks.
• Failing to record waste, shortage, malfunction, correction, and final reset.

RESTAURANT-SPECIFIC CUSTOMIZATION:

• Approved beverage recipe, pour, garnish, or service standard: _____
• POS, tab, inventory, spill, comp, or responsible-service system: _____
• Age-verification, refusal, incident, or manager escalation role: _____
• Ticket, greeting, service, restock, or closing target: _____
• State/local alcohol, payment-security, sanitation, or licensing requirement reviewed: _____
• Bar-specific equipment, product, glassware, or station adjustments: _____
• _____

TRAINING SIGN-OFF:

Employee Name	_____
Trainer / Manager	_____
Training Date	_____
Training Verification	☐ Not Ready ☐ Retrain ☐ Approved

REVISION NOTE: Record future changes in the restaurant master SOP index and retrain affected employees when the approved process changes.

76. Recipe and Pour Standard SOP

SOP ID	V1-076	**VERSION**	1.0
EFFECTIVE DATE	_____	**OWNER**	_____
APPROVED BY	_____	**NEXT REVIEW**	_____

PURPOSE: To protect beverage consistency and cost by following approved recipes, measured pours, substitutions, yields, and manager-authorized exceptions.

APPLIES TO: Guest-facing employees, service assistants, trainers, shift leads, and managers.

RESPONSIBILITY: The assigned employee performs the service and communicates needs. The manager handles exceptions and actions beyond employee authority.

WHEN USED: Whenever recipe and pour standard is required during opening, service, shift transition, or closing.

REQUIRED MATERIALS / INFORMATION:

- Current beverage recipes and portion guide
- Responsible-service and age-verification resources
- Current ticket, table, order, or guest information
- Approved trays, service tools, or supplies
- Table and seat-position standard

CRITICAL STANDARDS:

- The correct guest, table, seat, item, and order are confirmed before service.
- Food, beverages, serviceware, and guest property are handled safely.
- Allergy, temperature, quality, identity, and missing-item concerns are stopped and escalated.
- Completion and unresolved needs are communicated to the responsible employee or manager.

PROCEDURE:

1. Confirm the correct guest, table, seat, order, timing, and responsible employee for recipe and pour standard.
2. Inspect the ticket, item, tools, identifiers, and required accompaniments before beginning.
3. Choose the approved service method and safe route and obtain help rather than taking an unsafe shortcut.
4. Read the full ticket or approved recipe, including size, brand, modifier, allergy note, glass, portion, and garnish.
5. Measure controlled ingredients with the required jigger, pour device, or portion tool.
6. Build, shake, stir, blend, or pour in the approved sequence while preventing cross-contact and waste.
7. Inspect fill, appearance, garnish, glass, and ticket identity before placing the drink in the pickup position.
8. Stop when identity, allergy, quality, temperature, or safety information does not match.
9. Notify the responsible employee or manager of completion and every remaining guest need.
10. Return equipment, reset the area or system, and document material exceptions before the next task.

76. Recipe and Pour Standard SOP - VERIFICATION & CUSTOMIZATION

MANAGER VERIFICATION:

☐ The employee can state the product or service trigger, responsible-service limit, assigned authority, and escalation point for recipe and pour standard.
☐ Read the full ticket or approved recipe, including size, brand, modifier, allergy note, glass, portion, and garnish.
☐ Measure controlled ingredients with the required jigger, pour device, or portion tool.
☐ Build, shake, stir, blend, or pour in the approved sequence while preventing cross-contact and waste.
☐ Inspect fill, appearance, garnish, glass, and ticket identity before placing the drink in the pickup position.
☐ Notify the responsible employee or manager of completion and every remaining guest need.

COMMON MISTAKES TO AVOID:

- Beginning recipe and pour standard without confirming the guest, table, seat, item, timing, and responsible employee.
- Skipping an allergy, temperature, quality, identity, readiness, or safe-handling check to save time.
- Using an unsafe route, overloaded tray, unapproved handling method, or intrusive guest approach.
- Failing to communicate a delay, rejected item, missing need, or completed handoff promptly.
- Resetting the area or moving to another task while a guest need or exception remains unassigned.

RESTAURANT-SPECIFIC CUSTOMIZATION:

- Approved beverage recipe, pour, garnish, or service standard: _____
- POS, tab, inventory, spill, comp, or responsible-service system: _____
- Age-verification, refusal, incident, or manager escalation role: _____
- Ticket, greeting, service, restock, or closing target: _____
- State/local alcohol, payment-security, sanitation, or licensing requirement reviewed: _____
- Bar-specific equipment, product, glassware, or station adjustments: _____
- _____

TRAINING SIGN-OFF:

Employee Name	_____
Trainer / Manager	_____
Training Date	_____
Training Verification	☐ Not Ready ☐ Retrain ☐ Approved

REVISION NOTE: Record future changes in the restaurant master SOP index and retrain affected employees when the approved process changes.

77. Responsible Alcohol Service SOP

SOP ID	V1-077	**VERSION**	1.0
EFFECTIVE DATE	_____	**OWNER**	_____
APPROVED BY	_____	**NEXT REVIEW**	_____

PURPOSE: To serve alcohol responsibly by monitoring guest condition, drink pace, food intake, age requirements, and manager escalation triggers.

APPLIES TO: Bartenders, servers, hosts where applicable, security employees, shift leads, and managers.

RESPONSIBILITY: Every employee stops and escalates questionable alcohol service. The manager leads refusal, safety planning, and documentation.

WHEN USED: Before and throughout any alcohol-related transaction or whenever eligibility or safety is uncertain.

REQUIRED MATERIALS / INFORMATION:

- Current beverage recipes and portion guide
- Responsible-service and age-verification resources
- Responsible alcohol-service policy
- Acceptable identification guide
- Guest check or service history

CRITICAL STANDARDS:

- Alcohol service follows applicable law, licensing requirements, training, and company policy.
- Age and identification are verified whenever required; employees do not guess.
- Service stops and management is notified when safety or eligibility is uncertain.
- Refusals and significant concerns are handled calmly and documented objectively.

PROCEDURE:

1. Review the restaurant's current alcohol-service policy, state/local requirements, and manager escalation contacts before service.
2. Confirm every alcohol-serving employee is trained and authorized for the assigned role.
3. Observe guest age, behavior, speech, coordination, pace of consumption, food intake, and group dynamics without stereotyping.
4. Verify identification whenever required and use only approved forms of identification and inspection methods.
5. Serve only approved portions and recipes; do not free-pour, over-serve, encourage rapid consumption, or bypass refusal decisions.
6. Communicate concerns discreetly with the manager and other authorized servers so service limits remain consistent.
7. Slow, delay, substitute, or stop service only within approved authority and offer nonalcoholic options or food when appropriate.
8. Arrange safe-transport assistance through the approved process without promising custody or transportation the restaurant cannot provide.
9. Document refusals, incidents, disputed identification, threats, injuries, or law-enforcement contact according to policy.
10. Transfer unresolved concerns during handoff and confirm management ownership before leaving the area.

77. Responsible Alcohol Service SOP - VERIFICATION & CUSTOMIZATION

MANAGER VERIFICATION:

☐ The employee can state the product or service trigger, responsible-service limit, assigned authority, and escalation point for responsible alcohol service.

☐ Confirm every alcohol-serving employee is trained and authorized for the assigned role.

☐ Verify identification whenever required and use only approved forms of identification and inspection methods.

☐ Communicate concerns discreetly with the manager and other authorized servers so service limits remain consistent.

☐ Arrange safe-transport assistance through the approved process without promising custody or transportation the restaurant cannot provide.

☐ Transfer unresolved concerns during handoff and confirm management ownership before leaving the area.

COMMON MISTAKES TO AVOID:

- Treating responsible service as only an age-check issue and ignoring pace, behavior, impairment, and transportation risk.
- Free-pouring, over-serving, encouraging rapid consumption, or allowing another employee to bypass a service limit.
- Waiting until a guest is visibly out of control before involving management.
- Arguing, shaming, stereotyping, or physically confronting a guest unnecessarily.
- Failing to document refusal, transportation, responder contact, and employee handoff.

RESTAURANT-SPECIFIC CUSTOMIZATION:

- Approved beverage recipe, pour, garnish, or service standard: _____
- POS, tab, inventory, spill, comp, or responsible-service system: _____
- Age-verification, refusal, incident, or manager escalation role: _____
- Ticket, greeting, service, restock, or closing target: _____
- State/local alcohol, payment-security, sanitation, or licensing requirement reviewed: _____
- Bar-specific equipment, product, glassware, or station adjustments: _____
- _____

TRAINING SIGN-OFF:

Employee Name	_____
Trainer / Manager	_____
Training Date	_____
Training Verification	☐ Not Ready ☐ Retrain ☐ Approved

REVISION NOTE: Record future changes in the restaurant master SOP index and retrain affected employees when the approved process changes.

78. Age Verification SOP

SOP ID	V1-078	**VERSION**	1.0
EFFECTIVE DATE	_____	**OWNER**	_____
APPROVED BY	_____	**NEXT REVIEW**	_____

PURPOSE: To verify legal drinking age using approved identification standards before alcohol is served or sold.

APPLIES TO: Bartenders, servers, hosts where applicable, security employees, shift leads, and managers.

RESPONSIBILITY: Every employee stops and escalates questionable alcohol service. The manager leads refusal, safety planning, and documentation.

WHEN USED: Before and throughout any alcohol-related transaction or whenever eligibility or safety is uncertain.

REQUIRED MATERIALS / INFORMATION:

- Current beverage recipes and portion guide
- Responsible-service and age-verification resources
- Responsible alcohol-service policy
- Acceptable identification guide
- Guest check or service history

CRITICAL STANDARDS:

- Alcohol service follows applicable law, licensing requirements, training, and company policy.
- Age and identification are verified whenever required; employees do not guess.
- Service stops and management is notified when safety or eligibility is uncertain.
- Refusals and significant concerns are handled calmly and documented objectively.

PROCEDURE:

1. Identify every alcohol purchase or service situation that requires age verification under restaurant policy or law.
2. Ask the guest for an approved, unexpired identification document before preparing or delivering alcohol.
3. Hold the identification in the approved manner and compare the photograph, physical description, birth date, and expiration date to the guest.
4. Check for alteration, damage, mismatched fonts, lifted photo, inconsistent laminate, or other signs of invalid identification.
5. Calculate age using the restaurant's approved method; do not rely on appearance, memory, or another employee's prior check.
6. Ask only approved verification questions when identity remains uncertain and avoid retaining or photographing identification unless authorized.
7. Decline service and notify the manager when identification is absent, expired, altered, borrowed, inconsistent, or otherwise unacceptable.
8. Return the identification to the guest unless law or approved policy directs another action; do not confiscate it on personal judgment.
9. Record disputed or refused identification when required and communicate the decision to authorized service employees.
10. Continue to monitor responsible service after age is verified; age verification does not remove intoxication controls.

78. Age Verification SOP - VERIFICATION & CUSTOMIZATION

MANAGER VERIFICATION:

☐ The employee can state the product or service trigger, responsible-service limit, assigned authority, and escalation point for age verification.

☐ Ask the guest for an approved, unexpired identification document before preparing or delivering alcohol.

☐ Check for alteration, damage, mismatched fonts, lifted photo, inconsistent laminate, or other signs of invalid identification.

☐ Ask only approved verification questions when identity remains uncertain and avoid retaining or photographing identification unless authorized.

☐ Return the identification to the guest unless law or approved policy directs another action; do not confiscate it on personal judgment.

☐ Continue to monitor responsible service after age is verified; age verification does not remove intoxication controls.

COMMON MISTAKES TO AVOID:

- Relying on appearance, familiarity, or another employee's prior check instead of inspecting identification.
- Accepting expired, altered, damaged, borrowed, photographed, or unapproved identification.
- Calculating age incorrectly or failing to compare the guest with the document.
- Confiscating or photographing identification outside law and approved policy.
- Treating age verification as permission to ignore later intoxication or conduct concerns.

RESTAURANT-SPECIFIC CUSTOMIZATION:

- Approved beverage recipe, pour, garnish, or service standard: _____
- POS, tab, inventory, spill, comp, or responsible-service system: _____
- Age-verification, refusal, incident, or manager escalation role: _____
- Ticket, greeting, service, restock, or closing target: _____
- State/local alcohol, payment-security, sanitation, or licensing requirement reviewed: _____
- Bar-specific equipment, product, glassware, or station adjustments: _____
- _____

TRAINING SIGN-OFF:

Employee Name	_____
Trainer / Manager	_____
Training Date	_____
Training Verification	☐ Not Ready ☐ Retrain ☐ Approved

REVISION NOTE: Record future changes in the restaurant master SOP index and retrain affected employees when the approved process changes.

79. Refusal of Alcohol Service SOP

SOP ID	V1-079	**VERSION**	1.0
EFFECTIVE DATE	_____	**OWNER**	_____
APPROVED BY	_____	**NEXT REVIEW**	_____

PURPOSE: To refuse alcohol service calmly, consistently, and safely while involving management and documenting the reason when required.

APPLIES TO: Bartenders, servers, hosts where applicable, security employees, shift leads, and managers.

RESPONSIBILITY: Every employee stops and escalates questionable alcohol service. The manager leads refusal, safety planning, and documentation.

WHEN USED: Before and throughout any alcohol-related transaction or whenever eligibility or safety is uncertain.

REQUIRED MATERIALS / INFORMATION:

- Current beverage recipes and portion guide
- Responsible-service and age-verification resources
- Responsible alcohol-service policy
- Acceptable identification guide
- Guest check or service history

CRITICAL STANDARDS:

- Alcohol service follows applicable law, licensing requirements, training, and company policy.
- Age and identification are verified whenever required; employees do not guess.
- Service stops and management is notified when safety or eligibility is uncertain.
- Refusals and significant concerns are handled calmly and documented objectively.

PROCEDURE:

1. Identify the reason service must be refused, including age, identification, intoxication, prior manager decision, behavior, or policy restriction.
2. Notify the manager before refusal whenever time and safety allow and coordinate one consistent message.
3. Approach calmly, maintain safe distance, and use brief approved wording without accusation, debate, or public embarrassment.
4. State that no additional alcohol will be served and do not negotiate another drink, another server, or a different payment method.
5. Remove or secure pending alcohol only when safe and authorized; do not touch guest property or use physical force.
6. Offer approved nonalcoholic options, food, check settlement, or safe-transport assistance when appropriate.
7. Alert authorized employees so another server or bar position does not unknowingly continue service.
8. Escalate threats, violence, medical concerns, impaired driving risk, or refusal to leave according to the emergency and security plan.
9. Document the time, reason, employees involved, guest response, manager action, and any transportation or responder contact.
10. Review the incident at handoff and preserve relevant checks, video, witness, and transaction information.

79. Refusal of Alcohol Service SOP - VERIFICATION & CUSTOMIZATION

MANAGER VERIFICATION:

☐ The employee can state the product or service trigger, responsible-service limit, assigned authority, and escalation point for refusal of alcohol service.

☐ Notify the manager before refusal whenever time and safety allow and coordinate one consistent message.

☐ State that no additional alcohol will be served and do not negotiate another drink, another server, or a different payment method.

☐ Offer approved nonalcoholic options, food, check settlement, or safe-transport assistance when appropriate.

☐ Escalate threats, violence, medical concerns, impaired driving risk, or refusal to leave according to the emergency and security plan.

☐ Review the incident at handoff and preserve relevant checks, video, witness, and transaction information.

COMMON MISTAKES TO AVOID:

- Refusing service without coordinating with the manager and other authorized servers.
- Debating, accusing, embarrassing, or threatening the guest.
- Allowing the guest to order through another employee after refusal.
- Touching the guest, their property, or their drink when it is not safe or authorized.
- Failing to document the reason, guest response, transportation, threats, and manager actions.

RESTAURANT-SPECIFIC CUSTOMIZATION:

- Approved beverage recipe, pour, garnish, or service standard: _____
- POS, tab, inventory, spill, comp, or responsible-service system: _____
- Age-verification, refusal, incident, or manager escalation role: _____
- Ticket, greeting, service, restock, or closing target: _____
- State/local alcohol, payment-security, sanitation, or licensing requirement reviewed: _____
- Bar-specific equipment, product, glassware, or station adjustments: _____
- _____

TRAINING SIGN-OFF:

Employee Name	_____
Trainer / Manager	_____
Training Date	_____
Training Verification	☐ Not Ready ☐ Retrain ☐ Approved

REVISION NOTE: Record future changes in the restaurant master SOP index and retrain affected employees when the approved process changes.

80. Intoxicated Guest Escalation SOP

SOP ID	V1-080	**VERSION**	1.0
EFFECTIVE DATE	_____	**OWNER**	_____
APPROVED BY	_____	**NEXT REVIEW**	_____

PURPOSE: To protect an apparently intoxicated guest and others by stopping service, notifying management, arranging safe next steps, and documenting the event.

APPLIES TO: Bartenders, servers, hosts where applicable, security employees, shift leads, and managers.

RESPONSIBILITY: Every employee stops and escalates questionable alcohol service. The manager leads refusal, safety planning, and documentation.

WHEN USED: Before and throughout any alcohol-related transaction or whenever eligibility or safety is uncertain.

REQUIRED MATERIALS / INFORMATION:

- Current beverage recipes and portion guide
- Responsible-service and age-verification resources
- Responsible alcohol-service policy
- Acceptable identification guide
- Guest check or service history

CRITICAL STANDARDS:

- Alcohol service follows applicable law, licensing requirements, training, and company policy.
- Age and identification are verified whenever required; employees do not guess.
- Service stops and management is notified when safety or eligibility is uncertain.
- Refusals and significant concerns are handled calmly and documented objectively.

PROCEDURE:

1. Observe and confirm specific behaviors that may indicate impairment, medical distress, escalating aggression, or inability to travel safely.
2. Notify the manager immediately and stop additional alcohol service while the situation is assessed.
3. Review the guest's check, known consumption, food intake, companions, prior refusals, and transportation plan without making a diagnosis.
4. Approach with a second authorized employee when appropriate and use calm, nonjudgmental language.
5. Remove additional alcohol only when safe and authorized; provide water, food, or a quieter area if approved and helpful.
6. Encourage a sober companion, rideshare, taxi, or other approved safe-transport option and record who accepted responsibility when policy requires.
7. Do not allow employees to physically restrain, search, or transport the guest unless specifically trained and authorized.
8. Call emergency services or law enforcement when there is medical distress, violence, a weapon, immediate driving danger, or another urgent threat.
9. Protect other guests, employees, exits, and evidence while maintaining privacy and avoiding unnecessary confrontation.
10. Complete the incident record and manager follow-up, including service history, decisions, transportation, responders, and employee handoff.

80. Intoxicated Guest Escalation SOP - VERIFICATION & CUSTOMIZATION

MANAGER VERIFICATION:

□ The employee can state the product or service trigger, responsible-service limit, assigned authority, and escalation point for intoxicated guest escalation.

□ Notify the manager immediately and stop additional alcohol service while the situation is assessed.

□ Approach with a second authorized employee when appropriate and use calm, nonjudgmental language.

□ Encourage a sober companion, rideshare, taxi, or other approved safe-transport option and record who accepted responsibility when policy requires.

□ Call emergency services or law enforcement when there is medical distress, violence, a weapon, immediate driving danger, or another urgent threat.

□ Complete the incident record and manager follow-up, including service history, decisions, transportation, responders, and employee handoff.

COMMON MISTAKES TO AVOID:

• Treating suspected impairment as a diagnosis or relying on one behavior without reviewing the situation.

• Continuing alcohol service while management decides what to do.

• Physically restraining, searching, or personally transporting the guest without training and authority.

• Ignoring medical distress, aggression, weapons, or immediate impaired-driving risk.

• Closing the incident without objective observations, service history, transportation, responder, and follow-up records.

RESTAURANT-SPECIFIC CUSTOMIZATION:

• Approved beverage recipe, pour, garnish, or service standard: _____

• POS, tab, inventory, spill, comp, or responsible-service system: _____

• Age-verification, refusal, incident, or manager escalation role: _____

• Ticket, greeting, service, restock, or closing target: _____

• State/local alcohol, payment-security, sanitation, or licensing requirement reviewed: _____

• Bar-specific equipment, product, glassware, or station adjustments: _____

• _____

TRAINING SIGN-OFF:

Employee Name	_____
Trainer / Manager	_____
Training Date	_____
Training Verification	□ Not Ready □ Retrain □ Approved

REVISION NOTE: Record future changes in the restaurant master SOP index and retrain affected employees when the approved process changes.

81. Service Well SOP

SOP ID	V1-081	**VERSION**	1.0
EFFECTIVE DATE	_____	**OWNER**	_____
APPROVED BY	_____	**NEXT REVIEW**	_____

PURPOSE: To operate the service well so drink tickets are prioritized, prepared accurately, staged safely, and transferred to servers without delay or confusion.

APPLIES TO: Guest-facing employees, service assistants, trainers, shift leads, and managers.

RESPONSIBILITY: The assigned employee performs the service and communicates needs. The manager handles exceptions and actions beyond employee authority.

WHEN USED: Whenever service well is required during opening, service, shift transition, or closing.

REQUIRED MATERIALS / INFORMATION:

- Current beverage recipes and portion guide
- Responsible-service and age-verification resources
- Current ticket, table, order, or guest information
- Approved trays, service tools, or supplies
- Table and seat-position standard

CRITICAL STANDARDS:

- The correct guest, table, seat, item, and order are confirmed before service.
- Food, beverages, serviceware, and guest property are handled safely.
- Allergy, temperature, quality, identity, and missing-item concerns are stopped and escalated.
- Completion and unresolved needs are communicated to the responsible employee or manager.

PROCEDURE:

1. Confirm the correct guest, table, seat, order, timing, and responsible employee for service well.
2. Inspect the ticket, item, tools, identifiers, and required accompaniments before beginning.
3. Choose the approved service method and safe route and obtain help rather than taking an unsafe shortcut.
4. Organize current tickets, clean tools, glassware, garnishes, ingredients, and designated pickup positions.
5. Follow the approved first-in sequence while recognizing allergy, remake, missing-drink, and manager-approved priorities.
6. Place completed drinks with clear ticket, table, and seat identification and communicate realistic delays.
7. Report unclaimed drinks, recurring waits, shortages, or quality decline before remaking or discarding.
8. Stop when identity, allergy, quality, temperature, or safety information does not match.
9. Notify the responsible employee or manager of completion and every remaining guest need.
10. Return equipment, reset the area or system, and document material exceptions before the next task.

81. Service Well SOP - VERIFICATION & CUSTOMIZATION

MANAGER VERIFICATION:

☐ The employee can state the product or service trigger, responsible-service limit, assigned authority, and escalation point for service well.

☐ Organize current tickets, clean tools, glassware, garnishes, ingredients, and designated pickup positions.

☐ Follow the approved first-in sequence while recognizing allergy, remake, missing-drink, and manager-approved priorities.

☐ Place completed drinks with clear ticket, table, and seat identification and communicate realistic delays.

☐ Report unclaimed drinks, recurring waits, shortages, or quality decline before remaking or discarding.

☐ Notify the responsible employee or manager of completion and every remaining guest need.

COMMON MISTAKES TO AVOID:

- Beginning service well without confirming the guest, table, seat, item, timing, and responsible employee.
- Skipping an allergy, temperature, quality, identity, readiness, or safe-handling check to save time.
- Using an unsafe route, overloaded tray, unapproved handling method, or intrusive guest approach.
- Failing to communicate a delay, rejected item, missing need, or completed handoff promptly.
- Resetting the area or moving to another task while a guest need or exception remains unassigned.

RESTAURANT-SPECIFIC CUSTOMIZATION:

- Approved beverage recipe, pour, garnish, or service standard: _____
- POS, tab, inventory, spill, comp, or responsible-service system: _____
- Age-verification, refusal, incident, or manager escalation role: _____
- Ticket, greeting, service, restock, or closing target: _____
- State/local alcohol, payment-security, sanitation, or licensing requirement reviewed: _____
- Bar-specific equipment, product, glassware, or station adjustments: _____
- _____

TRAINING SIGN-OFF:

Employee Name	_____
Trainer / Manager	_____
Training Date	_____
Training Verification	☐ Not Ready ☐ Retrain ☐ Approved

REVISION NOTE: Record future changes in the restaurant master SOP index and retrain affected employees when the approved process changes.

82. Server Drink Ticket Prioritization SOP

SOP ID	V1-082	**VERSION**	1.0
EFFECTIVE DATE	_____	**OWNER**	_____
APPROVED BY	_____	**NEXT REVIEW**	_____

PURPOSE: To prioritize server drink tickets by approved sequence, guest need, production time, and service conditions while communicating delays.

APPLIES TO: Trained bar, beverage, service, or preparation employees, plus trainers and managers.

RESPONSIBILITY: The assigned employee follows approved recipes, tools, sanitation, and quality controls. The manager verifies exceptions and waste.

WHEN USED: Whenever server drink ticket prioritization is required during opening, service, shift transition, or closing.

REQUIRED MATERIALS / INFORMATION:

- Current beverage recipes and portion guide
- Responsible-service and age-verification resources
- Current approved recipe or process guide
- Clean tools, glassware, containers, or equipment
- Measured portioning or handling controls

CRITICAL STANDARDS:

- Only clean, approved tools, products, containers, recipes, and methods are used.
- Portion, labeling, storage, quality, and cross-contact standards are followed.
- Unsafe, damaged, spoiled, or questionable items are removed from use.
- Waste, shortage, malfunction, and recurring quality problems are reported.

PROCEDURE:

1. Review the current server drink ticket prioritization recipe, process, manufacturer instruction, assignment, or production need.
2. Prepare a clean, organized area with approved tools, containers, and protective equipment.
3. Inspect product, ingredients, glassware, containers, and equipment and remove unsafe or unapproved items.
4. Organize current tickets, clean tools, glassware, garnishes, ingredients, and designated pickup positions.
5. Follow the approved first-in sequence while recognizing allergy, remake, missing-drink, and manager-approved priorities.
6. Place completed drinks with clear ticket, table, and seat identification and communicate realistic delays.
7. Report unclaimed drinks, recurring waits, shortages, or quality decline before remaking or discarding.
8. Check portion, quality, label, temperature, cleanliness, safety, and final presentation against standard.
9. Correct or discard unacceptable work and report recurring waste, malfunction, or shortage.
10. Clean, store, reset, and document the area or equipment before the task is complete.

82. Server Drink Ticket Prioritization SOP - VERIFICATION & CUSTOMIZATION

MANAGER VERIFICATION:

☐ The employee can state the product or service trigger, responsible-service limit, assigned authority, and escalation point for server drink ticket prioritization.

☐ Organize current tickets, clean tools, glassware, garnishes, ingredients, and designated pickup positions.

☐ Follow the approved first-in sequence while recognizing allergy, remake, missing-drink, and manager-approved priorities.

☐ Place completed drinks with clear ticket, table, and seat identification and communicate realistic delays.

☐ Report unclaimed drinks, recurring waits, shortages, or quality decline before remaking or discarding.

☐ Correct or discard unacceptable work and report recurring waste, malfunction, or shortage.

COMMON MISTAKES TO AVOID:

- Beginning server drink ticket prioritization without the current recipe, approved tools, clean equipment, and correct product.
- Estimating portions, substitutions, temperatures, or preparation steps instead of following the standard.
- Using contaminated, damaged, expired, mislabeled, or unapproved ingredients, glassware, or equipment.
- Serving or storing work that fails quality, sanitation, portion, or presentation checks.
- Failing to record waste, shortage, malfunction, correction, and final reset.

RESTAURANT-SPECIFIC CUSTOMIZATION:

- Approved beverage recipe, pour, garnish, or service standard: _____
- POS, tab, inventory, spill, comp, or responsible-service system: _____
- Age-verification, refusal, incident, or manager escalation role: _____
- Ticket, greeting, service, restock, or closing target: _____
- State/local alcohol, payment-security, sanitation, or licensing requirement reviewed: _____
- Bar-specific equipment, product, glassware, or station adjustments: _____
- _____

TRAINING SIGN-OFF:

Employee Name	_____
Trainer / Manager	_____
Training Date	_____
Training Verification	☐ Not Ready ☐ Retrain ☐ Approved

REVISION NOTE: Record future changes in the restaurant master SOP index and retrain affected employees when the approved process changes.

83. Draft Beer Service SOP

SOP ID	V1-083	**VERSION**	1.0
EFFECTIVE DATE	_____	**OWNER**	_____
APPROVED BY	_____	**NEXT REVIEW**	_____

PURPOSE: To pour and serve draft beer with the correct glassware, temperature, head, portion, sanitation, and product-loss controls.

APPLIES TO: Trained bar, beverage, service, or preparation employees, plus trainers and managers.

RESPONSIBILITY: The assigned employee follows approved recipes, tools, sanitation, and quality controls. The manager verifies exceptions and waste.

WHEN USED: Whenever draft beer service is required during opening, service, shift transition, or closing.

REQUIRED MATERIALS / INFORMATION:

- Current beverage recipes and portion guide
- Responsible-service and age-verification resources
- Current approved recipe or process guide
- Clean tools, glassware, containers, or equipment
- Measured portioning or handling controls

CRITICAL STANDARDS:

- Only clean, approved tools, products, containers, recipes, and methods are used.
- Portion, labeling, storage, quality, and cross-contact standards are followed.
- Unsafe, damaged, spoiled, or questionable items are removed from use.
- Waste, shortage, malfunction, and recurring quality problems are reported.

PROCEDURE:

1. Confirm the correct beer, keg, tap, glassware, temperature, and service size before pouring.
2. Inspect the glass for cleanliness, chips, lipstick, detergent film, odor, and correct style.
3. Open the tap fully in one motion; do not partially open it or allow the faucet to contact the glass or beer.
4. Hold the glass at the approved angle and position to control foam without touching the faucet.
5. Straighten the glass near completion and create the restaurant's approved head.
6. Stop and report excessive foam, flat beer, off odor, unusual color, warm product, slow flow, or suspected line contamination.
7. Never mix old and new pours, return overflow to service, or serve from an unapproved tap.
8. Wipe the exterior, verify presentation, and deliver promptly with the correct check or ticket.
9. Record waste or comp according to policy and communicate keg or line concerns to the manager.
10. Keep the faucet, drip tray, surrounding area, and glass-storage zone clean during service.

83. Draft Beer Service SOP - VERIFICATION & CUSTOMIZATION

MANAGER VERIFICATION:

☐ The employee can state the product or service trigger, responsible-service limit, assigned authority, and escalation point for draft beer service.

☐ Inspect the glass for cleanliness, chips, lipstick, detergent film, odor, and correct style.

☐ Hold the glass at the approved angle and position to control foam without touching the faucet.

☐ Stop and report excessive foam, flat beer, off odor, unusual color, warm product, slow flow, or suspected line contamination.

☐ Wipe the exterior, verify presentation, and deliver promptly with the correct check or ticket.

☐ Keep the faucet, drip tray, surrounding area, and glass-storage zone clean during service.

COMMON MISTAKES TO AVOID:

- Partially opening the tap, touching the faucet to the glass, or using warm, dirty, chipped, or incorrect glassware.
- Serving excessive foam, flat beer, off odor, wrong product, or poor temperature without investigation.
- Mixing old and new pours or returning overflow to service.
- Failing to report line, keg, regulator, temperature, or sanitation problems.
- Omitting waste, comp, keg-change, or maintenance documentation.

RESTAURANT-SPECIFIC CUSTOMIZATION:

- Approved beverage recipe, pour, garnish, or service standard: _____
- POS, tab, inventory, spill, comp, or responsible-service system: _____
- Age-verification, refusal, incident, or manager escalation role: _____
- Ticket, greeting, service, restock, or closing target: _____
- State/local alcohol, payment-security, sanitation, or licensing requirement reviewed: _____
- Bar-specific equipment, product, glassware, or station adjustments: _____
- _____

TRAINING SIGN-OFF:

Employee Name	_____
Trainer / Manager	_____
Training Date	_____
Training Verification	☐ Not Ready ☐ Retrain ☐ Approved

REVISION NOTE: Record future changes in the restaurant master SOP index and retrain affected employees when the approved process changes.

84. Bottled and Canned Beverage Service SOP

SOP ID	V1-084	**VERSION**	1.0
EFFECTIVE DATE	_____	**OWNER**	_____
APPROVED BY	_____	**NEXT REVIEW**	_____

PURPOSE: To serve bottled and canned beverages safely with correct product identification, opening method, glassware, temperature, and inventory control.

APPLIES TO: Trained bar, beverage, service, or preparation employees, plus trainers and managers.

RESPONSIBILITY: The assigned employee follows approved recipes, tools, sanitation, and quality controls. The manager verifies exceptions and waste.

WHEN USED: Whenever bottled and canned beverage service is required during opening, service, shift transition, or closing.

REQUIRED MATERIALS / INFORMATION:

- Current beverage recipes and portion guide
- Responsible-service and age-verification resources
- Current approved recipe or process guide
- Clean tools, glassware, containers, or equipment
- Measured portioning or handling controls

CRITICAL STANDARDS:

- Only clean, approved tools, products, containers, recipes, and methods are used.
- Portion, labeling, storage, quality, and cross-contact standards are followed.
- Unsafe, damaged, spoiled, or questionable items are removed from use.
- Waste, shortage, malfunction, and recurring quality problems are reported.

PROCEDURE:

1. Confirm the exact bottled or canned beverage, size, price, service method, and guest age requirement when applicable.
2. Inspect the container for damage, bulging, leakage, rust, broken seal, incorrect date, or contamination.
3. Select clean approved glassware when the beverage is served with a glass.
4. Open the container using the approved tool and away from guests, food, and breakable items.
5. Do not place the opener, cap, bottle neck, or can rim on unclean surfaces.
6. Pour only when the service standard requires it, avoiding contact between the container and glass.
7. Present or dispose of the cap, cork, or container according to policy and guest preference.
8. Deliver the correct beverage promptly and confirm any garnish, ice, or accompaniment.
9. Record damaged product, wrong pulls, comps, or waste and return unopened product to the correct storage location.
10. Keep coolers, bins, openers, drains, and surrounding surfaces clean and organized.

84. Bottled and Canned Beverage Service SOP - VERIFICATION & CUSTOMIZATION

MANAGER VERIFICATION:

☐ The employee can state the product or service trigger, responsible-service limit, assigned authority, and escalation point for bottled and canned beverage service.
☐ Inspect the container for damage, bulging, leakage, rust, broken seal, incorrect date, or contamination.
☐ Open the container using the approved tool and away from guests, food, and breakable items.
☐ Pour only when the service standard requires it, avoiding contact between the container and glass.
☐ Deliver the correct beverage promptly and confirm any garnish, ice, or accompaniment.
☐ Keep coolers, bins, openers, drains, and surrounding surfaces clean and organized.

COMMON MISTAKES TO AVOID:

• Serving a damaged, leaking, bulging, expired, rusty, or contaminated container.
• Using an unclean opener or allowing the rim or bottle neck to contact dirty surfaces.
• Opening containers toward guests, food, or breakable items.
• Delivering the wrong size, product, glass, garnish, or age-controlled beverage.
• Failing to record damaged product, wrong pulls, comps, and waste.

RESTAURANT-SPECIFIC CUSTOMIZATION:

• Approved beverage recipe, pour, garnish, or service standard: _____
• POS, tab, inventory, spill, comp, or responsible-service system: _____
• Age-verification, refusal, incident, or manager escalation role: _____
• Ticket, greeting, service, restock, or closing target: _____
• State/local alcohol, payment-security, sanitation, or licensing requirement reviewed: _____
• Bar-specific equipment, product, glassware, or station adjustments: _____
• _____

TRAINING SIGN-OFF:

Employee Name	_____
Trainer / Manager	_____
Training Date	_____
Training Verification	☐ Not Ready ☐ Retrain ☐ Approved

REVISION NOTE: Record future changes in the restaurant master SOP index and retrain affected employees when the approved process changes.

85. Wine Service SOP

SOP ID	V1-085	**VERSION**	1.0
EFFECTIVE DATE	_____	**OWNER**	_____
APPROVED BY	_____	**NEXT REVIEW**	_____

PURPOSE: To present, open, pour, and serve wine according to the restaurant's service level, responsible-service policy, and product standards.

APPLIES TO: Trained bar, beverage, service, or preparation employees, plus trainers and managers.

RESPONSIBILITY: The assigned employee follows approved recipes, tools, sanitation, and quality controls. The manager verifies exceptions and waste.

WHEN USED: Whenever wine service is required during opening, service, shift transition, or closing.

REQUIRED MATERIALS / INFORMATION:

- Current beverage recipes and portion guide
- Responsible-service and age-verification resources
- Current approved recipe or process guide
- Clean tools, glassware, containers, or equipment
- Measured portioning or handling controls

CRITICAL STANDARDS:

- Only clean, approved tools, products, containers, recipes, and methods are used.
- Portion, labeling, storage, quality, and cross-contact standards are followed.
- Unsafe, damaged, spoiled, or questionable items are removed from use.
- Waste, shortage, malfunction, and recurring quality problems are reported.

PROCEDURE:

1. Confirm the wine, vintage when relevant, bottle or glass size, price, service temperature, and guest order.
2. Select clean, odor-free, chip-free glassware appropriate to the restaurant's service standard.
3. Present the bottle label to the ordering guest before opening when full-bottle service is used.
4. Open the bottle safely with the approved tool and inspect the closure, neck, and wine for obvious defects.
5. Offer the approved verification pour when required and wait for guest confirmation without debating preference.
6. Pour the approved portion without touching the glass rim or overfilling.
7. Keep the label visible, wipe drips, and place or chill the bottle according to the service standard.
8. For by-the-glass service, protect open bottles with the approved date, preservation, storage, and discard controls.
9. Escalate suspected cork taint, oxidation, wrong vintage, broken cork, or guest rejection to the manager.
10. Record waste, replacement, comp, or open-bottle transfer and return tools and wine to proper storage.

85. Wine Service SOP - VERIFICATION & CUSTOMIZATION

MANAGER VERIFICATION:

☐ The employee can state the product or service trigger, responsible-service limit, assigned authority, and escalation point for wine service.
☐ Select clean, odor-free, chip-free glassware appropriate to the restaurant's service standard.
☐ Open the bottle safely with the approved tool and inspect the closure, neck, and wine for obvious defects.
☐ Pour the approved portion without touching the glass rim or overfilling.
☐ For by-the-glass service, protect open bottles with the approved date, preservation, storage, and discard controls.
☐ Record waste, replacement, comp, or open-bottle transfer and return tools and wine to proper storage.

COMMON MISTAKES TO AVOID:

• Opening the wrong wine, vintage, size, or price before guest confirmation.
• Using dirty, chipped, warm, or strongly scented glassware.
• Overpouring, touching the rim, hiding the label, or skipping the approved verification pour.
• Serving oxidized, corked, improperly stored, or overdue open wine.
• Failing to document replacement, waste, comp, and open-bottle control.

RESTAURANT-SPECIFIC CUSTOMIZATION:

• Approved beverage recipe, pour, garnish, or service standard: _____
• POS, tab, inventory, spill, comp, or responsible-service system: _____
• Age-verification, refusal, incident, or manager escalation role: _____
• Ticket, greeting, service, restock, or closing target: _____
• State/local alcohol, payment-security, sanitation, or licensing requirement reviewed: _____
• Bar-specific equipment, product, glassware, or station adjustments: _____
• _____

TRAINING SIGN-OFF:

Employee Name	_____
Trainer / Manager	_____
Training Date	_____
Training Verification	☐ Not Ready ☐ Retrain ☐ Approved

REVISION NOTE: Record future changes in the restaurant master SOP index and retrain affected employees when the approved process changes.

86. Cocktail Garnish Preparation SOP

SOP ID	V1-086	**VERSION**	1.0
EFFECTIVE DATE	_____	**OWNER**	_____
APPROVED BY	_____	**NEXT REVIEW**	_____

PURPOSE: To prepare, label, store, rotate, and handle cocktail garnishes in a sanitary way that protects quality, allergens, and waste control.

APPLIES TO: Trained bar, beverage, service, or preparation employees, plus trainers and managers.

RESPONSIBILITY: The assigned employee follows approved recipes, tools, sanitation, and quality controls. The manager verifies exceptions and waste.

WHEN USED: Whenever cocktail garnish preparation is required during opening, service, shift transition, or closing.

REQUIRED MATERIALS / INFORMATION:

- Current beverage recipes and portion guide
- Responsible-service and age-verification resources
- Current approved recipe or process guide
- Clean tools, glassware, containers, or equipment
- Measured portioning or handling controls

CRITICAL STANDARDS:

- Only clean, approved tools, products, containers, recipes, and methods are used.
- Portion, labeling, storage, quality, and cross-contact standards are followed.
- Unsafe, damaged, spoiled, or questionable items are removed from use.
- Waste, shortage, malfunction, and recurring quality problems are reported.

PROCEDURE:

1. Review the current cocktail garnish preparation recipe, process, manufacturer instruction, assignment, or production need.
2. Prepare a clean, organized area with approved tools, containers, and protective equipment.
3. Inspect product, ingredients, glassware, containers, and equipment and remove unsafe or unapproved items.
4. Clean and sanitize the prep area and gather approved produce, tools, containers, and labels.
5. Inspect ingredients and discard spoiled, damaged, contaminated, or unapproved product.
6. Cut and portion garnishes to the current recipe using safe knife and food-handling practices.
7. Date, label, cover, store, rotate, and replenish garnishes and record unusual waste.
8. Check portion, quality, label, temperature, cleanliness, safety, and final presentation against standard.
9. Correct or discard unacceptable work and report recurring waste, malfunction, or shortage.
10. Clean, store, reset, and document the area or equipment before the task is complete.

86. Cocktail Garnish Preparation SOP - VERIFICATION & CUSTOMIZATION

MANAGER VERIFICATION:

☐ The employee can state the product or service trigger, responsible-service limit, assigned authority, and escalation point for cocktail garnish preparation.
☐ Clean and sanitize the prep area and gather approved produce, tools, containers, and labels.
☐ Inspect ingredients and discard spoiled, damaged, contaminated, or unapproved product.
☐ Cut and portion garnishes to the current recipe using safe knife and food-handling practices.
☐ Date, label, cover, store, rotate, and replenish garnishes and record unusual waste.
☐ Correct or discard unacceptable work and report recurring waste, malfunction, or shortage.

COMMON MISTAKES TO AVOID:

- Beginning cocktail garnish preparation without the current recipe, approved tools, clean equipment, and correct product.
- Estimating portions, substitutions, temperatures, or preparation steps instead of following the standard.
- Using contaminated, damaged, expired, mislabeled, or unapproved ingredients, glassware, or equipment.
- Serving or storing work that fails quality, sanitation, portion, or presentation checks.
- Failing to record waste, shortage, malfunction, correction, and final reset.

RESTAURANT-SPECIFIC CUSTOMIZATION:

- Approved beverage recipe, pour, garnish, or service standard: _____
- POS, tab, inventory, spill, comp, or responsible-service system: _____
- Age-verification, refusal, incident, or manager escalation role: _____
- Ticket, greeting, service, restock, or closing target: _____
- State/local alcohol, payment-security, sanitation, or licensing requirement reviewed: _____
- Bar-specific equipment, product, glassware, or station adjustments: _____
- _____

TRAINING SIGN-OFF:

Employee Name	_____
Trainer / Manager	_____
Training Date	_____
Training Verification	☐ Not Ready ☐ Retrain ☐ Approved

REVISION NOTE: Record future changes in the restaurant master SOP index and retrain affected employees when the approved process changes.

87. Bar Cash Handling SOP

SOP ID	V1-087	**VERSION**	1.0
EFFECTIVE DATE	_____	**OWNER**	_____
APPROVED BY	_____	**NEXT REVIEW**	_____

PURPOSE: To receive, secure, process, and reconcile bar cash accurately while preserving employee accountability and the transaction audit trail.

APPLIES TO: Authorized POS, cash, payment, and management employees.

RESPONSIBILITY: The employee uses individual credentials and preserves custody. The manager verifies authority, records, balances, and exceptions.

WHEN USED: Whenever the related POS, cash, payment, approval, refund, or reconciliation action is required.

REQUIRED MATERIALS / INFORMATION:

- POS transaction and audit reports
- Secure cash, payment, or approval records
- Individual POS or cash credentials
- Guest check, drawer, or transaction record
- Authority and reason-code guide

CRITICAL STANDARDS:

- Employees use only individual credentials and the correct guest check, drawer, or record.
- Cash, payment data, approvals, and audit records remain secure and traceable.
- No employee alters records or uses personal funds to hide an error or variance.
- Differences and disputed activity are preserved and escalated before adjustment.

PROCEDURE:

1. Identify the employee, guest check, drawer, payment, item, amount, and reason connected to bar cash handling.
2. Use only individual credentials and confirm the correct system, business date, location, and assigned custody.
3. Review the original ticket, receipt, authorization, balance, or supporting record before moving value.
4. Count and acknowledge the assigned bank before transactions and keep personal money, tips, and restaurant funds separated.
5. Enter every sale before payment and place cash directly in the assigned drawer.
6. Provide correct change and complete drops, transfers, and paid-outs only through the approved process.
7. Reconcile sales, cash, tips, receipts, and variances with the manager before surrendering custody.
8. Stop for manager review when identity, amount, authority, payment data, cash count, or audit information does not agree.
9. Verify the final balance, receipt, tender, reason code, custody, and system status.
10. Secure funds and records and document approvals, variances, disputes, and unusual activity.

87. Bar Cash Handling SOP - VERIFICATION & CUSTOMIZATION

MANAGER VERIFICATION:

☐ The employee can state the product or service trigger, responsible-service limit, assigned authority, and escalation point for bar cash handling.

☐ Count and acknowledge the assigned bank before transactions and keep personal money, tips, and restaurant funds separated.

☐ Enter every sale before payment and place cash directly in the assigned drawer.

☐ Provide correct change and complete drops, transfers, and paid-outs only through the approved process.

☐ Reconcile sales, cash, tips, receipts, and variances with the manager before surrendering custody.

☐ Verify the final balance, receipt, tender, reason code, custody, and system status.

COMMON MISTAKES TO AVOID:

- Beginning bar cash handling without verifying the check, drawer, amount, reason, authority, and business date.
- Sharing credentials, bypassing required approval, or moving value outside the recorded system.
- Counting or reviewing funds where unauthorized employees or guests can observe or interfere.
- Forcing a transaction through when the receipt, tender, balance, or audit record does not agree.
- Closing the record without manager verification, secure custody, and documented variance.

RESTAURANT-SPECIFIC CUSTOMIZATION:

- Approved beverage recipe, pour, garnish, or service standard: _____
- POS, tab, inventory, spill, comp, or responsible-service system: _____
- Age-verification, refusal, incident, or manager escalation role: _____
- Ticket, greeting, service, restock, or closing target: _____
- State/local alcohol, payment-security, sanitation, or licensing requirement reviewed: _____
- Bar-specific equipment, product, glassware, or station adjustments: _____
- _____

TRAINING SIGN-OFF:

Employee Name	_____
Trainer / Manager	_____
Training Date	_____
Training Verification	☐ Not Ready ☐ Retrain ☐ Approved

REVISION NOTE: Record future changes in the restaurant master SOP index and retrain affected employees when the approved process changes.

88. Bar Tab Opening and Closing SOP

SOP ID	V1-088	**VERSION**	1.0
EFFECTIVE DATE	_____	**OWNER**	_____
APPROVED BY	_____	**NEXT REVIEW**	_____

PURPOSE: To open, maintain, transfer, and close bar tabs accurately while protecting guest identity, payment security, authorization, and unresolved balances.

APPLIES TO: Authorized POS, cash, payment, and management employees.

RESPONSIBILITY: The employee uses individual credentials and preserves custody. The manager verifies authority, records, balances, and exceptions.

WHEN USED: Before the assigned station, department, or building begins service or changes opening responsibility.

REQUIRED MATERIALS / INFORMATION:

- POS transaction and audit reports
- Secure cash, payment, or approval records
- Individual POS or cash credentials
- Guest check, drawer, or transaction record
- Authority and reason-code guide

CRITICAL STANDARDS:

- Employees use only individual credentials and the correct guest check, drawer, or record.
- Cash, payment data, approvals, and audit records remain secure and traceable.
- No employee alters records or uses personal funds to hide an error or variance.
- Differences and disputed activity are preserved and escalated before adjustment.

PROCEDURE:

1. Identify the employee, guest check, drawer, payment, item, amount, and reason connected to bar tab opening and closing.
2. Use only individual credentials and confirm the correct system, business date, location, and assigned custody.
3. Review the original ticket, receipt, authorization, balance, or supporting record before moving value.
4. Create the tab under the approved guest identifier and follow card-authorization or security policy.
5. Enter items promptly and verify transfers, shared items, seat positions, and bartender responsibility.
6. Review the itemized check, process payment, and return the card and receipt promptly.
7. Close the correct tab and escalate abandoned, disputed, or declined tabs to the manager.
8. Stop for manager review when identity, amount, authority, payment data, cash count, or audit information does not agree.
9. Verify the final balance, receipt, tender, reason code, custody, and system status.
10. Secure funds and records and document approvals, variances, disputes, and unusual activity.

88. Bar Tab Opening and Closing SOP - VERIFICATION & CUSTOMIZATION

MANAGER VERIFICATION:

☐ The employee can state the product or service trigger, responsible-service limit, assigned authority, and escalation point for bar tab opening and closing.
☐ Create the tab under the approved guest identifier and follow card-authorization or security policy.
☐ Enter items promptly and verify transfers, shared items, seat positions, and bartender responsibility.
☐ Review the itemized check, process payment, and return the card and receipt promptly.
☐ Close the correct tab and escalate abandoned, disputed, or declined tabs to the manager.
☐ Verify the final balance, receipt, tender, reason code, custody, and system status.

COMMON MISTAKES TO AVOID:

• Beginning bar tab opening and closing without verifying the check, drawer, amount, reason, authority, and business date.
• Sharing credentials, bypassing required approval, or moving value outside the recorded system.
• Counting or reviewing funds where unauthorized employees or guests can observe or interfere.
• Forcing a transaction through when the receipt, tender, balance, or audit record does not agree.
• Closing the record without manager verification, secure custody, and documented variance.

RESTAURANT-SPECIFIC CUSTOMIZATION:

• Approved beverage recipe, pour, garnish, or service standard: _____
• POS, tab, inventory, spill, comp, or responsible-service system: _____
• Age-verification, refusal, incident, or manager escalation role: _____
• Ticket, greeting, service, restock, or closing target: _____
• State/local alcohol, payment-security, sanitation, or licensing requirement reviewed: _____
• Bar-specific equipment, product, glassware, or station adjustments: _____
• _____

TRAINING SIGN-OFF:

Employee Name	_____
Trainer / Manager	_____
Training Date	_____
Training Verification	☐ Not Ready ☐ Retrain ☐ Approved

REVISION NOTE: Record future changes in the restaurant master SOP index and retrain affected employees when the approved process changes.

89. Bar Comp and Spill Control SOP

SOP ID	V1-089	**VERSION**	1.0
EFFECTIVE DATE	_____	**OWNER**	_____
APPROVED BY	_____	**NEXT REVIEW**	_____

PURPOSE: To authorize and document beverage comps, spills, breakage, and waste so guest recovery and product loss remain traceable.

APPLIES TO: Authorized POS, cash, payment, and management employees.

RESPONSIBILITY: The employee uses individual credentials and preserves custody. The manager verifies authority, records, balances, and exceptions.

WHEN USED: Whenever the related POS, cash, payment, approval, refund, or reconciliation action is required.

REQUIRED MATERIALS / INFORMATION:

- POS transaction and audit reports
- Secure cash, payment, or approval records
- Individual POS or cash credentials
- Guest check, drawer, or transaction record
- Authority and reason-code guide

CRITICAL STANDARDS:

- Employees use only individual credentials and the correct guest check, drawer, or record.
- Cash, payment data, approvals, and audit records remain secure and traceable.
- No employee alters records or uses personal funds to hide an error or variance.
- Differences and disputed activity are preserved and escalated before adjustment.

PROCEDURE:

1. Identify the employee, guest check, drawer, payment, item, amount, and reason connected to bar comp and spill control.
2. Use only individual credentials and confirm the correct system, business date, location, and assigned custody.
3. Review the original ticket, receipt, authorization, balance, or supporting record before moving value.
4. Identify the exact item, quantity, check, employee, time, and reason for the comp, spill, breakage, remake, or loss.
5. Obtain manager approval before adjusting the check, replacing product, or disposing of controlled inventory.
6. Use the correct POS reason code and preserve required ticket, bottle, receipt, or evidence.
7. Update the spill or waste log and report repeated, high-value, or unusual patterns.
8. Stop for manager review when identity, amount, authority, payment data, cash count, or audit information does not agree.
9. Verify the final balance, receipt, tender, reason code, custody, and system status.
10. Secure funds and records and document approvals, variances, disputes, and unusual activity.

89. Bar Comp and Spill Control SOP - VERIFICATION & CUSTOMIZATION

MANAGER VERIFICATION:

☐ The employee can state the product or service trigger, responsible-service limit, assigned authority, and escalation point for bar comp and spill control.
☐ Identify the exact item, quantity, check, employee, time, and reason for the comp, spill, breakage, remake, or loss.
☐ Obtain manager approval before adjusting the check, replacing product, or disposing of controlled inventory.
☐ Use the correct POS reason code and preserve required ticket, bottle, receipt, or evidence.
☐ Update the spill or waste log and report repeated, high-value, or unusual patterns.
☐ Verify the final balance, receipt, tender, reason code, custody, and system status.

COMMON MISTAKES TO AVOID:

• Beginning bar comp and spill control without verifying the check, drawer, amount, reason, authority, and business date.
• Sharing credentials, bypassing required approval, or moving value outside the recorded system.
• Counting or reviewing funds where unauthorized employees or guests can observe or interfere.
• Forcing a transaction through when the receipt, tender, balance, or audit record does not agree.
• Closing the record without manager verification, secure custody, and documented variance.

RESTAURANT-SPECIFIC CUSTOMIZATION:

• Approved beverage recipe, pour, garnish, or service standard: _____
• POS, tab, inventory, spill, comp, or responsible-service system: _____
• Age-verification, refusal, incident, or manager escalation role: _____
• Ticket, greeting, service, restock, or closing target: _____
• State/local alcohol, payment-security, sanitation, or licensing requirement reviewed: _____
• Bar-specific equipment, product, glassware, or station adjustments: _____
• _____

TRAINING SIGN-OFF:

Employee Name	_____
Trainer / Manager	_____
Training Date	_____
Training Verification	☐ Not Ready ☐ Retrain ☐ Approved

REVISION NOTE: Record future changes in the restaurant master SOP index and retrain affected employees when the approved process changes.

90. Bar Glassware Handling SOP

SOP ID	V1-090	**VERSION**	1.0
EFFECTIVE DATE	_____	**OWNER**	_____
APPROVED BY	_____	**NEXT REVIEW**	_____

PURPOSE: To wash, inspect, polish, handle, and store bar glassware without contaminating rims, nesting glasses, or returning damaged pieces to service.

APPLIES TO: Trained bar, beverage, service, or preparation employees, plus trainers and managers.

RESPONSIBILITY: The assigned employee follows approved recipes, tools, sanitation, and quality controls. The manager verifies exceptions and waste.

WHEN USED: Whenever bar glassware handling is required during opening, service, shift transition, or closing.

REQUIRED MATERIALS / INFORMATION:

- Current beverage recipes and portion guide
- Responsible-service and age-verification resources
- Current approved recipe or process guide
- Clean tools, glassware, containers, or equipment
- Measured portioning or handling controls

CRITICAL STANDARDS:

- Only clean, approved tools, products, containers, recipes, and methods are used.
- Portion, labeling, storage, quality, and cross-contact standards are followed.
- Unsafe, damaged, spoiled, or questionable items are removed from use.
- Waste, shortage, malfunction, and recurring quality problems are reported.

PROCEDURE:

1. Review the current bar glassware handling recipe, process, manufacturer instruction, assignment, or production need.
2. Prepare a clean, organized area with approved tools, containers, and protective equipment.
3. Inspect product, ingredients, glassware, containers, and equipment and remove unsafe or unapproved items.
4. Handle glassware by approved surfaces and avoid contact with rims and interior drinking areas.
5. Inspect every glass for chips, cracks, residue, lipstick, odor, heat damage, and improper cooling.
6. Separate broken or questionable glassware and follow the broken-glass cleanup procedure.
7. Wash, air-dry, polish when approved, and store glassware without nesting or exposure to splash and debris.
8. Check portion, quality, label, temperature, cleanliness, safety, and final presentation against standard.
9. Correct or discard unacceptable work and report recurring waste, malfunction, or shortage.
10. Clean, store, reset, and document the area or equipment before the task is complete.

90. Bar Glassware Handling SOP - VERIFICATION & CUSTOMIZATION

MANAGER VERIFICATION:

☐ The employee can state the product or service trigger, responsible-service limit, assigned authority, and escalation point for bar glassware handling.
☐ Handle glassware by approved surfaces and avoid contact with rims and interior drinking areas.
☐ Inspect every glass for chips, cracks, residue, lipstick, odor, heat damage, and improper cooling.
☐ Separate broken or questionable glassware and follow the broken-glass cleanup procedure.
☐ Wash, air-dry, polish when approved, and store glassware without nesting or exposure to splash and debris.
☐ Correct or discard unacceptable work and report recurring waste, malfunction, or shortage.

COMMON MISTAKES TO AVOID:

• Beginning bar glassware handling without the current recipe, approved tools, clean equipment, and correct product.
• Estimating portions, substitutions, temperatures, or preparation steps instead of following the standard.
• Using contaminated, damaged, expired, mislabeled, or unapproved ingredients, glassware, or equipment.
• Serving or storing work that fails quality, sanitation, portion, or presentation checks.
• Failing to record waste, shortage, malfunction, correction, and final reset.

RESTAURANT-SPECIFIC CUSTOMIZATION:

• Approved beverage recipe, pour, garnish, or service standard: _____
• POS, tab, inventory, spill, comp, or responsible-service system: _____
• Age-verification, refusal, incident, or manager escalation role: _____
• Ticket, greeting, service, restock, or closing target: _____
• State/local alcohol, payment-security, sanitation, or licensing requirement reviewed: _____
• Bar-specific equipment, product, glassware, or station adjustments: _____
• _____

TRAINING SIGN-OFF:

Employee Name	_____
Trainer / Manager	_____
Training Date	_____
Training Verification	☐ Not Ready ☐ Retrain ☐ Approved

REVISION NOTE: Record future changes in the restaurant master SOP index and retrain affected employees when the approved process changes.

91. Bar Cleaning SOP

SOP ID	V1-091	**VERSION**	1.0
EFFECTIVE DATE	_____	**OWNER**	_____
APPROVED BY	_____	**NEXT REVIEW**	_____

PURPOSE: To keep the bar clean and sanitary during service and complete the approved closing-cleaning sequence without contaminating food or beverages.

APPLIES TO: Assigned closing employees, trainers, shift leads, and managers.

RESPONSIBILITY: Assigned employees complete closing work. The manager verifies sanitation, cash, security, and unresolved conditions before release.

WHEN USED: Whenever bar cleaning is required during opening, service, shift transition, or closing.

REQUIRED MATERIALS / INFORMATION:

- Current beverage recipes and portion guide
- Responsible-service and age-verification resources
- Current closing checklist
- Approved cleaning and sanitizing supplies
- Storage, waste, and security controls

CRITICAL STANDARDS:

- All guests, transactions, product, cash, equipment, and records are resolved or transferred.
- Cleaning, storage, waste, and security follow approved standards.
- Damage, shortages, incidents, and unfinished work are documented.
- The employee leaves only after management verifies the closing assignment.

PROCEDURE:

1. Review the current bar cleaning checklist and confirm management has approved the start of closing work.
2. Identify active guests, orders, checks, cash, controlled product, and duties that must remain available.
3. Gather approved cleaning, storage, waste, and security supplies without obstructing operating areas.
4. Remove food, glassware, tools, mats, trash, and movable supplies from the cleaning zone.
5. Wash, rinse, and sanitize food-contact tools and surfaces with approved chemical concentration and contact time.
6. Clean sinks, rails, wells, shelves, equipment exteriors, drains, floors, and high-touch points.
7. Air-dry and restore items and document maintenance, pest, chemical, or damage concerns.
8. Report breakage, shortage, maintenance, safety, cash, or guest issues and assign unresolved follow-up.
9. Complete the final checklist and walk the area with the manager or designated verifier.
10. Sign off only after work is accepted and remaining responsibility is formally transferred.

91. Bar Cleaning SOP - VERIFICATION & CUSTOMIZATION

MANAGER VERIFICATION:

☐ The employee can state the product or service trigger, responsible-service limit, assigned authority, and escalation point for bar cleaning.
☐ Remove food, glassware, tools, mats, trash, and movable supplies from the cleaning zone.
☐ Wash, rinse, and sanitize food-contact tools and surfaces with approved chemical concentration and contact time.
☐ Clean sinks, rails, wells, shelves, equipment exteriors, drains, floors, and high-touch points.
☐ Air-dry and restore items and document maintenance, pest, chemical, or damage concerns.
☐ Complete the final checklist and walk the area with the manager or designated verifier.

COMMON MISTAKES TO AVOID:

• Starting bar cleaning while guests, checks, orders, or required service functions are still active.
• Mixing cleaning, product storage, cash, waste, and security work without the approved sequence.
• Leaving shortages, damage, maintenance, or safety concerns undocumented.
• Releasing keys, cash, product, or records without confirmed custody.
• Leaving before the manager accepts the closing assignment.

RESTAURANT-SPECIFIC CUSTOMIZATION:

• Approved beverage recipe, pour, garnish, or service standard: _____
• POS, tab, inventory, spill, comp, or responsible-service system: _____
• Age-verification, refusal, incident, or manager escalation role: _____
• Ticket, greeting, service, restock, or closing target: _____
• State/local alcohol, payment-security, sanitation, or licensing requirement reviewed: _____
• Bar-specific equipment, product, glassware, or station adjustments: _____
• _____

TRAINING SIGN-OFF:

Employee Name	_____
Trainer / Manager	_____
Training Date	_____
Training Verification	☐ Not Ready ☐ Retrain ☐ Approved

REVISION NOTE: Record future changes in the restaurant master SOP index and retrain affected employees when the approved process changes.

92. Bar Restocking SOP

SOP ID	V1-092	**VERSION**	1.0
EFFECTIVE DATE	_____	**OWNER**	_____
APPROVED BY	_____	**NEXT REVIEW**	_____

PURPOSE: To restock bar products and supplies to approved pars while rotating inventory, controlling high-cost items, and reporting shortages.

APPLIES TO: Trained bar, beverage, service, or preparation employees, plus trainers and managers.

RESPONSIBILITY: The assigned employee follows approved recipes, tools, sanitation, and quality controls. The manager verifies exceptions and waste.

WHEN USED: Whenever bar restocking is required during opening, service, shift transition, or closing.

REQUIRED MATERIALS / INFORMATION:

- Current beverage recipes and portion guide
- Responsible-service and age-verification resources
- Current approved recipe or process guide
- Clean tools, glassware, containers, or equipment
- Measured portioning or handling controls

CRITICAL STANDARDS:

- Only clean, approved tools, products, containers, recipes, and methods are used.
- Portion, labeling, storage, quality, and cross-contact standards are followed.
- Unsafe, damaged, spoiled, or questionable items are removed from use.
- Waste, shortage, malfunction, and recurring quality problems are reported.

PROCEDURE:

1. Review the current bar restocking recipe, process, manufacturer instruction, assignment, or production need.
2. Prepare a clean, organized area with approved tools, containers, and protective equipment.
3. Inspect product, ingredients, glassware, containers, and equipment and remove unsafe or unapproved items.
4. Review current stock, pars, expected volume, controlled-item access, and approved transfer process.
5. Rotate dated and perishable stock and inspect bottles, cans, mixers, garnishes, and supplies.
6. Move and store product safely without blocking exits, drains, equipment, or guest areas.
7. Record transfers, shortages, substitutions, breakage, and unusual usage before critical stock runs out.
8. Check portion, quality, label, temperature, cleanliness, safety, and final presentation against standard.
9. Correct or discard unacceptable work and report recurring waste, malfunction, or shortage.
10. Clean, store, reset, and document the area or equipment before the task is complete.

92. Bar Restocking SOP - VERIFICATION & CUSTOMIZATION

MANAGER VERIFICATION:

☐ The employee can state the product or service trigger, responsible-service limit, assigned authority, and escalation point for bar restocking.
☐ Review current stock, pars, expected volume, controlled-item access, and approved transfer process.
☐ Rotate dated and perishable stock and inspect bottles, cans, mixers, garnishes, and supplies.
☐ Move and store product safely without blocking exits, drains, equipment, or guest areas.
☐ Record transfers, shortages, substitutions, breakage, and unusual usage before critical stock runs out.
☐ Correct or discard unacceptable work and report recurring waste, malfunction, or shortage.

COMMON MISTAKES TO AVOID:

• Beginning bar restocking without the current recipe, approved tools, clean equipment, and correct product.
• Estimating portions, substitutions, temperatures, or preparation steps instead of following the standard.
• Using contaminated, damaged, expired, mislabeled, or unapproved ingredients, glassware, or equipment.
• Serving or storing work that fails quality, sanitation, portion, or presentation checks.
• Failing to record waste, shortage, malfunction, correction, and final reset.

RESTAURANT-SPECIFIC CUSTOMIZATION:

• Approved beverage recipe, pour, garnish, or service standard: _____
• POS, tab, inventory, spill, comp, or responsible-service system: _____
• Age-verification, refusal, incident, or manager escalation role: _____
• Ticket, greeting, service, restock, or closing target: _____
• State/local alcohol, payment-security, sanitation, or licensing requirement reviewed: _____
• Bar-specific equipment, product, glassware, or station adjustments: _____
• _____

TRAINING SIGN-OFF:

Employee Name	_____
Trainer / Manager	_____
Training Date	_____
Training Verification	☐ Not Ready ☐ Retrain ☐ Approved

REVISION NOTE: Record future changes in the restaurant master SOP index and retrain affected employees when the approved process changes.

93. Keg Change SOP

SOP ID	V1-093	**VERSION**	1.0
EFFECTIVE DATE	_____	**OWNER**	_____
APPROVED BY	_____	**NEXT REVIEW**	_____

PURPOSE: To change a keg safely, verify the correct product and connections, restore draft quality, and record product or equipment exceptions.

APPLIES TO: Trained bar, beverage, service, or preparation employees, plus trainers and managers.

RESPONSIBILITY: The assigned employee follows approved recipes, tools, sanitation, and quality controls. The manager verifies exceptions and waste.

WHEN USED: Whenever keg change is required during opening, service, shift transition, or closing.

REQUIRED MATERIALS / INFORMATION:

- Current beverage recipes and portion guide
- Responsible-service and age-verification resources
- Current approved recipe or process guide
- Clean tools, glassware, containers, or equipment
- Measured portioning or handling controls

CRITICAL STANDARDS:

- Only clean, approved tools, products, containers, recipes, and methods are used.
- Portion, labeling, storage, quality, and cross-contact standards are followed.
- Unsafe, damaged, spoiled, or questionable items are removed from use.
- Waste, shortage, malfunction, and recurring quality problems are reported.

PROCEDURE:

1. Review the current keg change recipe, process, manufacturer instruction, assignment, or production need.
2. Prepare a clean, organized area with approved tools, containers, and protective equipment.
3. Inspect product, ingredients, glassware, containers, and equipment and remove unsafe or unapproved items.
4. Confirm the correct replacement keg and stop service from the affected line.
5. Use required lifting assistance and the approved coupler release and connection sequence.
6. Inspect the keg, coupler, seals, connection area, and line condition before reopening flow.
7. Check for leaks and product quality, record the change, and secure the empty keg.
8. Check portion, quality, label, temperature, cleanliness, safety, and final presentation against standard.
9. Correct or discard unacceptable work and report recurring waste, malfunction, or shortage.
10. Clean, store, reset, and document the area or equipment before the task is complete.

93. Keg Change SOP - VERIFICATION & CUSTOMIZATION

MANAGER VERIFICATION:

☐ The employee can state the product or service trigger, responsible-service limit, assigned authority, and escalation point for keg change.
☐ Confirm the correct replacement keg and stop service from the affected line.
☐ Use required lifting assistance and the approved coupler release and connection sequence.
☐ Inspect the keg, coupler, seals, connection area, and line condition before reopening flow.
☐ Check for leaks and product quality, record the change, and secure the empty keg.
☐ Correct or discard unacceptable work and report recurring waste, malfunction, or shortage.

COMMON MISTAKES TO AVOID:

• Beginning keg change without the current recipe, approved tools, clean equipment, and correct product.
• Estimating portions, substitutions, temperatures, or preparation steps instead of following the standard.
• Using contaminated, damaged, expired, mislabeled, or unapproved ingredients, glassware, or equipment.
• Serving or storing work that fails quality, sanitation, portion, or presentation checks.
• Failing to record waste, shortage, malfunction, correction, and final reset.

RESTAURANT-SPECIFIC CUSTOMIZATION:

• Approved beverage recipe, pour, garnish, or service standard: _____
• POS, tab, inventory, spill, comp, or responsible-service system: _____
• Age-verification, refusal, incident, or manager escalation role: _____
• Ticket, greeting, service, restock, or closing target: _____
• State/local alcohol, payment-security, sanitation, or licensing requirement reviewed: _____
• Bar-specific equipment, product, glassware, or station adjustments: _____
• _____

TRAINING SIGN-OFF:

Employee Name	_____
Trainer / Manager	_____
Training Date	_____
Training Verification	☐ Not Ready ☐ Retrain ☐ Approved

REVISION NOTE: Record future changes in the restaurant master SOP index and retrain affected employees when the approved process changes.

94. Bar Shift Handoff SOP

SOP ID	V1-094	**VERSION**	1.0
EFFECTIVE DATE	_____	**OWNER**	_____
APPROVED BY	_____	**NEXT REVIEW**	_____

PURPOSE: To transfer active guests, tabs, cash, product conditions, equipment issues, and unfinished bar duties to the incoming employee.

APPLIES TO: Employees releasing or receiving the order, station, transaction, or responsibility, plus managers.

RESPONSIBILITY: The releasing employee gives complete information. The receiving employee confirms acceptance; management resolves exceptions.

WHEN USED: Whenever responsibility, custody, information, or an active order transfers between employees.

REQUIRED MATERIALS / INFORMATION:

- Current order, guest, or work status
- Approved handoff record
- Identity, table, seat, or transaction information
- Manager communication
- Exception documentation

CRITICAL STANDARDS:

- The handoff is direct, complete, and acknowledged.
- Allergy, cash, guest, safety, identity, and timing information is repeated back when relevant.
- Responsibility remains with the releasing employee until acceptance is clear.
- Every unresolved item has a named owner, deadline, and manager awareness.

PROCEDURE:

1. Identify the exact order, guest, station, transaction, custody, and time period covered by bar shift handoff.
2. Conduct the transfer directly whenever possible and use the approved written or electronic record.
3. Review active work, deadlines, high-risk conditions, and items awaiting manager action.
4. Review active guests, tabs, pending food, drink tickets, refusals, and special requests face to face.
5. Count or transfer banks, keys, devices, controlled items, and signed receipts according to policy.
6. Identify shortages, draft or equipment issues, spills, prep levels, cleaning, and pending approvals.
7. Both employees confirm acceptance and management records unresolved financial, safety, or guest issues.
8. Require repeat-back of critical allergy, cash, identity, safety, timing, and guest information.
9. Assign a named owner and due time for every unresolved item and inform management of exceptions.
10. Both employees acknowledge the transfer; responsibility remains with the releasing employee until acceptance is clear.

94. Bar Shift Handoff SOP - VERIFICATION & CUSTOMIZATION

MANAGER VERIFICATION:

☐ The employee can state the product or service trigger, responsible-service limit, assigned authority, and escalation point for bar shift handoff.

☐ Review active guests, tabs, pending food, drink tickets, refusals, and special requests face to face.

☐ Count or transfer banks, keys, devices, controlled items, and signed receipts according to policy.

☐ Identify shortages, draft or equipment issues, spills, prep levels, cleaning, and pending approvals.

☐ Both employees confirm acceptance and management records unresolved financial, safety, or guest issues.

☐ Assign a named owner and due time for every unresolved item and inform management of exceptions.

COMMON MISTAKES TO AVOID:

- Giving a general verbal update instead of exact identifiers and current status for bar shift handoff.
- Failing to repeat back allergy, identity, cash, timing, or safety information.
- Assuming the receiver accepted responsibility without clear acknowledgment.
- Omitting an unresolved item, named owner, deadline, or manager notification.
- Discarding the source ticket, log, or record before the transfer is verified.

RESTAURANT-SPECIFIC CUSTOMIZATION:

- Approved beverage recipe, pour, garnish, or service standard: _____
- POS, tab, inventory, spill, comp, or responsible-service system: _____
- Age-verification, refusal, incident, or manager escalation role: _____
- Ticket, greeting, service, restock, or closing target: _____
- State/local alcohol, payment-security, sanitation, or licensing requirement reviewed: _____
- Bar-specific equipment, product, glassware, or station adjustments: _____
- _____

TRAINING SIGN-OFF:

Employee Name	_____
Trainer / Manager	_____
Training Date	_____
Training Verification	☐ Not Ready ☐ Retrain ☐ Approved

REVISION NOTE: Record future changes in the restaurant master SOP index and retrain affected employees when the approved process changes.

95. Bar Incident Documentation SOP

SOP ID	V1-095	**VERSION**	1.0
EFFECTIVE DATE	_____	**OWNER**	_____
APPROVED BY	_____	**NEXT REVIEW**	_____

PURPOSE: To document bar incidents promptly with objective facts, protected records, required notifications, and assigned management follow-up.

APPLIES TO: Guest-facing employees, service assistants, trainers, shift leads, and managers.

RESPONSIBILITY: The assigned employee performs the service and communicates needs. The manager handles exceptions and actions beyond employee authority.

WHEN USED: Immediately when the concern, report, unsafe condition, or incident is observed or received.

REQUIRED MATERIALS / INFORMATION:

- Current ticket, table, order, or guest information
- Approved trays, service tools, or supplies
- Table and seat-position standard
- Required accompaniments or replacement items
- Server, expo, or manager communication

CRITICAL STANDARDS:

- The correct guest, table, seat, item, and order are confirmed before service.
- Food, beverages, serviceware, and guest property are handled safely.
- Allergy, temperature, quality, identity, and missing-item concerns are stopped and escalated.
- Completion and unresolved needs are communicated to the responsible employee or manager.

PROCEDURE:

1. Confirm the correct guest, table, seat, order, timing, and responsible employee for bar incident documentation.
2. Inspect the ticket, item, tools, identifiers, and required accompaniments before beginning.
3. Choose the approved service method and safe route and obtain help rather than taking an unsafe shortcut.
4. Secure immediate safety and identify the reporting manager, location, time, people, and witnesses.
5. Record objective observations and actions in chronological order.
6. Attach relevant checks, receipts, refusal records, photographs, property details, or video-reference information as permitted.
7. Sign and route the report confidentially without opinions, diagnosis, blame, or unauthorized promises.
8. Stop when identity, allergy, quality, temperature, or safety information does not match.
9. Notify the responsible employee or manager of completion and every remaining guest need.
10. Return equipment, reset the area or system, and document material exceptions before the next task.

95. Bar Incident Documentation SOP - VERIFICATION & CUSTOMIZATION

MANAGER VERIFICATION:

☐ The employee can state the product or service trigger, responsible-service limit, assigned authority, and escalation point for bar incident documentation.

☐ Secure immediate safety and identify the reporting manager, location, time, people, and witnesses.

☐ Record objective observations and actions in chronological order.

☐ Attach relevant checks, receipts, refusal records, photographs, property details, or video-reference information as permitted.

☐ Sign and route the report confidentially without opinions, diagnosis, blame, or unauthorized promises.

☐ Notify the responsible employee or manager of completion and every remaining guest need.

COMMON MISTAKES TO AVOID:

- Beginning bar incident documentation without confirming the guest, table, seat, item, timing, and responsible employee.
- Skipping an allergy, temperature, quality, identity, readiness, or safe-handling check to save time.
- Using an unsafe route, overloaded tray, unapproved handling method, or intrusive guest approach.
- Failing to communicate a delay, rejected item, missing need, or completed handoff promptly.
- Resetting the area or moving to another task while a guest need or exception remains unassigned.

RESTAURANT-SPECIFIC CUSTOMIZATION:

- Approved beverage recipe, pour, garnish, or service standard: _____
- POS, tab, inventory, spill, comp, or responsible-service system: _____
- Age-verification, refusal, incident, or manager escalation role: _____
- Ticket, greeting, service, restock, or closing target: _____
- State/local alcohol, payment-security, sanitation, or licensing requirement reviewed: _____
- Bar-specific equipment, product, glassware, or station adjustments: _____
- _____

TRAINING SIGN-OFF:

Employee Name	_____
Trainer / Manager	_____
Training Date	_____
Training Verification	☐ Not Ready ☐ Retrain ☐ Approved

REVISION NOTE: Record future changes in the restaurant master SOP index and retrain affected employees when the approved process changes.

PART 5

GUEST EXPERIENCE, RECOVERY & SPECIAL SITUATIONS

20 ready-to-customize SOPs

These SOPs guide complaint response, service recovery, injury and safety concerns, accessibility, special recognition, and documented follow-up.

96. Guest Complaint Response SOP

SOP ID	V1-096	**VERSION**	1.0
EFFECTIVE DATE	_____	**OWNER**	_____
APPROVED BY	_____	**NEXT REVIEW**	_____

PURPOSE: To receive and resolve guest complaints promptly by listening, confirming facts, protecting safety, staying within authority, and documenting follow-up.

APPLIES TO: Guest-facing employees, service leaders, managers, and authorized follow-up contacts.

RESPONSIBILITY: The employee listens, confirms facts, and stays within authority. The manager selects recovery, documents the decision, and assigns follow-up.

WHEN USED: Immediately when the concern, report, unsafe condition, or incident is observed or received.

REQUIRED MATERIALS / INFORMATION:

- Guest check, order, visit, and timing information
- Service-recovery authority and approval guide
- Manager communication
- Complaint or recovery documentation form
- Guest follow-up contact fields

CRITICAL STANDARDS:

- The guest is heard without interruption and the concern is restated accurately.
- Safety, allergy, illness, injury, harassment, or threatening behavior is escalated immediately.
- Recovery stays within approved authority and is proportionate to the verified concern.
- The resolution, guest response, approval, and promised follow-up are documented.

PROCEDURE:

1. Stop other tasks, face the guest, and listen without interruption.
2. Confirm the guest, table, check, timing, item, employee, and exact concern in the guest's own terms.
3. Acknowledge the impact without arguing, blaming, admitting liability, or promising an unauthorized outcome.
4. Determine whether the concern involves immediate safety, allergy, illness, injury, harassment, threats, payment, or property loss.
5. Correct what is within the employee's approved authority and notify the manager for anything beyond it.
6. Keep the guest informed while facts, replacement timing, or recovery options are verified.
7. Confirm the agreed next step, responsible employee, expected timing, and any manager visit.
8. Check back after the correction and ask whether the immediate concern has been resolved.
9. Record required facts, recovery, product, payment, employee, and follow-up without labels or speculation.
10. Escalate repeated patterns, unresolved dissatisfaction, public-review threats, or safety concerns to management.

96. Guest Complaint Response SOP - VERIFICATION & CUSTOMIZATION

MANAGER VERIFICATION:

☐ The employee can identify the guest concern, immediate safety trigger, recovery authority, evidence needs, and escalation point for guest complaint response.

☐ Confirm the guest, table, check, timing, item, employee, and exact concern in the guest's own terms.

☐ Determine whether the concern involves immediate safety, allergy, illness, injury, harassment, threats, payment, or property loss.

☐ Keep the guest informed while facts, replacement timing, or recovery options are verified.

☐ Check back after the correction and ask whether the immediate concern has been resolved.

☐ Escalate repeated patterns, unresolved dissatisfaction, public-review threats, or safety concerns to management.

COMMON MISTAKES TO AVOID:

- Offering recovery before fully hearing and confirming the concern.
- Arguing, blaming, minimizing, admitting liability, or promising an unauthorized outcome.
- Missing a safety, allergy, illness, injury, harassment, payment, or property issue that requires immediate escalation.
- Leaving the guest without a clear correction owner, timing, update, or check-back.
- Failing to document the complaint, recovery, guest response, and repeated pattern.

RESTAURANT-SPECIFIC CUSTOMIZATION:

- Approved acknowledgement, recovery, safety, or follow-up language: _____
- Complaint, incident, guest-property, or feedback form/system: _____
- Recovery authority, ownership contact, or escalation role: _____
- Response, update, follow-up, or preservation target: _____
- Accessibility, privacy, insurance, health, or emergency requirement reviewed: _____
- Restaurant-specific recovery limits, contacts, or evidence steps: _____
- _____

TRAINING SIGN-OFF:

Employee Name	_____
Trainer / Manager	_____
Training Date	_____
Training Verification	☐ Not Ready ☐ Retrain ☐ Approved

REVISION NOTE: Record future changes in the restaurant master SOP index and retrain affected employees when the approved process changes.

97. Manager Guest Complaint SOP

SOP ID	V1-097	**VERSION**	1.0
EFFECTIVE DATE	_____	**OWNER**	_____
APPROVED BY	_____	**NEXT REVIEW**	_____

PURPOSE: To guide a manager-led response to a guest complaint, select proportionate recovery, verify completion, and record unresolved or recurring issues.

APPLIES TO: Guest-facing employees, service leaders, managers, and authorized follow-up contacts.

RESPONSIBILITY: The employee listens, confirms facts, and stays within authority. The manager selects recovery, documents the decision, and assigns follow-up.

WHEN USED: Immediately when the concern, report, unsafe condition, or incident is observed or received.

REQUIRED MATERIALS / INFORMATION:

- Guest check, order, visit, and timing information
- Service-recovery authority and approval guide
- Manager communication
- Complaint or recovery documentation form
- Guest follow-up contact fields

CRITICAL STANDARDS:

- The guest is heard without interruption and the concern is restated accurately.
- Safety, allergy, illness, injury, harassment, or threatening behavior is escalated immediately.
- Recovery stays within approved authority and is proportionate to the verified concern.
- The resolution, guest response, approval, and promised follow-up are documented.

PROCEDURE:

1. Review the employee handoff, guest check, order, timing, prior actions, and any safety or legal concerns before approaching.
2. Introduce yourself, move the conversation to an appropriate location when possible, and invite the guest to explain.
3. Listen fully and restate the concern, desired outcome, and confirmed facts without defending the restaurant prematurely.
4. Separate service, product, timing, employee-conduct, payment, injury, illness, allergy, and policy issues.
5. Protect evidence and notify ownership, HR, insurance, security, or authorities when the issue requires specialized handling.
6. Select a proportionate recovery within authority and explain what can be done now, what needs review, and what cannot be promised.
7. Assign the correction, timing, and responsible employee and personally verify the result.
8. Confirm the guest's preferred contact method and follow-up commitment when additional review is required.
9. Complete objective documentation, including statements, transactions, product, witnesses, recovery, and retained records.
10. Review the underlying system failure and assign coaching, repair, menu, staffing, or SOP follow-up.

97. Manager Guest Complaint SOP - VERIFICATION & CUSTOMIZATION

MANAGER VERIFICATION:

☐ The employee can identify the guest concern, immediate safety trigger, recovery authority, evidence needs, and escalation point for manager guest complaint.

☐ Introduce yourself, move the conversation to an appropriate location when possible, and invite the guest to explain.

☐ Separate service, product, timing, employee-conduct, payment, injury, illness, allergy, and policy issues.

☐ Select a proportionate recovery within authority and explain what can be done now, what needs review, and what cannot be promised.

☐ Confirm the guest's preferred contact method and follow-up commitment when additional review is required.

☐ Review the underlying system failure and assign coaching, repair, menu, staffing, or SOP follow-up.

COMMON MISTAKES TO AVOID:

- Approaching without reviewing prior actions, facts, authority, and any safety or legal concern.
- Defending the restaurant before listening and restating the guest's concern.
- Combining service recovery with injury, illness, harassment, payment, or evidence handling that requires specialized routing.
- Assigning a correction without personally verifying completion and guest follow-up.
- Closing the case without objective records and system-level corrective action.

RESTAURANT-SPECIFIC CUSTOMIZATION:

- Approved acknowledgement, recovery, safety, or follow-up language: _____
- Complaint, incident, guest-property, or feedback form/system: _____
- Recovery authority, ownership contact, or escalation role: _____
- Response, update, follow-up, or preservation target: _____
- Accessibility, privacy, insurance, health, or emergency requirement reviewed: _____
- Restaurant-specific recovery limits, contacts, or evidence steps: _____
- _____

TRAINING SIGN-OFF:

Employee Name	_____
Trainer / Manager	_____
Training Date	_____
Training Verification	☐ Not Ready ☐ Retrain ☐ Approved

REVISION NOTE: Record future changes in the restaurant master SOP index and retrain affected employees when the approved process changes.

98. Service Recovery Authorization SOP

SOP ID	V1-098	**VERSION**	1.0
EFFECTIVE DATE	_____	**OWNER**	_____
APPROVED BY	_____	**NEXT REVIEW**	_____

PURPOSE: To define who may authorize service recovery, what limits apply, and how every approval, guest response, and follow-up is documented.

APPLIES TO: Guest-facing employees, service leaders, managers, and authorized follow-up contacts.

RESPONSIBILITY: The employee listens, confirms facts, and stays within authority. The manager selects recovery, documents the decision, and assigns follow-up.

WHEN USED: Whenever service recovery authorization is required during opening, service, shift transition, or closing.

REQUIRED MATERIALS / INFORMATION:

- Guest check, order, visit, and timing information
- Service-recovery authority and approval guide
- Manager communication
- Complaint or recovery documentation form
- Guest follow-up contact fields

CRITICAL STANDARDS:

- The guest is heard without interruption and the concern is restated accurately.
- Safety, allergy, illness, injury, harassment, or threatening behavior is escalated immediately.
- Recovery stays within approved authority and is proportionate to the verified concern.
- The resolution, guest response, approval, and promised follow-up are documented.

PROCEDURE:

1. Listen without interruption and identify the guest, order, visit timing, and exact concern connected to service recovery authorization.
2. Acknowledge the concern without arguing, blaming, admitting liability, or promising an outcome outside authority.
3. Verify relevant ticket, product, employee, payment, timing, and prior-action facts while keeping the guest informed.
4. Identify the guest concern, affected item, check amount, prior actions, and requested resolution.
5. Confirm the employee and manager authority levels before committing to a remake, comp, discount, refund, or credit.
6. Enter the approved recovery under the correct POS reason code with required notes and credentials.
7. Communicate the action and timing to the guest and team and verify completion and pattern review.
8. Explain the approved resolution, responsible manager, expected timing, and any action the guest must take.
9. Follow up before departure or by the promised deadline and confirm whether another authorized response is needed.
10. Document the concern, facts reviewed, authority used, resolution, guest response, and assigned follow-up.

98. Service Recovery Authorization SOP - VERIFICATION & CUSTOMIZATION

MANAGER VERIFICATION:

☐ The employee can identify the guest concern, immediate safety trigger, recovery authority, evidence needs, and escalation point for service recovery authorization.

☐ Identify the guest concern, affected item, check amount, prior actions, and requested resolution.

☐ Confirm the employee and manager authority levels before committing to a remake, comp, discount, refund, or credit.

☐ Enter the approved recovery under the correct POS reason code with required notes and credentials.

☐ Communicate the action and timing to the guest and team and verify completion and pattern review.

☐ Follow up before departure or by the promised deadline and confirm whether another authorized response is needed.

COMMON MISTAKES TO AVOID:

- Offering recovery for service recovery authorization before hearing the full concern and confirming the guest, order, timing, and facts.
- Arguing, blaming another employee, minimizing the concern, or making an unsupported promise.
- Offering compensation outside authority or without recording the reason and approval.
- Failing to explain the resolution, expected timing, responsible manager, or remaining guest action.
- Ending the recovery without follow-up, guest-response notes, and pattern documentation.

RESTAURANT-SPECIFIC CUSTOMIZATION:

- Approved acknowledgement, recovery, safety, or follow-up language: _____
- Complaint, incident, guest-property, or feedback form/system: _____
- Recovery authority, ownership contact, or escalation role: _____
- Response, update, follow-up, or preservation target: _____
- Accessibility, privacy, insurance, health, or emergency requirement reviewed: _____
- Restaurant-specific recovery limits, contacts, or evidence steps: _____
- _____

TRAINING SIGN-OFF:

Employee Name	_____
Trainer / Manager	_____
Training Date	_____
Training Verification	☐ Not Ready ☐ Retrain ☐ Approved

REVISION NOTE: Record future changes in the restaurant master SOP index and retrain affected employees when the approved process changes.

99. Incorrect Order Recovery SOP

SOP ID	V1-099	**VERSION**	1.0
EFFECTIVE DATE	_____	**OWNER**	_____
APPROVED BY	_____	**NEXT REVIEW**	_____

PURPOSE: To correct an inaccurate or incomplete order quickly while protecting allergy controls, remake timing, guest communication, and transaction accuracy.

APPLIES TO: Guest-facing employees, service leaders, managers, and authorized follow-up contacts.

RESPONSIBILITY: The employee listens, confirms facts, and stays within authority. The manager selects recovery, documents the decision, and assigns follow-up.

WHEN USED: Whenever incorrect order recovery is required during opening, service, shift transition, or closing.

REQUIRED MATERIALS / INFORMATION:

- Guest check, order, visit, and timing information
- Service-recovery authority and approval guide
- Manager communication
- Complaint or recovery documentation form
- Guest follow-up contact fields

CRITICAL STANDARDS:

- The guest is heard without interruption and the concern is restated accurately.
- Safety, allergy, illness, injury, harassment, or threatening behavior is escalated immediately.
- Recovery stays within approved authority and is proportionate to the verified concern.
- The resolution, guest response, approval, and promised follow-up are documented.

PROCEDURE:

1. Listen without interruption and identify the guest, order, visit timing, and exact concern connected to incorrect order recovery.
2. Acknowledge the concern without arguing, blaming, admitting liability, or promising an outcome outside authority.
3. Verify relevant ticket, product, employee, payment, timing, and prior-action facts while keeping the guest informed.
4. Remove or isolate the incorrect item and confirm exactly what the guest originally requested.
5. Compare the guest statement, POS entry, kitchen ticket, and delivered item to identify the failure point.
6. Enter the correction or remake with priority, modifier, and allergy information and notify kitchen, expo, and manager.
7. Update the guest honestly, adjust the check as authorized, and follow up after replacement.
8. Explain the approved resolution, responsible manager, expected timing, and any action the guest must take.
9. Follow up before departure or by the promised deadline and confirm whether another authorized response is needed.
10. Document the concern, facts reviewed, authority used, resolution, guest response, and assigned follow-up.

99. Incorrect Order Recovery SOP - VERIFICATION & CUSTOMIZATION

MANAGER VERIFICATION:

☐ The employee can identify the guest concern, immediate safety trigger, recovery authority, evidence needs, and escalation point for incorrect order recovery.

☐ Remove or isolate the incorrect item and confirm exactly what the guest originally requested.

☐ Compare the guest statement, POS entry, kitchen ticket, and delivered item to identify the failure point.

☐ Enter the correction or remake with priority, modifier, and allergy information and notify kitchen, expo, and manager.

☐ Update the guest honestly, adjust the check as authorized, and follow up after replacement.

☐ Follow up before departure or by the promised deadline and confirm whether another authorized response is needed.

COMMON MISTAKES TO AVOID:

- Offering recovery for incorrect order recovery before hearing the full concern and confirming the guest, order, timing, and facts.
- Arguing, blaming another employee, minimizing the concern, or making an unsupported promise.
- Offering compensation outside authority or without recording the reason and approval.
- Failing to explain the resolution, expected timing, responsible manager, or remaining guest action.
- Ending the recovery without follow-up, guest-response notes, and pattern documentation.

RESTAURANT-SPECIFIC CUSTOMIZATION:

- Approved acknowledgement, recovery, safety, or follow-up language: _____
- Complaint, incident, guest-property, or feedback form/system: _____
- Recovery authority, ownership contact, or escalation role: _____
- Response, update, follow-up, or preservation target: _____
- Accessibility, privacy, insurance, health, or emergency requirement reviewed: _____
- Restaurant-specific recovery limits, contacts, or evidence steps: _____
- _____

TRAINING SIGN-OFF:

Employee Name	_____
Trainer / Manager	_____
Training Date	_____
Training Verification	☐ Not Ready ☐ Retrain ☐ Approved

REVISION NOTE: Record future changes in the restaurant master SOP index and retrain affected employees when the approved process changes.

100. Delayed Ticket Recovery SOP

SOP ID	V1-100	**VERSION**	1.0
EFFECTIVE DATE	_____	**OWNER**	_____
APPROVED BY	_____	**NEXT REVIEW**	_____

PURPOSE: To identify and recover delayed tickets through accurate timing, kitchen communication, guest updates, authorized recovery, and manager follow-up.

APPLIES TO: Guest-facing employees, service leaders, managers, and authorized follow-up contacts.

RESPONSIBILITY: The employee listens, confirms facts, and stays within authority. The manager selects recovery, documents the decision, and assigns follow-up.

WHEN USED: Whenever delayed ticket recovery is required during opening, service, shift transition, or closing.

REQUIRED MATERIALS / INFORMATION:

- Guest check, order, visit, and timing information
- Service-recovery authority and approval guide
- Manager communication
- Complaint or recovery documentation form
- Guest follow-up contact fields

CRITICAL STANDARDS:

- The guest is heard without interruption and the concern is restated accurately.
- Safety, allergy, illness, injury, harassment, or threatening behavior is escalated immediately.
- Recovery stays within approved authority and is proportionate to the verified concern.
- The resolution, guest response, approval, and promised follow-up are documented.

PROCEDURE:

1. Listen without interruption and identify the guest, order, visit timing, and exact concern connected to delayed ticket recovery.
2. Acknowledge the concern without arguing, blaming, admitting liability, or promising an outcome outside authority.
3. Verify relevant ticket, product, employee, payment, timing, and prior-action facts while keeping the guest informed.
4. Confirm actual ticket time, course, table status, kitchen position, and cause before approaching the guest.
5. Obtain a realistic completion estimate from kitchen or expo and do not promise an unverified time.
6. Update the guest proactively and offer approved support based on the delay and meal stage.
7. Monitor completion through delivery, adjust the check when authorized, and record significant delay causes.
8. Explain the approved resolution, responsible manager, expected timing, and any action the guest must take.
9. Follow up before departure or by the promised deadline and confirm whether another authorized response is needed.
10. Document the concern, facts reviewed, authority used, resolution, guest response, and assigned follow-up.

100. Delayed Ticket Recovery SOP - VERIFICATION & CUSTOMIZATION

MANAGER VERIFICATION:

☐ The employee can identify the guest concern, immediate safety trigger, recovery authority, evidence needs, and escalation point for delayed ticket recovery.
☐ Confirm actual ticket time, course, table status, kitchen position, and cause before approaching the guest.
☐ Obtain a realistic completion estimate from kitchen or expo and do not promise an unverified time.
☐ Update the guest proactively and offer approved support based on the delay and meal stage.
☐ Monitor completion through delivery, adjust the check when authorized, and record significant delay causes.
☐ Follow up before departure or by the promised deadline and confirm whether another authorized response is needed.

COMMON MISTAKES TO AVOID:

- Offering recovery for delayed ticket recovery before hearing the full concern and confirming the guest, order, timing, and facts.
- Arguing, blaming another employee, minimizing the concern, or making an unsupported promise.
- Offering compensation outside authority or without recording the reason and approval.
- Failing to explain the resolution, expected timing, responsible manager, or remaining guest action.
- Ending the recovery without follow-up, guest-response notes, and pattern documentation.

RESTAURANT-SPECIFIC CUSTOMIZATION:

- Approved acknowledgement, recovery, safety, or follow-up language: _____
- Complaint, incident, guest-property, or feedback form/system: _____
- Recovery authority, ownership contact, or escalation role: _____
- Response, update, follow-up, or preservation target: _____
- Accessibility, privacy, insurance, health, or emergency requirement reviewed: _____
- Restaurant-specific recovery limits, contacts, or evidence steps: _____
- _____

TRAINING SIGN-OFF:

Employee Name	_____
Trainer / Manager	_____
Training Date	_____
Training Verification	☐ Not Ready ☐ Retrain ☐ Approved

REVISION NOTE: Record future changes in the restaurant master SOP index and retrain affected employees when the approved process changes.

101. Food Quality Complaint SOP

SOP ID	V1-101	**VERSION**	1.0
EFFECTIVE DATE	_____	**OWNER**	_____
APPROVED BY	_____	**NEXT REVIEW**	_____

PURPOSE: To address a food-quality complaint by protecting the guest, isolating the product when appropriate, confirming facts, and assigning corrective action.

APPLIES TO: Guest-facing employees, service leaders, managers, and authorized follow-up contacts.

RESPONSIBILITY: The employee listens, confirms facts, and stays within authority. The manager selects recovery, documents the decision, and assigns follow-up.

WHEN USED: Immediately when the concern, report, unsafe condition, or incident is observed or received.

REQUIRED MATERIALS / INFORMATION:

- Guest check, order, visit, and timing information
- Service-recovery authority and approval guide
- Manager communication
- Complaint or recovery documentation form
- Guest follow-up contact fields

CRITICAL STANDARDS:

- The guest is heard without interruption and the concern is restated accurately.
- Safety, allergy, illness, injury, harassment, or threatening behavior is escalated immediately.
- Recovery stays within approved authority and is proportionate to the verified concern.
- The resolution, guest response, approval, and promised follow-up are documented.

PROCEDURE:

1. Listen without interruption and identify the guest, order, visit timing, and exact concern connected to food quality complaint.
2. Acknowledge the concern without arguing, blaming, admitting liability, or promising an outcome outside authority.
3. Verify relevant ticket, product, employee, payment, timing, and prior-action facts while keeping the guest informed.
4. Identify the exact item, quality concern, timing, and whether any food-safety or allergy issue is alleged.
5. Remove or preserve the item according to policy and notify the manager and kitchen leader before disposal.
6. Offer an approved replacement or alternative without pressuring the guest to consume the item.
7. Adjust the check as authorized and document recurring temperature, doneness, freshness, recipe, or equipment issues.
8. Explain the approved resolution, responsible manager, expected timing, and any action the guest must take.
9. Follow up before departure or by the promised deadline and confirm whether another authorized response is needed.
10. Document the concern, facts reviewed, authority used, resolution, guest response, and assigned follow-up.

101. Food Quality Complaint SOP - VERIFICATION & CUSTOMIZATION

MANAGER VERIFICATION:

☐ The employee can identify the guest concern, immediate safety trigger, recovery authority, evidence needs, and escalation point for food quality complaint.
☐ Identify the exact item, quality concern, timing, and whether any food-safety or allergy issue is alleged.
☐ Remove or preserve the item according to policy and notify the manager and kitchen leader before disposal.
☐ Offer an approved replacement or alternative without pressuring the guest to consume the item.
☐ Adjust the check as authorized and document recurring temperature, doneness, freshness, recipe, or equipment issues.
☐ Follow up before departure or by the promised deadline and confirm whether another authorized response is needed.

COMMON MISTAKES TO AVOID:

• Offering recovery for food quality complaint before hearing the full concern and confirming the guest, order, timing, and facts.
• Arguing, blaming another employee, minimizing the concern, or making an unsupported promise.
• Offering compensation outside authority or without recording the reason and approval.
• Failing to explain the resolution, expected timing, responsible manager, or remaining guest action.
• Ending the recovery without follow-up, guest-response notes, and pattern documentation.

RESTAURANT-SPECIFIC CUSTOMIZATION:

• Approved acknowledgement, recovery, safety, or follow-up language: _____
• Complaint, incident, guest-property, or feedback form/system: _____
• Recovery authority, ownership contact, or escalation role: _____
• Response, update, follow-up, or preservation target: _____
• Accessibility, privacy, insurance, health, or emergency requirement reviewed: _____
• Restaurant-specific recovery limits, contacts, or evidence steps: _____
• _____

TRAINING SIGN-OFF:

Employee Name	_____
Trainer / Manager	_____
Training Date	_____
Training Verification	☐ Not Ready ☐ Retrain ☐ Approved

REVISION NOTE: Record future changes in the restaurant master SOP index and retrain affected employees when the approved process changes.

102. Allergy Concern Response SOP

SOP ID	V1-102	**VERSION**	1.0
EFFECTIVE DATE	_____	**OWNER**	_____
APPROVED BY	_____	**NEXT REVIEW**	_____

PURPOSE: To respond immediately to a guest-reported allergy concern, stop unsafe service, involve management, preserve facts, and coordinate approved follow-up.

APPLIES TO: All guest-facing employees, shift leads, managers, and designated emergency or follow-up contacts.

RESPONSIBILITY: Employees protect immediate safety and notify management. The manager controls response, recovery, records, and authorized follow-up.

WHEN USED: Immediately when the concern, report, unsafe condition, or incident is observed or received.

REQUIRED MATERIALS / INFORMATION:

- Approved allergen and ingredient resources
- Allergy alert and manager escalation method
- Emergency and manager contacts
- Approved complaint or incident form
- Guest, employee, order, or transaction information

CRITICAL STANDARDS:

- Immediate safety and operational control come before recovery or paperwork.
- Employees do not diagnose, admit liability, threaten, or promise outcomes outside authority.
- The scene, product, transaction, and witness information are preserved when required.
- Objective documentation and authorized follow-up are completed promptly.

PROCEDURE:

1. Protect immediate safety and notify the manager before beginning the formal allergy concern response.
2. Contact emergency, security, law-enforcement, HR, ownership, or other approved resources when required.
3. Preserve the scene, item, check, records, and other evidence without creating additional risk.
4. Stop service of the questioned item and notify the manager and designated kitchen leader immediately.
5. Confirm what the guest reported without guessing ingredients, severity, diagnosis, or medical outcome.
6. Follow the emergency plan and contact emergency services when symptoms or an emergency are reported.
7. Preserve relevant ticket and food information and document objective facts for authorized follow-up.
8. Collect separate witness names and distinguish direct observations from information reported by others.
9. Do not diagnose, admit liability, assign unsupported blame, threaten, or promise outcomes outside authority.
10. Complete, sign, secure, and route the report promptly and assign authorized follow-up.

102. Allergy Concern Response SOP - VERIFICATION & CUSTOMIZATION

MANAGER VERIFICATION:

☐ The employee can identify the guest concern, immediate safety trigger, recovery authority, evidence needs, and escalation point for allergy concern response.
☐ Stop service of the questioned item and notify the manager and designated kitchen leader immediately.
☐ Confirm what the guest reported without guessing ingredients, severity, diagnosis, or medical outcome.
☐ Follow the emergency plan and contact emergency services when symptoms or an emergency are reported.
☐ Preserve relevant ticket and food information and document objective facts for authorized follow-up.
☐ Do not diagnose, admit liability, assign unsupported blame, threaten, or promise outcomes outside authority.

COMMON MISTAKES TO AVOID:

- Delaying immediate safety action while gathering details or discussing recovery for allergy concern response.
- Diagnosing, admitting liability, assigning blame, or promising an outcome outside authority.
- Combining witness accounts or failing to preserve the item, scene, check, or records.
- Discussing private guest or employee information with uninvolved people.
- Failing to complete, secure, route, and assign follow-up for the incident record.

RESTAURANT-SPECIFIC CUSTOMIZATION:

- Approved acknowledgement, recovery, safety, or follow-up language: _____
- Complaint, incident, guest-property, or feedback form/system: _____
- Recovery authority, ownership contact, or escalation role: _____
- Response, update, follow-up, or preservation target: _____
- Accessibility, privacy, insurance, health, or emergency requirement reviewed: _____
- Restaurant-specific recovery limits, contacts, or evidence steps: _____
- _____

TRAINING SIGN-OFF:

Employee Name	_____
Trainer / Manager	_____
Training Date	_____
Training Verification	☐ Not Ready ☐ Retrain ☐ Approved

REVISION NOTE: Record future changes in the restaurant master SOP index and retrain affected employees when the approved process changes.

103. Foreign Object Complaint SOP

SOP ID	V1-103	**VERSION**	1.0
EFFECTIVE DATE	_____	**OWNER**	_____
APPROVED BY	_____	**NEXT REVIEW**	_____

PURPOSE: To handle a foreign-object complaint safely by preserving the item and food, documenting facts, notifying management, and controlling follow-up.

APPLIES TO: All guest-facing employees, shift leads, managers, and designated emergency or follow-up contacts.

RESPONSIBILITY: Employees protect immediate safety and notify management. The manager controls response, recovery, records, and authorized follow-up.

WHEN USED: Immediately when the concern, report, unsafe condition, or incident is observed or received.

REQUIRED MATERIALS / INFORMATION:

- Emergency, security, or medical contact information
- Incident, witness, and evidence-preservation forms
- Emergency and manager contacts
- Approved complaint or incident form
- Guest, employee, order, or transaction information

CRITICAL STANDARDS:

- Immediate safety and operational control come before recovery or paperwork.
- Employees do not diagnose, admit liability, threaten, or promise outcomes outside authority.
- The scene, product, transaction, and witness information are preserved when required.
- Objective documentation and authorized follow-up are completed promptly.

PROCEDURE:

1. Protect immediate safety and notify the manager before beginning the formal foreign object complaint response.
2. Contact emergency, security, law-enforcement, HR, ownership, or other approved resources when required.
3. Preserve the scene, item, check, records, and other evidence without creating additional risk.
4. Ask the guest to stop consuming the item and notify the manager and kitchen leader.
5. Preserve the object and food in a secure labeled container and prevent further service from a suspected source.
6. Record the item, table, ticket, time, object description, witnesses, and guest statement without speculating.
7. Provide approved recovery and medical assistance when needed and route evidence for investigation.
8. Collect separate witness names and distinguish direct observations from information reported by others.
9. Do not diagnose, admit liability, assign unsupported blame, threaten, or promise outcomes outside authority.
10. Complete, sign, secure, and route the report promptly and assign authorized follow-up.

103. Foreign Object Complaint SOP - VERIFICATION & CUSTOMIZATION

MANAGER VERIFICATION:

☐ The employee can identify the guest concern, immediate safety trigger, recovery authority, evidence needs, and escalation point for foreign object complaint.
☐ Ask the guest to stop consuming the item and notify the manager and kitchen leader.
☐ Preserve the object and food in a secure labeled container and prevent further service from a suspected source.
☐ Record the item, table, ticket, time, object description, witnesses, and guest statement without speculating.
☐ Provide approved recovery and medical assistance when needed and route evidence for investigation.
☐ Do not diagnose, admit liability, assign unsupported blame, threaten, or promise outcomes outside authority.

COMMON MISTAKES TO AVOID:

• Delaying immediate safety action while gathering details or discussing recovery for foreign object complaint.
• Diagnosing, admitting liability, assigning blame, or promising an outcome outside authority.
• Combining witness accounts or failing to preserve the item, scene, check, or records.
• Discussing private guest or employee information with uninvolved people.
• Failing to complete, secure, route, and assign follow-up for the incident record.

RESTAURANT-SPECIFIC CUSTOMIZATION:

• Approved acknowledgement, recovery, safety, or follow-up language: _____
• Complaint, incident, guest-property, or feedback form/system: _____
• Recovery authority, ownership contact, or escalation role: _____
• Response, update, follow-up, or preservation target: _____
• Accessibility, privacy, insurance, health, or emergency requirement reviewed: _____
• Restaurant-specific recovery limits, contacts, or evidence steps: _____
• _____

TRAINING SIGN-OFF:

Employee Name	_____
Trainer / Manager	_____
Training Date	_____
Training Verification	☐ Not Ready ☐ Retrain ☐ Approved

REVISION NOTE: Record future changes in the restaurant master SOP index and retrain affected employees when the approved process changes.

104. Guest Illness Complaint Intake SOP

SOP ID	V1-104	**VERSION**	1.0
EFFECTIVE DATE	_____	**OWNER**	_____
APPROVED BY	_____	**NEXT REVIEW**	_____

PURPOSE: To receive a guest illness complaint accurately, protect relevant food and records, complete required notifications, and assign authorized follow-up.

APPLIES TO: All guest-facing employees, shift leads, managers, and designated emergency or follow-up contacts.

RESPONSIBILITY: Employees protect immediate safety and notify management. The manager controls response, recovery, records, and authorized follow-up.

WHEN USED: Immediately when the concern, report, unsafe condition, or incident is observed or received.

REQUIRED MATERIALS / INFORMATION:

- Emergency, security, or medical contact information
- Incident, witness, and evidence-preservation forms
- Emergency and manager contacts
- Approved complaint or incident form
- Guest, employee, order, or transaction information

CRITICAL STANDARDS:

- Immediate safety and operational control come before recovery or paperwork.
- Employees do not diagnose, admit liability, threaten, or promise outcomes outside authority.
- The scene, product, transaction, and witness information are preserved when required.
- Objective documentation and authorized follow-up are completed promptly.

PROCEDURE:

1. Protect immediate safety and notify the manager before beginning the formal guest illness complaint intake response.
2. Contact emergency, security, law-enforcement, HR, ownership, or other approved resources when required.
3. Preserve the scene, item, check, records, and other evidence without creating additional risk.
4. Express concern, obtain the manager, and determine whether immediate medical assistance is requested or needed.
5. Record guest contact, visit, foods consumed, symptoms reported, onset timing, other diners, and medical care sought.
6. Preserve checks, tickets, recipes, temperatures, schedules, and product information as directed.
7. Do not diagnose, assign cause, promise reimbursement, or contact outside parties beyond the approved plan.
8. Collect separate witness names and distinguish direct observations from information reported by others.
9. Do not diagnose, admit liability, assign unsupported blame, threaten, or promise outcomes outside authority.
10. Complete, sign, secure, and route the report promptly and assign authorized follow-up.

104. Guest Illness Complaint Intake SOP - VERIFICATION & CUSTOMIZATION

MANAGER VERIFICATION:

☐ The employee can identify the guest concern, immediate safety trigger, recovery authority, evidence needs, and escalation point for guest illness complaint intake.
☐ Express concern, obtain the manager, and determine whether immediate medical assistance is requested or needed.
☐ Record guest contact, visit, foods consumed, symptoms reported, onset timing, other diners, and medical care sought.
☐ Preserve checks, tickets, recipes, temperatures, schedules, and product information as directed.
☐ Do not diagnose, assign cause, promise reimbursement, or contact outside parties beyond the approved plan.
☐ Do not diagnose, admit liability, assign unsupported blame, threaten, or promise outcomes outside authority.

COMMON MISTAKES TO AVOID:

- Delaying immediate safety action while gathering details or discussing recovery for guest illness complaint intake.
- Diagnosing, admitting liability, assigning blame, or promising an outcome outside authority.
- Combining witness accounts or failing to preserve the item, scene, check, or records.
- Discussing private guest or employee information with uninvolved people.
- Failing to complete, secure, route, and assign follow-up for the incident record.

RESTAURANT-SPECIFIC CUSTOMIZATION:

- Approved acknowledgement, recovery, safety, or follow-up language: _____
- Complaint, incident, guest-property, or feedback form/system: _____
- Recovery authority, ownership contact, or escalation role: _____
- Response, update, follow-up, or preservation target: _____
- Accessibility, privacy, insurance, health, or emergency requirement reviewed: _____
- Restaurant-specific recovery limits, contacts, or evidence steps: _____
- _____

TRAINING SIGN-OFF:

Employee Name	_____
Trainer / Manager	_____
Training Date	_____
Training Verification	☐ Not Ready ☐ Retrain ☐ Approved

REVISION NOTE: Record future changes in the restaurant master SOP index and retrain affected employees when the approved process changes.

105. Guest Injury Initial Response SOP

SOP ID	V1-105	**VERSION**	1.0
EFFECTIVE DATE	_____	**OWNER**	_____
APPROVED BY	_____	**NEXT REVIEW**	_____

PURPOSE: To provide an immediate, calm response to a guest injury, obtain appropriate help, secure the scene, and document objective facts.

APPLIES TO: All guest-facing employees, shift leads, managers, and designated emergency or follow-up contacts.

RESPONSIBILITY: Employees protect immediate safety and notify management. The manager controls response, recovery, records, and authorized follow-up.

WHEN USED: Immediately when the concern, report, unsafe condition, or incident is observed or received.

REQUIRED MATERIALS / INFORMATION:

- Emergency, security, or medical contact information
- Incident, witness, and evidence-preservation forms
- Emergency and manager contacts
- Approved complaint or incident form
- Guest, employee, order, or transaction information

CRITICAL STANDARDS:

- Immediate safety and operational control come before recovery or paperwork.
- Employees do not diagnose, admit liability, threaten, or promise outcomes outside authority.
- The scene, product, transaction, and witness information are preserved when required.
- Objective documentation and authorized follow-up are completed promptly.

PROCEDURE:

1. Protect immediate safety and notify the manager before beginning the formal guest injury response.
2. Contact emergency, security, law-enforcement, HR, ownership, or other approved resources when required.
3. Preserve the scene, item, check, records, and other evidence without creating additional risk.
4. Stop nearby activity, protect the guest from additional danger, and contact the manager.
5. Ask whether emergency medical assistance is needed and call emergency services according to the response plan.
6. Do not move the guest unless immediate safety requires it and do not diagnose, assign fault, or offer medication.
7. Preserve the scene, identify witnesses, document objective facts, and route follow-up through management.
8. Collect separate witness names and distinguish direct observations from information reported by others.
9. Do not diagnose, admit liability, assign unsupported blame, threaten, or promise outcomes outside authority.
10. Complete, sign, secure, and route the report promptly and assign authorized follow-up.

105. Guest Injury Initial Response SOP - VERIFICATION & CUSTOMIZATION

MANAGER VERIFICATION:

☐ The employee can identify the guest concern, immediate safety trigger, recovery authority, evidence needs, and escalation point for guest injury initial response.
☐ Stop nearby activity, protect the guest from additional danger, and contact the manager.
☐ Ask whether emergency medical assistance is needed and call emergency services according to the response plan.
☐ Do not move the guest unless immediate safety requires it and do not diagnose, assign fault, or offer medication.
☐ Preserve the scene, identify witnesses, document objective facts, and route follow-up through management.
☐ Do not diagnose, admit liability, assign unsupported blame, threaten, or promise outcomes outside authority.

COMMON MISTAKES TO AVOID:

- Delaying immediate safety action while gathering details or discussing recovery for guest injury initial response.
- Diagnosing, admitting liability, assigning blame, or promising an outcome outside authority.
- Combining witness accounts or failing to preserve the item, scene, check, or records.
- Discussing private guest or employee information with uninvolved people.
- Failing to complete, secure, route, and assign follow-up for the incident record.

RESTAURANT-SPECIFIC CUSTOMIZATION:

- Approved acknowledgement, recovery, safety, or follow-up language: _____
- Complaint, incident, guest-property, or feedback form/system: _____
- Recovery authority, ownership contact, or escalation role: _____
- Response, update, follow-up, or preservation target: _____
- Accessibility, privacy, insurance, health, or emergency requirement reviewed: _____
- Restaurant-specific recovery limits, contacts, or evidence steps: _____
- _____

TRAINING SIGN-OFF:

Employee Name	_____
Trainer / Manager	_____
Training Date	_____
Training Verification	☐ Not Ready ☐ Retrain ☐ Approved

REVISION NOTE: Record future changes in the restaurant master SOP index and retrain affected employees when the approved process changes.

106. Disruptive Guest Response SOP

SOP ID	V1-106	**VERSION**	1.0
EFFECTIVE DATE	_____	**OWNER**	_____
APPROVED BY	_____	**NEXT REVIEW**	_____

PURPOSE: To address disruptive guest behavior early while protecting safety, setting clear limits, involving management, and documenting material events.

APPLIES TO: All guest-facing employees, shift leads, managers, and designated emergency or follow-up contacts.

RESPONSIBILITY: Employees protect immediate safety and notify management. The manager controls response, recovery, records, and authorized follow-up.

WHEN USED: Immediately when the concern, report, unsafe condition, or incident is observed or received.

REQUIRED MATERIALS / INFORMATION:

- Emergency, security, or medical contact information
- Incident, witness, and evidence-preservation forms
- Emergency and manager contacts
- Approved complaint or incident form
- Guest, employee, order, or transaction information

CRITICAL STANDARDS:

- Immediate safety and operational control come before recovery or paperwork.
- Employees do not diagnose, admit liability, threaten, or promise outcomes outside authority.
- The scene, product, transaction, and witness information are preserved when required.
- Objective documentation and authorized follow-up are completed promptly.

PROCEDURE:

1. Protect immediate safety and notify the manager before beginning the formal disruptive-guest response.
2. Contact emergency, security, law-enforcement, HR, ownership, or other approved resources when required.
3. Preserve the scene, item, check, records, and other evidence without creating additional risk.
4. Notify the manager and maintain safe distance, exits, and continued service to other guests.
5. Describe the specific behavior and state the required standard calmly without insults, threats, or unnecessary physical contact.
6. Offer an approved path to comply, conclude payment, or leave based on safety and manager authority.
7. Contact security or law enforcement when required and document objective behavior, actions, and witnesses.
8. Collect separate witness names and distinguish direct observations from information reported by others.
9. Do not diagnose, admit liability, assign unsupported blame, threaten, or promise outcomes outside authority.
10. Complete, sign, secure, and route the report promptly and assign authorized follow-up.

106. Disruptive Guest Response SOP - VERIFICATION & CUSTOMIZATION

MANAGER VERIFICATION:

☐ The employee can identify the guest concern, immediate safety trigger, recovery authority, evidence needs, and escalation point for disruptive guest response.

☐ Notify the manager and maintain safe distance, exits, and continued service to other guests.

☐ Describe the specific behavior and state the required standard calmly without insults, threats, or unnecessary physical contact.

☐ Offer an approved path to comply, conclude payment, or leave based on safety and manager authority.

☐ Contact security or law enforcement when required and document objective behavior, actions, and witnesses.

☐ Do not diagnose, admit liability, assign unsupported blame, threaten, or promise outcomes outside authority.

COMMON MISTAKES TO AVOID:

- Delaying immediate safety action while gathering details or discussing recovery for disruptive guest response.
- Diagnosing, admitting liability, assigning blame, or promising an outcome outside authority.
- Combining witness accounts or failing to preserve the item, scene, check, or records.
- Discussing private guest or employee information with uninvolved people.
- Failing to complete, secure, route, and assign follow-up for the incident record.

RESTAURANT-SPECIFIC CUSTOMIZATION:

- Approved acknowledgement, recovery, safety, or follow-up language: _____
- Complaint, incident, guest-property, or feedback form/system: _____
- Recovery authority, ownership contact, or escalation role: _____
- Response, update, follow-up, or preservation target: _____
- Accessibility, privacy, insurance, health, or emergency requirement reviewed: _____
- Restaurant-specific recovery limits, contacts, or evidence steps: _____
- _____

TRAINING SIGN-OFF:

Employee Name	_____
Trainer / Manager	_____
Training Date	_____
Training Verification	☐ Not Ready ☐ Retrain ☐ Approved

REVISION NOTE: Record future changes in the restaurant master SOP index and retrain affected employees when the approved process changes.

107. Harassment or Threatening Behavior Escalation SOP

SOP ID	V1-107	**VERSION**	1.0
EFFECTIVE DATE	_____	**OWNER**	_____
APPROVED BY	_____	**NEXT REVIEW**	_____

PURPOSE: To escalate harassment or threatening behavior immediately, separate affected people when safe, contact authorities when required, and preserve records.

APPLIES TO: All guest-facing employees, shift leads, managers, and designated emergency or follow-up contacts.

RESPONSIBILITY: Employees protect immediate safety and notify management. The manager controls response, recovery, records, and authorized follow-up.

WHEN USED: Whenever harassment or threatening behavior escalation is required during opening, service, shift transition, or closing.

REQUIRED MATERIALS / INFORMATION:

- Emergency, security, or medical contact information
- Incident, witness, and evidence-preservation forms
- Emergency and manager contacts
- Approved complaint or incident form
- Guest, employee, order, or transaction information

CRITICAL STANDARDS:

- Immediate safety and operational control come before recovery or paperwork.
- Employees do not diagnose, admit liability, threaten, or promise outcomes outside authority.
- The scene, product, transaction, and witness information are preserved when required.
- Objective documentation and authorized follow-up are completed promptly.

PROCEDURE:

1. Protect immediate safety and notify the manager before beginning the formal harassment or threatening behavior escalation response.
2. Contact emergency, security, law-enforcement, HR, ownership, or other approved resources when required.
3. Preserve the scene, item, check, records, and other evidence without creating additional risk.
4. Move the affected person to a safer location when possible and notify the manager immediately.
5. Separate parties without physical intervention unless trained and required for immediate safety.
6. Contact security, ownership, human resources, or law enforcement according to severity and policy.
7. Record exact words or actions, witnesses, timing, response, privacy controls, and nonretaliation expectations.
8. Collect separate witness names and distinguish direct observations from information reported by others.
9. Do not diagnose, admit liability, assign unsupported blame, threaten, or promise outcomes outside authority.
10. Complete, sign, secure, and route the report promptly and assign authorized follow-up.

107. Harassment or Threatening Behavior Escalation SOP - VERIFICATION & CUSTOMIZATION

MANAGER VERIFICATION:

☐ The employee can identify the guest concern, immediate safety trigger, recovery authority, evidence needs, and escalation point for harassment or threatening behavior escalation.
☐ Move the affected person to a safer location when possible and notify the manager immediately.
☐ Separate parties without physical intervention unless trained and required for immediate safety.
☐ Contact security, ownership, human resources, or law enforcement according to severity and policy.
☐ Record exact words or actions, witnesses, timing, response, privacy controls, and nonretaliation expectations.
☐ Do not diagnose, admit liability, assign unsupported blame, threaten, or promise outcomes outside authority.

COMMON MISTAKES TO AVOID:

- Delaying immediate safety action while gathering details or discussing recovery for harassment or threatening behavior escalation.
- Diagnosing, admitting liability, assigning blame, or promising an outcome outside authority.
- Combining witness accounts or failing to preserve the item, scene, check, or records.
- Discussing private guest or employee information with uninvolved people.
- Failing to complete, secure, route, and assign follow-up for the incident record.

RESTAURANT-SPECIFIC CUSTOMIZATION:

- Approved acknowledgement, recovery, safety, or follow-up language: _____
- Complaint, incident, guest-property, or feedback form/system: _____
- Recovery authority, ownership contact, or escalation role: _____
- Response, update, follow-up, or preservation target: _____
- Accessibility, privacy, insurance, health, or emergency requirement reviewed: _____
- Restaurant-specific recovery limits, contacts, or evidence steps: _____
- _____

TRAINING SIGN-OFF:

Employee Name	_____
Trainer / Manager	_____
Training Date	_____
Training Verification	☐ Not Ready ☐ Retrain ☐ Approved

REVISION NOTE: Record future changes in the restaurant master SOP index and retrain affected employees when the approved process changes.

108. Child Safety Concern Response SOP

SOP ID	V1-108	**VERSION**	1.0
EFFECTIVE DATE	_____	**OWNER**	_____
APPROVED BY	_____	**NEXT REVIEW**	_____

PURPOSE: To protect a child when unsafe conduct, supervision, equipment, location, or another immediate safety concern is observed.

APPLIES TO: All guest-facing employees, shift leads, managers, and designated emergency or follow-up contacts.

RESPONSIBILITY: Employees protect immediate safety and notify management. The manager controls response, recovery, records, and authorized follow-up.

WHEN USED: Immediately when the concern, report, unsafe condition, or incident is observed or received.

REQUIRED MATERIALS / INFORMATION:

- Emergency and manager contacts
- Approved complaint or incident form
- Guest, employee, order, or transaction information
- Scene, product, or evidence controls
- Witness and follow-up fields

CRITICAL STANDARDS:

- Immediate safety and operational control come before recovery or paperwork.
- Employees do not diagnose, admit liability, threaten, or promise outcomes outside authority.
- The scene, product, transaction, and witness information are preserved when required.
- Objective documentation and authorized follow-up are completed promptly.

PROCEDURE:

1. Protect immediate safety and notify the manager before beginning the formal child-safety response.
2. Contact emergency, security, law-enforcement, HR, ownership, or other approved resources when required.
3. Preserve the scene, item, check, records, and other evidence without creating additional risk.
4. Address immediate hazards such as hot surfaces, traffic paths, unstable furniture, or blocked exits.
5. Locate and calmly inform the responsible adult of the specific concern.
6. Notify the manager when risk continues, the adult cannot be located, or emergency assistance may be required.
7. Document serious events and use the lost-child, injury, or emergency procedure when applicable.
8. Collect separate witness names and distinguish direct observations from information reported by others.
9. Do not diagnose, admit liability, assign unsupported blame, threaten, or promise outcomes outside authority.
10. Complete, sign, secure, and route the report promptly and assign authorized follow-up.

108. Child Safety Concern Response SOP - VERIFICATION & CUSTOMIZATION

MANAGER VERIFICATION:

☐ The employee can identify the guest concern, immediate safety trigger, recovery authority, evidence needs, and escalation point for child safety concern response.
☐ Address immediate hazards such as hot surfaces, traffic paths, unstable furniture, or blocked exits.
☐ Locate and calmly inform the responsible adult of the specific concern.
☐ Notify the manager when risk continues, the adult cannot be located, or emergency assistance may be required.
☐ Document serious events and use the lost-child, injury, or emergency procedure when applicable.
☐ Do not diagnose, admit liability, assign unsupported blame, threaten, or promise outcomes outside authority.

COMMON MISTAKES TO AVOID:

• Delaying immediate safety action while gathering details or discussing recovery for child safety concern response.
• Diagnosing, admitting liability, assigning blame, or promising an outcome outside authority.
• Combining witness accounts or failing to preserve the item, scene, check, or records.
• Discussing private guest or employee information with uninvolved people.
• Failing to complete, secure, route, and assign follow-up for the incident record.

RESTAURANT-SPECIFIC CUSTOMIZATION:

• Approved acknowledgement, recovery, safety, or follow-up language: _____
• Complaint, incident, guest-property, or feedback form/system: _____
• Recovery authority, ownership contact, or escalation role: _____
• Response, update, follow-up, or preservation target: _____
• Accessibility, privacy, insurance, health, or emergency requirement reviewed: _____
• Restaurant-specific recovery limits, contacts, or evidence steps: _____
• _____

TRAINING SIGN-OFF:

Employee Name	_____
Trainer / Manager	_____
Training Date	_____
Training Verification	☐ Not Ready ☐ Retrain ☐ Approved

REVISION NOTE: Record future changes in the restaurant master SOP index and retrain affected employees when the approved process changes.

109. Lost Child Response SOP

SOP ID	V1-109	**VERSION**	1.0
EFFECTIVE DATE	_____	**OWNER**	_____
APPROVED BY	_____	**NEXT REVIEW**	_____

PURPOSE: To coordinate a rapid, controlled search and guardian-verification process when a child is missing, separated, or found alone.

APPLIES TO: All guest-facing employees, shift leads, managers, and designated emergency or follow-up contacts.

RESPONSIBILITY: Employees protect immediate safety and notify management. The manager controls response, recovery, records, and authorized follow-up.

WHEN USED: Immediately when the concern, report, unsafe condition, or incident is observed or received.

REQUIRED MATERIALS / INFORMATION:

- Emergency, security, or medical contact information
- Incident, witness, and evidence-preservation forms
- Emergency and manager contacts
- Approved complaint or incident form
- Guest, employee, order, or transaction information

CRITICAL STANDARDS:

- Immediate safety and operational control come before recovery or paperwork.
- Employees do not diagnose, admit liability, threaten, or promise outcomes outside authority.
- The scene, product, transaction, and witness information are preserved when required.
- Objective documentation and authorized follow-up are completed promptly.

PROCEDURE:

1. Protect immediate safety and notify the manager before beginning the formal lost-child response.
2. Contact emergency, security, law-enforcement, HR, ownership, or other approved resources when required.
3. Preserve the scene, item, check, records, and other evidence without creating additional risk.
4. Notify the manager and obtain the child description, clothing, last known location, and responsible adult.
5. Assign employees to designated search zones and monitored exits without abandoning critical safety positions.
6. Do not broadcast sensitive information publicly or release a located child to an unverified person.
7. Contact law enforcement according to the emergency plan, verify reunification, and document the incident.
8. Collect separate witness names and distinguish direct observations from information reported by others.
9. Do not diagnose, admit liability, assign unsupported blame, threaten, or promise outcomes outside authority.
10. Complete, sign, secure, and route the report promptly and assign authorized follow-up.

109. Lost Child Response SOP - VERIFICATION & CUSTOMIZATION

MANAGER VERIFICATION:

☐ The employee can identify the guest concern, immediate safety trigger, recovery authority, evidence needs, and escalation point for lost child response.
☐ Notify the manager and obtain the child description, clothing, last known location, and responsible adult.
☐ Assign employees to designated search zones and monitored exits without abandoning critical safety positions.
☐ Do not broadcast sensitive information publicly or release a located child to an unverified person.
☐ Contact law enforcement according to the emergency plan, verify reunification, and document the incident.
☐ Do not diagnose, admit liability, assign unsupported blame, threaten, or promise outcomes outside authority.

COMMON MISTAKES TO AVOID:

- Delaying immediate safety action while gathering details or discussing recovery for lost child response.
- Diagnosing, admitting liability, assigning blame, or promising an outcome outside authority.
- Combining witness accounts or failing to preserve the item, scene, check, or records.
- Discussing private guest or employee information with uninvolved people.
- Failing to complete, secure, route, and assign follow-up for the incident record.

RESTAURANT-SPECIFIC CUSTOMIZATION:

- Approved acknowledgement, recovery, safety, or follow-up language: _____
- Complaint, incident, guest-property, or feedback form/system: _____
- Recovery authority, ownership contact, or escalation role: _____
- Response, update, follow-up, or preservation target: _____
- Accessibility, privacy, insurance, health, or emergency requirement reviewed: _____
- Restaurant-specific recovery limits, contacts, or evidence steps: _____
- _____

TRAINING SIGN-OFF:

Employee Name	_____
Trainer / Manager	_____
Training Date	_____
Training Verification	☐ Not Ready ☐ Retrain ☐ Approved

REVISION NOTE: Record future changes in the restaurant master SOP index and retrain affected employees when the approved process changes.

110. Lost Property Return SOP

SOP ID	V1-110	**VERSION**	1.0
EFFECTIVE DATE	_____	**OWNER**	_____
APPROVED BY	_____	**NEXT REVIEW**	_____

PURPOSE: To return lost property only after identity is reasonably verified, custody is documented, and the authorized release process is completed.

APPLIES TO: Employees releasing or receiving the order, station, transaction, or responsibility, plus managers.

RESPONSIBILITY: The releasing employee gives complete information. The receiving employee confirms acceptance; management resolves exceptions.

WHEN USED: Whenever lost property return is required during opening, service, shift transition, or closing.

REQUIRED MATERIALS / INFORMATION:

- Lost-and-found custody log
- Property identification label or secure bag
- Guest identity and property-description information
- Manager communication
- Property return receipt

CRITICAL STANDARDS:

- The handoff is direct, complete, and acknowledged.
- Allergy, cash, guest, safety, identity, and timing information is repeated back when relevant.
- Responsibility remains with the releasing employee until acceptance is clear.
- Every unresolved item has a named owner, deadline, and manager awareness.

PROCEDURE:

1. Identify the exact order, guest, station, transaction, custody, and time period covered by lost property return.
2. Conduct the transfer directly whenever possible and use the approved written or electronic record.
3. Review active work, deadlines, high-risk conditions, and items awaiting manager action.
4. Ask the claimant to describe the item, identifying marks, contents, loss location, and approximate time before showing it.
5. Compare the description to the intake record and stored item while protecting private contents.
6. Obtain manager approval for high-value, identity, payment, key, electronic, or sensitive property.
7. Record claimant verification, date, time, employee, signature when required, and final disposition.
8. Require repeat-back of critical allergy, cash, identity, safety, timing, and guest information.
9. Assign a named owner and due time for every unresolved item and inform management of exceptions.
10. Both employees acknowledge the transfer; responsibility remains with the releasing employee until acceptance is clear.

110. Lost Property Return SOP - VERIFICATION & CUSTOMIZATION

MANAGER VERIFICATION:

☐ The employee can identify the guest concern, immediate safety trigger, recovery authority, evidence needs, and escalation point for lost property return.

☐ Ask the claimant to describe the item, identifying marks, contents, loss location, and approximate time before showing it.

☐ Compare the description to the intake record and stored item while protecting private contents.

☐ Obtain manager approval for high-value, identity, payment, key, electronic, or sensitive property.

☐ Record claimant verification, date, time, employee, signature when required, and final disposition.

☐ Assign a named owner and due time for every unresolved item and inform management of exceptions.

COMMON MISTAKES TO AVOID:

- Giving a general verbal update instead of exact identifiers and current status for lost property return.
- Failing to repeat back allergy, identity, cash, timing, or safety information.
- Assuming the receiver accepted responsibility without clear acknowledgment.
- Omitting an unresolved item, named owner, deadline, or manager notification.
- Discarding the source ticket, log, or record before the transfer is verified.

RESTAURANT-SPECIFIC CUSTOMIZATION:

- Approved acknowledgement, recovery, safety, or follow-up language: _____
- Complaint, incident, guest-property, or feedback form/system: _____
- Recovery authority, ownership contact, or escalation role: _____
- Response, update, follow-up, or preservation target: _____
- Accessibility, privacy, insurance, health, or emergency requirement reviewed: _____
- Restaurant-specific recovery limits, contacts, or evidence steps: _____
- _____

TRAINING SIGN-OFF:

Employee Name	_____
Trainer / Manager	_____
Training Date	_____
Training Verification	☐ Not Ready ☐ Retrain ☐ Approved

REVISION NOTE: Record future changes in the restaurant master SOP index and retrain affected employees when the approved process changes.

111. Special Occasion Recognition SOP

SOP ID	V1-111	**VERSION**	1.0
EFFECTIVE DATE	_____	**OWNER**	_____
APPROVED BY	_____	**NEXT REVIEW**	_____

PURPOSE: To recognize birthdays, anniversaries, celebrations, and other special occasions accurately without making unauthorized promises or disrupting service.

APPLIES TO: Guest-facing employees, service assistants, trainers, shift leads, and managers.

RESPONSIBILITY: The assigned employee performs the service and communicates needs. The manager handles exceptions and actions beyond employee authority.

WHEN USED: Whenever special occasion recognition is required during opening, service, shift transition, or closing.

REQUIRED MATERIALS / INFORMATION:

- Reservation and guest-profile information
- Approved special-occasion recognition options
- Menu, allergy, and timing information
- Manager authorization guide
- Recognition and follow-up notes

CRITICAL STANDARDS:

- The correct guest, table, seat, item, and order are confirmed before service.
- Food, beverages, serviceware, and guest property are handled safely.
- Allergy, temperature, quality, identity, and missing-item concerns are stopped and escalated.
- Completion and unresolved needs are communicated to the responsible employee or manager.

PROCEDURE:

1. Confirm the correct guest, table, seat, order, timing, and responsible employee for special occasion recognition.
2. Inspect the ticket, item, tools, identifiers, and required accompaniments before beginning.
3. Choose the approved service method and safe route and obtain help rather than taking an unsafe shortcut.
4. Confirm the occasion, guest name, table, timing, privacy preference, and any purchased or complimentary item.
5. Review allergy, dietary, candle, singing, photography, and outside-item rules.
6. Coordinate timing with server, kitchen, bar, host, and manager so recognition fits the meal pace.
7. Deliver the approved recognition warmly and update the check and guest notes correctly.
8. Stop when identity, allergy, quality, temperature, or safety information does not match.
9. Notify the responsible employee or manager of completion and every remaining guest need.
10. Return equipment, reset the area or system, and document material exceptions before the next task.

111. Special Occasion Recognition SOP - VERIFICATION & CUSTOMIZATION

MANAGER VERIFICATION:

☐ The employee can identify the guest concern, immediate safety trigger, recovery authority, evidence needs, and escalation point for special occasion recognition.
☐ Confirm the occasion, guest name, table, timing, privacy preference, and any purchased or complimentary item.
☐ Review allergy, dietary, candle, singing, photography, and outside-item rules.
☐ Coordinate timing with server, kitchen, bar, host, and manager so recognition fits the meal pace.
☐ Deliver the approved recognition warmly and update the check and guest notes correctly.
☐ Notify the responsible employee or manager of completion and every remaining guest need.

COMMON MISTAKES TO AVOID:

- Beginning special occasion recognition without confirming the guest, table, seat, item, timing, and responsible employee.
- Skipping an allergy, temperature, quality, identity, readiness, or safe-handling check to save time.
- Using an unsafe route, overloaded tray, unapproved handling method, or intrusive guest approach.
- Failing to communicate a delay, rejected item, missing need, or completed handoff promptly.
- Resetting the area or moving to another task while a guest need or exception remains unassigned.

RESTAURANT-SPECIFIC CUSTOMIZATION:

- Approved acknowledgement, recovery, safety, or follow-up language: _____
- Complaint, incident, guest-property, or feedback form/system: _____
- Recovery authority, ownership contact, or escalation role: _____
- Response, update, follow-up, or preservation target: _____
- Accessibility, privacy, insurance, health, or emergency requirement reviewed: _____
- Restaurant-specific recovery limits, contacts, or evidence steps: _____
- _____

TRAINING SIGN-OFF:

Employee Name	_____
Trainer / Manager	_____
Training Date	_____
Training Verification	☐ Not Ready ☐ Retrain ☐ Approved

REVISION NOTE: Record future changes in the restaurant master SOP index and retrain affected employees when the approved process changes.

112. VIP and Regular Guest Recognition SOP

SOP ID	V1-112	**VERSION**	1.0
EFFECTIVE DATE	_____	**OWNER**	_____
APPROVED BY	_____	**NEXT REVIEW**	_____

PURPOSE: To recognize VIPs and regular guests consistently while protecting privacy, honoring approved preferences, and avoiding unfair or unrecorded exceptions.

APPLIES TO: Guest-facing employees, service assistants, trainers, shift leads, and managers.

RESPONSIBILITY: The assigned employee performs the service and communicates needs. The manager handles exceptions and actions beyond employee authority.

WHEN USED: Whenever vip and regular guest recognition is required during opening, service, shift transition, or closing.

REQUIRED MATERIALS / INFORMATION:

- Approved guest-preference notes
- Reservation, POS, and visit-history information
- Privacy and data-use standard
- Manager recognition plan
- Guest follow-up fields

CRITICAL STANDARDS:

- The correct guest, table, seat, item, and order are confirmed before service.
- Food, beverages, serviceware, and guest property are handled safely.
- Allergy, temperature, quality, identity, and missing-item concerns are stopped and escalated.
- Completion and unresolved needs are communicated to the responsible employee or manager.

PROCEDURE:

1. Confirm the correct guest, table, seat, order, timing, and responsible employee for VIP and regular guest recognition.
2. Inspect the ticket, item, tools, identifiers, and required accompaniments before beginning.
3. Choose the approved service method and safe route and obtain help rather than taking an unsafe shortcut.
4. Confirm identity through approved reservation or guest-profile information rather than assumptions.
5. Review documented preferences, restrictions, prior concerns, and authorized recognition.
6. Notify the manager and assigned server discreetly while maintaining normal standards for surrounding guests.
7. Record only appropriate service preferences and do not disclose spending, visit, or personal information.
8. Stop when identity, allergy, quality, temperature, or safety information does not match.
9. Notify the responsible employee or manager of completion and every remaining guest need.
10. Return equipment, reset the area or system, and document material exceptions before the next task.

112. VIP and Regular Guest Recognition SOP - VERIFICATION & CUSTOMIZATION

MANAGER VERIFICATION:

☐ The employee can identify the guest concern, immediate safety trigger, recovery authority, evidence needs, and escalation point for vip and regular guest recognition.
☐ Confirm identity through approved reservation or guest-profile information rather than assumptions.
☐ Review documented preferences, restrictions, prior concerns, and authorized recognition.
☐ Notify the manager and assigned server discreetly while maintaining normal standards for surrounding guests.
☐ Record only appropriate service preferences and do not disclose spending, visit, or personal information.
☐ Notify the responsible employee or manager of completion and every remaining guest need.

COMMON MISTAKES TO AVOID:

- Beginning VIP and regular guest recognition without confirming the guest, table, seat, item, timing, and responsible employee.
- Skipping an allergy, temperature, quality, identity, readiness, or safe-handling check to save time.
- Using an unsafe route, overloaded tray, unapproved handling method, or intrusive guest approach.
- Failing to communicate a delay, rejected item, missing need, or completed handoff promptly.
- Resetting the area or moving to another task while a guest need or exception remains unassigned.

RESTAURANT-SPECIFIC CUSTOMIZATION:

- Approved acknowledgement, recovery, safety, or follow-up language: _____
- Complaint, incident, guest-property, or feedback form/system: _____
- Recovery authority, ownership contact, or escalation role: _____
- Response, update, follow-up, or preservation target: _____
- Accessibility, privacy, insurance, health, or emergency requirement reviewed: _____
- Restaurant-specific recovery limits, contacts, or evidence steps: _____
- _____

TRAINING SIGN-OFF:

Employee Name	_____
Trainer / Manager	_____
Training Date	_____
Training Verification	☐ Not Ready ☐ Retrain ☐ Approved

REVISION NOTE: Record future changes in the restaurant master SOP index and retrain affected employees when the approved process changes.

113. Accessibility Accommodation Request SOP

SOP ID	V1-113	**VERSION**	1.0
EFFECTIVE DATE	_____	**OWNER**	_____
APPROVED BY	_____	**NEXT REVIEW**	_____

PURPOSE: To receive accessibility accommodation requests respectfully, identify practical options, avoid assumptions, and route decisions requiring management review.

APPLIES TO: Guest-facing employees, service assistants, trainers, shift leads, and managers.

RESPONSIBILITY: The assigned employee performs the service and communicates needs. The manager handles exceptions and actions beyond employee authority.

WHEN USED: Whenever accessibility accommodation request is required during opening, service, shift transition, or closing.

REQUIRED MATERIALS / INFORMATION:

- Guest accessibility request information
- Accessible seating, route, and facility options
- Approved accessibility equipment or aids
- Manager communication
- Accommodation request documentation

CRITICAL STANDARDS:

- The correct guest, table, seat, item, and order are confirmed before service.
- Food, beverages, serviceware, and guest property are handled safely.
- Allergy, temperature, quality, identity, and missing-item concerns are stopped and escalated.
- Completion and unresolved needs are communicated to the responsible employee or manager.

PROCEDURE:

1. Confirm the correct guest, table, seat, order, timing, and responsible employee for accessibility accommodation request.
2. Inspect the ticket, item, tools, identifiers, and required accompaniments before beginning.
3. Choose the approved service method and safe route and obtain help rather than taking an unsafe shortcut.
4. Listen to the requested assistance and ask only what is necessary to understand the service need.
5. Do not challenge, diagnose, or assume; involve management when safety, policy, or available space is affected.
6. Offer approved options that preserve dignity and access while keeping routes and exits clear.
7. Confirm the solution with the guest and communicate only necessary operational information to the team.
8. Stop when identity, allergy, quality, temperature, or safety information does not match.
9. Notify the responsible employee or manager of completion and every remaining guest need.
10. Return equipment, reset the area or system, and document material exceptions before the next task.

113. Accessibility Accommodation Request SOP - VERIFICATION & CUSTOMIZATION

MANAGER VERIFICATION:

☐ The employee can identify the guest concern, immediate safety trigger, recovery authority, evidence needs, and escalation point for accessibility accommodation request.
☐ Listen to the requested assistance and ask only what is necessary to understand the service need.
☐ Do not challenge, diagnose, or assume; involve management when safety, policy, or available space is affected.
☐ Offer approved options that preserve dignity and access while keeping routes and exits clear.
☐ Confirm the solution with the guest and communicate only necessary operational information to the team.
☐ Notify the responsible employee or manager of completion and every remaining guest need.

COMMON MISTAKES TO AVOID:

- Beginning accessibility accommodation request without confirming the guest, table, seat, item, timing, and responsible employee.
- Skipping an allergy, temperature, quality, identity, readiness, or safe-handling check to save time.
- Using an unsafe route, overloaded tray, unapproved handling method, or intrusive guest approach.
- Failing to communicate a delay, rejected item, missing need, or completed handoff promptly.
- Resetting the area or moving to another task while a guest need or exception remains unassigned.

RESTAURANT-SPECIFIC CUSTOMIZATION:

- Approved acknowledgement, recovery, safety, or follow-up language: _____
- Complaint, incident, guest-property, or feedback form/system: _____
- Recovery authority, ownership contact, or escalation role: _____
- Response, update, follow-up, or preservation target: _____
- Accessibility, privacy, insurance, health, or emergency requirement reviewed: _____
- Restaurant-specific recovery limits, contacts, or evidence steps: _____
- _____

TRAINING SIGN-OFF:

Employee Name	_____
Trainer / Manager	_____
Training Date	_____
Training Verification	☐ Not Ready ☐ Retrain ☐ Approved

REVISION NOTE: Record future changes in the restaurant master SOP index and retrain affected employees when the approved process changes.

114. Language Barrier Assistance SOP

SOP ID	V1-114	**VERSION**	1.0
EFFECTIVE DATE	_____	**OWNER**	_____
APPROVED BY	_____	**NEXT REVIEW**	_____

PURPOSE: To assist guests facing a language barrier through approved communication tools, respectful confirmation, and manager support when needed.

APPLIES TO: Guest-facing employees, service assistants, trainers, shift leads, and managers.

RESPONSIBILITY: The assigned employee performs the service and communicates needs. The manager handles exceptions and actions beyond employee authority.

WHEN USED: Whenever language barrier assistance is required during opening, service, shift transition, or closing.

REQUIRED MATERIALS / INFORMATION:

- Approved language-assistance resources
- Current menu, pricing, and allergen information
- Written, visual, or translation aids
- Manager communication
- Guest confirmation method

CRITICAL STANDARDS:

- The correct guest, table, seat, item, and order are confirmed before service.
- Food, beverages, serviceware, and guest property are handled safely.
- Allergy, temperature, quality, identity, and missing-item concerns are stopped and escalated.
- Completion and unresolved needs are communicated to the responsible employee or manager.

PROCEDURE:

1. Confirm the correct guest, table, seat, order, timing, and responsible employee for language barrier assistance.
2. Inspect the ticket, item, tools, identifiers, and required accompaniments before beginning.
3. Choose the approved service method and safe route and obtain help rather than taking an unsafe shortcut.
4. Use simple respectful language, visual menu references, written numbers, approved translation tools, or a qualified employee interpreter.
5. Confirm meaning through teach-back, pointing, or written confirmation rather than repeated louder speech.
6. Do not use children or unapproved bystanders for sensitive payment, medical, employment, or complaint interpretation.
7. Escalate unresolved allergy, safety, consent, or payment questions before proceeding.
8. Stop when identity, allergy, quality, temperature, or safety information does not match.
9. Notify the responsible employee or manager of completion and every remaining guest need.
10. Return equipment, reset the area or system, and document material exceptions before the next task.

114. Language Barrier Assistance SOP - VERIFICATION & CUSTOMIZATION

MANAGER VERIFICATION:

☐ The employee can identify the guest concern, immediate safety trigger, recovery authority, evidence needs, and escalation point for language barrier assistance.

☐ Use simple respectful language, visual menu references, written numbers, approved translation tools, or a qualified employee interpreter.

☐ Confirm meaning through teach-back, pointing, or written confirmation rather than repeated louder speech.

☐ Do not use children or unapproved bystanders for sensitive payment, medical, employment, or complaint interpretation.

☐ Escalate unresolved allergy, safety, consent, or payment questions before proceeding.

☐ Notify the responsible employee or manager of completion and every remaining guest need.

COMMON MISTAKES TO AVOID:

- Beginning language barrier assistance without confirming the guest, table, seat, item, timing, and responsible employee.
- Skipping an allergy, temperature, quality, identity, readiness, or safe-handling check to save time.
- Using an unsafe route, overloaded tray, unapproved handling method, or intrusive guest approach.
- Failing to communicate a delay, rejected item, missing need, or completed handoff promptly.
- Resetting the area or moving to another task while a guest need or exception remains unassigned.

RESTAURANT-SPECIFIC CUSTOMIZATION:

- Approved acknowledgement, recovery, safety, or follow-up language: _____
- Complaint, incident, guest-property, or feedback form/system: _____
- Recovery authority, ownership contact, or escalation role: _____
- Response, update, follow-up, or preservation target: _____
- Accessibility, privacy, insurance, health, or emergency requirement reviewed: _____
- Restaurant-specific recovery limits, contacts, or evidence steps: _____
- _____

TRAINING SIGN-OFF:

Employee Name	_____
Trainer / Manager	_____
Training Date	_____
Training Verification	☐ Not Ready ☐ Retrain ☐ Approved

REVISION NOTE: Record future changes in the restaurant master SOP index and retrain affected employees when the approved process changes.

115. Guest Feedback Documentation and Follow-Up SOP

SOP ID	V1-115	**VERSION**	1.0
EFFECTIVE DATE	_____	**OWNER**	_____
APPROVED BY	_____	**NEXT REVIEW**	_____

PURPOSE: To record guest feedback accurately, identify patterns, assign follow-up, and close the loop with the guest and responsible manager when appropriate.

APPLIES TO: Guest-facing employees, service leaders, managers, and authorized follow-up contacts.

RESPONSIBILITY: The employee listens, confirms facts, and stays within authority. The manager selects recovery, documents the decision, and assigns follow-up.

WHEN USED: Whenever guest feedback documentation and follow-up is required during opening, service, shift transition, or closing.

REQUIRED MATERIALS / INFORMATION:

- Guest feedback and contact information
- Related check, order, visit, and employee details
- Feedback classification and routing guide
- Follow-up owner and due-date fields
- Secure feedback documentation form

CRITICAL STANDARDS:

- The guest is heard without interruption and the concern is restated accurately.
- Safety, allergy, illness, injury, harassment, or threatening behavior is escalated immediately.
- Recovery stays within approved authority and is proportionate to the verified concern.
- The resolution, guest response, approval, and promised follow-up are documented.

PROCEDURE:

1. Listen without interruption and identify the guest, order, visit timing, and exact concern connected to guest feedback documentation and follow-up.
2. Acknowledge the concern without arguing, blaming, admitting liability, or promising an outcome outside authority.
3. Verify relevant ticket, product, employee, payment, timing, and prior-action facts while keeping the guest informed.
4. Record guest contact only with permission, plus visit details and the specific feedback.
5. Classify the issue and attach relevant check, order, employee, timing, or location information.
6. Assign a follow-up owner, due date, authority, and promised response while protecting guest information.
7. Complete the contact, document the outcome, and escalate unresolved or repeated patterns.
8. Explain the approved resolution, responsible manager, expected timing, and any action the guest must take.
9. Follow up before departure or by the promised deadline and confirm whether another authorized response is needed.
10. Document the concern, facts reviewed, authority used, resolution, guest response, and assigned follow-up.

115. Guest Feedback Documentation and Follow-Up SOP - VERIFICATION & CUSTOMIZATION

MANAGER VERIFICATION:

☐ The employee can identify the guest concern, immediate safety trigger, recovery authority, evidence needs, and escalation point for guest feedback documentation and follow-up.
☐ Record guest contact only with permission, plus visit details and the specific feedback.
☐ Classify the issue and attach relevant check, order, employee, timing, or location information.
☐ Assign a follow-up owner, due date, authority, and promised response while protecting guest information.
☐ Complete the contact, document the outcome, and escalate unresolved or repeated patterns.
☐ Follow up before departure or by the promised deadline and confirm whether another authorized response is needed.

COMMON MISTAKES TO AVOID:

- Offering recovery for guest feedback documentation and follow-up before hearing the full concern and confirming the guest, order, timing, and facts.
- Arguing, blaming another employee, minimizing the concern, or making an unsupported promise.
- Offering compensation outside authority or without recording the reason and approval.
- Failing to explain the resolution, expected timing, responsible manager, or remaining guest action.
- Ending the recovery without follow-up, guest-response notes, and pattern documentation.

RESTAURANT-SPECIFIC CUSTOMIZATION:

- Approved acknowledgement, recovery, safety, or follow-up language: _____
- Complaint, incident, guest-property, or feedback form/system: _____
- Recovery authority, ownership contact, or escalation role: _____
- Response, update, follow-up, or preservation target: _____
- Accessibility, privacy, insurance, health, or emergency requirement reviewed: _____
- Restaurant-specific recovery limits, contacts, or evidence steps: _____
- _____

TRAINING SIGN-OFF:

Employee Name	_____
Trainer / Manager	_____
Training Date	_____
Training Verification	☐ Not Ready ☐ Retrain ☐ Approved

REVISION NOTE: Record future changes in the restaurant master SOP index and retrain affected employees when the approved process changes.

PART 6

POS, CASH, DISCOUNTS & FINANCIAL CONTROLS

20 ready-to-customize SOPs

These SOPs protect transaction accuracy, payment security, cash custody, approvals, discounts, refunds, gift cards, and daily reconciliation.

116. POS Login and Security SOP

SOP ID	V1-116	**VERSION**	1.0
EFFECTIVE DATE	_____	**OWNER**	_____
APPROVED BY	_____	**NEXT REVIEW**	_____

PURPOSE: To protect POS access and transaction accountability by requiring individual credentials, secure login practices, role-based permissions, and prompt reporting of suspicious activity.

APPLIES TO: Authorized POS, cash, payment, and management employees.

RESPONSIBILITY: The employee uses individual credentials and preserves custody. The manager verifies authority, records, balances, and exceptions.

WHEN USED: Whenever the related POS, cash, payment, approval, refund, or reconciliation action is required.

REQUIRED MATERIALS / INFORMATION:

- POS transaction and audit reports
- Secure cash, payment, or approval records
- Individual POS or cash credentials
- Guest check, drawer, or transaction record
- Authority and reason-code guide

CRITICAL STANDARDS:

- Employees use only individual credentials and the correct guest check, drawer, or record.
- Cash, payment data, approvals, and audit records remain secure and traceable.
- No employee alters records or uses personal funds to hide an error or variance.
- Differences and disputed activity are preserved and escalated before adjustment.

PROCEDURE:

1. Identify the employee, guest check, drawer, payment, item, amount, and reason connected to POS login and security.
2. Use only individual credentials and confirm the correct system, business date, location, and assigned custody.
3. Review the original ticket, receipt, authorization, balance, or supporting record before moving value.
4. Use only individually assigned credentials and confirm the correct employee profile, location, drawer, printer, and permissions.
5. Lock or log out whenever leaving the device and shield credentials and guest information from view.
6. Never share passwords, cards, codes, or another employee profile to bypass permissions.
7. Report lost credentials, suspicious access, incorrect permissions, or compromised devices immediately.
8. Stop for manager review when identity, amount, authority, payment data, cash count, or audit information does not agree.
9. Verify the final balance, receipt, tender, reason code, custody, and system status.
10. Secure funds and records and document approvals, variances, disputes, and unusual activity.

116. POS Login and Security SOP - VERIFICATION & CUSTOMIZATION

MANAGER VERIFICATION:

☐ The employee can identify the authorized user, transaction record, approval requirement, custody point, and exception trigger for POS login and security.

☐ Use only individually assigned credentials and confirm the correct employee profile, location, drawer, printer, and permissions.

☐ Lock or log out whenever leaving the device and shield credentials and guest information from view.

☐ Never share passwords, cards, codes, or another employee profile to bypass permissions.

☐ Report lost credentials, suspicious access, incorrect permissions, or compromised devices immediately.

☐ Verify the final balance, receipt, tender, reason code, custody, and system status.

COMMON MISTAKES TO AVOID:

- Beginning POS login and security without verifying the check, drawer, amount, reason, authority, and business date.
- Sharing credentials, bypassing required approval, or moving value outside the recorded system.
- Counting or reviewing funds where unauthorized employees or guests can observe or interfere.
- Forcing a transaction through when the receipt, tender, balance, or audit record does not agree.
- Closing the record without manager verification, secure custody, and documented variance.

RESTAURANT-SPECIFIC CUSTOMIZATION:

- POS, payment, gift-card, cash, safe, or reconciliation system: _____
- Required receipt, report, reason code, approval, or supporting record: _____
- Transaction authority, cash-custody role, or escalation contact: _____
- Amount, variance, timing, count, drop, or reconciliation limit: _____
- PCI, privacy, banking, tax, or local financial-control requirement reviewed: _____
- Restaurant-specific tender, drawer, deposit, or exception steps: _____
- _____

TRAINING SIGN-OFF:

Employee Name	_____
Trainer / Manager	_____
Training Date	_____
Training Verification	☐ Not Ready ☐ Retrain ☐ Approved

REVISION NOTE: Record future changes in the restaurant master SOP index and retrain affected employees when the approved process changes.

117. POS Order Entry Standards SOP

SOP ID	V1-117	**VERSION**	1.0
EFFECTIVE DATE	_____	**OWNER**	_____
APPROVED BY	_____	**NEXT REVIEW**	_____

PURPOSE: To enter every order in the POS accurately with the correct table, seat, course, item, quantity, price, tax, and service instructions.

APPLIES TO: Authorized POS, cash, payment, and management employees.

RESPONSIBILITY: The employee uses individual credentials and preserves custody. The manager verifies authority, records, balances, and exceptions.

WHEN USED: Whenever the related POS, cash, payment, approval, refund, or reconciliation action is required.

REQUIRED MATERIALS / INFORMATION:

- POS transaction and audit reports
- Secure cash, payment, or approval records
- Individual POS or cash credentials
- Guest check, drawer, or transaction record
- Authority and reason-code guide

CRITICAL STANDARDS:

- Employees use only individual credentials and the correct guest check, drawer, or record.
- Cash, payment data, approvals, and audit records remain secure and traceable.
- No employee alters records or uses personal funds to hide an error or variance.
- Differences and disputed activity are preserved and escalated before adjustment.

PROCEDURE:

1. Identify the employee, guest check, drawer, payment, item, amount, and reason connected to POS order entry standards.
2. Use only individual credentials and confirm the correct system, business date, location, and assigned custody.
3. Review the original ticket, receipt, authorization, balance, or supporting record before moving value.
4. Open the correct table, guest, seat, service type, and revenue center before selecting items.
5. Enter every item, quantity, course, size, side, temperature, and required modifier promptly.
6. Use approved buttons instead of vague open text whenever a defined option exists.
7. Review the full screen and total, correct errors before sending, and verify production routing.
8. Stop for manager review when identity, amount, authority, payment data, cash count, or audit information does not agree.
9. Verify the final balance, receipt, tender, reason code, custody, and system status.
10. Secure funds and records and document approvals, variances, disputes, and unusual activity.

117. POS Order Entry Standards SOP - VERIFICATION & CUSTOMIZATION

MANAGER VERIFICATION:

☐ The employee can identify the authorized user, transaction record, approval requirement, custody point, and exception trigger for POS order entry standards.
☐ Open the correct table, guest, seat, service type, and revenue center before selecting items.
☐ Enter every item, quantity, course, size, side, temperature, and required modifier promptly.
☐ Use approved buttons instead of vague open text whenever a defined option exists.
☐ Review the full screen and total, correct errors before sending, and verify production routing.
☐ Verify the final balance, receipt, tender, reason code, custody, and system status.

COMMON MISTAKES TO AVOID:

- Beginning POS order entry standards without verifying the check, drawer, amount, reason, authority, and business date.
- Sharing credentials, bypassing required approval, or moving value outside the recorded system.
- Counting or reviewing funds where unauthorized employees or guests can observe or interfere.
- Forcing a transaction through when the receipt, tender, balance, or audit record does not agree.
- Closing the record without manager verification, secure custody, and documented variance.

RESTAURANT-SPECIFIC CUSTOMIZATION:

- POS, payment, gift-card, cash, safe, or reconciliation system: _____
- Required receipt, report, reason code, approval, or supporting record: _____
- Transaction authority, cash-custody role, or escalation contact: _____
- Amount, variance, timing, count, drop, or reconciliation limit: _____
- PCI, privacy, banking, tax, or local financial-control requirement reviewed: _____
- Restaurant-specific tender, drawer, deposit, or exception steps: _____
- _____

TRAINING SIGN-OFF:

Employee Name	_____
Trainer / Manager	_____
Training Date	_____
Training Verification	☐ Not Ready ☐ Retrain ☐ Approved

REVISION NOTE: Record future changes in the restaurant master SOP index and retrain affected employees when the approved process changes.

118. POS Modifier and Special Instruction Entry SOP

SOP ID	V1-118	**VERSION**	1.0
EFFECTIVE DATE	_____	**OWNER**	_____
APPROVED BY	_____	**NEXT REVIEW**	_____

PURPOSE: To record modifiers and special instructions clearly so production teams receive complete, unambiguous, and authorized order information.

APPLIES TO: Authorized POS, cash, payment, and management employees.

RESPONSIBILITY: The employee uses individual credentials and preserves custody. The manager verifies authority, records, balances, and exceptions.

WHEN USED: Whenever the related POS, cash, payment, approval, refund, or reconciliation action is required.

REQUIRED MATERIALS / INFORMATION:

- POS transaction and audit reports
- Secure cash, payment, or approval records
- Individual POS or cash credentials
- Guest check, drawer, or transaction record
- Authority and reason-code guide

CRITICAL STANDARDS:

- Employees use only individual credentials and the correct guest check, drawer, or record.
- Cash, payment data, approvals, and audit records remain secure and traceable.
- No employee alters records or uses personal funds to hide an error or variance.
- Differences and disputed activity are preserved and escalated before adjustment.

PROCEDURE:

1. Identify the employee, guest check, drawer, payment, item, amount, and reason connected to POS modifier and special instruction entry.
2. Use only individual credentials and confirm the correct system, business date, location, and assigned custody.
3. Review the original ticket, receipt, authorization, balance, or supporting record before moving value.
4. Select the exact approved modifier for omissions, additions, substitutions, preparation, sides, and allergy alerts.
5. Use concise open text only when no approved button communicates the request.
6. Confirm price, availability, recipe, and allergy questions before sending.
7. Read the modified item back to the guest and verify the production ticket displays the complete instruction.
8. Stop for manager review when identity, amount, authority, payment data, cash count, or audit information does not agree.
9. Verify the final balance, receipt, tender, reason code, custody, and system status.
10. Secure funds and records and document approvals, variances, disputes, and unusual activity.

118. POS Modifier and Special Instruction Entry SOP - VERIFICATION & CUSTOMIZATION

MANAGER VERIFICATION:

☐ The employee can identify the authorized user, transaction record, approval requirement, custody point, and exception trigger for POS modifier and special instruction entry.

☐ Select the exact approved modifier for omissions, additions, substitutions, preparation, sides, and allergy alerts.

☐ Use concise open text only when no approved button communicates the request.

☐ Confirm price, availability, recipe, and allergy questions before sending.

☐ Read the modified item back to the guest and verify the production ticket displays the complete instruction.

☐ Verify the final balance, receipt, tender, reason code, custody, and system status.

COMMON MISTAKES TO AVOID:

- Beginning POS modifier and special instruction entry without verifying the check, drawer, amount, reason, authority, and business date.
- Sharing credentials, bypassing required approval, or moving value outside the recorded system.
- Counting or reviewing funds where unauthorized employees or guests can observe or interfere.
- Forcing a transaction through when the receipt, tender, balance, or audit record does not agree.
- Closing the record without manager verification, secure custody, and documented variance.

RESTAURANT-SPECIFIC CUSTOMIZATION:

- POS, payment, gift-card, cash, safe, or reconciliation system: _____
- Required receipt, report, reason code, approval, or supporting record: _____
- Transaction authority, cash-custody role, or escalation contact: _____
- Amount, variance, timing, count, drop, or reconciliation limit: _____
- PCI, privacy, banking, tax, or local financial-control requirement reviewed: _____
- Restaurant-specific tender, drawer, deposit, or exception steps: _____
- _____

TRAINING SIGN-OFF:

Employee Name	_____
Trainer / Manager	_____
Training Date	_____
Training Verification	☐ Not Ready ☐ Retrain ☐ Approved

REVISION NOTE: Record future changes in the restaurant master SOP index and retrain affected employees when the approved process changes.

119. POS Table Transfer SOP

SOP ID	V1-119	**VERSION**	1.0
EFFECTIVE DATE	_____	**OWNER**	_____
APPROVED BY	_____	**NEXT REVIEW**	_____

PURPOSE: To transfer a POS table only after verifying the correct checks, destination table, server responsibility, guest status, and manager authority.

APPLIES TO: Authorized POS, cash, payment, and management employees.

RESPONSIBILITY: The employee uses individual credentials and preserves custody. The manager verifies authority, records, balances, and exceptions.

WHEN USED: Whenever the related POS, cash, payment, approval, refund, or reconciliation action is required.

REQUIRED MATERIALS / INFORMATION:

- POS transaction and audit reports
- Secure cash, payment, or approval records
- Individual POS or cash credentials
- Guest check, drawer, or transaction record
- Authority and reason-code guide

CRITICAL STANDARDS:

- Employees use only individual credentials and the correct guest check, drawer, or record.
- Cash, payment data, approvals, and audit records remain secure and traceable.
- No employee alters records or uses personal funds to hide an error or variance.
- Differences and disputed activity are preserved and escalated before adjustment.

PROCEDURE:

1. Confirm the guest is physically moving to a different table and identify the current table, destination table, server assignment, and open checks involved.
2. Obtain manager approval when required, especially when the move crosses sections, combines parties, affects reservations, or changes server ownership.
3. Verify that the destination table is available, clean, correctly configured, and not reserved or blocked in the POS or seating system.
4. Review all open items, seat numbers, coursing notes, discounts, payments, and special instructions before beginning the transfer.
5. Use the POS table-transfer function rather than reopening, duplicating, or manually recreating items.
6. Transfer the full table or approved seats to the exact destination and preserve guest counts, seat positions, modifiers, timing, and check history.
7. Confirm the original table is cleared in the POS and the destination now displays every expected item and payment status.
8. Notify the host, receiving server, expo, bar, and manager when the move changes seating, service ownership, delivery location, or section counts.
9. Correct any duplicate, missing, or misrouted item immediately and document manager intervention when financial records were affected.
10. Reconfirm the guests' location and responsible server before leaving the transaction.

119. POS Table Transfer SOP - VERIFICATION & CUSTOMIZATION

MANAGER VERIFICATION:

☐ The employee can identify the authorized user, transaction record, approval requirement, custody point, and exception trigger for POS table transfer.

☐ Obtain manager approval when required, especially when the move crosses sections, combines parties, affects reservations, or changes server ownership.

☐ Review all open items, seat numbers, coursing notes, discounts, payments, and special instructions before beginning the transfer.

☐ Transfer the full table or approved seats to the exact destination and preserve guest counts, seat positions, modifiers, timing, and check history.

☐ Notify the host, receiving server, expo, bar, and manager when the move changes seating, service ownership, delivery location, or section counts.

☐ Reconfirm the guests' location and responsible server before leaving the transaction.

COMMON MISTAKES TO AVOID:

- Moving guests before confirming that the destination table is available and approved.
- Recreating items manually instead of using the table-transfer function.
- Losing seat numbers, modifiers, payments, coursing notes, or transaction history.
- Failing to notify host, server, expo, or bar teams that the delivery location changed.
- Leaving items on both tables or clearing the original table before verifying the destination.

RESTAURANT-SPECIFIC CUSTOMIZATION:

- POS, payment, gift-card, cash, safe, or reconciliation system: _____
- Required receipt, report, reason code, approval, or supporting record: _____
- Transaction authority, cash-custody role, or escalation contact: _____
- Amount, variance, timing, count, drop, or reconciliation limit: _____
- PCI, privacy, banking, tax, or local financial-control requirement reviewed: _____
- Restaurant-specific tender, drawer, deposit, or exception steps: _____
- _____

TRAINING SIGN-OFF:

Employee Name	_____
Trainer / Manager	_____
Training Date	_____
Training Verification	☐ Not Ready ☐ Retrain ☐ Approved

REVISION NOTE: Record future changes in the restaurant master SOP index and retrain affected employees when the approved process changes.

120. POS Check Transfer Between Servers SOP

SOP ID	V1-120	**VERSION**	1.0
EFFECTIVE DATE	_____	**OWNER**	_____
APPROVED BY	_____	**NEXT REVIEW**	_____

PURPOSE: To transfer an open check between servers without losing payment custody, table responsibility, discounts, tips, or the transaction audit trail.

APPLIES TO: Authorized POS, cash, payment, and management employees.

RESPONSIBILITY: The employee uses individual credentials and preserves custody. The manager verifies authority, records, balances, and exceptions.

WHEN USED: Whenever the related POS, cash, payment, approval, refund, or reconciliation action is required.

REQUIRED MATERIALS / INFORMATION:

- POS transaction and audit reports
- Secure cash, payment, or approval records
- Individual POS or cash credentials
- Guest check, drawer, or transaction record
- Authority and reason-code guide

CRITICAL STANDARDS:

- Employees use only individual credentials and the correct guest check, drawer, or record.
- Cash, payment data, approvals, and audit records remain secure and traceable.
- No employee alters records or uses personal funds to hide an error or variance.
- Differences and disputed activity are preserved and escalated before adjustment.

PROCEDURE:

1. Identify the specific guest check or seat being reassigned and confirm the releasing server, receiving server, table, and reason for transfer.
2. Obtain required approval before transferring ownership, particularly after payment activity, discounts, alcohol service, tip entry, or shift checkout has begun.
3. Have both servers review the open items, modifiers, coursing, allergies, payments, guest requests, and unresolved service issues.
4. Select the approved POS check-transfer or server-transfer function; do not share login credentials or ring future items under the wrong employee.
5. Transfer only the intended check, seats, or items to the receiving server and preserve the original transaction history.
6. Confirm the receiving server can open the transferred check and that the releasing server no longer owns the transferred balance.
7. Verify totals, payment status, discounts, gratuity settings, and alcohol accountability after the transfer.
8. Communicate the handoff directly to the guest when appropriate and identify who will complete service and payment.
9. Escalate duplicate checks, locked checks, prior payments, tip disputes, or transfer errors to a manager before either employee checks out.
10. Record the transfer reason and approval when required and include the check in both servers' checkout review.

120. POS Check Transfer Between Servers SOP - VERIFICATION & CUSTOMIZATION

MANAGER VERIFICATION:

☐ The employee can identify the authorized user, transaction record, approval requirement, custody point, and exception trigger for POS check transfer between servers.

☐ Obtain required approval before transferring ownership, particularly after payment activity, discounts, alcohol service, tip entry, or shift checkout has begun.

☐ Select the approved POS check-transfer or server-transfer function; do not share login credentials or ring future items under the wrong employee.

☐ Confirm the receiving server can open the transferred check and that the releasing server no longer owns the transferred balance.

☐ Communicate the handoff directly to the guest when appropriate and identify who will complete service and payment.

☐ Record the transfer reason and approval when required and include the check in both servers' checkout review.

COMMON MISTAKES TO AVOID:

- Transferring a check without direct communication between releasing and receiving servers.
- Sharing employee login credentials or continuing to ring items under the wrong server.
- Moving the wrong seats or losing payment, discount, gratuity, or alcohol accountability.
- Allowing either server to check out before transfer discrepancies are resolved.
- Treating a server transfer as a table move and changing the guest location unnecessarily.

RESTAURANT-SPECIFIC CUSTOMIZATION:

- POS, payment, gift-card, cash, safe, or reconciliation system: _____
- Required receipt, report, reason code, approval, or supporting record: _____
- Transaction authority, cash-custody role, or escalation contact: _____
- Amount, variance, timing, count, drop, or reconciliation limit: _____
- PCI, privacy, banking, tax, or local financial-control requirement reviewed: _____
- Restaurant-specific tender, drawer, deposit, or exception steps: _____
- _____

TRAINING SIGN-OFF:

Employee Name	_____
Trainer / Manager	_____
Training Date	_____
Training Verification	☐ Not Ready ☐ Retrain ☐ Approved

REVISION NOTE: Record future changes in the restaurant master SOP index and retrain affected employees when the approved process changes.

121. POS Split Check SOP

SOP ID	V1-121	**VERSION**	1.0
EFFECTIVE DATE	_____	**OWNER**	_____
APPROVED BY	_____	**NEXT REVIEW**	_____

PURPOSE: To split POS checks accurately while preserving items, taxes, discounts, gratuities, payments, and guest-approved allocation.

APPLIES TO: Authorized POS, cash, payment, and management employees.

RESPONSIBILITY: The employee uses individual credentials and preserves custody. The manager verifies authority, records, balances, and exceptions.

WHEN USED: Whenever the related POS, cash, payment, approval, refund, or reconciliation action is required.

REQUIRED MATERIALS / INFORMATION:

- POS transaction and audit reports
- Secure cash, payment, or approval records
- Individual POS or cash credentials
- Guest check, drawer, or transaction record
- Authority and reason-code guide

CRITICAL STANDARDS:

- Employees use only individual credentials and the correct guest check, drawer, or record.
- Cash, payment data, approvals, and audit records remain secure and traceable.
- No employee alters records or uses personal funds to hide an error or variance.
- Differences and disputed activity are preserved and escalated before adjustment.

PROCEDURE:

1. Identify the employee, guest check, drawer, payment, item, amount, and reason connected to POS split check.
2. Use only individual credentials and confirm the correct system, business date, location, and assigned custody.
3. Review the original ticket, receipt, authorization, balance, or supporting record before moving value.
4. Clarify whether the split is by seat, item, amount, percentage, or payment method before changing the check.
5. Assign every item, shared charge, tax, service charge, promotion, and tip line to the correct resulting check.
6. Review subtotals and explain any item that cannot be divided under policy before payment.
7. Process one payment at a time, return receipts correctly, and verify no balance remains.
8. Stop for manager review when identity, amount, authority, payment data, cash count, or audit information does not agree.
9. Verify the final balance, receipt, tender, reason code, custody, and system status.
10. Secure funds and records and document approvals, variances, disputes, and unusual activity.

121. POS Split Check SOP - VERIFICATION & CUSTOMIZATION

MANAGER VERIFICATION:

☐ The employee can identify the authorized user, transaction record, approval requirement, custody point, and exception trigger for POS split check.
☐ Clarify whether the split is by seat, item, amount, percentage, or payment method before changing the check.
☐ Assign every item, shared charge, tax, service charge, promotion, and tip line to the correct resulting check.
☐ Review subtotals and explain any item that cannot be divided under policy before payment.
☐ Process one payment at a time, return receipts correctly, and verify no balance remains.
☐ Verify the final balance, receipt, tender, reason code, custody, and system status.

COMMON MISTAKES TO AVOID:

• Beginning POS split check without verifying the check, drawer, amount, reason, authority, and business date.
• Sharing credentials, bypassing required approval, or moving value outside the recorded system.
• Counting or reviewing funds where unauthorized employees or guests can observe or interfere.
• Forcing a transaction through when the receipt, tender, balance, or audit record does not agree.
• Closing the record without manager verification, secure custody, and documented variance.

RESTAURANT-SPECIFIC CUSTOMIZATION:

• POS, payment, gift-card, cash, safe, or reconciliation system: _____
• Required receipt, report, reason code, approval, or supporting record: _____
• Transaction authority, cash-custody role, or escalation contact: _____
• Amount, variance, timing, count, drop, or reconciliation limit: _____
• PCI, privacy, banking, tax, or local financial-control requirement reviewed: _____
• Restaurant-specific tender, drawer, deposit, or exception steps: _____
• _____

TRAINING SIGN-OFF:

Employee Name	_____
Trainer / Manager	_____
Training Date	_____
Training Verification	☐ Not Ready ☐ Retrain ☐ Approved

REVISION NOTE: Record future changes in the restaurant master SOP index and retrain affected employees when the approved process changes.

122. POS Reopen Closed Check SOP

SOP ID	V1-122	**VERSION**	1.0
EFFECTIVE DATE	_____	**OWNER**	_____
APPROVED BY	_____	**NEXT REVIEW**	_____

PURPOSE: To reopen a closed check only with authorized approval, a documented reason, secure payment handling, and a complete audit trail.

APPLIES TO: Authorized POS, cash, payment, and management employees.

RESPONSIBILITY: The employee uses individual credentials and preserves custody. The manager verifies authority, records, balances, and exceptions.

WHEN USED: Whenever the related POS, cash, payment, approval, refund, or reconciliation action is required.

REQUIRED MATERIALS / INFORMATION:

- POS transaction and audit reports
- Secure cash, payment, or approval records
- Individual POS or cash credentials
- Guest check, drawer, or transaction record
- Authority and reason-code guide

CRITICAL STANDARDS:

- Employees use only individual credentials and the correct guest check, drawer, or record.
- Cash, payment data, approvals, and audit records remain secure and traceable.
- No employee alters records or uses personal funds to hide an error or variance.
- Differences and disputed activity are preserved and escalated before adjustment.

PROCEDURE:

1. Identify the employee, guest check, drawer, payment, item, amount, and reason connected to POS reopen closed check.
2. Use only individual credentials and confirm the correct system, business date, location, and assigned custody.
3. Review the original ticket, receipt, authorization, balance, or supporting record before moving value.
4. Identify the exact closed check, payment, reason, requested change, and person reporting the issue.
5. Confirm reopening is permitted and obtain required manager or accounting authorization.
6. Use authorized credentials, make only the approved correction, and preserve the original audit trail.
7. Reprocess payment or balance, provide corrected documentation, and record the reason and approver.
8. Stop for manager review when identity, amount, authority, payment data, cash count, or audit information does not agree.
9. Verify the final balance, receipt, tender, reason code, custody, and system status.
10. Secure funds and records and document approvals, variances, disputes, and unusual activity.

122. POS Reopen Closed Check SOP - VERIFICATION & CUSTOMIZATION

MANAGER VERIFICATION:

☐ The employee can identify the authorized user, transaction record, approval requirement, custody point, and exception trigger for POS reopen closed check.
☐ Identify the exact closed check, payment, reason, requested change, and person reporting the issue.
☐ Confirm reopening is permitted and obtain required manager or accounting authorization.
☐ Use authorized credentials, make only the approved correction, and preserve the original audit trail.
☐ Reprocess payment or balance, provide corrected documentation, and record the reason and approver.
☐ Verify the final balance, receipt, tender, reason code, custody, and system status.

COMMON MISTAKES TO AVOID:

• Beginning POS reopen closed check without verifying the check, drawer, amount, reason, authority, and business date.
• Sharing credentials, bypassing required approval, or moving value outside the recorded system.
• Counting or reviewing funds where unauthorized employees or guests can observe or interfere.
• Forcing a transaction through when the receipt, tender, balance, or audit record does not agree.
• Closing the record without manager verification, secure custody, and documented variance.

RESTAURANT-SPECIFIC CUSTOMIZATION:

• POS, payment, gift-card, cash, safe, or reconciliation system: _____
• Required receipt, report, reason code, approval, or supporting record: _____
• Transaction authority, cash-custody role, or escalation contact: _____
• Amount, variance, timing, count, drop, or reconciliation limit: _____
• PCI, privacy, banking, tax, or local financial-control requirement reviewed: _____
• Restaurant-specific tender, drawer, deposit, or exception steps: _____
• _____

TRAINING SIGN-OFF:

Employee Name	_____
Trainer / Manager	_____
Training Date	_____
Training Verification	☐ Not Ready ☐ Retrain ☐ Approved

REVISION NOTE: Record future changes in the restaurant master SOP index and retrain affected employees when the approved process changes.

123. POS System Down SOP

SOP ID	V1-123	**VERSION**	1.0
EFFECTIVE DATE	_____	**OWNER**	_____
APPROVED BY	_____	**NEXT REVIEW**	_____

PURPOSE: To maintain controlled ordering, payment, kitchen communication, and reconciliation when the POS system is unavailable.

APPLIES TO: Authorized POS, cash, payment, and management employees.

RESPONSIBILITY: The employee uses individual credentials and preserves custody. The manager verifies authority, records, balances, and exceptions.

WHEN USED: Whenever the related POS, cash, payment, approval, refund, or reconciliation action is required.

REQUIRED MATERIALS / INFORMATION:

- POS transaction and audit reports
- Secure cash, payment, or approval records
- Individual POS or cash credentials
- Guest check, drawer, or transaction record
- Authority and reason-code guide

CRITICAL STANDARDS:

- Employees use only individual credentials and the correct guest check, drawer, or record.
- Cash, payment data, approvals, and audit records remain secure and traceable.
- No employee alters records or uses personal funds to hide an error or variance.
- Differences and disputed activity are preserved and escalated before adjustment.

PROCEDURE:

1. Identify the employee, guest check, drawer, payment, item, amount, and reason connected to POS system down.
2. Use only individual credentials and confirm the correct system, business date, location, and assigned custody.
3. Review the original ticket, receipt, authorization, balance, or supporting record before moving value.
4. Confirm the outage scope and stop repeated actions that may duplicate orders or payments.
5. Activate the downtime kit and record table, server, time, items, prices, modifiers, and payment status manually.
6. Route orders through the designated kitchen and bar backup method with numbered accountability.
7. When systems return, enter or reconcile every transaction once and document discrepancies.
8. Stop for manager review when identity, amount, authority, payment data, cash count, or audit information does not agree.
9. Verify the final balance, receipt, tender, reason code, custody, and system status.
10. Secure funds and records and document approvals, variances, disputes, and unusual activity.

123. POS System Down SOP - VERIFICATION & CUSTOMIZATION

MANAGER VERIFICATION:

☐ The employee can identify the authorized user, transaction record, approval requirement, custody point, and exception trigger for POS system down.
☐ Confirm the outage scope and stop repeated actions that may duplicate orders or payments.
☐ Activate the downtime kit and record table, server, time, items, prices, modifiers, and payment status manually.
☐ Route orders through the designated kitchen and bar backup method with numbered accountability.
☐ When systems return, enter or reconcile every transaction once and document discrepancies.
☐ Verify the final balance, receipt, tender, reason code, custody, and system status.

COMMON MISTAKES TO AVOID:

• Beginning POS system down without verifying the check, drawer, amount, reason, authority, and business date.
• Sharing credentials, bypassing required approval, or moving value outside the recorded system.
• Counting or reviewing funds where unauthorized employees or guests can observe or interfere.
• Forcing a transaction through when the receipt, tender, balance, or audit record does not agree.
• Closing the record without manager verification, secure custody, and documented variance.

RESTAURANT-SPECIFIC CUSTOMIZATION:

• POS, payment, gift-card, cash, safe, or reconciliation system: _____
• Required receipt, report, reason code, approval, or supporting record: _____
• Transaction authority, cash-custody role, or escalation contact: _____
• Amount, variance, timing, count, drop, or reconciliation limit: _____
• PCI, privacy, banking, tax, or local financial-control requirement reviewed: _____
• Restaurant-specific tender, drawer, deposit, or exception steps: _____
• _____

TRAINING SIGN-OFF:

Employee Name	_____
Trainer / Manager	_____
Training Date	_____
Training Verification	☐ Not Ready ☐ Retrain ☐ Approved

REVISION NOTE: Record future changes in the restaurant master SOP index and retrain affected employees when the approved process changes.

124. Cash Drawer Setup SOP

SOP ID	V1-124	**VERSION**	1.0
EFFECTIVE DATE	_____	**OWNER**	_____
APPROVED BY	_____	**NEXT REVIEW**	_____

PURPOSE: To establish each cash drawer with an approved starting bank, verified denomination count, secure assignment, and documented custody.

APPLIES TO: Authorized POS, cash, payment, and management employees.

RESPONSIBILITY: The employee uses individual credentials and preserves custody. The manager verifies authority, records, balances, and exceptions.

WHEN USED: Whenever the related POS, cash, payment, approval, refund, or reconciliation action is required.

REQUIRED MATERIALS / INFORMATION:

- POS transaction and audit reports
- Secure cash, payment, or approval records
- Individual POS or cash credentials
- Guest check, drawer, or transaction record
- Authority and reason-code guide

CRITICAL STANDARDS:

- Employees use only individual credentials and the correct guest check, drawer, or record.
- Cash, payment data, approvals, and audit records remain secure and traceable.
- No employee alters records or uses personal funds to hide an error or variance.
- Differences and disputed activity are preserved and escalated before adjustment.

PROCEDURE:

1. Confirm the assigned drawer, employee, business date, location, shift, and approved starting bank.
2. Obtain funds through the approved custody process and move them only in the designated secure area.
3. Count each denomination using the approved count method and verify the total independently.
4. Compare the actual bank with the authorized amount and stop if any variance exists.
5. Record the count, employee, time, drawer identifier, and second verification when required.
6. Load denominations in the approved arrangement without exposing funds to guests or unauthorized employees.
7. Verify receipt paper, terminal assignment, tender keys, cash-drop supplies, and drawer security.
8. Transfer custody directly to the assigned employee and prohibit sharing or unattended access.
9. Report excess, shortage, damaged currency, counterfeit concern, or incorrect access before opening.
10. Secure the drawer and retain the setup record for reconciliation.

124. Cash Drawer Setup SOP - VERIFICATION & CUSTOMIZATION

MANAGER VERIFICATION:

☐ The employee can identify the authorized user, transaction record, approval requirement, custody point, and exception trigger for cash drawer setup.
☐ Obtain funds through the approved custody process and move them only in the designated secure area.
☐ Compare the actual bank with the authorized amount and stop if any variance exists.
☐ Load denominations in the approved arrangement without exposing funds to guests or unauthorized employees.
☐ Transfer custody directly to the assigned employee and prohibit sharing or unattended access.
☐ Secure the drawer and retain the setup record for reconciliation.

COMMON MISTAKES TO AVOID:

- Loading a drawer before the employee, business date, starting bank, and custody are verified.
- Counting in public, sharing the drawer, or leaving it unattended.
- Ignoring an opening variance or forcing the bank to match with unrecorded funds.
- Failing to document denomination count, witness, drawer identifier, and transfer of custody.
- Opening for service before cash, receipt paper, terminal, and drawer security are verified.

RESTAURANT-SPECIFIC CUSTOMIZATION:

- POS, payment, gift-card, cash, safe, or reconciliation system: _____
- Required receipt, report, reason code, approval, or supporting record: _____
- Transaction authority, cash-custody role, or escalation contact: _____
- Amount, variance, timing, count, drop, or reconciliation limit: _____
- PCI, privacy, banking, tax, or local financial-control requirement reviewed: _____
- Restaurant-specific tender, drawer, deposit, or exception steps: _____
- _____

TRAINING SIGN-OFF:

Employee Name	_____
Trainer / Manager	_____
Training Date	_____
Training Verification	☐ Not Ready ☐ Retrain ☐ Approved

REVISION NOTE: Record future changes in the restaurant master SOP index and retrain affected employees when the approved process changes.

125. Cash Drawer Review SOP

SOP ID	V1-125	**VERSION**	1.0
EFFECTIVE DATE	_____	**OWNER**	_____
APPROVED BY	_____	**NEXT REVIEW**	_____

PURPOSE: To review cash drawers for correct balance, transaction support, authorized adjustments, secure custody, and documented variances.

APPLIES TO: Authorized POS, cash, payment, and management employees.

RESPONSIBILITY: The employee uses individual credentials and preserves custody. The manager verifies authority, records, balances, and exceptions.

WHEN USED: Whenever the related POS, cash, payment, approval, refund, or reconciliation action is required.

REQUIRED MATERIALS / INFORMATION:

- POS transaction and audit reports
- Secure cash, payment, or approval records
- Individual POS or cash credentials
- Guest check, drawer, or transaction record
- Authority and reason-code guide

CRITICAL STANDARDS:

- Employees use only individual credentials and the correct guest check, drawer, or record.
- Cash, payment data, approvals, and audit records remain secure and traceable.
- No employee alters records or uses personal funds to hide an error or variance.
- Differences and disputed activity are preserved and escalated before adjustment.

PROCEDURE:

1. Identify the drawer, assigned employee, shift, starting bank, sales period, drops, refunds, paid-outs, and authorized movements.
2. Secure the drawer in the approved count area with required employee or witness presence.
3. Count all cash and noncash items using the approved sequence and recount unusual denominations or bundles.
4. Compare the actual count with the POS expected amount and supporting transaction records.
5. Review drops, refunds, voids, comps, paid-outs, gift cards, and drawer transfers before classifying a variance.
6. Recount and verify the business date, employee, terminal, and tender report when totals do not agree.
7. Document the exact overage, shortage, explanation, employees present, and manager action.
8. Do not replace funds, borrow from another drawer, alter transactions, or ask an employee to repay outside policy.
9. Transfer funds and records into approved custody and restrict access after the count.
10. Sign the review and route repeated or material variances for authorized investigation and follow-up.

125. Cash Drawer Review SOP - VERIFICATION & CUSTOMIZATION

MANAGER VERIFICATION:

☐ The employee can identify the authorized user, transaction record, approval requirement, custody point, and exception trigger for cash drawer review.
☐ Secure the drawer in the approved count area with required employee or witness presence.
☐ Compare the actual count with the POS expected amount and supporting transaction records.
☐ Recount and verify the business date, employee, terminal, and tender report when totals do not agree.
☐ Do not replace funds, borrow from another drawer, alter transactions, or ask an employee to repay outside policy.
☐ Sign the review and route repeated or material variances for authorized investigation and follow-up.

COMMON MISTAKES TO AVOID:

• Counting before all drops, refunds, paid-outs, transfers, and transactions are identified.
• Replacing, borrowing, or moving funds to hide a variance.
• Classifying a shortage or overage without recounting and verifying reports.
• Discussing the count publicly or allowing unauthorized access.
• Failing to document the variance, custody transfer, trend review, and authorized follow-up.

RESTAURANT-SPECIFIC CUSTOMIZATION:

• POS, payment, gift-card, cash, safe, or reconciliation system: _____
• Required receipt, report, reason code, approval, or supporting record: _____
• Transaction authority, cash-custody role, or escalation contact: _____
• Amount, variance, timing, count, drop, or reconciliation limit: _____
• PCI, privacy, banking, tax, or local financial-control requirement reviewed: _____
• Restaurant-specific tender, drawer, deposit, or exception steps: _____
• _____

TRAINING SIGN-OFF:

Employee Name	_____
Trainer / Manager	_____
Training Date	_____
Training Verification	☐ Not Ready ☐ Retrain ☐ Approved

REVISION NOTE: Record future changes in the restaurant master SOP index and retrain affected employees when the approved process changes.

126. Cash Drop SOP

SOP ID	V1-126	**VERSION**	1.0
EFFECTIVE DATE	_____	**OWNER**	_____
APPROVED BY	_____	**NEXT REVIEW**	_____

PURPOSE: To remove excess cash from a drawer through an approved count, witnessed transfer, secure deposit, and traceable record.

APPLIES TO: Authorized POS, cash, payment, and management employees.

RESPONSIBILITY: The employee uses individual credentials and preserves custody. The manager verifies authority, records, balances, and exceptions.

WHEN USED: Whenever the related POS, cash, payment, approval, refund, or reconciliation action is required.

REQUIRED MATERIALS / INFORMATION:

- POS transaction and audit reports
- Secure cash, payment, or approval records
- Individual POS or cash credentials
- Guest check, drawer, or transaction record
- Authority and reason-code guide

CRITICAL STANDARDS:

- Employees use only individual credentials and the correct guest check, drawer, or record.
- Cash, payment data, approvals, and audit records remain secure and traceable.
- No employee alters records or uses personal funds to hide an error or variance.
- Differences and disputed activity are preserved and escalated before adjustment.

PROCEDURE:

1. Identify the employee, guest check, drawer, payment, item, amount, and reason connected to cash drop.
2. Use only individual credentials and confirm the correct system, business date, location, and assigned custody.
3. Review the original ticket, receipt, authorization, balance, or supporting record before moving value.
4. Confirm the authorized drop amount and prepare cash discreetly away from guest view.
5. Count and seal funds in the approved numbered envelope or tamper-evident bag.
6. Obtain dual verification when required and move the drop by the approved route without leaving it unattended.
7. Secure the drop and record time, amount, bag number, drawer, and employees.
8. Stop for manager review when identity, amount, authority, payment data, cash count, or audit information does not agree.
9. Verify the final balance, receipt, tender, reason code, custody, and system status.
10. Secure funds and records and document approvals, variances, disputes, and unusual activity.

126. Cash Drop SOP - VERIFICATION & CUSTOMIZATION

MANAGER VERIFICATION:

☐ The employee can identify the authorized user, transaction record, approval requirement, custody point, and exception trigger for cash drop.
☐ Confirm the authorized drop amount and prepare cash discreetly away from guest view.
☐ Count and seal funds in the approved numbered envelope or tamper-evident bag.
☐ Obtain dual verification when required and move the drop by the approved route without leaving it unattended.
☐ Secure the drop and record time, amount, bag number, drawer, and employees.
☐ Verify the final balance, receipt, tender, reason code, custody, and system status.

COMMON MISTAKES TO AVOID:

- Beginning cash drop without verifying the check, drawer, amount, reason, authority, and business date.
- Sharing credentials, bypassing required approval, or moving value outside the recorded system.
- Counting or reviewing funds where unauthorized employees or guests can observe or interfere.
- Forcing a transaction through when the receipt, tender, balance, or audit record does not agree.
- Closing the record without manager verification, secure custody, and documented variance.

RESTAURANT-SPECIFIC CUSTOMIZATION:

- POS, payment, gift-card, cash, safe, or reconciliation system: _____
- Required receipt, report, reason code, approval, or supporting record: _____
- Transaction authority, cash-custody role, or escalation contact: _____
- Amount, variance, timing, count, drop, or reconciliation limit: _____
- PCI, privacy, banking, tax, or local financial-control requirement reviewed: _____
- Restaurant-specific tender, drawer, deposit, or exception steps: _____
- _____

TRAINING SIGN-OFF:

Employee Name	_____
Trainer / Manager	_____
Training Date	_____
Training Verification	☐ Not Ready ☐ Retrain ☐ Approved

REVISION NOTE: Record future changes in the restaurant master SOP index and retrain affected employees when the approved process changes.

127. Safe Access and Deposit Preparation SOP

SOP ID	V1-127	**VERSION**	1.0
EFFECTIVE DATE	_____	**OWNER**	_____
APPROVED BY	_____	**NEXT REVIEW**	_____

PURPOSE: To control safe access and prepare deposits through dual verification, secure custody, accurate documentation, and restricted information sharing.

APPLIES TO: Authorized POS, cash, payment, and management employees.

RESPONSIBILITY: The employee uses individual credentials and preserves custody. The manager verifies authority, records, balances, and exceptions.

WHEN USED: Whenever the related POS, cash, payment, approval, refund, or reconciliation action is required.

REQUIRED MATERIALS / INFORMATION:

- POS transaction and audit reports
- Secure cash, payment, or approval records
- Individual POS or cash credentials
- Guest check, drawer, or transaction record
- Authority and reason-code guide

CRITICAL STANDARDS:

- Employees use only individual credentials and the correct guest check, drawer, or record.
- Cash, payment data, approvals, and audit records remain secure and traceable.
- No employee alters records or uses personal funds to hide an error or variance.
- Differences and disputed activity are preserved and escalated before adjustment.

PROCEDURE:

1. Identify the employee, guest check, drawer, payment, item, amount, and reason connected to safe access and deposit preparation.
2. Use only individual credentials and confirm the correct system, business date, location, and assigned custody.
3. Review the original ticket, receipt, authorization, balance, or supporting record before moving value.
4. Limit safe access to authorized employees and record the reason and time of entry.
5. Retrieve only required drawers, drops, change, or deposit materials and protect combinations and keys.
6. Count and reconcile funds using required reports, dual control, deposit slips, and secure bags.
7. Secure the final deposit, record custody and bag numbers, return contents, and confirm the safe is locked.
8. Stop for manager review when identity, amount, authority, payment data, cash count, or audit information does not agree.
9. Verify the final balance, receipt, tender, reason code, custody, and system status.
10. Secure funds and records and document approvals, variances, disputes, and unusual activity.

127. Safe Access and Deposit Preparation SOP - VERIFICATION & CUSTOMIZATION

MANAGER VERIFICATION:

☐ The employee can identify the authorized user, transaction record, approval requirement, custody point, and exception trigger for safe access and deposit preparation.
☐ Limit safe access to authorized employees and record the reason and time of entry.
☐ Retrieve only required drawers, drops, change, or deposit materials and protect combinations and keys.
☐ Count and reconcile funds using required reports, dual control, deposit slips, and secure bags.
☐ Secure the final deposit, record custody and bag numbers, return contents, and confirm the safe is locked.
☐ Verify the final balance, receipt, tender, reason code, custody, and system status.

COMMON MISTAKES TO AVOID:

- Beginning safe access and deposit preparation without verifying the check, drawer, amount, reason, authority, and business date.
- Sharing credentials, bypassing required approval, or moving value outside the recorded system.
- Counting or reviewing funds where unauthorized employees or guests can observe or interfere.
- Forcing a transaction through when the receipt, tender, balance, or audit record does not agree.
- Closing the record without manager verification, secure custody, and documented variance.

RESTAURANT-SPECIFIC CUSTOMIZATION:

- POS, payment, gift-card, cash, safe, or reconciliation system: _____
- Required receipt, report, reason code, approval, or supporting record: _____
- Transaction authority, cash-custody role, or escalation contact: _____
- Amount, variance, timing, count, drop, or reconciliation limit: _____
- PCI, privacy, banking, tax, or local financial-control requirement reviewed: _____
- Restaurant-specific tender, drawer, deposit, or exception steps: _____
- _____

TRAINING SIGN-OFF:

Employee Name	_____
Trainer / Manager	_____
Training Date	_____
Training Verification	☐ Not Ready ☐ Retrain ☐ Approved

REVISION NOTE: Record future changes in the restaurant master SOP index and retrain affected employees when the approved process changes.

128. Void Approval SOP

SOP ID	V1-128	**VERSION**	1.0
EFFECTIVE DATE	_____	**OWNER**	_____
APPROVED BY	_____	**NEXT REVIEW**	_____

PURPOSE: To approve voids only for verified reasons, within assigned authority, with supporting documentation and preserved transaction history.

APPLIES TO: Authorized POS, cash, payment, and management employees.

RESPONSIBILITY: The employee uses individual credentials and preserves custody. The manager verifies authority, records, balances, and exceptions.

WHEN USED: Whenever the related POS, cash, payment, approval, refund, or reconciliation action is required.

REQUIRED MATERIALS / INFORMATION:

- POS transaction and audit reports
- Secure cash, payment, or approval records
- Individual POS or cash credentials
- Guest check, drawer, or transaction record
- Authority and reason-code guide

CRITICAL STANDARDS:

- Employees use only individual credentials and the correct guest check, drawer, or record.
- Cash, payment data, approvals, and audit records remain secure and traceable.
- No employee alters records or uses personal funds to hide an error or variance.
- Differences and disputed activity are preserved and escalated before adjustment.

PROCEDURE:

1. Review the original item, quantity, price, table, employee, time, and stated reason for the requested void.
2. Confirm whether the item was never produced, entered incorrectly, duplicated, cancelled, or otherwise meets the void policy.
3. Compare the request with kitchen/bar production, ticket status, guest communication, and any replacement item.
4. Require the requesting employee to provide factual notes and select the correct approved reason code.
5. Inspect or account for prepared product when policy requires and route waste separately from the financial void.
6. Approve only within assigned authority; escalate high-value, repeated, late, or suspicious requests.
7. Complete the void under the manager's individual credentials without sharing access.
8. Verify the guest check, tax, tip, payment, inventory, and reporting effect after the void.
9. Document coaching, system error, product loss, or investigation follow-up when indicated.
10. Review void trends by employee, item, reason, and shift during reconciliation.

128. Void Approval SOP - VERIFICATION & CUSTOMIZATION

MANAGER VERIFICATION:

☐ The employee can identify the authorized user, transaction record, approval requirement, custody point, and exception trigger for void approval.

☐ Confirm whether the item was never produced, entered incorrectly, duplicated, cancelled, or otherwise meets the void policy.

☐ Require the requesting employee to provide factual notes and select the correct approved reason code.

☐ Approve only within assigned authority; escalate high-value, repeated, late, or suspicious requests.

☐ Verify the guest check, tax, tip, payment, inventory, and reporting effect after the void.

☐ Review void trends by employee, item, reason, and shift during reconciliation.

COMMON MISTAKES TO AVOID:

- Treating a produced item, waste, discount, comp, or refund as a void.
- Approving without the original ticket, factual reason, employee explanation, and production status.
- Using shared credentials or the wrong reason code.
- Ignoring high-value, repeated, late, or suspicious void patterns.
- Failing to verify the guest check, inventory, tax, payment, and end-of-day report effect.

RESTAURANT-SPECIFIC CUSTOMIZATION:

- POS, payment, gift-card, cash, safe, or reconciliation system: _____
- Required receipt, report, reason code, approval, or supporting record: _____
- Transaction authority, cash-custody role, or escalation contact: _____
- Amount, variance, timing, count, drop, or reconciliation limit: _____
- PCI, privacy, banking, tax, or local financial-control requirement reviewed: _____
- Restaurant-specific tender, drawer, deposit, or exception steps: _____
- _____

TRAINING SIGN-OFF:

Employee Name	_____
Trainer / Manager	_____
Training Date	_____
Training Verification	☐ Not Ready ☐ Retrain ☐ Approved

REVISION NOTE: Record future changes in the restaurant master SOP index and retrain affected employees when the approved process changes.

129. Comp Approval SOP

SOP ID	V1-129	**VERSION**	1.0
EFFECTIVE DATE	_____	**OWNER**	_____
APPROVED BY	_____	**NEXT REVIEW**	_____

PURPOSE: To approve comps only for authorized business reasons, within established limits, with accurate guest-check and manager documentation.

APPLIES TO: Authorized POS, cash, payment, and management employees.

RESPONSIBILITY: The employee uses individual credentials and preserves custody. The manager verifies authority, records, balances, and exceptions.

WHEN USED: Whenever the related POS, cash, payment, approval, refund, or reconciliation action is required.

REQUIRED MATERIALS / INFORMATION:

- POS transaction and audit reports
- Secure cash, payment, or approval records
- Individual POS or cash credentials
- Guest check, drawer, or transaction record
- Authority and reason-code guide

CRITICAL STANDARDS:

- Employees use only individual credentials and the correct guest check, drawer, or record.
- Cash, payment data, approvals, and audit records remain secure and traceable.
- No employee alters records or uses personal funds to hide an error or variance.
- Differences and disputed activity are preserved and escalated before adjustment.

PROCEDURE:

1. Identify the guest, check, item, amount, complaint, and employee requesting the comp.
2. Verify the guest concern and distinguish a service-recovery comp from a void, discount, refund, spill, or employee meal.
3. Confirm the proposed recovery is proportionate and within the manager's authority.
4. Select the correct comp item and reason code and enter factual notes without private or inflammatory language.
5. Obtain higher approval before exceeding limits or compensating restricted items such as alcohol where prohibited.
6. Explain the recovery to the guest without implying additional promises or admitting liability.
7. Apply the comp under individual credentials and verify tax, tip, balance, and payment status.
8. Preserve product, check, witness, or incident information when the comp relates to safety or a disputed event.
9. Record coaching, quality, timing, or process follow-up when the comp reveals a repeated failure.
10. Review comp patterns during end-of-day reconciliation.

129. Comp Approval SOP - VERIFICATION & CUSTOMIZATION

MANAGER VERIFICATION:

☐ The employee can identify the authorized user, transaction record, approval requirement, custody point, and exception trigger for comp approval.
☐ Verify the guest concern and distinguish a service-recovery comp from a void, discount, refund, spill, or employee meal.
☐ Select the correct comp item and reason code and enter factual notes without private or inflammatory language.
☐ Explain the recovery to the guest without implying additional promises or admitting liability.
☐ Preserve product, check, witness, or incident information when the comp relates to safety or a disputed event.
☐ Review comp patterns during end-of-day reconciliation.

COMMON MISTAKES TO AVOID:

- Using a comp when the correct action is a void, discount, refund, spill, or employee meal.
- Comping before verifying the guest concern and manager authority.
- Compensating restricted items or exceeding limits without higher approval.
- Entering vague, private, or inflammatory notes instead of factual reason codes.
- Failing to connect repeated comps with coaching, quality, timing, or system correction.

RESTAURANT-SPECIFIC CUSTOMIZATION:

- POS, payment, gift-card, cash, safe, or reconciliation system: _____
- Required receipt, report, reason code, approval, or supporting record: _____
- Transaction authority, cash-custody role, or escalation contact: _____
- Amount, variance, timing, count, drop, or reconciliation limit: _____
- PCI, privacy, banking, tax, or local financial-control requirement reviewed: _____
- Restaurant-specific tender, drawer, deposit, or exception steps: _____
- _____

TRAINING SIGN-OFF:

Employee Name	_____
Trainer / Manager	_____
Training Date	_____
Training Verification	☐ Not Ready ☐ Retrain ☐ Approved

REVISION NOTE: Record future changes in the restaurant master SOP index and retrain affected employees when the approved process changes.

130. Discount and Promotion Approval SOP

SOP ID	V1-130	**VERSION**	1.0
EFFECTIVE DATE	_____	**OWNER**	_____
APPROVED BY	_____	**NEXT REVIEW**	_____

PURPOSE: To apply discounts and promotions only when eligibility, terms, dates, item limits, authorization, and POS entries are verified.

APPLIES TO: Authorized POS, cash, payment, and management employees.

RESPONSIBILITY: The employee uses individual credentials and preserves custody. The manager verifies authority, records, balances, and exceptions.

WHEN USED: Whenever the related POS, cash, payment, approval, refund, or reconciliation action is required.

REQUIRED MATERIALS / INFORMATION:

- POS transaction and audit reports
- Secure cash, payment, or approval records
- Individual POS or cash credentials
- Guest check, drawer, or transaction record
- Authority and reason-code guide

CRITICAL STANDARDS:

- Employees use only individual credentials and the correct guest check, drawer, or record.
- Cash, payment data, approvals, and audit records remain secure and traceable.
- No employee alters records or uses personal funds to hide an error or variance.
- Differences and disputed activity are preserved and escalated before adjustment.

PROCEDURE:

1. Confirm the promotion, coupon, eligibility, date, location, items, exclusions, and required guest evidence.
2. Inspect the offer for alteration, duplication, expiration, unauthorized screenshots, or terms that do not match the current program.
3. Verify whether the offer can be combined with other discounts, gift cards, loyalty rewards, alcohol, or employee benefits.
4. Match the discount to the correct guest check and eligible items before applying it.
5. Obtain manager approval for overrides, exceptions, manual codes, or unclear terms.
6. Apply the approved code under individual credentials and retain or mark the coupon as required.
7. Verify the final price, tax, tip basis, tender, and guest receipt.
8. Explain any denial or limitation respectfully using the offer terms rather than personal judgment.
9. Document fraud concerns, repeated misuse, system problems, or guest disputes.
10. Reconcile manual discounts and retained offers at checkout or end of day.

130. Discount and Promotion Approval SOP - VERIFICATION & CUSTOMIZATION

MANAGER VERIFICATION:

☐ The employee can identify the authorized user, transaction record, approval requirement, custody point, and exception trigger for discount and promotion approval.

☐ Inspect the offer for alteration, duplication, expiration, unauthorized screenshots, or terms that do not match the current program.

☐ Match the discount to the correct guest check and eligible items before applying it.

☐ Apply the approved code under individual credentials and retain or mark the coupon as required.

☐ Explain any denial or limitation respectfully using the offer terms rather than personal judgment.

☐ Reconcile manual discounts and retained offers at checkout or end of day.

COMMON MISTAKES TO AVOID:

- Applying an expired, altered, duplicated, ineligible, or noncombinable offer.
- Discounting the wrong items or guest check.
- Overriding unclear terms without manager approval.
- Failing to retain, mark, or document the offer and manual code as required.
- Ending without verifying final price, tax, tip basis, tender, and misuse concerns.

RESTAURANT-SPECIFIC CUSTOMIZATION:

- POS, payment, gift-card, cash, safe, or reconciliation system: _____
- Required receipt, report, reason code, approval, or supporting record: _____
- Transaction authority, cash-custody role, or escalation contact: _____
- Amount, variance, timing, count, drop, or reconciliation limit: _____
- PCI, privacy, banking, tax, or local financial-control requirement reviewed: _____
- Restaurant-specific tender, drawer, deposit, or exception steps: _____
- _____

TRAINING SIGN-OFF:

Employee Name	_____
Trainer / Manager	_____
Training Date	_____
Training Verification	☐ Not Ready ☐ Retrain ☐ Approved

REVISION NOTE: Record future changes in the restaurant master SOP index and retrain affected employees when the approved process changes.

131. Refund Processing SOP

SOP ID	V1-131	**VERSION**	1.0
EFFECTIVE DATE	_____	**OWNER**	_____
APPROVED BY	_____	**NEXT REVIEW**	_____

PURPOSE: To process refunds through the original or approved payment method with verified authority, supporting records, and guest communication.

APPLIES TO: Authorized POS, cash, payment, and management employees.

RESPONSIBILITY: The employee uses individual credentials and preserves custody. The manager verifies authority, records, balances, and exceptions.

WHEN USED: Whenever the related POS, cash, payment, approval, refund, or reconciliation action is required.

REQUIRED MATERIALS / INFORMATION:

- POS transaction and audit reports
- Secure cash, payment, or approval records
- Individual POS or cash credentials
- Guest check, drawer, or transaction record
- Authority and reason-code guide

CRITICAL STANDARDS:

- Employees use only individual credentials and the correct guest check, drawer, or record.
- Cash, payment data, approvals, and audit records remain secure and traceable.
- No employee alters records or uses personal funds to hide an error or variance.
- Differences and disputed activity are preserved and escalated before adjustment.

PROCEDURE:

1. Identify the employee, guest check, drawer, payment, item, amount, and reason connected to refund processing.
2. Use only individual credentials and confirm the correct system, business date, location, and assigned custody.
3. Review the original ticket, receipt, authorization, balance, or supporting record before moving value.
4. Verify the original transaction, guest identity as required, issue, payment method, amount, and prior recovery.
5. Obtain required approval and explain expected processing timing without promising bank-controlled results.
6. Process the refund through the approved system and original method unless policy authorizes otherwise.
7. Provide documentation, secure sensitive records, and reconcile the transaction.
8. Stop for manager review when identity, amount, authority, payment data, cash count, or audit information does not agree.
9. Verify the final balance, receipt, tender, reason code, custody, and system status.
10. Secure funds and records and document approvals, variances, disputes, and unusual activity.

131. Refund Processing SOP - VERIFICATION & CUSTOMIZATION

MANAGER VERIFICATION:

☐ The employee can identify the authorized user, transaction record, approval requirement, custody point, and exception trigger for refund processing.
☐ Verify the original transaction, guest identity as required, issue, payment method, amount, and prior recovery.
☐ Obtain required approval and explain expected processing timing without promising bank-controlled results.
☐ Process the refund through the approved system and original method unless policy authorizes otherwise.
☐ Provide documentation, secure sensitive records, and reconcile the transaction.
☐ Verify the final balance, receipt, tender, reason code, custody, and system status.

COMMON MISTAKES TO AVOID:

- Beginning refund processing without verifying the check, drawer, amount, reason, authority, and business date.
- Sharing credentials, bypassing required approval, or moving value outside the recorded system.
- Counting or reviewing funds where unauthorized employees or guests can observe or interfere.
- Forcing a transaction through when the receipt, tender, balance, or audit record does not agree.
- Closing the record without manager verification, secure custody, and documented variance.

RESTAURANT-SPECIFIC CUSTOMIZATION:

- POS, payment, gift-card, cash, safe, or reconciliation system: _____
- Required receipt, report, reason code, approval, or supporting record: _____
- Transaction authority, cash-custody role, or escalation contact: _____
- Amount, variance, timing, count, drop, or reconciliation limit: _____
- PCI, privacy, banking, tax, or local financial-control requirement reviewed: _____
- Restaurant-specific tender, drawer, deposit, or exception steps: _____
- _____

TRAINING SIGN-OFF:

Employee Name	_____
Trainer / Manager	_____
Training Date	_____
Training Verification	☐ Not Ready ☐ Retrain ☐ Approved

REVISION NOTE: Record future changes in the restaurant master SOP index and retrain affected employees when the approved process changes.

132. Gift Card Sale SOP

SOP ID	V1-132	**VERSION**	1.0
EFFECTIVE DATE	_____	**OWNER**	_____
APPROVED BY	_____	**NEXT REVIEW**	_____

PURPOSE: To sell and activate gift cards accurately while protecting payment information, card inventory, activation records, and guest receipts.

APPLIES TO: Authorized POS, cash, payment, and management employees.

RESPONSIBILITY: The employee uses individual credentials and preserves custody. The manager verifies authority, records, balances, and exceptions.

WHEN USED: Whenever the related POS, cash, payment, approval, refund, or reconciliation action is required.

REQUIRED MATERIALS / INFORMATION:

- POS transaction and audit reports
- Secure cash, payment, or approval records
- Individual POS or cash credentials
- Guest check, drawer, or transaction record
- Authority and reason-code guide

CRITICAL STANDARDS:

- Employees use only individual credentials and the correct guest check, drawer, or record.
- Cash, payment data, approvals, and audit records remain secure and traceable.
- No employee alters records or uses personal funds to hide an error or variance.
- Differences and disputed activity are preserved and escalated before adjustment.

PROCEDURE:

1. Confirm the requested gift-card type, amount, activation method, tender, fees, and any purchase limits.
2. Use only approved physical or digital cards from secure inventory.
3. Enter the sale under the correct POS function and verify the amount before activation.
4. Accept payment through the approved tender process and never activate a card without completed payment.
5. Confirm the activation result in the system and on the receipt without exposing the full card number or access code.
6. Provide the guest with the card, receipt, terms, and balance-check instructions.
7. Secure unused cards and record inventory movement when required.
8. Stop and notify the manager if activation fails, the card is damaged, inventory does not agree, or the transaction is disputed.
9. Process corrections or refunds only under the approved gift-card policy and authority.
10. Reconcile gift-card sales, activations, failures, and inventory at the required checkpoint.

132. Gift Card Sale SOP - VERIFICATION & CUSTOMIZATION

MANAGER VERIFICATION:

☐ The employee can identify the authorized user, transaction record, approval requirement, custody point, and exception trigger for gift card sale.
☐ Use only approved physical or digital cards from secure inventory.
☐ Accept payment through the approved tender process and never activate a card without completed payment.
☐ Provide the guest with the card, receipt, terms, and balance-check instructions.
☐ Stop and notify the manager if activation fails, the card is damaged, inventory does not agree, or the transaction is disputed.
☐ Reconcile gift-card sales, activations, failures, and inventory at the required checkpoint.

COMMON MISTAKES TO AVOID:

• Activating a gift card before payment is complete or for the wrong amount.
• Using unsecured, damaged, or unapproved card inventory.
• Exposing the full card number or access code on notes or screens.
• Promising activation when the system result is uncertain.
• Failing to reconcile sales, activations, failures, corrections, and inventory.

RESTAURANT-SPECIFIC CUSTOMIZATION:

• POS, payment, gift-card, cash, safe, or reconciliation system: _____
• Required receipt, report, reason code, approval, or supporting record: _____
• Transaction authority, cash-custody role, or escalation contact: _____
• Amount, variance, timing, count, drop, or reconciliation limit: _____
• PCI, privacy, banking, tax, or local financial-control requirement reviewed: _____
• Restaurant-specific tender, drawer, deposit, or exception steps: _____
• _____

TRAINING SIGN-OFF:

Employee Name	_____
Trainer / Manager	_____
Training Date	_____
Training Verification	☐ Not Ready ☐ Retrain ☐ Approved

REVISION NOTE: Record future changes in the restaurant master SOP index and retrain affected employees when the approved process changes.

133. Gift Card Balance and Redemption SOP

SOP ID	V1-133	**VERSION**	1.0
EFFECTIVE DATE	_____	**OWNER**	_____
APPROVED BY	_____	**NEXT REVIEW**	_____

PURPOSE: To verify gift-card balances and redemptions accurately while protecting card information, remaining value, transaction records, and guest trust.

APPLIES TO: Authorized POS, cash, payment, and management employees.

RESPONSIBILITY: The employee uses individual credentials and preserves custody. The manager verifies authority, records, balances, and exceptions.

WHEN USED: Whenever the related POS, cash, payment, approval, refund, or reconciliation action is required.

REQUIRED MATERIALS / INFORMATION:

- POS transaction and audit reports
- Secure cash, payment, or approval records
- Individual POS or cash credentials
- Guest check, drawer, or transaction record
- Authority and reason-code guide

CRITICAL STANDARDS:

- Employees use only individual credentials and the correct guest check, drawer, or record.
- Cash, payment data, approvals, and audit records remain secure and traceable.
- No employee alters records or uses personal funds to hide an error or variance.
- Differences and disputed activity are preserved and escalated before adjustment.

PROCEDURE:

1. Ask the guest to present the approved physical or digital gift card and confirm the requested use.
2. Access the gift-card function through individual credentials without writing down or exposing the full card number.
3. Verify the available balance through the approved system before promising payment coverage.
4. Apply the correct amount to the correct guest check and retain any remaining balance in the system.
5. Collect another tender for any unpaid balance and follow split-payment rules.
6. Return the physical card when required and provide a receipt showing the transaction and remaining balance when available.
7. Do not manually alter balances, transfer value, or override a failed redemption without authorization.
8. Stop and escalate damaged, unreadable, inactive, disputed, or suspicious cards.
9. Document system failures, guest disputes, duplicate charges, or manager-approved adjustments.
10. Verify gift-card activity during checkout or end-of-day reconciliation.

133. Gift Card Balance and Redemption SOP - VERIFICATION & CUSTOMIZATION

MANAGER VERIFICATION:

☐ The employee can identify the authorized user, transaction record, approval requirement, custody point, and exception trigger for gift card balance and redemption.

☐ Access the gift-card function through individual credentials without writing down or exposing the full card number.

☐ Apply the correct amount to the correct guest check and retain any remaining balance in the system.

☐ Return the physical card when required and provide a receipt showing the transaction and remaining balance when available.

☐ Stop and escalate damaged, unreadable, inactive, disputed, or suspicious cards.

☐ Verify gift-card activity during checkout or end-of-day reconciliation.

COMMON MISTAKES TO AVOID:

- Promising a balance before checking the approved system.
- Writing down, exposing, or manually changing gift-card credentials.
- Applying the card to the wrong check or amount.
- Overriding an inactive, damaged, suspicious, or failed card without authorization.
- Failing to provide the receipt, remaining balance, dispute record, and reconciliation.

RESTAURANT-SPECIFIC CUSTOMIZATION:

- POS, payment, gift-card, cash, safe, or reconciliation system: _____
- Required receipt, report, reason code, approval, or supporting record: _____
- Transaction authority, cash-custody role, or escalation contact: _____
- Amount, variance, timing, count, drop, or reconciliation limit: _____
- PCI, privacy, banking, tax, or local financial-control requirement reviewed: _____
- Restaurant-specific tender, drawer, deposit, or exception steps: _____
- _____

TRAINING SIGN-OFF:

Employee Name	_____
Trainer / Manager	_____
Training Date	_____
Training Verification	☐ Not Ready ☐ Retrain ☐ Approved

REVISION NOTE: Record future changes in the restaurant master SOP index and retrain affected employees when the approved process changes.

134. Chargeback and Payment Dispute Documentation SOP

SOP ID	V1-134	**VERSION**	1.0
EFFECTIVE DATE	_____	**OWNER**	_____
APPROVED BY	_____	**NEXT REVIEW**	_____

PURPOSE: To document chargebacks and payment disputes with preserved receipts, approvals, transaction records, communication, and assigned response deadlines.

APPLIES TO: Authorized POS, cash, payment, and management employees.

RESPONSIBILITY: The employee uses individual credentials and preserves custody. The manager verifies authority, records, balances, and exceptions.

WHEN USED: Whenever the related POS, cash, payment, approval, refund, or reconciliation action is required.

REQUIRED MATERIALS / INFORMATION:

- POS transaction and audit reports
- Secure cash, payment, or approval records
- Individual POS or cash credentials
- Guest check, drawer, or transaction record
- Authority and reason-code guide

CRITICAL STANDARDS:

- Employees use only individual credentials and the correct guest check, drawer, or record.
- Cash, payment data, approvals, and audit records remain secure and traceable.
- No employee alters records or uses personal funds to hide an error or variance.
- Differences and disputed activity are preserved and escalated before adjustment.

PROCEDURE:

1. Identify the employee, guest check, drawer, payment, item, amount, and reason connected to chargeback and payment dispute documentation.
2. Use only individual credentials and confirm the correct system, business date, location, and assigned custody.
3. Review the original ticket, receipt, authorization, balance, or supporting record before moving value.
4. Locate the exact transaction, date, time, amount, payment method, employee, and guest communication.
5. Collect itemized receipts, authorization records, refund history, tip record, and system logs.
6. Write an objective chronology and identify policy exceptions, equipment issues, and employee statements.
7. Route the packet securely by the deadline and record response and final outcome.
8. Stop for manager review when identity, amount, authority, payment data, cash count, or audit information does not agree.
9. Verify the final balance, receipt, tender, reason code, custody, and system status.
10. Secure funds and records and document approvals, variances, disputes, and unusual activity.

134. Chargeback and Payment Dispute Documentation SOP - VERIFICATION & CUSTOMIZATION

MANAGER VERIFICATION:

☐ The employee can identify the authorized user, transaction record, approval requirement, custody point, and exception trigger for chargeback and payment dispute documentation.

☐ Locate the exact transaction, date, time, amount, payment method, employee, and guest communication.

☐ Collect itemized receipts, authorization records, refund history, tip record, and system logs.

☐ Write an objective chronology and identify policy exceptions, equipment issues, and employee statements.

☐ Route the packet securely by the deadline and record response and final outcome.

☐ Verify the final balance, receipt, tender, reason code, custody, and system status.

COMMON MISTAKES TO AVOID:

- Beginning chargeback and payment dispute documentation without verifying the check, drawer, amount, reason, authority, and business date.
- Sharing credentials, bypassing required approval, or moving value outside the recorded system.
- Counting or reviewing funds where unauthorized employees or guests can observe or interfere.
- Forcing a transaction through when the receipt, tender, balance, or audit record does not agree.
- Closing the record without manager verification, secure custody, and documented variance.

RESTAURANT-SPECIFIC CUSTOMIZATION:

- POS, payment, gift-card, cash, safe, or reconciliation system: _____
- Required receipt, report, reason code, approval, or supporting record: _____
- Transaction authority, cash-custody role, or escalation contact: _____
- Amount, variance, timing, count, drop, or reconciliation limit: _____
- PCI, privacy, banking, tax, or local financial-control requirement reviewed: _____
- Restaurant-specific tender, drawer, deposit, or exception steps: _____
- _____

TRAINING SIGN-OFF:

Employee Name	_____
Trainer / Manager	_____
Training Date	_____
Training Verification	☐ Not Ready ☐ Retrain ☐ Approved

REVISION NOTE: Record future changes in the restaurant master SOP index and retrain affected employees when the approved process changes.

135. End-of-Day Sales and Payment Reconciliation SOP

SOP ID	V1-135	**VERSION**	1.0
EFFECTIVE DATE	_____	**OWNER**	_____
APPROVED BY	_____	**NEXT REVIEW**	_____

PURPOSE: To reconcile daily sales, payments, cash, deposits, tips, discounts, voids, refunds, gift cards, and unresolved variances before closeout.

APPLIES TO: Authorized POS, cash, payment, and management employees.

RESPONSIBILITY: The employee uses individual credentials and preserves custody. The manager verifies authority, records, balances, and exceptions.

WHEN USED: Whenever the related POS, cash, payment, approval, refund, or reconciliation action is required.

REQUIRED MATERIALS / INFORMATION:

- POS transaction and audit reports
- Secure cash, payment, or approval records
- Individual POS or cash credentials
- Guest check, drawer, or transaction record
- Authority and reason-code guide

CRITICAL STANDARDS:

- Employees use only individual credentials and the correct guest check, drawer, or record.
- Cash, payment data, approvals, and audit records remain secure and traceable.
- No employee alters records or uses personal funds to hide an error or variance.
- Differences and disputed activity are preserved and escalated before adjustment.

PROCEDURE:

1. Identify the employee, guest check, drawer, payment, item, amount, and reason connected to end-of-day sales and payment reconciliation.
2. Use only individual credentials and confirm the correct system, business date, location, and assigned custody.
3. Review the original ticket, receipt, authorization, balance, or supporting record before moving value.
4. Confirm all checks are closed, transferred, or documented and all employee checkouts are reviewed.
5. Compare POS tenders with drawers, drops, card batches, gift cards, refunds, comps, discounts, and paid-outs.
6. Investigate duplicate, missing, reopened, offline, or unbalanced transactions without forcing agreement.
7. Prepare deposits and reports, document variances and approvals, and complete manager sign-off.
8. Stop for manager review when identity, amount, authority, payment data, cash count, or audit information does not agree.
9. Verify the final balance, receipt, tender, reason code, custody, and system status.
10. Secure funds and records and document approvals, variances, disputes, and unusual activity.

135. End-of-Day Sales and Payment Reconciliation SOP - VERIFICATION & CUSTOMIZATION

MANAGER VERIFICATION:

☐ The employee can identify the authorized user, transaction record, approval requirement, custody point, and exception trigger for end-of-day sales and payment reconciliation.
☐ Confirm all checks are closed, transferred, or documented and all employee checkouts are reviewed.
☐ Compare POS tenders with drawers, drops, card batches, gift cards, refunds, comps, discounts, and paid-outs.
☐ Investigate duplicate, missing, reopened, offline, or unbalanced transactions without forcing agreement.
☐ Prepare deposits and reports, document variances and approvals, and complete manager sign-off.
☐ Verify the final balance, receipt, tender, reason code, custody, and system status.

COMMON MISTAKES TO AVOID:

• Beginning end-of-day sales and payment reconciliation without verifying the check, drawer, amount, reason, authority, and business date.
• Sharing credentials, bypassing required approval, or moving value outside the recorded system.
• Counting or reviewing funds where unauthorized employees or guests can observe or interfere.
• Forcing a transaction through when the receipt, tender, balance, or audit record does not agree.
• Closing the record without manager verification, secure custody, and documented variance.

RESTAURANT-SPECIFIC CUSTOMIZATION:

• POS, payment, gift-card, cash, safe, or reconciliation system: _____
• Required receipt, report, reason code, approval, or supporting record: _____
• Transaction authority, cash-custody role, or escalation contact: _____
• Amount, variance, timing, count, drop, or reconciliation limit: _____
• PCI, privacy, banking, tax, or local financial-control requirement reviewed: _____
• Restaurant-specific tender, drawer, deposit, or exception steps: _____
• _____

TRAINING SIGN-OFF:

Employee Name	_____
Trainer / Manager	_____
Training Date	_____
Training Verification	☐ Not Ready ☐ Retrain ☐ Approved

REVISION NOTE: Record future changes in the restaurant master SOP index and retrain affected employees when the approved process changes.

PART 7

SHIFT LEADERSHIP & FLOOR MANAGEMENT

20 ready-to-customize SOPs

These SOPs guide manager readiness, staffing decisions, guest flow, ticket times, communication, verification, handoffs, and shift review.

136. Manager Opening Walkthrough SOP

SOP ID	V1-136	**VERSION**	1.0
EFFECTIVE DATE	_____	**OWNER**	_____
APPROVED BY	_____	**NEXT REVIEW**	_____

PURPOSE: To verify the restaurant is ready to open through a complete manager walkthrough of people, food, equipment, cleanliness, safety, cash, and systems.

APPLIES TO: Managers, shift leads, department leads, and employees receiving assignments.

RESPONSIBILITY: The manager reviews conditions, assigns owners and deadlines, verifies completion, and documents material exceptions.

WHEN USED: Before the assigned station, department, or building begins service or changes opening responsibility.

REQUIRED MATERIALS / INFORMATION:

- Manager checklist or log
- Staffing, sales, reservation, and ticket information
- Department status and performance records
- Communication and assignment tools
- Incident and follow-up records

CRITICAL STANDARDS:

- The manager uses current data and direct observation rather than assumptions.
- Every correction or priority has a named owner, deadline, and verification point.
- Guest, employee, food-safety, cash, alcohol, and building risks are escalated promptly.
- Material decisions and unresolved issues are recorded for the next leader.

PROCEDURE:

1. Review manager notes, staffing, reservations, events, weather, deliveries, maintenance holds, and expected business.
2. Inspect the exterior, parking, entrance, lobby, dining room, patio, restrooms, pickup area, and guest routes.
3. Verify lighting, climate, music, phones, reservations, POS, payment devices, alarms, locks, and required utilities.
4. Inspect bar, kitchen access, hand sinks, refrigeration, hot equipment, dish, storage, chemicals, and life-safety routes.
5. Confirm food-safety logs, temperatures, cleaning, product readiness, cash custody, keys, and department opening checklists.
6. Verify staffing assignments, call-offs, training needs, breaks, manager zones, and recovery authority.
7. Assign every correction to a named employee with priority and completion time.
8. Recheck hazards, food safety, cash, access, equipment, and guest-facing conditions before opening.
9. Restrict or delay any operation that cannot meet required safety or legal controls.
10. Sign the opening review and communicate remaining limitations and follow-up.

136. Manager Opening Walkthrough SOP - VERIFICATION & CUSTOMIZATION

MANAGER VERIFICATION:

☐ The manager begins manager opening walkthrough with current data and direct observation and assigns every unresolved item to an owner and deadline.
☐ Inspect the exterior, parking, entrance, lobby, dining room, patio, restrooms, pickup area, and guest routes.
☐ Inspect bar, kitchen access, hand sinks, refrigeration, hot equipment, dish, storage, chemicals, and life-safety routes.
☐ Verify staffing assignments, call-offs, training needs, breaks, manager zones, and recovery authority.
☐ Recheck hazards, food safety, cash, access, equipment, and guest-facing conditions before opening.
☐ Sign the opening review and communicate remaining limitations and follow-up.

COMMON MISTAKES TO AVOID:

• Relying on department sign-offs without physically inspecting critical conditions.
• Opening with unresolved food-safety, fire, access, cash, equipment, or guest-route hazards.
• Giving broad instructions without named owners, deadlines, and rechecks.
• Failing to restrict or delay an operation that cannot meet required controls.
• Signing ready without documenting limitations and next follow-up.

RESTAURANT-SPECIFIC CUSTOMIZATION:

• Manager checklist, dashboard, log, or communication system: _____
• Staffing, sales, reservation, ticket, quality, or labor standard: _____
• Decision authority, department owner, or escalation contact: _____
• Review frequency, deadline, threshold, or recheck target: _____
• Safety, wage-hour, accessibility, cash, or local operating requirement reviewed: _____
• Restaurant-specific floor, staffing, communication, or follow-up steps: _____
• _____

TRAINING SIGN-OFF:

Employee Name	_____
Trainer / Manager	_____
Training Date	_____
Training Verification	☐ Not Ready ☐ Retrain ☐ Approved

REVISION NOTE: Record future changes in the restaurant master SOP index and retrain affected employees when the approved process changes.

137. Manager Closing Walkthrough SOP

SOP ID	V1-137	**VERSION**	1.0
EFFECTIVE DATE	_____	**OWNER**	_____
APPROVED BY	_____	**NEXT REVIEW**	_____

PURPOSE: To verify the restaurant is safely and completely closed through a manager walkthrough of guests, cash, food, equipment, utilities, security, and unfinished work.

APPLIES TO: Managers, shift leads, department leads, and employees receiving assignments.

RESPONSIBILITY: The manager reviews conditions, assigns owners and deadlines, verifies completion, and documents material exceptions.

WHEN USED: After active service ends and before employees are released or the building is secured.

REQUIRED MATERIALS / INFORMATION:

- Manager checklist or log
- Staffing, sales, reservation, and ticket information
- Department status and performance records
- Communication and assignment tools
- Incident and follow-up records

CRITICAL STANDARDS:

- The manager uses current data and direct observation rather than assumptions.
- Every correction or priority has a named owner, deadline, and verification point.
- Guest, employee, food-safety, cash, alcohol, and building risks are escalated promptly.
- Material decisions and unresolved issues are recorded for the next leader.

PROCEDURE:

1. Review active guests, checks, employees, deliveries, incidents, maintenance, and unfinished department work.
2. Walk the exterior, parking, patio, entrance, dining room, restrooms, pickup area, and all guest-accessible spaces.
3. Confirm guests and employees have departed or are accounted for and no one remains in restricted areas.
4. Verify bar, kitchen, dish, storage, refrigeration, chemicals, grease, waste, and food disposition are complete.
5. Confirm cash, deposits, payment devices, keys, sensitive records, gift cards, and controlled product are secured.
6. Shut down or leave required equipment operating according to approved instructions and document exceptions.
7. Check doors, windows, exits, fire lanes, utilities, lights, climate, alarms, cameras, and locks.
8. Assign and recheck any incomplete cleaning, safety, maintenance, or security item before releasing employees.
9. Record unresolved conditions, service calls, incidents, and next-shift priorities in the manager log.
10. Complete final lock-up, arm the alarm, and transfer custody according to the keyholder process.

137. Manager Closing Walkthrough SOP - VERIFICATION & CUSTOMIZATION

MANAGER VERIFICATION:

☐ The manager begins manager closing walkthrough with current data and direct observation and assigns every unresolved item to an owner and deadline.
☐ Walk the exterior, parking, patio, entrance, dining room, restrooms, pickup area, and all guest-accessible spaces.
☐ Verify bar, kitchen, dish, storage, refrigeration, chemicals, grease, waste, and food disposition are complete.
☐ Shut down or leave required equipment operating according to approved instructions and document exceptions.
☐ Assign and recheck any incomplete cleaning, safety, maintenance, or security item before releasing employees.
☐ Complete final lock-up, arm the alarm, and transfer custody according to the keyholder process.

COMMON MISTAKES TO AVOID:

• Releasing employees before guests, active checks, food, cash, keys, and unfinished work are accounted for.
• Shutting down required equipment or leaving unsafe equipment, utilities, or product uncontrolled.
• Locking or arming without checking all rooms, exits, contractors, and remaining employees.
• Leaving unresolved cleaning, maintenance, incident, or security items undocumented.
• Failing to transfer final custody and next-shift priorities.

RESTAURANT-SPECIFIC CUSTOMIZATION:

• Manager checklist, dashboard, log, or communication system: _____
• Staffing, sales, reservation, ticket, quality, or labor standard: _____
• Decision authority, department owner, or escalation contact: _____
• Review frequency, deadline, threshold, or recheck target: _____
• Safety, wage-hour, accessibility, cash, or local operating requirement reviewed: _____
• Restaurant-specific floor, staffing, communication, or follow-up steps: _____
• _____

TRAINING SIGN-OFF:

Employee Name	_____
Trainer / Manager	_____
Training Date	_____
Training Verification	☐ Not Ready ☐ Retrain ☐ Approved

REVISION NOTE: Record future changes in the restaurant master SOP index and retrain affected employees when the approved process changes.

138. Pre-Shift Meeting SOP

SOP ID	V1-138	**VERSION**	1.0
EFFECTIVE DATE	_____	**OWNER**	_____
APPROVED BY	_____	**NEXT REVIEW**	_____

PURPOSE: To align the team before service on business levels, reservations, menu changes, staffing, safety, priorities, standards, and individual assignments.

APPLIES TO: Managers, shift leads, department leads, and employees receiving assignments.

RESPONSIBILITY: The manager reviews conditions, assigns owners and deadlines, verifies completion, and documents material exceptions.

WHEN USED: At the scheduled management checkpoint and whenever operating conditions require an additional review.

REQUIRED MATERIALS / INFORMATION:

- Manager checklist or log
- Staffing, sales, reservation, and ticket information
- Department status and performance records
- Communication and assignment tools
- Incident and follow-up records

CRITICAL STANDARDS:

- The manager uses current data and direct observation rather than assumptions.
- Every correction or priority has a named owner, deadline, and verification point.
- Guest, employee, food-safety, cash, alcohol, and building risks are escalated promptly.
- Material decisions and unresolved issues are recorded for the next leader.

PROCEDURE:

1. Review current staffing, guest, sales, ticket, safety, cash, and department information relevant to pre-shift meeting.
2. Walk or observe the actual operation and compare conditions to the current approved standard.
3. Identify hazards, guest-impacting delays, capacity limits, and work that lacks a clear owner.
4. Gather staffing, reservations, forecast, menu features, shortages, events, safety concerns, and prior-shift follow-up.
5. Begin on time, confirm attendance, and communicate the most important guest, operational, quality, and sales priorities.
6. Review one relevant SOP or training point and verify understanding through questions or repeat-back.
7. Assign action items and release employees with clear positions, start tasks, and escalation contacts.
8. Assign corrections to named employees with priority and completion times and communicate cross-department effects.
9. Recheck high-risk items and adjust the plan when conditions change or results remain below standard.
10. Record material decisions, exceptions, recoveries, and follow-up for the next manager or review cycle.

138. Pre-Shift Meeting SOP - VERIFICATION & CUSTOMIZATION

MANAGER VERIFICATION:

☐ The manager begins pre-shift meeting with current data and direct observation and assigns every unresolved item to an owner and deadline.

☐ Gather staffing, reservations, forecast, menu features, shortages, events, safety concerns, and prior-shift follow-up.

☐ Begin on time, confirm attendance, and communicate the most important guest, operational, quality, and sales priorities.

☐ Review one relevant SOP or training point and verify understanding through questions or repeat-back.

☐ Assign action items and release employees with clear positions, start tasks, and escalation contacts.

☐ Recheck high-risk items and adjust the plan when conditions change or results remain below standard.

COMMON MISTAKES TO AVOID:

- Making a decision about pre-shift meeting from reports alone without observing actual conditions.
- Giving a general instruction without a named owner, priority, completion time, and recheck.
- Allowing guest, safety, staffing, cash, or quality risks to remain unassigned.
- Failing to communicate cross-department effects or changing conditions.
- Ending the review without documenting material decisions, exceptions, and follow-up.

RESTAURANT-SPECIFIC CUSTOMIZATION:

- Manager checklist, dashboard, log, or communication system: _____
- Staffing, sales, reservation, ticket, quality, or labor standard: _____
- Decision authority, department owner, or escalation contact: _____
- Review frequency, deadline, threshold, or recheck target: _____
- Safety, wage-hour, accessibility, cash, or local operating requirement reviewed: _____
- Restaurant-specific floor, staffing, communication, or follow-up steps: _____
- _____

TRAINING SIGN-OFF:

Employee Name	_____
Trainer / Manager	_____
Training Date	_____
Training Verification	☐ Not Ready ☐ Retrain ☐ Approved

REVISION NOTE: Record future changes in the restaurant master SOP index and retrain affected employees when the approved process changes.

139. Floor Plan and Section Assignment SOP

SOP ID	V1-139	**VERSION**	1.0
EFFECTIVE DATE	_____	**OWNER**	_____
APPROVED BY	_____	**NEXT REVIEW**	_____

PURPOSE: To build and maintain a floor plan that balances sections, table capacity, reservations, accessibility, staffing, and service support.

APPLIES TO: Managers, shift leads, department leads, and employees receiving assignments.

RESPONSIBILITY: The manager reviews conditions, assigns owners and deadlines, verifies completion, and documents material exceptions.

WHEN USED: At the scheduled management checkpoint and whenever operating conditions require an additional review.

REQUIRED MATERIALS / INFORMATION:

- Manager checklist or log
- Staffing, sales, reservation, and ticket information
- Department status and performance records
- Communication and assignment tools
- Incident and follow-up records

CRITICAL STANDARDS:

- The manager uses current data and direct observation rather than assumptions.
- Every correction or priority has a named owner, deadline, and verification point.
- Guest, employee, food-safety, cash, alcohol, and building risks are escalated promptly.
- Material decisions and unresolved issues are recorded for the next leader.

PROCEDURE:

1. Review current staffing, guest, sales, ticket, safety, cash, and department information relevant to floor plan and section assignment.
2. Walk or observe the actual operation and compare conditions to the current approved standard.
3. Identify hazards, guest-impacting delays, capacity limits, and work that lacks a clear owner.
4. Review open tables, reservations, party sizes, accessibility needs, server skill, arrival times, and support staffing.
5. Create balanced sections using seat count, distance, workload, and expected turns rather than preference alone.
6. Assign host, server, assistant, runner, bartender, and manager coverage and mark closed or reserved areas.
7. Communicate the map, update systems, obtain acknowledgment, and document later changes.
8. Assign corrections to named employees with priority and completion times and communicate cross-department effects.
9. Recheck high-risk items and adjust the plan when conditions change or results remain below standard.
10. Record material decisions, exceptions, recoveries, and follow-up for the next manager or review cycle.

139. Floor Plan and Section Assignment SOP - VERIFICATION & CUSTOMIZATION

MANAGER VERIFICATION:

☐ The manager begins floor plan and section assignment with current data and direct observation and assigns every unresolved item to an owner and deadline.
☐ Review open tables, reservations, party sizes, accessibility needs, server skill, arrival times, and support staffing.
☐ Create balanced sections using seat count, distance, workload, and expected turns rather than preference alone.
☐ Assign host, server, assistant, runner, bartender, and manager coverage and mark closed or reserved areas.
☐ Communicate the map, update systems, obtain acknowledgment, and document later changes.
☐ Recheck high-risk items and adjust the plan when conditions change or results remain below standard.

COMMON MISTAKES TO AVOID:

• Making a decision about floor plan and section assignment from reports alone without observing actual conditions.
• Giving a general instruction without a named owner, priority, completion time, and recheck.
• Allowing guest, safety, staffing, cash, or quality risks to remain unassigned.
• Failing to communicate cross-department effects or changing conditions.
• Ending the review without documenting material decisions, exceptions, and follow-up.

RESTAURANT-SPECIFIC CUSTOMIZATION:

• Manager checklist, dashboard, log, or communication system: _____
• Staffing, sales, reservation, ticket, quality, or labor standard: _____
• Decision authority, department owner, or escalation contact: _____
• Review frequency, deadline, threshold, or recheck target: _____
• Safety, wage-hour, accessibility, cash, or local operating requirement reviewed: _____
• Restaurant-specific floor, staffing, communication, or follow-up steps: _____
• _____

TRAINING SIGN-OFF:

Employee Name	_____
Trainer / Manager	_____
Training Date	_____
Training Verification	☐ Not Ready ☐ Retrain ☐ Approved

REVISION NOTE: Record future changes in the restaurant master SOP index and retrain affected employees when the approved process changes.

140. Break Coverage SOP

SOP ID	V1-140	**VERSION**	1.0
EFFECTIVE DATE	_____	**OWNER**	_____
APPROVED BY	_____	**NEXT REVIEW**	_____

PURPOSE: To schedule and execute employee breaks without leaving guests, stations, cash, safety duties, or required positions uncovered.

APPLIES TO: Managers, shift leads, department leads, and employees receiving assignments.

RESPONSIBILITY: The manager reviews conditions, assigns owners and deadlines, verifies completion, and documents material exceptions.

WHEN USED: At the scheduled management checkpoint and whenever operating conditions require an additional review.

REQUIRED MATERIALS / INFORMATION:

- Manager checklist or log
- Staffing, sales, reservation, and ticket information
- Department status and performance records
- Communication and assignment tools
- Incident and follow-up records

CRITICAL STANDARDS:

- The manager uses current data and direct observation rather than assumptions.
- Every correction or priority has a named owner, deadline, and verification point.
- Guest, employee, food-safety, cash, alcohol, and building risks are escalated promptly.
- Material decisions and unresolved issues are recorded for the next leader.

PROCEDURE:

1. Review current staffing, guest, sales, ticket, safety, cash, and department information relevant to break coverage.
2. Walk or observe the actual operation and compare conditions to the current approved standard.
3. Identify hazards, guest-impacting delays, capacity limits, and work that lacks a clear owner.
4. Review business volume, required timing, position criticality, and available trained coverage.
5. Assign a named qualified employee to every table, station, cash, phone, safety, or production responsibility.
6. Conduct a direct handoff of active guests, tickets, payments, allergies, shortages, and unresolved issues.
7. Record the break, monitor return, restore the assignment, and address missed or interrupted breaks through policy.
8. Assign corrections to named employees with priority and completion times and communicate cross-department effects.
9. Recheck high-risk items and adjust the plan when conditions change or results remain below standard.
10. Record material decisions, exceptions, recoveries, and follow-up for the next manager or review cycle.

140. Break Coverage SOP - VERIFICATION & CUSTOMIZATION

MANAGER VERIFICATION:

☐ The manager begins break coverage with current data and direct observation and assigns every unresolved item to an owner and deadline.
☐ Review business volume, required timing, position criticality, and available trained coverage.
☐ Assign a named qualified employee to every table, station, cash, phone, safety, or production responsibility.
☐ Conduct a direct handoff of active guests, tickets, payments, allergies, shortages, and unresolved issues.
☐ Record the break, monitor return, restore the assignment, and address missed or interrupted breaks through policy.
☐ Recheck high-risk items and adjust the plan when conditions change or results remain below standard.

COMMON MISTAKES TO AVOID:

• Making a decision about break coverage from reports alone without observing actual conditions.
• Giving a general instruction without a named owner, priority, completion time, and recheck.
• Allowing guest, safety, staffing, cash, or quality risks to remain unassigned.
• Failing to communicate cross-department effects or changing conditions.
• Ending the review without documenting material decisions, exceptions, and follow-up.

RESTAURANT-SPECIFIC CUSTOMIZATION:

• Manager checklist, dashboard, log, or communication system: _____
• Staffing, sales, reservation, ticket, quality, or labor standard: _____
• Decision authority, department owner, or escalation contact: _____
• Review frequency, deadline, threshold, or recheck target: _____
• Safety, wage-hour, accessibility, cash, or local operating requirement reviewed: _____
• Restaurant-specific floor, staffing, communication, or follow-up steps: _____
• _____

TRAINING SIGN-OFF:

Employee Name	_____
Trainer / Manager	_____
Training Date	_____
Training Verification	☐ Not Ready ☐ Retrain ☐ Approved

REVISION NOTE: Record future changes in the restaurant master SOP index and retrain affected employees when the approved process changes.

141. Labor Cut Decision SOP

SOP ID	V1-141	**VERSION**	1.0
EFFECTIVE DATE	_____	**OWNER**	_____
APPROVED BY	_____	**NEXT REVIEW**	_____

PURPOSE: To make labor cuts from current sales, workload, reservations, skill coverage, legal requirements, and service risk rather than habit or favoritism.

APPLIES TO: Managers, shift leads, department leads, and employees receiving assignments.

RESPONSIBILITY: The manager reviews conditions, assigns owners and deadlines, verifies completion, and documents material exceptions.

WHEN USED: At the scheduled management checkpoint and whenever operating conditions require an additional review.

REQUIRED MATERIALS / INFORMATION:

- Manager checklist or log
- Staffing, sales, reservation, and ticket information
- Department status and performance records
- Communication and assignment tools
- Incident and follow-up records

CRITICAL STANDARDS:

- The manager uses current data and direct observation rather than assumptions.
- Every correction or priority has a named owner, deadline, and verification point.
- Guest, employee, food-safety, cash, alcohol, and building risks are escalated promptly.
- Material decisions and unresolved issues are recorded for the next leader.

PROCEDURE:

1. Review current staffing, guest, sales, ticket, safety, cash, and department information relevant to labor cut decision.
2. Walk or observe the actual operation and compare conditions to the current approved standard.
3. Identify hazards, guest-impacting delays, capacity limits, and work that lacks a clear owner.
4. Review current sales, guests, reservations, ticket load, labor, prep, cleaning, breaks, and expected late business.
5. Identify eligible employees using policy, skill coverage, hours, arrival order, performance needs, and fairness.
6. Reassign tables, stations, cash, side work, and closing duties before release.
7. Update the labor record, communicate professionally, and monitor service after the cut.
8. Assign corrections to named employees with priority and completion times and communicate cross-department effects.
9. Recheck high-risk items and adjust the plan when conditions change or results remain below standard.
10. Record material decisions, exceptions, recoveries, and follow-up for the next manager or review cycle.

141. Labor Cut Decision SOP - VERIFICATION & CUSTOMIZATION

MANAGER VERIFICATION:

☐ The manager begins labor cut decision with current data and direct observation and assigns every unresolved item to an owner and deadline.
☐ Review current sales, guests, reservations, ticket load, labor, prep, cleaning, breaks, and expected late business.
☐ Identify eligible employees using policy, skill coverage, hours, arrival order, performance needs, and fairness.
☐ Reassign tables, stations, cash, side work, and closing duties before release.
☐ Update the labor record, communicate professionally, and monitor service after the cut.
☐ Recheck high-risk items and adjust the plan when conditions change or results remain below standard.

COMMON MISTAKES TO AVOID:

• Making a decision about labor cut decision from reports alone without observing actual conditions.
• Giving a general instruction without a named owner, priority, completion time, and recheck.
• Allowing guest, safety, staffing, cash, or quality risks to remain unassigned.
• Failing to communicate cross-department effects or changing conditions.
• Ending the review without documenting material decisions, exceptions, and follow-up.

RESTAURANT-SPECIFIC CUSTOMIZATION:

• Manager checklist, dashboard, log, or communication system: _____
• Staffing, sales, reservation, ticket, quality, or labor standard: _____
• Decision authority, department owner, or escalation contact: _____
• Review frequency, deadline, threshold, or recheck target: _____
• Safety, wage-hour, accessibility, cash, or local operating requirement reviewed: _____
• Restaurant-specific floor, staffing, communication, or follow-up steps: _____
• _____

TRAINING SIGN-OFF:

Employee Name	_____
Trainer / Manager	_____
Training Date	_____
Training Verification	☐ Not Ready ☐ Retrain ☐ Approved

REVISION NOTE: Record future changes in the restaurant master SOP index and retrain affected employees when the approved process changes.

142. Shift Position Adjustment SOP

SOP ID	V1-142	**VERSION**	1.0
EFFECTIVE DATE	_____	**OWNER**	_____
APPROVED BY	_____	**NEXT REVIEW**	_____

PURPOSE: To adjust employee positions during the shift while preserving coverage, qualifications, communication, accountability, and guest service.

APPLIES TO: Managers, shift leads, department leads, and employees receiving assignments.

RESPONSIBILITY: The manager reviews conditions, assigns owners and deadlines, verifies completion, and documents material exceptions.

WHEN USED: At the scheduled management checkpoint and whenever operating conditions require an additional review.

REQUIRED MATERIALS / INFORMATION:

- Manager checklist or log
- Staffing, sales, reservation, and ticket information
- Department status and performance records
- Communication and assignment tools
- Incident and follow-up records

CRITICAL STANDARDS:

- The manager uses current data and direct observation rather than assumptions.
- Every correction or priority has a named owner, deadline, and verification point.
- Guest, employee, food-safety, cash, alcohol, and building risks are escalated promptly.
- Material decisions and unresolved issues are recorded for the next leader.

PROCEDURE:

1. Review current staffing, guest, sales, ticket, safety, cash, and department information relevant to shift position adjustment.
2. Walk or observe the actual operation and compare conditions to the current approved standard.
3. Identify hazards, guest-impacting delays, capacity limits, and work that lacks a clear owner.
4. Identify the operational need and verify the employee is trained and authorized for the new position.
5. Arrange coverage for current tables, station, cash, equipment, or safety duties before the move.
6. Conduct a direct handoff and explain the new role, priorities, and expected duration.
7. Update plans and systems, monitor performance, and reverse or escalate if service or safety declines.
8. Assign corrections to named employees with priority and completion times and communicate cross-department effects.
9. Recheck high-risk items and adjust the plan when conditions change or results remain below standard.
10. Record material decisions, exceptions, recoveries, and follow-up for the next manager or review cycle.

142. Shift Position Adjustment SOP - VERIFICATION & CUSTOMIZATION

MANAGER VERIFICATION:

☐ The manager begins shift position adjustment with current data and direct observation and assigns every unresolved item to an owner and deadline.
☐ Identify the operational need and verify the employee is trained and authorized for the new position.
☐ Arrange coverage for current tables, station, cash, equipment, or safety duties before the move.
☐ Conduct a direct handoff and explain the new role, priorities, and expected duration.
☐ Update plans and systems, monitor performance, and reverse or escalate if service or safety declines.
☐ Recheck high-risk items and adjust the plan when conditions change or results remain below standard.

COMMON MISTAKES TO AVOID:

• Making a decision about shift position adjustment from reports alone without observing actual conditions.
• Giving a general instruction without a named owner, priority, completion time, and recheck.
• Allowing guest, safety, staffing, cash, or quality risks to remain unassigned.
• Failing to communicate cross-department effects or changing conditions.
• Ending the review without documenting material decisions, exceptions, and follow-up.

RESTAURANT-SPECIFIC CUSTOMIZATION:

• Manager checklist, dashboard, log, or communication system: _____
• Staffing, sales, reservation, ticket, quality, or labor standard: _____
• Decision authority, department owner, or escalation contact: _____
• Review frequency, deadline, threshold, or recheck target: _____
• Safety, wage-hour, accessibility, cash, or local operating requirement reviewed: _____
• Restaurant-specific floor, staffing, communication, or follow-up steps: _____
• _____

TRAINING SIGN-OFF:

Employee Name	_____
Trainer / Manager	_____
Training Date	_____
Training Verification	☐ Not Ready ☐ Retrain ☐ Approved

REVISION NOTE: Record future changes in the restaurant master SOP index and retrain affected employees when the approved process changes.

143. Rush Readiness Check SOP

SOP ID	V1-143	**VERSION**	1.0
EFFECTIVE DATE	_____	**OWNER**	_____
APPROVED BY	_____	**NEXT REVIEW**	_____

PURPOSE: To confirm the restaurant, kitchen, bar, host stand, staffing, supplies, and communication plan are ready before a predicted rush.

APPLIES TO: Managers, shift leads, department leads, and employees receiving assignments.

RESPONSIBILITY: The manager reviews conditions, assigns owners and deadlines, verifies completion, and documents material exceptions.

WHEN USED: At the scheduled management checkpoint and whenever operating conditions require an additional review.

REQUIRED MATERIALS / INFORMATION:

- Manager checklist or log
- Staffing, sales, reservation, and ticket information
- Department status and performance records
- Communication and assignment tools
- Incident and follow-up records

CRITICAL STANDARDS:

- The manager uses current data and direct observation rather than assumptions.
- Every correction or priority has a named owner, deadline, and verification point.
- Guest, employee, food-safety, cash, alcohol, and building risks are escalated promptly.
- Material decisions and unresolved issues are recorded for the next leader.

PROCEDURE:

1. Review current staffing, guest, sales, ticket, safety, cash, and department information relevant to rush readiness check.
2. Walk or observe the actual operation and compare conditions to the current approved standard.
3. Identify hazards, guest-impacting delays, capacity limits, and work that lacks a clear owner.
4. Review reservations, weather, events, sales pace, staffing, call-offs, ticket load, and known constraints.
5. Walk active stations and verify pars, prep, ice, glassware, packaging, cash, devices, cleanliness, and routes.
6. Confirm employee positions, break plan, manager zones, recovery authority, and kitchen-floor communication.
7. Assign immediate corrections, set a recheck time, and delay nonessential tasks until the rush is controlled.
8. Assign corrections to named employees with priority and completion times and communicate cross-department effects.
9. Recheck high-risk items and adjust the plan when conditions change or results remain below standard.
10. Record material decisions, exceptions, recoveries, and follow-up for the next manager or review cycle.

143. Rush Readiness Check SOP - VERIFICATION & CUSTOMIZATION

MANAGER VERIFICATION:

☐ The manager begins rush readiness check with current data and direct observation and assigns every unresolved item to an owner and deadline.

☐ Review reservations, weather, events, sales pace, staffing, call-offs, ticket load, and known constraints.

☐ Walk active stations and verify pars, prep, ice, glassware, packaging, cash, devices, cleanliness, and routes.

☐ Confirm employee positions, break plan, manager zones, recovery authority, and kitchen-floor communication.

☐ Assign immediate corrections, set a recheck time, and delay nonessential tasks until the rush is controlled.

☐ Recheck high-risk items and adjust the plan when conditions change or results remain below standard.

COMMON MISTAKES TO AVOID:

- Making a decision about rush readiness check from reports alone without observing actual conditions.
- Giving a general instruction without a named owner, priority, completion time, and recheck.
- Allowing guest, safety, staffing, cash, or quality risks to remain unassigned.
- Failing to communicate cross-department effects or changing conditions.
- Ending the review without documenting material decisions, exceptions, and follow-up.

RESTAURANT-SPECIFIC CUSTOMIZATION:

- Manager checklist, dashboard, log, or communication system: _____
- Staffing, sales, reservation, ticket, quality, or labor standard: _____
- Decision authority, department owner, or escalation contact: _____
- Review frequency, deadline, threshold, or recheck target: _____
- Safety, wage-hour, accessibility, cash, or local operating requirement reviewed: _____
- Restaurant-specific floor, staffing, communication, or follow-up steps: _____
- _____

TRAINING SIGN-OFF:

Employee Name	_____
Trainer / Manager	_____
Training Date	_____
Training Verification	☐ Not Ready ☐ Retrain ☐ Approved

REVISION NOTE: Record future changes in the restaurant master SOP index and retrain affected employees when the approved process changes.

144. Service Recovery Leadership SOP

SOP ID	V1-144	**VERSION**	1.0
EFFECTIVE DATE	_____	**OWNER**	_____
APPROVED BY	_____	**NEXT REVIEW**	_____

PURPOSE: To lead service recovery consistently by confirming facts, protecting safety, selecting authorized action, supporting employees, and verifying guest follow-up.

APPLIES TO: Managers, shift leads, department leads, and employees receiving assignments.

RESPONSIBILITY: The manager reviews conditions, assigns owners and deadlines, verifies completion, and documents material exceptions.

WHEN USED: At the scheduled management checkpoint and whenever operating conditions require an additional review.

REQUIRED MATERIALS / INFORMATION:

- Manager checklist or log
- Staffing, sales, reservation, and ticket information
- Department status and performance records
- Communication and assignment tools
- Incident and follow-up records

CRITICAL STANDARDS:

- The manager uses current data and direct observation rather than assumptions.
- Every correction or priority has a named owner, deadline, and verification point.
- Guest, employee, food-safety, cash, alcohol, and building risks are escalated promptly.
- Material decisions and unresolved issues are recorded for the next leader.

PROCEDURE:

1. Review current staffing, guest, sales, ticket, safety, cash, and department information relevant to service recovery leadership.
2. Walk or observe the actual operation and compare conditions to the current approved standard.
3. Identify hazards, guest-impacting delays, capacity limits, and work that lacks a clear owner.
4. Take ownership of communication, gather facts quickly, and assign one leader as the guest contact.
5. Stop ongoing errors and coordinate kitchen, bar, server, host, and payment corrections with realistic timing.
6. Authorize proportionate recovery within policy and ensure all employees communicate the same plan.
7. Follow up with the guest, document cause and outcome, coach privately, and assign prevention action.
8. Assign corrections to named employees with priority and completion times and communicate cross-department effects.
9. Recheck high-risk items and adjust the plan when conditions change or results remain below standard.
10. Record material decisions, exceptions, recoveries, and follow-up for the next manager or review cycle.

144. Service Recovery Leadership SOP - VERIFICATION & CUSTOMIZATION

MANAGER VERIFICATION:

☐ The manager begins service recovery leadership with current data and direct observation and assigns every unresolved item to an owner and deadline.
☐ Take ownership of communication, gather facts quickly, and assign one leader as the guest contact.
☐ Stop ongoing errors and coordinate kitchen, bar, server, host, and payment corrections with realistic timing.
☐ Authorize proportionate recovery within policy and ensure all employees communicate the same plan.
☐ Follow up with the guest, document cause and outcome, coach privately, and assign prevention action.
☐ Recheck high-risk items and adjust the plan when conditions change or results remain below standard.

COMMON MISTAKES TO AVOID:

• Making a decision about service recovery leadership from reports alone without observing actual conditions.
• Giving a general instruction without a named owner, priority, completion time, and recheck.
• Allowing guest, safety, staffing, cash, or quality risks to remain unassigned.
• Failing to communicate cross-department effects or changing conditions.
• Ending the review without documenting material decisions, exceptions, and follow-up.

RESTAURANT-SPECIFIC CUSTOMIZATION:

• Manager checklist, dashboard, log, or communication system: _____
• Staffing, sales, reservation, ticket, quality, or labor standard: _____
• Decision authority, department owner, or escalation contact: _____
• Review frequency, deadline, threshold, or recheck target: _____
• Safety, wage-hour, accessibility, cash, or local operating requirement reviewed: _____
• Restaurant-specific floor, staffing, communication, or follow-up steps: _____
• _____

TRAINING SIGN-OFF:

Employee Name	_____
Trainer / Manager	_____
Training Date	_____
Training Verification	☐ Not Ready ☐ Retrain ☐ Approved

REVISION NOTE: Record future changes in the restaurant master SOP index and retrain affected employees when the approved process changes.

145. Guest Flow and Wait-Time Control SOP

SOP ID	V1-145	**VERSION**	1.0
EFFECTIVE DATE	_____	**OWNER**	_____
APPROVED BY	_____	**NEXT REVIEW**	_____

PURPOSE: To control guest flow and wait times using real-time table status, reservations, staffing, accessibility needs, kitchen capacity, and honest updates.

APPLIES TO: Managers, shift leads, department leads, and employees receiving assignments.

RESPONSIBILITY: The manager reviews conditions, assigns owners and deadlines, verifies completion, and documents material exceptions.

WHEN USED: At the scheduled management checkpoint and whenever operating conditions require an additional review.

REQUIRED MATERIALS / INFORMATION:

- Manager checklist or log
- Staffing, sales, reservation, and ticket information
- Department status and performance records
- Communication and assignment tools
- Incident and follow-up records

CRITICAL STANDARDS:

- The manager uses current data and direct observation rather than assumptions.
- Every correction or priority has a named owner, deadline, and verification point.
- Guest, employee, food-safety, cash, alcohol, and building risks are escalated promptly.
- Material decisions and unresolved issues are recorded for the next leader.

PROCEDURE:

1. Review current staffing, guest, sales, ticket, safety, cash, and department information relevant to guest flow and wait-time control.
2. Walk or observe the actual operation and compare conditions to the current approved standard.
3. Identify hazards, guest-impacting delays, capacity limits, and work that lacks a clear owner.
4. Review table status, server load, kitchen times, reservations, party sizes, quoted waits, and holding areas.
5. Set or adjust seating pace and estimates using current capacity rather than open tables alone.
6. Communicate updates to hosts, servers, kitchen, bar, and waiting guests at defined intervals.
7. Intervene when sections overload, quotes become inaccurate, waiting areas become unsafe, or recovery is needed.
8. Assign corrections to named employees with priority and completion times and communicate cross-department effects.
9. Recheck high-risk items and adjust the plan when conditions change or results remain below standard.
10. Record material decisions, exceptions, recoveries, and follow-up for the next manager or review cycle.

145. Guest Flow and Wait-Time Control SOP - VERIFICATION & CUSTOMIZATION

MANAGER VERIFICATION:

☐ The manager begins guest flow and wait-time control with current data and direct observation and assigns every unresolved item to an owner and deadline.
☐ Review table status, server load, kitchen times, reservations, party sizes, quoted waits, and holding areas.
☐ Set or adjust seating pace and estimates using current capacity rather than open tables alone.
☐ Communicate updates to hosts, servers, kitchen, bar, and waiting guests at defined intervals.
☐ Intervene when sections overload, quotes become inaccurate, waiting areas become unsafe, or recovery is needed.
☐ Recheck high-risk items and adjust the plan when conditions change or results remain below standard.

COMMON MISTAKES TO AVOID:

- Making a decision about guest flow and wait-time control from reports alone without observing actual conditions.
- Giving a general instruction without a named owner, priority, completion time, and recheck.
- Allowing guest, safety, staffing, cash, or quality risks to remain unassigned.
- Failing to communicate cross-department effects or changing conditions.
- Ending the review without documenting material decisions, exceptions, and follow-up.

RESTAURANT-SPECIFIC CUSTOMIZATION:

- Manager checklist, dashboard, log, or communication system: _____
- Staffing, sales, reservation, ticket, quality, or labor standard: _____
- Decision authority, department owner, or escalation contact: _____
- Review frequency, deadline, threshold, or recheck target: _____
- Safety, wage-hour, accessibility, cash, or local operating requirement reviewed: _____
- Restaurant-specific floor, staffing, communication, or follow-up steps: _____
- _____

TRAINING SIGN-OFF:

Employee Name	_____
Trainer / Manager	_____
Training Date	_____
Training Verification	☐ Not Ready ☐ Retrain ☐ Approved

REVISION NOTE: Record future changes in the restaurant master SOP index and retrain affected employees when the approved process changes.

146. Kitchen-Floor Communication SOP

SOP ID	V1-146	**VERSION**	1.0
EFFECTIVE DATE	_____	**OWNER**	_____
APPROVED BY	_____	**NEXT REVIEW**	_____

PURPOSE: To maintain clear two-way communication between managers and the kitchen about volume, ticket priorities, shortages, allergies, quality, and staffing.

APPLIES TO: Managers, shift leads, department leads, and employees receiving assignments.

RESPONSIBILITY: The manager reviews conditions, assigns owners and deadlines, verifies completion, and documents material exceptions.

WHEN USED: At the scheduled management checkpoint and whenever operating conditions require an additional review.

REQUIRED MATERIALS / INFORMATION:

- Manager checklist or log
- Staffing, sales, reservation, and ticket information
- Department status and performance records
- Communication and assignment tools
- Incident and follow-up records

CRITICAL STANDARDS:

- The manager uses current data and direct observation rather than assumptions.
- Every correction or priority has a named owner, deadline, and verification point.
- Guest, employee, food-safety, cash, alcohol, and building risks are escalated promptly.
- Material decisions and unresolved issues are recorded for the next leader.

PROCEDURE:

1. Review current staffing, guest, sales, ticket, safety, cash, and department information relevant to kitchen-floor communication.
2. Walk or observe the actual operation and compare conditions to the current approved standard.
3. Identify hazards, guest-impacting delays, capacity limits, and work that lacks a clear owner.
4. Identify manager, expo, kitchen, and floor contacts and the approved communication channel.
5. Share shortages, delays, remakes, allergy orders, large parties, course timing, and quality concerns immediately.
6. Require acknowledgment of critical messages and update affected guests or stations.
7. Avoid blame and conflicting instructions and escalate unresolved priorities to the manager.
8. Assign corrections to named employees with priority and completion times and communicate cross-department effects.
9. Recheck high-risk items and adjust the plan when conditions change or results remain below standard.
10. Record material decisions, exceptions, recoveries, and follow-up for the next manager or review cycle.

146. Kitchen-Floor Communication SOP - VERIFICATION & CUSTOMIZATION

MANAGER VERIFICATION:

☐ The manager begins kitchen-floor communication with current data and direct observation and assigns every unresolved item to an owner and deadline.
☐ Identify manager, expo, kitchen, and floor contacts and the approved communication channel.
☐ Share shortages, delays, remakes, allergy orders, large parties, course timing, and quality concerns immediately.
☐ Require acknowledgment of critical messages and update affected guests or stations.
☐ Avoid blame and conflicting instructions and escalate unresolved priorities to the manager.
☐ Recheck high-risk items and adjust the plan when conditions change or results remain below standard.

COMMON MISTAKES TO AVOID:

- Making a decision about kitchen-floor communication from reports alone without observing actual conditions.
- Giving a general instruction without a named owner, priority, completion time, and recheck.
- Allowing guest, safety, staffing, cash, or quality risks to remain unassigned.
- Failing to communicate cross-department effects or changing conditions.
- Ending the review without documenting material decisions, exceptions, and follow-up.

RESTAURANT-SPECIFIC CUSTOMIZATION:

- Manager checklist, dashboard, log, or communication system: _____
- Staffing, sales, reservation, ticket, quality, or labor standard: _____
- Decision authority, department owner, or escalation contact: _____
- Review frequency, deadline, threshold, or recheck target: _____
- Safety, wage-hour, accessibility, cash, or local operating requirement reviewed: _____
- Restaurant-specific floor, staffing, communication, or follow-up steps: _____
- _____

TRAINING SIGN-OFF:

Employee Name	_____
Trainer / Manager	_____
Training Date	_____
Training Verification	☐ Not Ready ☐ Retrain ☐ Approved

REVISION NOTE: Record future changes in the restaurant master SOP index and retrain affected employees when the approved process changes.

147. Ticket-Time Monitoring SOP

SOP ID	V1-147	**VERSION**	1.0
EFFECTIVE DATE	_____	**OWNER**	_____
APPROVED BY	_____	**NEXT REVIEW**	_____

PURPOSE: To monitor ticket times by service stage, identify emerging delays, assign corrective action, communicate updates, and document recurring causes.

APPLIES TO: Managers, shift leads, department leads, and employees receiving assignments.

RESPONSIBILITY: The manager reviews conditions, assigns owners and deadlines, verifies completion, and documents material exceptions.

WHEN USED: At the scheduled management checkpoint and whenever operating conditions require an additional review.

REQUIRED MATERIALS / INFORMATION:

- Manager checklist or log
- Staffing, sales, reservation, and ticket information
- Department status and performance records
- Communication and assignment tools
- Incident and follow-up records

CRITICAL STANDARDS:

- The manager uses current data and direct observation rather than assumptions.
- Every correction or priority has a named owner, deadline, and verification point.
- Guest, employee, food-safety, cash, alcohol, and building risks are escalated promptly.
- Material decisions and unresolved issues are recorded for the next leader.

PROCEDURE:

1. Review current staffing, guest, sales, ticket, safety, cash, and department information relevant to ticket-time monitoring.
2. Walk or observe the actual operation and compare conditions to the current approved standard.
3. Identify hazards, guest-impacting delays, capacity limits, and work that lacks a clear owner.
4. Review display or printed ticket times at regular intervals against standards by course and daypart.
5. Identify orders waiting on one station, held for timing, remade, missing, or not acknowledged.
6. Assign follow-up and obtain a realistic completion estimate from kitchen, expo, server, or manager.
7. Update guests proactively, track recovery, and record repeated delay causes.
8. Assign corrections to named employees with priority and completion times and communicate cross-department effects.
9. Recheck high-risk items and adjust the plan when conditions change or results remain below standard.
10. Record material decisions, exceptions, recoveries, and follow-up for the next manager or review cycle.

147. Ticket-Time Monitoring SOP - VERIFICATION & CUSTOMIZATION

MANAGER VERIFICATION:

☐ The manager begins ticket-time monitoring with current data and direct observation and assigns every unresolved item to an owner and deadline.
☐ Review display or printed ticket times at regular intervals against standards by course and daypart.
☐ Identify orders waiting on one station, held for timing, remade, missing, or not acknowledged.
☐ Assign follow-up and obtain a realistic completion estimate from kitchen, expo, server, or manager.
☐ Update guests proactively, track recovery, and record repeated delay causes.
☐ Recheck high-risk items and adjust the plan when conditions change or results remain below standard.

COMMON MISTAKES TO AVOID:

• Making a decision about ticket-time monitoring from reports alone without observing actual conditions.
• Giving a general instruction without a named owner, priority, completion time, and recheck.
• Allowing guest, safety, staffing, cash, or quality risks to remain unassigned.
• Failing to communicate cross-department effects or changing conditions.
• Ending the review without documenting material decisions, exceptions, and follow-up.

RESTAURANT-SPECIFIC CUSTOMIZATION:

• Manager checklist, dashboard, log, or communication system: _____
• Staffing, sales, reservation, ticket, quality, or labor standard: _____
• Decision authority, department owner, or escalation contact: _____
• Review frequency, deadline, threshold, or recheck target: _____
• Safety, wage-hour, accessibility, cash, or local operating requirement reviewed: _____
• Restaurant-specific floor, staffing, communication, or follow-up steps: _____
• _____

TRAINING SIGN-OFF:

Employee Name	_____
Trainer / Manager	_____
Training Date	_____
Training Verification	☐ Not Ready ☐ Retrain ☐ Approved

REVISION NOTE: Record future changes in the restaurant master SOP index and retrain affected employees when the approved process changes.

148. Quality and Cleanliness Walkthrough SOP

SOP ID	V1-148	**VERSION**	1.0
EFFECTIVE DATE	_____	**OWNER**	_____
APPROVED BY	_____	**NEXT REVIEW**	_____

PURPOSE: To inspect food quality, cleanliness, safety, organization, and guest-facing conditions throughout the shift and verify timely corrections.

APPLIES TO: Managers, shift leads, department leads, and employees receiving assignments.

RESPONSIBILITY: The manager reviews conditions, assigns owners and deadlines, verifies completion, and documents material exceptions.

WHEN USED: At the scheduled management checkpoint and whenever operating conditions require an additional review.

REQUIRED MATERIALS / INFORMATION:

- Manager checklist or log
- Staffing, sales, reservation, and ticket information
- Department status and performance records
- Communication and assignment tools
- Incident and follow-up records

CRITICAL STANDARDS:

- The manager uses current data and direct observation rather than assumptions.
- Every correction or priority has a named owner, deadline, and verification point.
- Guest, employee, food-safety, cash, alcohol, and building risks are escalated promptly.
- Material decisions and unresolved issues are recorded for the next leader.

PROCEDURE:

1. Review current staffing, guest, sales, ticket, safety, cash, and department information relevant to quality and cleanliness walkthrough.
2. Walk or observe the actual operation and compare conditions to the current approved standard.
3. Identify hazards, guest-impacting delays, capacity limits, and work that lacks a clear owner.
4. Walk exterior, entrance, host, dining, bar, restrooms, service stations, visible kitchen, and pickup zones.
5. Check floors, tables, touchpoints, trash, odors, lighting, temperatures, music, uniforms, food presentation, and clutter.
6. Correct immediate hazards personally or assign a named employee while protecting guests from the area.
7. Recheck completion and document maintenance or repeated failures.
8. Assign corrections to named employees with priority and completion times and communicate cross-department effects.
9. Recheck high-risk items and adjust the plan when conditions change or results remain below standard.
10. Record material decisions, exceptions, recoveries, and follow-up for the next manager or review cycle.

148. Quality and Cleanliness Walkthrough SOP - VERIFICATION & CUSTOMIZATION

MANAGER VERIFICATION:

☐ The manager begins quality and cleanliness walkthrough with current data and direct observation and assigns every unresolved item to an owner and deadline.
☐ Walk exterior, entrance, host, dining, bar, restrooms, service stations, visible kitchen, and pickup zones.
☐ Check floors, tables, touchpoints, trash, odors, lighting, temperatures, music, uniforms, food presentation, and clutter.
☐ Correct immediate hazards personally or assign a named employee while protecting guests from the area.
☐ Recheck completion and document maintenance or repeated failures.
☐ Recheck high-risk items and adjust the plan when conditions change or results remain below standard.

COMMON MISTAKES TO AVOID:

- Making a decision about quality and cleanliness walkthrough from reports alone without observing actual conditions.
- Giving a general instruction without a named owner, priority, completion time, and recheck.
- Allowing guest, safety, staffing, cash, or quality risks to remain unassigned.
- Failing to communicate cross-department effects or changing conditions.
- Ending the review without documenting material decisions, exceptions, and follow-up.

RESTAURANT-SPECIFIC CUSTOMIZATION:

- Manager checklist, dashboard, log, or communication system: _____
- Staffing, sales, reservation, ticket, quality, or labor standard: _____
- Decision authority, department owner, or escalation contact: _____
- Review frequency, deadline, threshold, or recheck target: _____
- Safety, wage-hour, accessibility, cash, or local operating requirement reviewed: _____
- Restaurant-specific floor, staffing, communication, or follow-up steps: _____
- _____

TRAINING SIGN-OFF:

Employee Name	_____
Trainer / Manager	_____
Training Date	_____
Training Verification	☐ Not Ready ☐ Retrain ☐ Approved

REVISION NOTE: Record future changes in the restaurant master SOP index and retrain affected employees when the approved process changes.

149. Manager Table Visit SOP

SOP ID	V1-149	**VERSION**	1.0
EFFECTIVE DATE	_____	**OWNER**	_____
APPROVED BY	_____	**NEXT REVIEW**	_____

PURPOSE: To conduct purposeful manager table visits that confirm guest satisfaction, identify concerns early, and support the service team without interrupting the meal.

APPLIES TO: Managers, shift leads, department leads, and employees receiving assignments.

RESPONSIBILITY: The manager reviews conditions, assigns owners and deadlines, verifies completion, and documents material exceptions.

WHEN USED: At the scheduled management checkpoint and whenever operating conditions require an additional review.

REQUIRED MATERIALS / INFORMATION:

- Manager checklist or log
- Staffing, sales, reservation, and ticket information
- Department status and performance records
- Communication and assignment tools
- Incident and follow-up records

CRITICAL STANDARDS:

- The manager uses current data and direct observation rather than assumptions.
- Every correction or priority has a named owner, deadline, and verification point.
- Guest, employee, food-safety, cash, alcohol, and building risks are escalated promptly.
- Material decisions and unresolved issues are recorded for the next leader.

PROCEDURE:

1. Review current staffing, guest, sales, ticket, safety, cash, and department information relevant to manager table visit.
2. Walk or observe the actual operation and compare conditions to the current approved standard.
3. Identify hazards, guest-impacting delays, capacity limits, and work that lacks a clear owner.
4. Review table, server, order status, special occasion, allergy, delay, or recovery reason before approaching.
5. Introduce yourself, ask a focused open question, and observe food, beverages, table condition, and guest response.
6. Address simple needs immediately and take ownership of concerns.
7. Inform the server, complete promised action, and document serious or recurring feedback.
8. Assign corrections to named employees with priority and completion times and communicate cross-department effects.
9. Recheck high-risk items and adjust the plan when conditions change or results remain below standard.
10. Record material decisions, exceptions, recoveries, and follow-up for the next manager or review cycle.

149. Manager Table Visit SOP - VERIFICATION & CUSTOMIZATION

MANAGER VERIFICATION:

☐ The manager begins manager table visit with current data and direct observation and assigns every unresolved item to an owner and deadline.
☐ Review table, server, order status, special occasion, allergy, delay, or recovery reason before approaching.
☐ Introduce yourself, ask a focused open question, and observe food, beverages, table condition, and guest response.
☐ Address simple needs immediately and take ownership of concerns.
☐ Inform the server, complete promised action, and document serious or recurring feedback.
☐ Recheck high-risk items and adjust the plan when conditions change or results remain below standard.

COMMON MISTAKES TO AVOID:

• Making a decision about manager table visit from reports alone without observing actual conditions.
• Giving a general instruction without a named owner, priority, completion time, and recheck.
• Allowing guest, safety, staffing, cash, or quality risks to remain unassigned.
• Failing to communicate cross-department effects or changing conditions.
• Ending the review without documenting material decisions, exceptions, and follow-up.

RESTAURANT-SPECIFIC CUSTOMIZATION:

• Manager checklist, dashboard, log, or communication system: _____
• Staffing, sales, reservation, ticket, quality, or labor standard: _____
• Decision authority, department owner, or escalation contact: _____
• Review frequency, deadline, threshold, or recheck target: _____
• Safety, wage-hour, accessibility, cash, or local operating requirement reviewed: _____
• Restaurant-specific floor, staffing, communication, or follow-up steps: _____
• _____

TRAINING SIGN-OFF:

Employee Name	_____
Trainer / Manager	_____
Training Date	_____
Training Verification	☐ Not Ready ☐ Retrain ☐ Approved

REVISION NOTE: Record future changes in the restaurant master SOP index and retrain affected employees when the approved process changes.

150. Manager Cash Drawer Review SOP

SOP ID	V1-150	**VERSION**	1.0
EFFECTIVE DATE	_____	**OWNER**	_____
APPROVED BY	_____	**NEXT REVIEW**	_____

PURPOSE: To review manager-controlled cash drawers for correct balance, authorization, supporting records, custody, and timely investigation of variances.

APPLIES TO: Managers, shift leads, department leads, and employees receiving assignments.

RESPONSIBILITY: The manager reviews conditions, assigns owners and deadlines, verifies completion, and documents material exceptions.

WHEN USED: At the scheduled management checkpoint and whenever operating conditions require an additional review.

REQUIRED MATERIALS / INFORMATION:

- Manager checklist or log
- Staffing, sales, reservation, and ticket information
- Department status and performance records
- Communication and assignment tools
- Incident and follow-up records

CRITICAL STANDARDS:

- The manager uses current data and direct observation rather than assumptions.
- Every correction or priority has a named owner, deadline, and verification point.
- Guest, employee, food-safety, cash, alcohol, and building risks are escalated promptly.
- Material decisions and unresolved issues are recorded for the next leader.

PROCEDURE:

1. Review current staffing, guest, sales, ticket, safety, cash, and department information relevant to manager cash drawer review.
2. Walk or observe the actual operation and compare conditions to the current approved standard.
3. Identify hazards, guest-impacting delays, capacity limits, and work that lacks a clear owner.
4. Confirm the assigned employee, drawer, starting bank, sales period, drops, paid-outs, refunds, and authorized movements.
5. Count cash in the approved secure area with required employee or second-manager presence.
6. Compare actual funds to expected cash and review transaction records before concluding a variance exists.
7. Recount, document explanations, secure funds and evidence, and follow the approved variance process.
8. Assign corrections to named employees with priority and completion times and communicate cross-department effects.
9. Recheck high-risk items and adjust the plan when conditions change or results remain below standard.
10. Record material decisions, exceptions, recoveries, and follow-up for the next manager or review cycle.

150. Manager Cash Drawer Review SOP - VERIFICATION & CUSTOMIZATION

MANAGER VERIFICATION:

☐ The manager begins manager cash drawer review with current data and direct observation and assigns every unresolved item to an owner and deadline.

☐ Confirm the assigned employee, drawer, starting bank, sales period, drops, paid-outs, refunds, and authorized movements.

☐ Count cash in the approved secure area with required employee or second-manager presence.

☐ Compare actual funds to expected cash and review transaction records before concluding a variance exists.

☐ Recount, document explanations, secure funds and evidence, and follow the approved variance process.

☐ Recheck high-risk items and adjust the plan when conditions change or results remain below standard.

COMMON MISTAKES TO AVOID:

- Making a decision about manager cash drawer review from reports alone without observing actual conditions.
- Giving a general instruction without a named owner, priority, completion time, and recheck.
- Allowing guest, safety, staffing, cash, or quality risks to remain unassigned.
- Failing to communicate cross-department effects or changing conditions.
- Ending the review without documenting material decisions, exceptions, and follow-up.

RESTAURANT-SPECIFIC CUSTOMIZATION:

- Manager checklist, dashboard, log, or communication system: _____
- Staffing, sales, reservation, ticket, quality, or labor standard: _____
- Decision authority, department owner, or escalation contact: _____
- Review frequency, deadline, threshold, or recheck target: _____
- Safety, wage-hour, accessibility, cash, or local operating requirement reviewed: _____
- Restaurant-specific floor, staffing, communication, or follow-up steps: _____
- _____

TRAINING SIGN-OFF:

Employee Name	_____
Trainer / Manager	_____
Training Date	_____
Training Verification	☐ Not Ready ☐ Retrain ☐ Approved

REVISION NOTE: Record future changes in the restaurant master SOP index and retrain affected employees when the approved process changes.

151. Manager Incident Documentation SOP

SOP ID	V1-151	**VERSION**	1.0
EFFECTIVE DATE	_____	**OWNER**	_____
APPROVED BY	_____	**NEXT REVIEW**	_____

PURPOSE: To document incidents with objective facts, protected information, required evidence, notifications, corrective action, and assigned follow-up.

APPLIES TO: Managers, shift leads, department leads, and employees receiving assignments.

RESPONSIBILITY: The manager reviews conditions, assigns owners and deadlines, verifies completion, and documents material exceptions.

WHEN USED: Immediately when the concern, report, unsafe condition, or incident is observed or received.

REQUIRED MATERIALS / INFORMATION:

- Manager checklist or log
- Staffing, sales, reservation, and ticket information
- Department status and performance records
- Communication and assignment tools
- Incident and follow-up records

CRITICAL STANDARDS:

- The manager uses current data and direct observation rather than assumptions.
- Every correction or priority has a named owner, deadline, and verification point.
- Guest, employee, food-safety, cash, alcohol, and building risks are escalated promptly.
- Material decisions and unresolved issues are recorded for the next leader.

PROCEDURE:

1. Review current staffing, guest, sales, ticket, safety, cash, and department information relevant to manager incident documentation.
2. Walk or observe the actual operation and compare conditions to the current approved standard.
3. Identify hazards, guest-impacting delays, capacity limits, and work that lacks a clear owner.
4. Secure immediate safety, preserve the scene or records, and identify the reporting manager.
5. Collect separate statements, witness contacts, times, locations, checks, photographs, and system information as permitted.
6. Write a chronological account distinguishing direct observation from reported information.
7. Record actions and notifications, sign and secure the report, and assign follow-up.
8. Assign corrections to named employees with priority and completion times and communicate cross-department effects.
9. Recheck high-risk items and adjust the plan when conditions change or results remain below standard.
10. Record material decisions, exceptions, recoveries, and follow-up for the next manager or review cycle.

151. Manager Incident Documentation SOP - VERIFICATION & CUSTOMIZATION

MANAGER VERIFICATION:

☐ The manager begins manager incident documentation with current data and direct observation and assigns every unresolved item to an owner and deadline.

☐ Secure immediate safety, preserve the scene or records, and identify the reporting manager.

☐ Collect separate statements, witness contacts, times, locations, checks, photographs, and system information as permitted.

☐ Write a chronological account distinguishing direct observation from reported information.

☐ Record actions and notifications, sign and secure the report, and assign follow-up.

☐ Recheck high-risk items and adjust the plan when conditions change or results remain below standard.

COMMON MISTAKES TO AVOID:

- Making a decision about manager incident documentation from reports alone without observing actual conditions.
- Giving a general instruction without a named owner, priority, completion time, and recheck.
- Allowing guest, safety, staffing, cash, or quality risks to remain unassigned.
- Failing to communicate cross-department effects or changing conditions.
- Ending the review without documenting material decisions, exceptions, and follow-up.

RESTAURANT-SPECIFIC CUSTOMIZATION:

- Manager checklist, dashboard, log, or communication system: _____
- Staffing, sales, reservation, ticket, quality, or labor standard: _____
- Decision authority, department owner, or escalation contact: _____
- Review frequency, deadline, threshold, or recheck target: _____
- Safety, wage-hour, accessibility, cash, or local operating requirement reviewed: _____
- Restaurant-specific floor, staffing, communication, or follow-up steps: _____
- _____

TRAINING SIGN-OFF:

Employee Name	_____
Trainer / Manager	_____
Training Date	_____
Training Verification	☐ Not Ready ☐ Retrain ☐ Approved

REVISION NOTE: Record future changes in the restaurant master SOP index and retrain affected employees when the approved process changes.

152. Manager Shift Handoff SOP

SOP ID	V1-152	**VERSION**	1.0
EFFECTIVE DATE	_____	**OWNER**	_____
APPROVED BY	_____	**NEXT REVIEW**	_____

PURPOSE: To transfer complete operational status, guest issues, cash and key custody, staffing, equipment, safety concerns, and unfinished priorities between managers.

APPLIES TO: Managers, shift leads, department leads, and employees receiving assignments.

RESPONSIBILITY: The manager reviews conditions, assigns owners and deadlines, verifies completion, and documents material exceptions.

WHEN USED: Whenever responsibility, custody, information, or an active order transfers between employees.

REQUIRED MATERIALS / INFORMATION:

- Manager checklist or log
- Staffing, sales, reservation, and ticket information
- Department status and performance records
- Communication and assignment tools
- Incident and follow-up records

CRITICAL STANDARDS:

- The manager uses current data and direct observation rather than assumptions.
- Every correction or priority has a named owner, deadline, and verification point.
- Guest, employee, food-safety, cash, alcohol, and building risks are escalated promptly.
- Material decisions and unresolved issues are recorded for the next leader.

PROCEDURE:

1. Review current staffing, guest, sales, ticket, safety, cash, and department information relevant to manager shift handoff.
2. Walk or observe the actual operation and compare conditions to the current approved standard.
3. Identify hazards, guest-impacting delays, capacity limits, and work that lacks a clear owner.
4. Review staffing, call-offs, breaks, labor, reservations, sales pace, ticket times, shortages, and department status.
5. Identify active complaints, allergy or safety concerns, incidents, employee issues, vendors, maintenance, and pending decisions.
6. Transfer keys, safe status, deposits, drawers, devices, documents, and system access according to policy.
7. Both managers confirm priorities, owners, due times, risks, and the written handoff.
8. Assign corrections to named employees with priority and completion times and communicate cross-department effects.
9. Recheck high-risk items and adjust the plan when conditions change or results remain below standard.
10. Record material decisions, exceptions, recoveries, and follow-up for the next manager or review cycle.

152. Manager Shift Handoff SOP - VERIFICATION & CUSTOMIZATION

MANAGER VERIFICATION:

☐ The manager begins manager shift handoff with current data and direct observation and assigns every unresolved item to an owner and deadline.

☐ Review staffing, call-offs, breaks, labor, reservations, sales pace, ticket times, shortages, and department status.

☐ Identify active complaints, allergy or safety concerns, incidents, employee issues, vendors, maintenance, and pending decisions.

☐ Transfer keys, safe status, deposits, drawers, devices, documents, and system access according to policy.

☐ Both managers confirm priorities, owners, due times, risks, and the written handoff.

☐ Recheck high-risk items and adjust the plan when conditions change or results remain below standard.

COMMON MISTAKES TO AVOID:

- Making a decision about manager shift handoff from reports alone without observing actual conditions.
- Giving a general instruction without a named owner, priority, completion time, and recheck.
- Allowing guest, safety, staffing, cash, or quality risks to remain unassigned.
- Failing to communicate cross-department effects or changing conditions.
- Ending the review without documenting material decisions, exceptions, and follow-up.

RESTAURANT-SPECIFIC CUSTOMIZATION:

- Manager checklist, dashboard, log, or communication system: _____
- Staffing, sales, reservation, ticket, quality, or labor standard: _____
- Decision authority, department owner, or escalation contact: _____
- Review frequency, deadline, threshold, or recheck target: _____
- Safety, wage-hour, accessibility, cash, or local operating requirement reviewed: _____
- Restaurant-specific floor, staffing, communication, or follow-up steps: _____
- _____

TRAINING SIGN-OFF:

Employee Name	_____
Trainer / Manager	_____
Training Date	_____
Training Verification	☐ Not Ready ☐ Retrain ☐ Approved

REVISION NOTE: Record future changes in the restaurant master SOP index and retrain affected employees when the approved process changes.

153. Manager End-of-Shift Recap SOP

SOP ID	V1-153	**VERSION**	1.0
EFFECTIVE DATE	_____	**OWNER**	_____
APPROVED BY	_____	**NEXT REVIEW**	_____

PURPOSE: To summarize the shift's sales, labor, service, food, staffing, incidents, maintenance, and unresolved actions before management responsibility ends.

APPLIES TO: Managers, shift leads, department leads, and employees receiving assignments.

RESPONSIBILITY: The manager reviews conditions, assigns owners and deadlines, verifies completion, and documents material exceptions.

WHEN USED: At the scheduled management checkpoint and whenever operating conditions require an additional review.

REQUIRED MATERIALS / INFORMATION:

- Manager checklist or log
- Staffing, sales, reservation, and ticket information
- Department status and performance records
- Communication and assignment tools
- Incident and follow-up records

CRITICAL STANDARDS:

- The manager uses current data and direct observation rather than assumptions.
- Every correction or priority has a named owner, deadline, and verification point.
- Guest, employee, food-safety, cash, alcohol, and building risks are escalated promptly.
- Material decisions and unresolved issues are recorded for the next leader.

PROCEDURE:

1. Review current staffing, guest, sales, ticket, safety, cash, and department information relevant to manager end-of-shift recap.
2. Walk or observe the actual operation and compare conditions to the current approved standard.
3. Identify hazards, guest-impacting delays, capacity limits, and work that lacks a clear owner.
4. Summarize sales, labor, covers, reservations, ticket times, staffing, cuts, breaks, and operating conditions.
5. Record recoveries, comps, refunds, incidents, injuries, employee issues, equipment, shortages, and waste.
6. Identify resolved and open items, assigned owners, due times, and notifications.
7. Review critical items with the next manager or owner and secure confidential records.
8. Assign corrections to named employees with priority and completion times and communicate cross-department effects.
9. Recheck high-risk items and adjust the plan when conditions change or results remain below standard.
10. Record material decisions, exceptions, recoveries, and follow-up for the next manager or review cycle.

153. Manager End-of-Shift Recap SOP - VERIFICATION & CUSTOMIZATION

MANAGER VERIFICATION:

☐ The manager begins manager end-of-shift recap with current data and direct observation and assigns every unresolved item to an owner and deadline.
☐ Summarize sales, labor, covers, reservations, ticket times, staffing, cuts, breaks, and operating conditions.
☐ Record recoveries, comps, refunds, incidents, injuries, employee issues, equipment, shortages, and waste.
☐ Identify resolved and open items, assigned owners, due times, and notifications.
☐ Review critical items with the next manager or owner and secure confidential records.
☐ Recheck high-risk items and adjust the plan when conditions change or results remain below standard.

COMMON MISTAKES TO AVOID:

• Making a decision about manager end-of-shift recap from reports alone without observing actual conditions.
• Giving a general instruction without a named owner, priority, completion time, and recheck.
• Allowing guest, safety, staffing, cash, or quality risks to remain unassigned.
• Failing to communicate cross-department effects or changing conditions.
• Ending the review without documenting material decisions, exceptions, and follow-up.

RESTAURANT-SPECIFIC CUSTOMIZATION:

• Manager checklist, dashboard, log, or communication system: _____
• Staffing, sales, reservation, ticket, quality, or labor standard: _____
• Decision authority, department owner, or escalation contact: _____
• Review frequency, deadline, threshold, or recheck target: _____
• Safety, wage-hour, accessibility, cash, or local operating requirement reviewed: _____
• Restaurant-specific floor, staffing, communication, or follow-up steps: _____
• _____

TRAINING SIGN-OFF:

Employee Name	_____
Trainer / Manager	_____
Training Date	_____
Training Verification	☐ Not Ready ☐ Retrain ☐ Approved

REVISION NOTE: Record future changes in the restaurant master SOP index and retrain affected employees when the approved process changes.

154. Manager Daily SOP Compliance Review SOP

SOP ID	V1-154	**VERSION**	1.0
EFFECTIVE DATE	_____	**OWNER**	_____
APPROVED BY	_____	**NEXT REVIEW**	_____

PURPOSE: To verify daily compliance with selected high-risk and high-frequency SOPs, document exceptions, assign correction, and confirm retraining when needed.

APPLIES TO: Managers, shift leads, department leads, and employees receiving assignments.

RESPONSIBILITY: The manager reviews conditions, assigns owners and deadlines, verifies completion, and documents material exceptions.

WHEN USED: At the scheduled management checkpoint and whenever operating conditions require an additional review.

REQUIRED MATERIALS / INFORMATION:

- Manager checklist or log
- Staffing, sales, reservation, and ticket information
- Department status and performance records
- Communication and assignment tools
- Incident and follow-up records

CRITICAL STANDARDS:

- The manager uses current data and direct observation rather than assumptions.
- Every correction or priority has a named owner, deadline, and verification point.
- Guest, employee, food-safety, cash, alcohol, and building risks are escalated promptly.
- Material decisions and unresolved issues are recorded for the next leader.

PROCEDURE:

1. Review the shift's assigned SOP compliance priorities, high-risk tasks, prior exceptions, and outstanding corrective actions before the first walkthrough.
2. Observe employees performing selected procedures in real time rather than relying only on completed checklists or verbal assurances.
3. Compare observed actions with the current approved SOP, including sequence, safety controls, required documentation, and escalation points.
4. Verify critical records such as temperatures, cash approvals, cleaning checks, training sign-offs, or opening/closing tasks against observable conditions.
5. Correct immediate safety, food-safety, security, or financial-control failures at once and stop the task when continuation would create risk.
6. Coach minor execution gaps using the exact standard, then require the employee to repeat or demonstrate the corrected step.
7. Record the SOP reviewed, employees or area observed, result, exception, correction, and responsible follow-up owner.
8. Look for patterns across employees, shifts, equipment, workload, or unclear instructions instead of treating every miss as individual carelessness.
9. Escalate repeated, serious, or system-wide noncompliance according to the restaurant's accountability and retraining process.
10. Close the daily review by confirming urgent corrections are complete and carrying unresolved items into the manager log and next-shift handoff.

154. Manager Daily SOP Compliance Review SOP - VERIFICATION & CUSTOMIZATION

MANAGER VERIFICATION:

□ The manager begins manager daily SOP compliance review with current data and direct observation and assigns every unresolved item to an owner and deadline.

□ Observe employees performing selected procedures in real time rather than relying only on completed checklists or verbal assurances.

□ Verify critical records such as temperatures, cash approvals, cleaning checks, training sign-offs, or opening/closing tasks against observable conditions.

□ Coach minor execution gaps using the exact standard, then require the employee to repeat or demonstrate the corrected step.

□ Look for patterns across employees, shifts, equipment, workload, or unclear instructions instead of treating every miss as individual carelessness.

□ Close the daily review by confirming urgent corrections are complete and carrying unresolved items into the manager log and next-shift handoff.

COMMON MISTAKES TO AVOID:

- Reviewing only paperwork and never observing the procedure being performed.
- Treating every missed step as an employee problem without checking training, tools, workload, or clarity.
- Delaying correction of food-safety, safety, cash-control, or security failures.
- Recording vague findings that do not identify the SOP, exception, owner, and follow-up.
- Ending the shift without carrying unresolved compliance risks into the manager handoff.

RESTAURANT-SPECIFIC CUSTOMIZATION:

- Manager checklist, dashboard, log, or communication system: _____
- Staffing, sales, reservation, ticket, quality, or labor standard: _____
- Decision authority, department owner, or escalation contact: _____
- Review frequency, deadline, threshold, or recheck target: _____
- Safety, wage-hour, accessibility, cash, or local operating requirement reviewed: _____
- Restaurant-specific floor, staffing, communication, or follow-up steps: _____
- _____

TRAINING SIGN-OFF:

Employee Name	_____
Trainer / Manager	_____
Training Date	_____
Training Verification	□ Not Ready □ Retrain □ Approved

REVISION NOTE: Record future changes in the restaurant master SOP index and retrain affected employees when the approved process changes.

155. Manager Weekly SOP Review SOP

SOP ID	V1-155	**VERSION**	1.0
EFFECTIVE DATE	_____	**OWNER**	_____
APPROVED BY	_____	**NEXT REVIEW**	_____

PURPOSE: To review SOP performance weekly, identify recurring failures or outdated procedures, assign revisions, and verify training and document control.

APPLIES TO: Managers, shift leads, department leads, and employees receiving assignments.

RESPONSIBILITY: The manager reviews conditions, assigns owners and deadlines, verifies completion, and documents material exceptions.

WHEN USED: At the scheduled management checkpoint and whenever operating conditions require an additional review.

REQUIRED MATERIALS / INFORMATION:

- Manager checklist or log
- Staffing, sales, reservation, and ticket information
- Department status and performance records
- Communication and assignment tools
- Incident and follow-up records

CRITICAL STANDARDS:

- The manager uses current data and direct observation rather than assumptions.
- Every correction or priority has a named owner, deadline, and verification point.
- Guest, employee, food-safety, cash, alcohol, and building risks are escalated promptly.
- Material decisions and unresolved issues are recorded for the next leader.

PROCEDURE:

1. Gather the week's daily compliance reviews, incident reports, retraining records, audit results, guest complaints, safety events, and manager logs.
2. Group findings by SOP, department, shift, employee role, risk level, and recurrence so isolated errors are separated from operating patterns.
3. Verify that every high-risk exception received immediate containment and that promised corrective actions were completed.
4. Identify procedures that are unclear, outdated, impractical, poorly trained, inconsistently supervised, or affected by changed equipment or policy.
5. Review completion and quality trends for required logs, checklists, approvals, and sign-offs rather than counting paperwork alone.
6. Select the highest-priority SOPs for observation, coaching, retraining, revision, or leadership follow-up during the coming week.
7. Assign a named owner, due date, verification method, and escalation threshold for each corrective action.
8. Communicate relevant findings to department leaders without exposing confidential employee information or using the review to shame individuals.
9. Update the master SOP review or revision record when a procedure requires formal change, approval, version control, and retraining.
10. Document the weekly conclusion, unresolved risks, next review date, and items that must be reported to ownership or senior leadership.

155. Manager Weekly SOP Review SOP - VERIFICATION & CUSTOMIZATION

MANAGER VERIFICATION:

☐ The manager begins manager weekly SOP review with current data and direct observation and assigns every unresolved item to an owner and deadline.

☐ Group findings by SOP, department, shift, employee role, risk level, and recurrence so isolated errors are separated from operating patterns.

☐ Identify procedures that are unclear, outdated, impractical, poorly trained, inconsistently supervised, or affected by changed equipment or policy.

☐ Select the highest-priority SOPs for observation, coaching, retraining, revision, or leadership follow-up during the coming week.

☐ Communicate relevant findings to department leaders without exposing confidential employee information or using the review to shame individuals.

☐ Document the weekly conclusion, unresolved risks, next review date, and items that must be reported to ownership or senior leadership.

COMMON MISTAKES TO AVOID:

- Counting completed forms without evaluating whether the standards were actually met.
- Focusing on isolated mistakes while missing repeated patterns across shifts or departments.
- Assigning corrective actions without owners, deadlines, or verification methods.
- Revising an SOP informally without approval, version control, and employee retraining.
- Sharing confidential employee details unnecessarily during operational review.

RESTAURANT-SPECIFIC CUSTOMIZATION:

- Manager checklist, dashboard, log, or communication system: _____
- Staffing, sales, reservation, ticket, quality, or labor standard: _____
- Decision authority, department owner, or escalation contact: _____
- Review frequency, deadline, threshold, or recheck target: _____
- Safety, wage-hour, accessibility, cash, or local operating requirement reviewed: _____
- Restaurant-specific floor, staffing, communication, or follow-up steps: _____
- _____

TRAINING SIGN-OFF:

Employee Name	_____
Trainer / Manager	_____
Training Date	_____
Training Verification	☐ Not Ready ☐ Retrain ☐ Approved

REVISION NOTE: Record future changes in the restaurant master SOP index and retrain affected employees when the approved process changes.

PART 8

EMPLOYEE COMMUNICATION, CONDUCT & DOCUMENTATION

15 ready-to-customize SOPs

These SOPs create consistent attendance, coaching, conduct, complaint, accommodation, training, and recognition practices.

156. Employee Call-Off SOP

SOP ID	V1-156	**VERSION**	1.0
EFFECTIVE DATE	_____	**OWNER**	_____
APPROVED BY	_____	**NEXT REVIEW**	_____

PURPOSE: To receive employee call-offs consistently, document required facts, protect privacy, assess coverage, and apply attendance policy through authorized management.

APPLIES TO: Employees, trainers, managers, and authorized human-resources or ownership contacts.

RESPONSIBILITY: The manager responds privately and consistently, records objective facts, and routes protected or formal matters to authorized leadership.

WHEN USED: Whenever the related employee communication, conduct, scheduling, training, or documentation need occurs.

REQUIRED MATERIALS / INFORMATION:

- Current schedule and call-off policy
- Approved employee contact method
- Employee, shift, and position information
- Qualified coverage roster
- Call-off documentation log

CRITICAL STANDARDS:

- Managers address specific facts and the applicable standard, not personality, rumor, or diagnosis.
- Conversations are private, respectful, consistent, and documented at the proper level.
- Good-faith complaints, protected requests, and review participation are not retaliated against.
- Safety, harassment, accommodation, and job-status decisions are routed to authorized leadership.

PROCEDURE:

1. Review the current schedule, policy, SOP, training record, and facts relevant to employee call-off.
2. Meet or communicate through the approved channel and protect privacy from guests and uninvolved employees.
3. State or request specific facts and listen without labels, rumors, ridicule, diagnosis, or premature conclusions.
4. Record employee, shift, position, call time, approved contact method, and stated availability information.
5. Avoid unnecessary medical details and explain required documentation or next steps under policy.
6. Notify management, update the schedule, and begin qualified coverage without making premature promises.
7. Confirm receipt, record attempts and decisions, and route protected-leave questions appropriately.
8. Explain the next operational step, expected conduct, coverage, training, or authorized review process.
9. Document necessary facts and route protected, formal, safety, or job-status matters to authorized leadership.
10. Set a follow-up owner and time and verify coverage, nonretaliation, training, or corrective commitments.

156. Employee Call-Off SOP - VERIFICATION & CUSTOMIZATION

MANAGER VERIFICATION:

☐ The manager can state the applicable policy, privacy rule, documentation level, routing authority, and nonretaliation requirement for employee call-off.
☐ Record employee, shift, position, call time, approved contact method, and stated availability information.
☐ Avoid unnecessary medical details and explain required documentation or next steps under policy.
☐ Notify management, update the schedule, and begin qualified coverage without making premature promises.
☐ Confirm receipt, record attempts and decisions, and route protected-leave questions appropriately.
☐ Document necessary facts and route protected, formal, safety, or job-status matters to authorized leadership.

COMMON MISTAKES TO AVOID:

• Addressing employee call-off publicly or relying on rumor, labels, personality judgments, or unnecessary medical details.
• Applying a standard inconsistently or making a job-status promise outside assigned authority.
• Failing to protect good-faith reporting, accommodation routing, privacy, or nonretaliation requirements.
• Documenting conclusions instead of specific observed or reported facts and employee response.
• Ending the conversation without a clear operational next step, owner, timing, and follow-up.

RESTAURANT-SPECIFIC CUSTOMIZATION:

• Employee policy, handbook section, training standard, or reporting channel: _____
• Schedule, coaching, incident, accommodation, or corrective-action form: _____
• Manager, HR, ownership, or protected-reporting escalation role: _____
• Notice, response, documentation, review, or follow-up target: _____
• Employment, leave, accommodation, harassment, privacy, or nonretaliation requirement reviewed: __
• Restaurant-specific conduct, coverage, training, or recognition steps: _____
• _____

TRAINING SIGN-OFF:

Employee Name	_____
Trainer / Manager	_____
Training Date	_____
Training Verification	☐ Not Ready ☐ Retrain ☐ Approved

REVISION NOTE: Record future changes in the restaurant master SOP index and retrain affected employees when the approved process changes.

157. Late Arrival Response SOP

SOP ID	V1-157	**VERSION**	1.0
EFFECTIVE DATE	_____	**OWNER**	_____
APPROVED BY	_____	**NEXT REVIEW**	_____

PURPOSE: To respond to late arrivals consistently by protecting immediate coverage, documenting objective facts, confirming expectations, and applying policy fairly.

APPLIES TO: Employees, trainers, managers, and authorized human-resources or ownership contacts.

RESPONSIBILITY: The manager responds privately and consistently, records objective facts, and routes protected or formal matters to authorized leadership.

WHEN USED: Immediately when the concern, report, unsafe condition, or incident is observed or received.

REQUIRED MATERIALS / INFORMATION:

- Current schedule and attendance policy
- Approved employee contact methods
- Timekeeping record
- Temporary coverage plan
- Attendance coaching form

CRITICAL STANDARDS:

- Managers address specific facts and the applicable standard, not personality, rumor, or diagnosis.
- Conversations are private, respectful, consistent, and documented at the proper level.
- Good-faith complaints, protected requests, and review participation are not retaliated against.
- Safety, harassment, accommodation, and job-status decisions are routed to authorized leadership.

PROCEDURE:

1. Review the current schedule, policy, SOP, training record, and facts relevant to late arrival response.
2. Meet or communicate through the approved channel and protect privacy from guests and uninvolved employees.
3. State or request specific facts and listen without labels, rumors, ridicule, diagnosis, or premature conclusions.
4. Attempt contact through the approved method and record scheduled time, actual contact, reason, and expected arrival.
5. Arrange temporary coverage for tables, station, cash, opening, or safety duties.
6. Meet privately on arrival, confirm readiness, explain impact and the attendance standard, and assign the position.
7. Correct time records and document coaching or escalation consistently.
8. Explain the next operational step, expected conduct, coverage, training, or authorized review process.
9. Document necessary facts and route protected, formal, safety, or job-status matters to authorized leadership.
10. Set a follow-up owner and time and verify coverage, nonretaliation, training, or corrective commitments.

157. Late Arrival Response SOP - VERIFICATION & CUSTOMIZATION

MANAGER VERIFICATION:

☐ The manager can state the applicable policy, privacy rule, documentation level, routing authority, and nonretaliation requirement for late arrival response.

☐ Attempt contact through the approved method and record scheduled time, actual contact, reason, and expected arrival.

☐ Arrange temporary coverage for tables, station, cash, opening, or safety duties.

☐ Meet privately on arrival, confirm readiness, explain impact and the attendance standard, and assign the position.

☐ Correct time records and document coaching or escalation consistently.

☐ Document necessary facts and route protected, formal, safety, or job-status matters to authorized leadership.

COMMON MISTAKES TO AVOID:

- Addressing late arrival response publicly or relying on rumor, labels, personality judgments, or unnecessary medical details.
- Applying a standard inconsistently or making a job-status promise outside assigned authority.
- Failing to protect good-faith reporting, accommodation routing, privacy, or nonretaliation requirements.
- Documenting conclusions instead of specific observed or reported facts and employee response.
- Ending the conversation without a clear operational next step, owner, timing, and follow-up.

RESTAURANT-SPECIFIC CUSTOMIZATION:

- Employee policy, handbook section, training standard, or reporting channel: _____
- Schedule, coaching, incident, accommodation, or corrective-action form: _____
- Manager, HR, ownership, or protected-reporting escalation role: _____
- Notice, response, documentation, review, or follow-up target: _____
- Employment, leave, accommodation, harassment, privacy, or nonretaliation requirement reviewed: __
- Restaurant-specific conduct, coverage, training, or recognition steps: _____
- _____

TRAINING SIGN-OFF:

Employee Name	_____
Trainer / Manager	_____
Training Date	_____
Training Verification	☐ Not Ready ☐ Retrain ☐ Approved

REVISION NOTE: Record future changes in the restaurant master SOP index and retrain affected employees when the approved process changes.

158. No-Call/No-Show Response SOP

SOP ID	V1-158	**VERSION**	1.0
EFFECTIVE DATE	_____	**OWNER**	_____
APPROVED BY	_____	**NEXT REVIEW**	_____

PURPOSE: To respond to a no-call/no-show promptly through welfare and contact checks, coverage decisions, objective documentation, and authorized policy action.

APPLIES TO: Employees, trainers, managers, and authorized human-resources or ownership contacts.

RESPONSIBILITY: The manager responds privately and consistently, records objective facts, and routes protected or formal matters to authorized leadership.

WHEN USED: Immediately when the concern, report, unsafe condition, or incident is observed or received.

REQUIRED MATERIALS / INFORMATION:

- Current schedule and no-call/no-show policy
- Approved contact-attempt log
- Qualified coverage roster
- Welfare and emergency-routing contacts
- No-call/no-show documentation form

CRITICAL STANDARDS:

- Managers address specific facts and the applicable standard, not personality, rumor, or diagnosis.
- Conversations are private, respectful, consistent, and documented at the proper level.
- Good-faith complaints, protected requests, and review participation are not retaliated against.
- Safety, harassment, accommodation, and job-status decisions are routed to authorized leadership.

PROCEDURE:

1. Review the current schedule, policy, SOP, training record, and facts relevant to no-call/no-show response.
2. Meet or communicate through the approved channel and protect privacy from guests and uninvolved employees.
3. State or request specific facts and listen without labels, rumors, ridicule, diagnosis, or premature conclusions.
4. Verify the schedule, approved changes, prior messages, and that the employee has not contacted another leader.
5. Attempt contact through approved methods and record each attempt without broad disclosure.
6. Activate qualified coverage and redistribute critical duties.
7. Route welfare concerns, job-status decisions, and return-to-work communication through policy and authorized leadership.
8. Explain the next operational step, expected conduct, coverage, training, or authorized review process.
9. Document necessary facts and route protected, formal, safety, or job-status matters to authorized leadership.
10. Set a follow-up owner and time and verify coverage, nonretaliation, training, or corrective commitments.

158. No-Call/No-Show Response SOP - VERIFICATION & CUSTOMIZATION

MANAGER VERIFICATION:

☐ The manager can state the applicable policy, privacy rule, documentation level, routing authority, and nonretaliation requirement for no-call/no-show response.

☐ Verify the schedule, approved changes, prior messages, and that the employee has not contacted another leader.

☐ Attempt contact through approved methods and record each attempt without broad disclosure.

☐ Activate qualified coverage and redistribute critical duties.

☐ Route welfare concerns, job-status decisions, and return-to-work communication through policy and authorized leadership.

☐ Document necessary facts and route protected, formal, safety, or job-status matters to authorized leadership.

COMMON MISTAKES TO AVOID:

- Addressing no-call/no-show response publicly or relying on rumor, labels, personality judgments, or unnecessary medical details.
- Applying a standard inconsistently or making a job-status promise outside assigned authority.
- Failing to protect good-faith reporting, accommodation routing, privacy, or nonretaliation requirements.
- Documenting conclusions instead of specific observed or reported facts and employee response.
- Ending the conversation without a clear operational next step, owner, timing, and follow-up.

RESTAURANT-SPECIFIC CUSTOMIZATION:

- Employee policy, handbook section, training standard, or reporting channel: _____
- Schedule, coaching, incident, accommodation, or corrective-action form: _____
- Manager, HR, ownership, or protected-reporting escalation role: _____
- Notice, response, documentation, review, or follow-up target: _____
- Employment, leave, accommodation, harassment, privacy, or nonretaliation requirement reviewed: __
- Restaurant-specific conduct, coverage, training, or recognition steps: _____
- _____

TRAINING SIGN-OFF:

Employee Name	_____
Trainer / Manager	_____
Training Date	_____
Training Verification	☐ Not Ready ☐ Retrain ☐ Approved

REVISION NOTE: Record future changes in the restaurant master SOP index and retrain affected employees when the approved process changes.

159. Shift Swap Approval SOP

SOP ID	V1-159	**VERSION**	1.0
EFFECTIVE DATE	_____	**OWNER**	_____
APPROVED BY	_____	**NEXT REVIEW**	_____

PURPOSE: To approve or deny shift swaps only after verifying employee qualifications, overtime impact, coverage, accountability, and required manager authorization.

APPLIES TO: Employees, trainers, managers, and authorized human-resources or ownership contacts.

RESPONSIBILITY: The manager responds privately and consistently, records objective facts, and routes protected or formal matters to authorized leadership.

WHEN USED: Whenever the related employee communication, conduct, scheduling, training, or documentation need occurs.

REQUIRED MATERIALS / INFORMATION:

- Current official schedule
- Shift-swap request form
- Position-training and readiness-verification record
- Availability and hour-limit information
- Manager approval record

CRITICAL STANDARDS:

- Managers address specific facts and the applicable standard, not personality, rumor, or diagnosis.
- Conversations are private, respectful, consistent, and documented at the proper level.
- Good-faith complaints, protected requests, and review participation are not retaliated against.
- Safety, harassment, accommodation, and job-status decisions are routed to authorized leadership.

PROCEDURE:

1. Review the current schedule, policy, SOP, training record, and facts relevant to shift swap approval.
2. Meet or communicate through the approved channel and protect privacy from guests and uninvolved employees.
3. State or request specific facts and listen without labels, rumors, ridicule, diagnosis, or premature conclusions.
4. Require the request through the approved method with employees, shifts, positions, and dates clearly identified.
5. Verify agreement, training, availability, hour limits, and absence of unapproved conflicts.
6. Obtain manager approval before the change is treated as final and update the official schedule.
7. Notify affected leaders and document who retains responsibility until approval.
8. Explain the next operational step, expected conduct, coverage, training, or authorized review process.
9. Document necessary facts and route protected, formal, safety, or job-status matters to authorized leadership.
10. Set a follow-up owner and time and verify coverage, nonretaliation, training, or corrective commitments.

159. Shift Swap Approval SOP - VERIFICATION & CUSTOMIZATION

MANAGER VERIFICATION:

☐ The manager can state the applicable policy, privacy rule, documentation level, routing authority, and nonretaliation requirement for shift swap approval.
☐ Require the request through the approved method with employees, shifts, positions, and dates clearly identified.
☐ Verify agreement, training, availability, hour limits, and absence of unapproved conflicts.
☐ Obtain manager approval before the change is treated as final and update the official schedule.
☐ Notify affected leaders and document who retains responsibility until approval.
☐ Document necessary facts and route protected, formal, safety, or job-status matters to authorized leadership.

COMMON MISTAKES TO AVOID:

- Addressing shift swap approval publicly or relying on rumor, labels, personality judgments, or unnecessary medical details.
- Applying a standard inconsistently or making a job-status promise outside assigned authority.
- Failing to protect good-faith reporting, accommodation routing, privacy, or nonretaliation requirements.
- Documenting conclusions instead of specific observed or reported facts and employee response.
- Ending the conversation without a clear operational next step, owner, timing, and follow-up.

RESTAURANT-SPECIFIC CUSTOMIZATION:

- Employee policy, handbook section, training standard, or reporting channel: _____
- Schedule, coaching, incident, accommodation, or corrective-action form: _____
- Manager, HR, ownership, or protected-reporting escalation role: _____
- Notice, response, documentation, review, or follow-up target: _____
- Employment, leave, accommodation, harassment, privacy, or nonretaliation requirement reviewed: __
- Restaurant-specific conduct, coverage, training, or recognition steps: _____
- _____

TRAINING SIGN-OFF:

Employee Name	_____
Trainer / Manager	_____
Training Date	_____
Training Verification	☐ Not Ready ☐ Retrain ☐ Approved

REVISION NOTE: Record future changes in the restaurant master SOP index and retrain affected employees when the approved process changes.

160. Uniform and Grooming Check SOP

SOP ID	V1-160	**VERSION**	1.0
EFFECTIVE DATE	_____	**OWNER**	_____
APPROVED BY	_____	**NEXT REVIEW**	_____

PURPOSE: To verify uniform and grooming standards respectfully before and during the shift and correct safety, sanitation, or presentation issues consistently.

APPLIES TO: Employees, trainers, managers, and authorized human-resources or ownership contacts.

RESPONSIBILITY: The manager responds privately and consistently, records objective facts, and routes protected or formal matters to authorized leadership.

WHEN USED: Whenever the related employee communication, conduct, scheduling, training, or documentation need occurs.

REQUIRED MATERIALS / INFORMATION:

- Uniform and grooming standard
- Role-specific protective-equipment requirements
- Approved replacement uniform items
- Private correction area
- Accommodation and coaching routing

CRITICAL STANDARDS:

- Managers address specific facts and the applicable standard, not personality, rumor, or diagnosis.
- Conversations are private, respectful, consistent, and documented at the proper level.
- Good-faith complaints, protected requests, and review participation are not retaliated against.
- Safety, harassment, accommodation, and job-status decisions are routed to authorized leadership.

PROCEDURE:

1. Review the current schedule, policy, SOP, training record, and facts relevant to uniform and grooming check.
2. Meet or communicate through the approved channel and protect privacy from guests and uninvolved employees.
3. State or request specific facts and listen without labels, rumors, ridicule, diagnosis, or premature conclusions.
4. Inspect required uniform pieces, cleanliness, name tag, hair restraint, hands, nails, jewelry, footwear, and role-specific protective items.
5. Address concerns privately and identify the exact standard rather than making personal comments.
6. Provide or approve a reasonable correction and remove the employee from unsafe duties until corrected.
7. Document repeated issues and route accommodation or medical questions to authorized leadership.
8. Explain the next operational step, expected conduct, coverage, training, or authorized review process.
9. Document necessary facts and route protected, formal, safety, or job-status matters to authorized leadership.
10. Set a follow-up owner and time and verify coverage, nonretaliation, training, or corrective commitments.

160. Uniform and Grooming Check SOP - VERIFICATION & CUSTOMIZATION

MANAGER VERIFICATION:

☐ The manager can state the applicable policy, privacy rule, documentation level, routing authority, and nonretaliation requirement for uniform and grooming check.

☐ Inspect required uniform pieces, cleanliness, name tag, hair restraint, hands, nails, jewelry, footwear, and role-specific protective items.

☐ Address concerns privately and identify the exact standard rather than making personal comments.

☐ Provide or approve a reasonable correction and remove the employee from unsafe duties until corrected.

☐ Document repeated issues and route accommodation or medical questions to authorized leadership.

☐ Document necessary facts and route protected, formal, safety, or job-status matters to authorized leadership.

COMMON MISTAKES TO AVOID:

- Addressing uniform and grooming check publicly or relying on rumor, labels, personality judgments, or unnecessary medical details.
- Applying a standard inconsistently or making a job-status promise outside assigned authority.
- Failing to protect good-faith reporting, accommodation routing, privacy, or nonretaliation requirements.
- Documenting conclusions instead of specific observed or reported facts and employee response.
- Ending the conversation without a clear operational next step, owner, timing, and follow-up.

RESTAURANT-SPECIFIC CUSTOMIZATION:

- Employee policy, handbook section, training standard, or reporting channel: _____
- Schedule, coaching, incident, accommodation, or corrective-action form: _____
- Manager, HR, ownership, or protected-reporting escalation role: _____
- Notice, response, documentation, review, or follow-up target: _____
- Employment, leave, accommodation, harassment, privacy, or nonretaliation requirement reviewed: __
- Restaurant-specific conduct, coverage, training, or recognition steps: _____
- _____

TRAINING SIGN-OFF:

Employee Name	_____
Trainer / Manager	_____
Training Date	_____
Training Verification	☐ Not Ready ☐ Retrain ☐ Approved

REVISION NOTE: Record future changes in the restaurant master SOP index and retrain affected employees when the approved process changes.

161. Employee Meal and Break Documentation SOP

SOP ID	V1-161	**VERSION**	1.0
EFFECTIVE DATE	_____	**OWNER**	_____
APPROVED BY	_____	**NEXT REVIEW**	_____

PURPOSE: To document employee meals and breaks accurately while protecting legal requirements, coverage, timekeeping, and manager accountability.

APPLIES TO: Employees, trainers, managers, and authorized human-resources or ownership contacts.

RESPONSIBILITY: The manager responds privately and consistently, records objective facts, and routes protected or formal matters to authorized leadership.

WHEN USED: Whenever the related employee communication, conduct, scheduling, training, or documentation need occurs.

REQUIRED MATERIALS / INFORMATION:

- Schedule and break plan
- Timekeeping system
- Current break and meal policy
- Qualified coverage assignments
- Break-exception log

CRITICAL STANDARDS:

- Managers address specific facts and the applicable standard, not personality, rumor, or diagnosis.
- Conversations are private, respectful, consistent, and documented at the proper level.
- Good-faith complaints, protected requests, and review participation are not retaliated against.
- Safety, harassment, accommodation, and job-status decisions are routed to authorized leadership.

PROCEDURE:

1. Review the current schedule, policy, SOP, training record, and facts relevant to employee meal and break documentation.
2. Meet or communicate through the approved channel and protect privacy from guests and uninvolved employees.
3. State or request specific facts and listen without labels, rumors, ridicule, diagnosis, or premature conclusions.
4. Confirm manager-authorized timing and qualified coverage before the employee leaves position.
5. Record break start, end, meal charge, waiver, or interruption through the approved system when applicable.
6. Do not alter time records to create compliance; report missed, late, short, or interrupted breaks.
7. Review records before shift close and obtain required employee and manager confirmation.
8. Explain the next operational step, expected conduct, coverage, training, or authorized review process.
9. Document necessary facts and route protected, formal, safety, or job-status matters to authorized leadership.
10. Set a follow-up owner and time and verify coverage, nonretaliation, training, or corrective commitments.

161. Employee Meal and Break Documentation SOP - VERIFICATION & CUSTOMIZATION

MANAGER VERIFICATION:

☐ The manager can state the applicable policy, privacy rule, documentation level, routing authority, and nonretaliation requirement for employee meal and break documentation.
☐ Confirm manager-authorized timing and qualified coverage before the employee leaves position.
☐ Record break start, end, meal charge, waiver, or interruption through the approved system when applicable.
☐ Do not alter time records to create compliance; report missed, late, short, or interrupted breaks.
☐ Review records before shift close and obtain required employee and manager confirmation.
☐ Document necessary facts and route protected, formal, safety, or job-status matters to authorized leadership.

COMMON MISTAKES TO AVOID:

- Addressing employee meal and break documentation publicly or relying on rumor, labels, personality judgments, or unnecessary medical details.
- Applying a standard inconsistently or making a job-status promise outside assigned authority.
- Failing to protect good-faith reporting, accommodation routing, privacy, or nonretaliation requirements.
- Documenting conclusions instead of specific observed or reported facts and employee response.
- Ending the conversation without a clear operational next step, owner, timing, and follow-up.

RESTAURANT-SPECIFIC CUSTOMIZATION:

- Employee policy, handbook section, training standard, or reporting channel: _____
- Schedule, coaching, incident, accommodation, or corrective-action form: _____
- Manager, HR, ownership, or protected-reporting escalation role: _____
- Notice, response, documentation, review, or follow-up target: _____
- Employment, leave, accommodation, harassment, privacy, or nonretaliation requirement reviewed: __
- Restaurant-specific conduct, coverage, training, or recognition steps: _____
- _____

TRAINING SIGN-OFF:

Employee Name	_____
Trainer / Manager	_____
Training Date	_____
Training Verification	☐ Not Ready ☐ Retrain ☐ Approved

REVISION NOTE: Record future changes in the restaurant master SOP index and retrain affected employees when the approved process changes.

162. Employee Coaching SOP

SOP ID	V1-162	**VERSION**	1.0
EFFECTIVE DATE	_____	**OWNER**	_____
APPROVED BY	_____	**NEXT REVIEW**	_____

PURPOSE: To coach employees privately with clear facts, expected standards, practical instruction, documented commitments, and scheduled follow-up.

APPLIES TO: Employees, trainers, managers, and authorized human-resources or ownership contacts.

RESPONSIBILITY: The manager responds privately and consistently, records objective facts, and routes protected or formal matters to authorized leadership.

WHEN USED: Whenever the related employee communication, conduct, scheduling, training, or documentation need occurs.

REQUIRED MATERIALS / INFORMATION:

- Relevant SOP or performance standard
- Specific observed facts
- Private coaching area
- Demonstration or practice tools
- Coaching follow-up form

CRITICAL STANDARDS:

- Managers address specific facts and the applicable standard, not personality, rumor, or diagnosis.
- Conversations are private, respectful, consistent, and documented at the proper level.
- Good-faith complaints, protected requests, and review participation are not retaliated against.
- Safety, harassment, accommodation, and job-status decisions are routed to authorized leadership.

PROCEDURE:

1. Review the current schedule, policy, SOP, training record, and facts relevant to employee coaching.
2. Meet or communicate through the approved channel and protect privacy from guests and uninvolved employees.
3. State or request specific facts and listen without labels, rumors, ridicule, diagnosis, or premature conclusions.
4. Prepare specific observed facts, the relevant SOP or expectation, and the desired outcome.
5. Ask for the employee perspective and clarify misunderstanding without labels, rumor, or public criticism.
6. Explain the gap and impact, demonstrate or practice the correct behavior, and agree on measurable next steps.
7. Document at the required level, set follow-up, and recognize improvement when verified.
8. Explain the next operational step, expected conduct, coverage, training, or authorized review process.
9. Document necessary facts and route protected, formal, safety, or job-status matters to authorized leadership.
10. Set a follow-up owner and time and verify coverage, nonretaliation, training, or corrective commitments.

162. Employee Coaching SOP - VERIFICATION & CUSTOMIZATION

MANAGER VERIFICATION:

☐ The manager can state the applicable policy, privacy rule, documentation level, routing authority, and nonretaliation requirement for employee coaching.

☐ Prepare specific observed facts, the relevant SOP or expectation, and the desired outcome.

☐ Ask for the employee perspective and clarify misunderstanding without labels, rumor, or public criticism.

☐ Explain the gap and impact, demonstrate or practice the correct behavior, and agree on measurable next steps.

☐ Document at the required level, set follow-up, and recognize improvement when verified.

☐ Document necessary facts and route protected, formal, safety, or job-status matters to authorized leadership.

COMMON MISTAKES TO AVOID:

- Addressing employee coaching publicly or relying on rumor, labels, personality judgments, or unnecessary medical details.
- Applying a standard inconsistently or making a job-status promise outside assigned authority.
- Failing to protect good-faith reporting, accommodation routing, privacy, or nonretaliation requirements.
- Documenting conclusions instead of specific observed or reported facts and employee response.
- Ending the conversation without a clear operational next step, owner, timing, and follow-up.

RESTAURANT-SPECIFIC CUSTOMIZATION:

- Employee policy, handbook section, training standard, or reporting channel: _____
- Schedule, coaching, incident, accommodation, or corrective-action form: _____
- Manager, HR, ownership, or protected-reporting escalation role: _____
- Notice, response, documentation, review, or follow-up target: _____
- Employment, leave, accommodation, harassment, privacy, or nonretaliation requirement reviewed: __
- Restaurant-specific conduct, coverage, training, or recognition steps: _____
- _____

TRAINING SIGN-OFF:

Employee Name	_____
Trainer / Manager	_____
Training Date	_____
Training Verification	☐ Not Ready ☐ Retrain ☐ Approved

REVISION NOTE: Record future changes in the restaurant master SOP index and retrain affected employees when the approved process changes.

163. Corrective Action Documentation SOP

SOP ID	V1-163	**VERSION**	1.0
EFFECTIVE DATE	_____	**OWNER**	_____
APPROVED BY	_____	**NEXT REVIEW**	_____

PURPOSE: To document corrective action objectively, connect behavior to the standard, apply policy consistently, protect privacy, and record next steps.

APPLIES TO: Employees, trainers, managers, and authorized human-resources or ownership contacts.

RESPONSIBILITY: The manager responds privately and consistently, records objective facts, and routes protected or formal matters to authorized leadership.

WHEN USED: Whenever the related employee communication, conduct, scheduling, training, or documentation need occurs.

REQUIRED MATERIALS / INFORMATION:

- Applicable policy or SOP
- Prior coaching and performance records
- Specific facts and witness information
- Corrective-action form
- Authorized HR or ownership routing

CRITICAL STANDARDS:

- Managers address specific facts and the applicable standard, not personality, rumor, or diagnosis.
- Conversations are private, respectful, consistent, and documented at the proper level.
- Good-faith complaints, protected requests, and review participation are not retaliated against.
- Safety, harassment, accommodation, and job-status decisions are routed to authorized leadership.

PROCEDURE:

1. Review the current schedule, policy, SOP, training record, and facts relevant to corrective action documentation.
2. Meet or communicate through the approved channel and protect privacy from guests and uninvolved employees.
3. State or request specific facts and listen without labels, rumors, ridicule, diagnosis, or premature conclusions.
4. Confirm facts, dates, policy or SOP, prior coaching, witnesses, and the employee role.
5. Describe observable conduct and operational impact, not character judgments, diagnoses, or rumors.
6. Meet privately with authorized leadership, review expectations and consequences, and allow employee response.
7. Record signatures or refusal, provide copies as policy directs, secure the record, and schedule follow-up.
8. Explain the next operational step, expected conduct, coverage, training, or authorized review process.
9. Document necessary facts and route protected, formal, safety, or job-status matters to authorized leadership.
10. Set a follow-up owner and time and verify coverage, nonretaliation, training, or corrective commitments.

163. Corrective Action Documentation SOP - VERIFICATION & CUSTOMIZATION

MANAGER VERIFICATION:

☐ The manager can state the applicable policy, privacy rule, documentation level, routing authority, and nonretaliation requirement for corrective action documentation.
☐ Confirm facts, dates, policy or SOP, prior coaching, witnesses, and the employee role.
☐ Describe observable conduct and operational impact, not character judgments, diagnoses, or rumors.
☐ Meet privately with authorized leadership, review expectations and consequences, and allow employee response.
☐ Record signatures or refusal, provide copies as policy directs, secure the record, and schedule follow-up.
☐ Document necessary facts and route protected, formal, safety, or job-status matters to authorized leadership.

COMMON MISTAKES TO AVOID:

- Addressing corrective action documentation publicly or relying on rumor, labels, personality judgments, or unnecessary medical details.
- Applying a standard inconsistently or making a job-status promise outside assigned authority.
- Failing to protect good-faith reporting, accommodation routing, privacy, or nonretaliation requirements.
- Documenting conclusions instead of specific observed or reported facts and employee response.
- Ending the conversation without a clear operational next step, owner, timing, and follow-up.

RESTAURANT-SPECIFIC CUSTOMIZATION:

- Employee policy, handbook section, training standard, or reporting channel: _____
- Schedule, coaching, incident, accommodation, or corrective-action form: _____
- Manager, HR, ownership, or protected-reporting escalation role: _____
- Notice, response, documentation, review, or follow-up target: _____
- Employment, leave, accommodation, harassment, privacy, or nonretaliation requirement reviewed: __
- Restaurant-specific conduct, coverage, training, or recognition steps: _____
- _____

TRAINING SIGN-OFF:

Employee Name	_____
Trainer / Manager	_____
Training Date	_____
Training Verification	☐ Not Ready ☐ Retrain ☐ Approved

REVISION NOTE: Record future changes in the restaurant master SOP index and retrain affected employees when the approved process changes.

164. Employee Conflict Response SOP

SOP ID	V1-164	**VERSION**	1.0
EFFECTIVE DATE	_____	**OWNER**	_____
APPROVED BY	_____	**NEXT REVIEW**	_____

PURPOSE: To respond to employee conflict by stabilizing operations, hearing each person fairly, protecting safety and privacy, and assigning appropriate follow-up.

APPLIES TO: Employees, trainers, managers, and authorized human-resources or ownership contacts.

RESPONSIBILITY: The manager responds privately and consistently, records objective facts, and routes protected or formal matters to authorized leadership.

WHEN USED: Immediately when the concern, report, unsafe condition, or incident is observed or received.

REQUIRED MATERIALS / INFORMATION:

- Workplace conduct standard
- Immediate coverage plan
- Private meeting area
- Separate fact-gathering notes
- Security, HR, or ownership contacts

CRITICAL STANDARDS:

- Managers address specific facts and the applicable standard, not personality, rumor, or diagnosis.
- Conversations are private, respectful, consistent, and documented at the proper level.
- Good-faith complaints, protected requests, and review participation are not retaliated against.
- Safety, harassment, accommodation, and job-status decisions are routed to authorized leadership.

PROCEDURE:

1. Review the current schedule, policy, SOP, training record, and facts relevant to employee conflict response.
2. Meet or communicate through the approved channel and protect privacy from guests and uninvolved employees.
3. State or request specific facts and listen without labels, rumors, ridicule, diagnosis, or premature conclusions.
4. Separate immediate arguments or unsafe conduct and restore operational coverage.
5. Meet privately, usually separately first, and gather specific facts and desired work-related outcomes.
6. Restate conduct and communication expectations without forcing personal agreement.
7. Create a follow-up plan and escalate threats, harassment, retaliation, or repeated disruption.
8. Explain the next operational step, expected conduct, coverage, training, or authorized review process.
9. Document necessary facts and route protected, formal, safety, or job-status matters to authorized leadership.
10. Set a follow-up owner and time and verify coverage, nonretaliation, training, or corrective commitments.

164. Employee Conflict Response SOP - VERIFICATION & CUSTOMIZATION

MANAGER VERIFICATION:

☐ The manager can state the applicable policy, privacy rule, documentation level, routing authority, and nonretaliation requirement for employee conflict response.
☐ Separate immediate arguments or unsafe conduct and restore operational coverage.
☐ Meet privately, usually separately first, and gather specific facts and desired work-related outcomes.
☐ Restate conduct and communication expectations without forcing personal agreement.
☐ Create a follow-up plan and escalate threats, harassment, retaliation, or repeated disruption.
☐ Document necessary facts and route protected, formal, safety, or job-status matters to authorized leadership.

COMMON MISTAKES TO AVOID:

• Addressing employee conflict response publicly or relying on rumor, labels, personality judgments, or unnecessary medical details.
• Applying a standard inconsistently or making a job-status promise outside assigned authority.
• Failing to protect good-faith reporting, accommodation routing, privacy, or nonretaliation requirements.
• Documenting conclusions instead of specific observed or reported facts and employee response.
• Ending the conversation without a clear operational next step, owner, timing, and follow-up.

RESTAURANT-SPECIFIC CUSTOMIZATION:

• Employee policy, handbook section, training standard, or reporting channel: _____
• Schedule, coaching, incident, accommodation, or corrective-action form: _____
• Manager, HR, ownership, or protected-reporting escalation role: _____
• Notice, response, documentation, review, or follow-up target: _____
• Employment, leave, accommodation, harassment, privacy, or nonretaliation requirement reviewed: __
• Restaurant-specific conduct, coverage, training, or recognition steps: _____
• _____

TRAINING SIGN-OFF:

Employee Name	_____
Trainer / Manager	_____
Training Date	_____
Training Verification	☐ Not Ready ☐ Retrain ☐ Approved

REVISION NOTE: Record future changes in the restaurant master SOP index and retrain affected employees when the approved process changes.

165. Gossip and Disruptive Conduct Response SOP

SOP ID	V1-165	**VERSION**	1.0
EFFECTIVE DATE	_____	**OWNER**	_____
APPROVED BY	_____	**NEXT REVIEW**	_____

PURPOSE: To address gossip and disruptive conduct before it damages trust, teamwork, service, or safety through clear standards and documented management action.

APPLIES TO: Employees, trainers, managers, and authorized human-resources or ownership contacts.

RESPONSIBILITY: The manager responds privately and consistently, records objective facts, and routes protected or formal matters to authorized leadership.

WHEN USED: Immediately when the concern, report, unsafe condition, or incident is observed or received.

REQUIRED MATERIALS / INFORMATION:

- Communication and conduct policy
- Specific observed or reported facts
- Private coaching area
- Approved reporting channels
- Coaching and follow-up record

CRITICAL STANDARDS:

- Managers address specific facts and the applicable standard, not personality, rumor, or diagnosis.
- Conversations are private, respectful, consistent, and documented at the proper level.
- Good-faith complaints, protected requests, and review participation are not retaliated against.
- Safety, harassment, accommodation, and job-status decisions are routed to authorized leadership.

PROCEDURE:

1. Review the current schedule, policy, SOP, training record, and facts relevant to gossip and disruptive conduct response.
2. Meet or communicate through the approved channel and protect privacy from guests and uninvolved employees.
3. State or request specific facts and listen without labels, rumors, ridicule, diagnosis, or premature conclusions.
4. Address the specific behavior privately and promptly rather than debating whether a rumor is true.
5. Explain operational impact and direct employees to approved reporting channels.
6. Gather facts separately when a legitimate misconduct allegation may be embedded in the conversation.
7. Set clear expectations, document repeated conduct, protect good-faith reporting, and follow up.
8. Explain the next operational step, expected conduct, coverage, training, or authorized review process.
9. Document necessary facts and route protected, formal, safety, or job-status matters to authorized leadership.
10. Set a follow-up owner and time and verify coverage, nonretaliation, training, or corrective commitments.

165. Gossip and Disruptive Conduct Response SOP - VERIFICATION & CUSTOMIZATION

MANAGER VERIFICATION:

☐ The manager can state the applicable policy, privacy rule, documentation level, routing authority, and nonretaliation requirement for gossip and disruptive conduct response.
☐ Address the specific behavior privately and promptly rather than debating whether a rumor is true.
☐ Explain operational impact and direct employees to approved reporting channels.
☐ Gather facts separately when a legitimate misconduct allegation may be embedded in the conversation.
☐ Set clear expectations, document repeated conduct, protect good-faith reporting, and follow up.
☐ Document necessary facts and route protected, formal, safety, or job-status matters to authorized leadership.

COMMON MISTAKES TO AVOID:

- Addressing gossip and disruptive conduct response publicly or relying on rumor, labels, personality judgments, or unnecessary medical details.
- Applying a standard inconsistently or making a job-status promise outside assigned authority.
- Failing to protect good-faith reporting, accommodation routing, privacy, or nonretaliation requirements.
- Documenting conclusions instead of specific observed or reported facts and employee response.
- Ending the conversation without a clear operational next step, owner, timing, and follow-up.

RESTAURANT-SPECIFIC CUSTOMIZATION:

- Employee policy, handbook section, training standard, or reporting channel: _____
- Schedule, coaching, incident, accommodation, or corrective-action form: _____
- Manager, HR, ownership, or protected-reporting escalation role: _____
- Notice, response, documentation, review, or follow-up target: _____
- Employment, leave, accommodation, harassment, privacy, or nonretaliation requirement reviewed: __
- Restaurant-specific conduct, coverage, training, or recognition steps: _____
- _____

TRAINING SIGN-OFF:

Employee Name	_____
Trainer / Manager	_____
Training Date	_____
Training Verification	☐ Not Ready ☐ Retrain ☐ Approved

REVISION NOTE: Record future changes in the restaurant master SOP index and retrain affected employees when the approved process changes.

166. Harassment Complaint Intake SOP

SOP ID	V1-166	**VERSION**	1.0
EFFECTIVE DATE	_____	**OWNER**	_____
APPROVED BY	_____	**NEXT REVIEW**	_____

PURPOSE: To receive harassment complaints seriously and privately, protect against retaliation, preserve facts, route the report correctly, and avoid unauthorized investigation.

APPLIES TO: All guest-facing employees, shift leads, managers, and designated emergency or follow-up contacts.

RESPONSIBILITY: Employees protect immediate safety and notify management. The manager controls response, recovery, records, and authorized follow-up.

WHEN USED: Immediately when the concern, report, unsafe condition, or incident is observed or received.

REQUIRED MATERIALS / INFORMATION:

- Harassment complaint intake form
- Emergency and security contacts
- Private communication area
- Nonretaliation and reporting notice
- Authorized HR or ownership routing

CRITICAL STANDARDS:

- Immediate safety and operational control come before recovery or paperwork.
- Employees do not diagnose, admit liability, threaten, or promise outcomes outside authority.
- The scene, product, transaction, and witness information are preserved when required.
- Objective documentation and authorized follow-up are completed promptly.

PROCEDURE:

1. Protect immediate safety and notify the manager before beginning the formal harassment complaint intake response.
2. Contact emergency, security, law-enforcement, HR, ownership, or other approved resources when required.
3. Preserve the scene, item, check, records, and other evidence without creating additional risk.
4. Listen without blame or promises and determine whether immediate safety action is needed.
5. Record the employee words, people involved, dates, locations, witnesses, evidence, and preferred contact.
6. Explain limited need-to-know privacy and the nonretaliation expectation.
7. Notify the designated manager, owner, or HR contact promptly and preserve records without unauthorized investigation.
8. Collect separate witness names and distinguish direct observations from information reported by others.
9. Do not diagnose, admit liability, assign unsupported blame, threaten, or promise outcomes outside authority.
10. Complete, sign, secure, and route the report promptly and assign authorized follow-up.

166. Harassment Complaint Intake SOP - VERIFICATION & CUSTOMIZATION

MANAGER VERIFICATION:

☐ The manager can state the applicable policy, privacy rule, documentation level, routing authority, and nonretaliation requirement for harassment complaint intake.

☐ Listen without blame or promises and determine whether immediate safety action is needed.

☐ Record the employee words, people involved, dates, locations, witnesses, evidence, and preferred contact.

☐ Explain limited need-to-know privacy and the nonretaliation expectation.

☐ Notify the designated manager, owner, or HR contact promptly and preserve records without unauthorized investigation.

☐ Do not diagnose, admit liability, assign unsupported blame, threaten, or promise outcomes outside authority.

COMMON MISTAKES TO AVOID:

- Delaying immediate safety action while gathering details or discussing recovery for harassment complaint intake.
- Diagnosing, admitting liability, assigning blame, or promising an outcome outside authority.
- Combining witness accounts or failing to preserve the item, scene, check, or records.
- Discussing private guest or employee information with uninvolved people.
- Failing to complete, secure, route, and assign follow-up for the incident record.

RESTAURANT-SPECIFIC CUSTOMIZATION:

- Employee policy, handbook section, training standard, or reporting channel: _____
- Schedule, coaching, incident, accommodation, or corrective-action form: _____
- Manager, HR, ownership, or protected-reporting escalation role: _____
- Notice, response, documentation, review, or follow-up target: _____
- Employment, leave, accommodation, harassment, privacy, or nonretaliation requirement reviewed: __
- Restaurant-specific conduct, coverage, training, or recognition steps: _____
- _____

TRAINING SIGN-OFF:

Employee Name	_____
Trainer / Manager	_____
Training Date	_____
Training Verification	☐ Not Ready ☐ Retrain ☐ Approved

REVISION NOTE: Record future changes in the restaurant master SOP index and retrain affected employees when the approved process changes.

167. Workplace Accommodation Request Routing SOP

SOP ID	V1-167	**VERSION**	1.0
EFFECTIVE DATE	_____	**OWNER**	_____
APPROVED BY	_____	**NEXT REVIEW**	_____

PURPOSE: To route workplace accommodation requests respectfully and confidentially to the authorized decision-maker without promising, denying, or diagnosing.

APPLIES TO: Employees, trainers, managers, and authorized human-resources or ownership contacts.

RESPONSIBILITY: The manager responds privately and consistently, records objective facts, and routes protected or formal matters to authorized leadership.

WHEN USED: Whenever the related employee communication, conduct, scheduling, training, or documentation need occurs.

REQUIRED MATERIALS / INFORMATION:

- Accommodation request routing form
- Current role and essential-duty information
- Private communication method
- Authorized HR or ownership contact
- Temporary safety or scheduling plan

CRITICAL STANDARDS:

- Managers address specific facts and the applicable standard, not personality, rumor, or diagnosis.
- Conversations are private, respectful, consistent, and documented at the proper level.
- Good-faith complaints, protected requests, and review participation are not retaliated against.
- Safety, harassment, accommodation, and job-status decisions are routed to authorized leadership.

PROCEDURE:

1. Review the current schedule, policy, SOP, training record, and facts relevant to workplace accommodation request routing.
2. Meet or communicate through the approved channel and protect privacy from guests and uninvolved employees.
3. State or request specific facts and listen without labels, rumors, ridicule, diagnosis, or premature conclusions.
4. Listen and document the requested work change or limitation without demanding a diagnosis or debating eligibility.
5. Identify the authorized manager, owner, or HR contact responsible for review.
6. Protect privacy and share only information needed for temporary safety or scheduling.
7. Forward promptly, record the handoff, avoid retaliation, and follow the approved review process.
8. Explain the next operational step, expected conduct, coverage, training, or authorized review process.
9. Document necessary facts and route protected, formal, safety, or job-status matters to authorized leadership.
10. Set a follow-up owner and time and verify coverage, nonretaliation, training, or corrective commitments.

167. Workplace Accommodation Request Routing SOP - VERIFICATION & CUSTOMIZATION

MANAGER VERIFICATION:

☐ The manager can state the applicable policy, privacy rule, documentation level, routing authority, and nonretaliation requirement for workplace accommodation request routing.
☐ Listen and document the requested work change or limitation without demanding a diagnosis or debating eligibility.
☐ Identify the authorized manager, owner, or HR contact responsible for review.
☐ Protect privacy and share only information needed for temporary safety or scheduling.
☐ Forward promptly, record the handoff, avoid retaliation, and follow the approved review process.
☐ Document necessary facts and route protected, formal, safety, or job-status matters to authorized leadership.

COMMON MISTAKES TO AVOID:

- Addressing workplace accommodation request routing publicly or relying on rumor, labels, personality judgments, or unnecessary medical details.
- Applying a standard inconsistently or making a job-status promise outside assigned authority.
- Failing to protect good-faith reporting, accommodation routing, privacy, or nonretaliation requirements.
- Documenting conclusions instead of specific observed or reported facts and employee response.
- Ending the conversation without a clear operational next step, owner, timing, and follow-up.

RESTAURANT-SPECIFIC CUSTOMIZATION:

- Employee policy, handbook section, training standard, or reporting channel: _____
- Schedule, coaching, incident, accommodation, or corrective-action form: _____
- Manager, HR, ownership, or protected-reporting escalation role: _____
- Notice, response, documentation, review, or follow-up target: _____
- Employment, leave, accommodation, harassment, privacy, or nonretaliation requirement reviewed: __
- Restaurant-specific conduct, coverage, training, or recognition steps: _____
- _____

TRAINING SIGN-OFF:

Employee Name	_____
Trainer / Manager	_____
Training Date	_____
Training Verification	☐ Not Ready ☐ Retrain ☐ Approved

REVISION NOTE: Record future changes in the restaurant master SOP index and retrain affected employees when the approved process changes.

168. New Employee Shift Introduction SOP

SOP ID	V1-168	**VERSION**	1.0
EFFECTIVE DATE	_____	**OWNER**	_____
APPROVED BY	_____	**NEXT REVIEW**	_____

PURPOSE: To introduce a new employee to the shift, team, manager, station, safety expectations, trainer, and immediate responsibilities without confusion.

APPLIES TO: Employees, trainers, managers, and authorized human-resources or ownership contacts.

RESPONSIBILITY: The manager responds privately and consistently, records objective facts, and routes protected or formal matters to authorized leadership.

WHEN USED: Whenever the related employee communication, conduct, scheduling, training, or documentation need occurs.

REQUIRED MATERIALS / INFORMATION:

- New-employee onboarding checklist
- Schedule and assigned position
- Training plan and skill checklist
- Emergency routes and restricted-area guide
- Clock-in, uniform, and storage information

CRITICAL STANDARDS:

- Managers address specific facts and the applicable standard, not personality, rumor, or diagnosis.
- Conversations are private, respectful, consistent, and documented at the proper level.
- Good-faith complaints, protected requests, and review participation are not retaliated against.
- Safety, harassment, accommodation, and job-status decisions are routed to authorized leadership.

PROCEDURE:

1. Review the current schedule, policy, SOP, training record, and facts relevant to new employee shift introduction.
2. Meet or communicate through the approved channel and protect privacy from guests and uninvolved employees.
3. State or request specific facts and listen without labels, rumors, ridicule, diagnosis, or premature conclusions.
4. Verify clock-in, uniform, documents, assigned trainer, schedule, and personal-item storage.
5. Introduce leaders and coworkers and identify restrooms, exits, first aid, emergency routes, break areas, and restricted zones.
6. Explain shift plan, training objectives, communication terms, guest expectations, and how to ask for help.
7. Begin demonstration and supervised practice and document completed training.
8. Explain the next operational step, expected conduct, coverage, training, or authorized review process.
9. Document necessary facts and route protected, formal, safety, or job-status matters to authorized leadership.
10. Set a follow-up owner and time and verify coverage, nonretaliation, training, or corrective commitments.

168. New Employee Shift Introduction SOP - VERIFICATION & CUSTOMIZATION

MANAGER VERIFICATION:

☐ The manager can state the applicable policy, privacy rule, documentation level, routing authority, and nonretaliation requirement for new employee shift introduction.

☐ Verify clock-in, uniform, documents, assigned trainer, schedule, and personal-item storage.

☐ Introduce leaders and coworkers and identify restrooms, exits, first aid, emergency routes, break areas, and restricted zones.

☐ Explain shift plan, training objectives, communication terms, guest expectations, and how to ask for help.

☐ Begin demonstration and supervised practice and document completed training.

☐ Document necessary facts and route protected, formal, safety, or job-status matters to authorized leadership.

COMMON MISTAKES TO AVOID:

- Addressing new employee shift introduction publicly or relying on rumor, labels, personality judgments, or unnecessary medical details.
- Applying a standard inconsistently or making a job-status promise outside assigned authority.
- Failing to protect good-faith reporting, accommodation routing, privacy, or nonretaliation requirements.
- Documenting conclusions instead of specific observed or reported facts and employee response.
- Ending the conversation without a clear operational next step, owner, timing, and follow-up.

RESTAURANT-SPECIFIC CUSTOMIZATION:

- Employee policy, handbook section, training standard, or reporting channel: _____
- Schedule, coaching, incident, accommodation, or corrective-action form: _____
- Manager, HR, ownership, or protected-reporting escalation role: _____
- Notice, response, documentation, review, or follow-up target: _____
- Employment, leave, accommodation, harassment, privacy, or nonretaliation requirement reviewed: __
- Restaurant-specific conduct, coverage, training, or recognition steps: _____
- _____

TRAINING SIGN-OFF:

Employee Name	_____
Trainer / Manager	_____
Training Date	_____
Training Verification	☐ Not Ready ☐ Retrain ☐ Approved

REVISION NOTE: Record future changes in the restaurant master SOP index and retrain affected employees when the approved process changes.

169. Trainer Assignment and Handoff SOP

SOP ID	V1-169	**VERSION**	1.0
EFFECTIVE DATE	_____	**OWNER**	_____
APPROVED BY	_____	**NEXT REVIEW**	_____

PURPOSE: To assign the correct trainer and transfer the training plan, completed work, employee needs, standards, and next verification responsibilities.

APPLIES TO: Employees releasing or receiving the order, station, transaction, or responsibility, plus managers.

RESPONSIBILITY: The releasing employee gives complete information. The receiving employee confirms acceptance; management resolves exceptions.

WHEN USED: Whenever responsibility, custody, information, or an active order transfers between employees.

REQUIRED MATERIALS / INFORMATION:

- Trainer schedule and qualification record
- Employee training record
- Completed skill checklist
- Next-shift training objectives
- Manager handoff record

CRITICAL STANDARDS:

- The handoff is direct, complete, and acknowledged.
- Allergy, cash, guest, safety, identity, and timing information is repeated back when relevant.
- Responsibility remains with the releasing employee until acceptance is clear.
- Every unresolved item has a named owner, deadline, and manager awareness.

PROCEDURE:

1. Identify the exact order, guest, station, transaction, custody, and time period covered by trainer assignment and handoff.
2. Conduct the transfer directly whenever possible and use the approved written or electronic record.
3. Review active work, deadlines, high-risk conditions, and items awaiting manager action.
4. Confirm the trainer is qualified, scheduled, and informed of the employee role and planned tasks.
5. Review completed modules, strengths, safety limits, unfinished practice, questions, and verification results.
6. Set next-shift objectives, demonstration tasks, practice limits, and manager checkpoints.
7. Both trainers and management acknowledge the handoff and update the official training record.
8. Require repeat-back of critical allergy, cash, identity, safety, timing, and guest information.
9. Assign a named owner and due time for every unresolved item and inform management of exceptions.
10. Both employees acknowledge the transfer; responsibility remains with the releasing employee until acceptance is clear.

169. Trainer Assignment and Handoff SOP - VERIFICATION & CUSTOMIZATION

MANAGER VERIFICATION:

☐ The manager can state the applicable policy, privacy rule, documentation level, routing authority, and nonretaliation requirement for trainer assignment and handoff.
☐ Confirm the trainer is qualified, scheduled, and informed of the employee role and planned tasks.
☐ Review completed modules, strengths, safety limits, unfinished practice, questions, and verification results.
☐ Set next-shift objectives, demonstration tasks, practice limits, and manager checkpoints.
☐ Both trainers and management acknowledge the handoff and update the official training record.
☐ Assign a named owner and due time for every unresolved item and inform management of exceptions.

COMMON MISTAKES TO AVOID:

- Giving a general verbal update instead of exact identifiers and current status for trainer assignment and handoff.
- Failing to repeat back allergy, identity, cash, timing, or safety information.
- Assuming the receiver accepted responsibility without clear acknowledgment.
- Omitting an unresolved item, named owner, deadline, or manager notification.
- Discarding the source ticket, log, or record before the transfer is verified.

RESTAURANT-SPECIFIC CUSTOMIZATION:

- Employee policy, handbook section, training standard, or reporting channel: _____
- Schedule, coaching, incident, accommodation, or corrective-action form: _____
- Manager, HR, ownership, or protected-reporting escalation role: _____
- Notice, response, documentation, review, or follow-up target: _____
- Employment, leave, accommodation, harassment, privacy, or nonretaliation requirement reviewed: __
- Restaurant-specific conduct, coverage, training, or recognition steps: _____
- _____

TRAINING SIGN-OFF:

Employee Name	_____
Trainer / Manager	_____
Training Date	_____
Training Verification	☐ Not Ready ☐ Retrain ☐ Approved

REVISION NOTE: Record future changes in the restaurant master SOP index and retrain affected employees when the approved process changes.

170. Employee Recognition and Performance Note SOP

SOP ID	V1-170	**VERSION**	1.0
EFFECTIVE DATE	_____	**OWNER**	_____
APPROVED BY	_____	**NEXT REVIEW**	_____

PURPOSE: To document employee recognition and performance observations with specific facts that support fair feedback, development, and future decisions.

APPLIES TO: Employees, trainers, managers, and authorized human-resources or ownership contacts.

RESPONSIBILITY: The manager responds privately and consistently, records objective facts, and routes protected or formal matters to authorized leadership.

WHEN USED: Whenever the related employee communication, conduct, scheduling, training, or documentation need occurs.

REQUIRED MATERIALS / INFORMATION:

- Performance recognition note form
- Applicable standard or value
- Specific observed facts
- Approved recognition channels
- Employee performance record

CRITICAL STANDARDS:

- Managers address specific facts and the applicable standard, not personality, rumor, or diagnosis.
- Conversations are private, respectful, consistent, and documented at the proper level.
- Good-faith complaints, protected requests, and review participation are not retaliated against.
- Safety, harassment, accommodation, and job-status decisions are routed to authorized leadership.

PROCEDURE:

1. Review the current schedule, policy, SOP, training record, and facts relevant to employee recognition and performance note.
2. Meet or communicate through the approved channel and protect privacy from guests and uninvolved employees.
3. State or request specific facts and listen without labels, rumors, ridicule, diagnosis, or premature conclusions.
4. Record the date, shift, specific behavior, standard demonstrated, and positive impact.
5. Confirm the recognition is accurate and protects private guest and employee information.
6. Deliver praise promptly and specifically through the approved public or private method.
7. Add the note to the appropriate performance record and consider fair formal recognition.
8. Explain the next operational step, expected conduct, coverage, training, or authorized review process.
9. Document necessary facts and route protected, formal, safety, or job-status matters to authorized leadership.
10. Set a follow-up owner and time and verify coverage, nonretaliation, training, or corrective commitments.

170. Employee Recognition and Performance Note SOP - VERIFICATION & CUSTOMIZATION

MANAGER VERIFICATION:

☐ The manager can state the applicable policy, privacy rule, documentation level, routing authority, and nonretaliation requirement for employee recognition and performance note.
☐ Record the date, shift, specific behavior, standard demonstrated, and positive impact.
☐ Confirm the recognition is accurate and protects private guest and employee information.
☐ Deliver praise promptly and specifically through the approved public or private method.
☐ Add the note to the appropriate performance record and consider fair formal recognition.
☐ Document necessary facts and route protected, formal, safety, or job-status matters to authorized leadership.

COMMON MISTAKES TO AVOID:

- Addressing employee recognition and performance note publicly or relying on rumor, labels, personality judgments, or unnecessary medical details.
- Applying a standard inconsistently or making a job-status promise outside assigned authority.
- Failing to protect good-faith reporting, accommodation routing, privacy, or nonretaliation requirements.
- Documenting conclusions instead of specific observed or reported facts and employee response.
- Ending the conversation without a clear operational next step, owner, timing, and follow-up.

RESTAURANT-SPECIFIC CUSTOMIZATION:

- Employee policy, handbook section, training standard, or reporting channel: _____
- Schedule, coaching, incident, accommodation, or corrective-action form: _____
- Manager, HR, ownership, or protected-reporting escalation role: _____
- Notice, response, documentation, review, or follow-up target: _____
- Employment, leave, accommodation, harassment, privacy, or nonretaliation requirement reviewed: __
- Restaurant-specific conduct, coverage, training, or recognition steps: _____
- _____

TRAINING SIGN-OFF:

Employee Name	_____
Trainer / Manager	_____
Training Date	_____
Training Verification	☐ Not Ready ☐ Retrain ☐ Approved

REVISION NOTE: Record future changes in the restaurant master SOP index and retrain affected employees when the approved process changes.

PART 9

OPENING, CLOSING & BUILDING SECURITY

5 ready-to-customize SOPs

These SOPs coordinate front-of-house opening and closing, final building checks, alarm control, locks, keys, and access accountability.

171. FOH Opening SOP

SOP ID	V1-171	**VERSION**	1.0
EFFECTIVE DATE	_____	**OWNER**	_____
APPROVED BY	_____	**NEXT REVIEW**	_____

PURPOSE: To open front-of-house areas with verified cleanliness, supplies, equipment, cash controls, staffing, safety, and manager release.

APPLIES TO: Assigned opening employees, trainers, shift leads, and managers.

RESPONSIBILITY: Assigned employees complete the opening work. The manager or shift lead verifies readiness before service begins.

WHEN USED: Before the assigned station, department, or building begins service or changes opening responsibility.

REQUIRED MATERIALS / INFORMATION:

- Current opening checklist
- Approved cleaning and sanitizing supplies
- Required stock and operating tools
- System, equipment, cash, or access information
- Manager communication

CRITICAL STANDARDS:

- The area is clean, stocked, safe, and operational before service begins.
- Cash, product, keys, systems, and equipment are verified before use.
- Shortages, damage, hazards, and incomplete work are reported before guests are affected.
- Opening is not signed off until management verifies readiness.

PROCEDURE:

1. Review the current FOH opening checklist, expected business, assignments, and manager notes.
2. Gather approved tools and obtain only authorized cash, keys, product, or system access.
3. Inspect the assigned area for damage, contamination, shortages, unsafe conditions, and incomplete prior work.
4. Inspect entrances, exterior approach, lobby, dining, restrooms, bar, patio, pickup, and service stations.
5. Activate or secure lighting, climate, music, POS, phones, reservations, payment, cash, menus, alcohol access, and devices.
6. Verify or complete tables, supplies, cleaning, accessibility routes, staffing, active checks, and department assignments.
7. Correct hazards and shortages, complete sign-offs, and obtain manager authorization to open or proceed to lock-up.
8. Correct and report shortages, equipment problems, unsafe conditions, or incomplete work before service.
9. Complete a final readiness check and demonstrate critical controls requested by management.
10. Record completion and obtain manager or shift-lead release before the area begins service.

171. FOH Opening SOP - VERIFICATION & CUSTOMIZATION

MANAGER VERIFICATION:

☐ The assigned keyholder confirms authority, people, access devices, security contacts, and unresolved conditions before FOH opening.

☐ Inspect entrances, exterior approach, lobby, dining, restrooms, bar, patio, pickup, and service stations.

☐ Activate or secure lighting, climate, music, POS, phones, reservations, payment, cash, menus, alcohol access, and devices.

☐ Verify or complete tables, supplies, cleaning, accessibility routes, staffing, active checks, and department assignments.

☐ Correct hazards and shortages, complete sign-offs, and obtain manager authorization to open or proceed to lock-up.

☐ Complete a final readiness check and demonstrate critical controls requested by management.

COMMON MISTAKES TO AVOID:

- Starting FOH opening from memory instead of the current checklist and manager notes.
- Opening with a shortage, hazard, unverified system, or incomplete prior-shift work.
- Using unassigned cash, keys, product, credentials, or equipment access.
- Correcting a problem without recording it or informing the responsible manager.
- Signing the area ready before the final manager verification.

RESTAURANT-SPECIFIC CUSTOMIZATION:

- Opening, closing, key, alarm, access, or building-security checklist: _____
- Lock, key, code, alarm, camera, utility, or communication system: _____
- Keyholder, owner, alarm company, security, or emergency contact: _____
- Opening, closing, transfer, inspection, or response target: _____
- Fire, occupancy, life-safety, accessibility, insurance, or local security requirement reviewed: __
- Restaurant-specific route, access level, custody, or exception steps: _____
- _____

TRAINING SIGN-OFF:

Employee Name	_____
Trainer / Manager	_____
Training Date	_____
Training Verification	☐ Not Ready ☐ Retrain ☐ Approved

REVISION NOTE: Record future changes in the restaurant master SOP index and retrain affected employees when the approved process changes.

172. FOH Closing SOP

SOP ID	V1-172	**VERSION**	1.0
EFFECTIVE DATE	_____	**OWNER**	_____
APPROVED BY	_____	**NEXT REVIEW**	_____

PURPOSE: To close front-of-house areas by completing guest service, cash and key custody, cleaning, restocking, security, and next-shift preparation.

APPLIES TO: Assigned closing employees, trainers, shift leads, and managers.

RESPONSIBILITY: Assigned employees complete closing work. The manager verifies sanitation, cash, security, and unresolved conditions before release.

WHEN USED: After active service ends and before employees are released or the building is secured.

REQUIRED MATERIALS / INFORMATION:

- Current closing checklist
- Approved cleaning and sanitizing supplies
- Storage, waste, and security controls
- Active guest, order, or transaction status
- Manager sign-off

CRITICAL STANDARDS:

- All guests, transactions, product, cash, equipment, and records are resolved or transferred.
- Cleaning, storage, waste, and security follow approved standards.
- Damage, shortages, incidents, and unfinished work are documented.
- The employee leaves only after management verifies the closing assignment.

PROCEDURE:

1. Review the current FOH closing checklist and confirm management has approved the start of closing work.
2. Identify active guests, orders, checks, cash, controlled product, and duties that must remain available.
3. Gather approved cleaning, storage, waste, and security supplies without obstructing operating areas.
4. Inspect entrances, exterior approach, lobby, dining, restrooms, bar, patio, pickup, and service stations.
5. Activate or secure lighting, climate, music, POS, phones, reservations, payment, cash, menus, alcohol access, and devices.
6. Verify or complete tables, supplies, cleaning, accessibility routes, staffing, active checks, and department assignments.
7. Correct hazards and shortages, complete sign-offs, and obtain manager authorization to open or proceed to lock-up.
8. Report breakage, shortage, maintenance, safety, cash, or guest issues and assign unresolved follow-up.
9. Complete the final checklist and walk the area with the manager or designated verifier.
10. Sign off only after work is accepted and remaining responsibility is formally transferred.

172. FOH Closing SOP - VERIFICATION & CUSTOMIZATION

MANAGER VERIFICATION:

☐ The assigned keyholder confirms authority, people, access devices, security contacts, and unresolved conditions before FOH closing.

☐ Inspect entrances, exterior approach, lobby, dining, restrooms, bar, patio, pickup, and service stations.

☐ Activate or secure lighting, climate, music, POS, phones, reservations, payment, cash, menus, alcohol access, and devices.

☐ Verify or complete tables, supplies, cleaning, accessibility routes, staffing, active checks, and department assignments.

☐ Correct hazards and shortages, complete sign-offs, and obtain manager authorization to open or proceed to lock-up.

☐ Complete the final checklist and walk the area with the manager or designated verifier.

COMMON MISTAKES TO AVOID:

- Starting FOH closing while guests, checks, orders, or required service functions are still active.
- Mixing cleaning, product storage, cash, waste, and security work without the approved sequence.
- Leaving shortages, damage, maintenance, or safety concerns undocumented.
- Releasing keys, cash, product, or records without confirmed custody.
- Leaving before the manager accepts the closing assignment.

RESTAURANT-SPECIFIC CUSTOMIZATION:

- Opening, closing, key, alarm, access, or building-security checklist: _____
- Lock, key, code, alarm, camera, utility, or communication system: _____
- Keyholder, owner, alarm company, security, or emergency contact: _____
- Opening, closing, transfer, inspection, or response target: _____
- Fire, occupancy, life-safety, accessibility, insurance, or local security requirement reviewed: __
- Restaurant-specific route, access level, custody, or exception steps: _____
- _____

TRAINING SIGN-OFF:

Employee Name	_____
Trainer / Manager	_____
Training Date	_____
Training Verification	☐ Not Ready ☐ Retrain ☐ Approved

REVISION NOTE: Record future changes in the restaurant master SOP index and retrain affected employees when the approved process changes.

173. End-of-Night Building Check SOP

SOP ID	V1-173	**VERSION**	1.0
EFFECTIVE DATE	_____	**OWNER**	_____
APPROVED BY	_____	**NEXT REVIEW**	_____

PURPOSE: To verify at the end of night that all people have exited, hazards are controlled, utilities and equipment are secure, and required records are complete.

APPLIES TO: Authorized managers, keyholders, security employees, and designated leaders.

RESPONSIBILITY: The authorized manager completes the security sequence, controls credentials, and transfers unresolved risk to the proper contact.

WHEN USED: After active service ends and before employees are released or the building is secured.

REQUIRED MATERIALS / INFORMATION:

- Building security checklist
- Authorized keys, cards, codes, or alarm access
- Employee and visitor accountability
- Emergency and alarm contacts
- Security or access log

CRITICAL STANDARDS:

- Only authorized employees use keys, codes, locks, and alarm systems.
- People are accounted for before final locking, arming, or access transfer.
- Unresolved doors, alarms, utilities, hazards, or access losses are not ignored.
- Final checks, custody changes, and exceptions are documented.

PROCEDURE:

1. Confirm authorization and obtain the checklist, keys, access devices, contacts, and accountability information for end-of-night building check.
2. Account for employees, guests, contractors, active transactions, and conditions that prevent secure closure or access control.
3. Use the approved route and sequence; do not enter or remain in an area that appears unsafe or unlawfully accessed.
4. Inspect dining, bar, kitchen, restrooms, office, storage, coolers, exterior, and hidden areas by the approved route.
5. Confirm no guest, employee, contractor, open flame, active cooking, leak, unsecured chemical, or immediate hazard remains.
6. Check refrigeration, ventilation, doors, windows, gates, cash storage, keys, and systems that must remain on or off.
7. Document unresolved conditions and do not leave until responsibility is transferred.
8. Stop and contact management, alarm company, security, or emergency services when a condition cannot be resolved.
9. Verify locks, alarms, keys, utilities, access, and final custody through physical or system confirmation.
10. Record time, employee, credential, result, and exception before departure or transfer.

173. End-of-Night Building Check SOP - VERIFICATION & CUSTOMIZATION

MANAGER VERIFICATION:

☐ The assigned keyholder confirms authority, people, access devices, security contacts, and unresolved conditions before end-of-night building check.

☐ Inspect dining, bar, kitchen, restrooms, office, storage, coolers, exterior, and hidden areas by the approved route.

☐ Confirm no guest, employee, contractor, open flame, active cooking, leak, unsecured chemical, or immediate hazard remains.

☐ Check refrigeration, ventilation, doors, windows, gates, cash storage, keys, and systems that must remain on or off.

☐ Document unresolved conditions and do not leave until responsibility is transferred.

☐ Verify locks, alarms, keys, utilities, access, and final custody through physical or system confirmation.

COMMON MISTAKES TO AVOID:

- Beginning end-of-night building check without authorization, accountability, required contacts, and the current security checklist.
- Sharing keys, codes, cards, or access information or leaving credentials unsecured.
- Locking, arming, or leaving without accounting for people and unresolved building conditions.
- Ignoring an alarm fault, lost credential, unsafe entry condition, or incomplete custody transfer.
- Failing to record time, employee, credential, result, exception, and final responsibility.

RESTAURANT-SPECIFIC CUSTOMIZATION:

- Opening, closing, key, alarm, access, or building-security checklist: _____
- Lock, key, code, alarm, camera, utility, or communication system: _____
- Keyholder, owner, alarm company, security, or emergency contact: _____
- Opening, closing, transfer, inspection, or response target: _____
- Fire, occupancy, life-safety, accessibility, insurance, or local security requirement reviewed: __
- Restaurant-specific route, access level, custody, or exception steps: _____
- _____

TRAINING SIGN-OFF:

Employee Name	_____
Trainer / Manager	_____
Training Date	_____
Training Verification	☐ Not Ready ☐ Retrain ☐ Approved

REVISION NOTE: Record future changes in the restaurant master SOP index and retrain affected employees when the approved process changes.

174. Alarm and Lock-Up SOP

SOP ID	V1-174	**VERSION**	1.0
EFFECTIVE DATE	_____	**OWNER**	_____
APPROVED BY	_____	**NEXT REVIEW**	_____

PURPOSE: To arm alarms and lock the building only after completing the approved final check, confirming authorized occupants, and documenting exceptions.

APPLIES TO: Authorized managers, keyholders, security employees, and designated leaders.

RESPONSIBILITY: The authorized manager completes the security sequence, controls credentials, and transfers unresolved risk to the proper contact.

WHEN USED: After active service ends and before employees are released or the building is secured.

REQUIRED MATERIALS / INFORMATION:

- Building security checklist
- Authorized keys, cards, codes, or alarm access
- Employee and visitor accountability
- Emergency and alarm contacts
- Security or access log

CRITICAL STANDARDS:

- Only authorized employees use keys, codes, locks, and alarm systems.
- People are accounted for before final locking, arming, or access transfer.
- Unresolved doors, alarms, utilities, hazards, or access losses are not ignored.
- Final checks, custody changes, and exceptions are documented.

PROCEDURE:

1. Confirm authorization and obtain the checklist, keys, access devices, contacts, and accountability information for alarm and lock-up.
2. Account for employees, guests, contractors, active transactions, and conditions that prevent secure closure or access control.
3. Use the approved route and sequence; do not enter or remain in an area that appears unsafe or unlawfully accessed.
4. Confirm the building check is complete and account for employees, guests, contractors, and authorized vehicles.
5. Lock interior controlled areas and exterior doors in the approved sequence while maintaining a safe final exit.
6. Arm the alarm with individual authorization and verify acceptance, zone status, and error messages.
7. Confirm final doors, record departure, and contact the alarm company or manager for unresolved faults.
8. Stop and contact management, alarm company, security, or emergency services when a condition cannot be resolved.
9. Verify locks, alarms, keys, utilities, access, and final custody through physical or system confirmation.
10. Record time, employee, credential, result, and exception before departure or transfer.

174. Alarm and Lock-Up SOP - VERIFICATION & CUSTOMIZATION

MANAGER VERIFICATION:

☐ The assigned keyholder confirms authority, people, access devices, security contacts, and unresolved conditions before alarm and lock-up.

☐ Confirm the building check is complete and account for employees, guests, contractors, and authorized vehicles.

☐ Lock interior controlled areas and exterior doors in the approved sequence while maintaining a safe final exit.

☐ Arm the alarm with individual authorization and verify acceptance, zone status, and error messages.

☐ Confirm final doors, record departure, and contact the alarm company or manager for unresolved faults.

☐ Verify locks, alarms, keys, utilities, access, and final custody through physical or system confirmation.

COMMON MISTAKES TO AVOID:

• Beginning alarm and lock-up without authorization, accountability, required contacts, and the current security checklist.

• Sharing keys, codes, cards, or access information or leaving credentials unsecured.

• Locking, arming, or leaving without accounting for people and unresolved building conditions.

• Ignoring an alarm fault, lost credential, unsafe entry condition, or incomplete custody transfer.

• Failing to record time, employee, credential, result, exception, and final responsibility.

RESTAURANT-SPECIFIC CUSTOMIZATION:

• Opening, closing, key, alarm, access, or building-security checklist: _____

• Lock, key, code, alarm, camera, utility, or communication system: _____

• Keyholder, owner, alarm company, security, or emergency contact: _____

• Opening, closing, transfer, inspection, or response target: _____

• Fire, occupancy, life-safety, accessibility, insurance, or local security requirement reviewed: __

• Restaurant-specific route, access level, custody, or exception steps: _____

• _____

TRAINING SIGN-OFF:

Employee Name	_____
Trainer / Manager	_____
Training Date	_____
Training Verification	☐ Not Ready ☐ Retrain ☐ Approved

REVISION NOTE: Record future changes in the restaurant master SOP index and retrain affected employees when the approved process changes.

175. Key Control and Access Log SOP

SOP ID	V1-175	**VERSION**	1.0
EFFECTIVE DATE	_____	**OWNER**	_____
APPROVED BY	_____	**NEXT REVIEW**	_____

PURPOSE: To control keys and access credentials through authorized issue, secure custody, return tracking, loss response, and manager review.

APPLIES TO: Authorized managers, keyholders, security employees, and designated leaders.

RESPONSIBILITY: The authorized manager completes the security sequence, controls credentials, and transfers unresolved risk to the proper contact.

WHEN USED: Whenever key control and access log is required during opening, service, shift transition, or closing.

REQUIRED MATERIALS / INFORMATION:

- Building security checklist
- Authorized keys, cards, codes, or alarm access
- Employee and visitor accountability
- Emergency and alarm contacts
- Security or access log

CRITICAL STANDARDS:

- Only authorized employees use keys, codes, locks, and alarm systems.
- People are accounted for before final locking, arming, or access transfer.
- Unresolved doors, alarms, utilities, hazards, or access losses are not ignored.
- Final checks, custody changes, and exceptions are documented.

PROCEDURE:

1. Confirm authorization and obtain the checklist, keys, access devices, contacts, and accountability information for key control and access log.
2. Account for employees, guests, contractors, active transactions, and conditions that prevent secure closure or access control.
3. Use the approved route and sequence; do not enter or remain in an area that appears unsafe or unlawfully accessed.
4. Issue access only with authorization and record person, credential identifier, access level, date, and purpose.
5. Prohibit copying, sharing, address-labeling, or unsecured storage of credentials.
6. Record temporary transfers and require return at role change, suspension, termination, or end of use.
7. Report loss or compromise, deactivate or change access, and complete periodic inventory.
8. Stop and contact management, alarm company, security, or emergency services when a condition cannot be resolved.
9. Verify locks, alarms, keys, utilities, access, and final custody through physical or system confirmation.
10. Record time, employee, credential, result, and exception before departure or transfer.

175. Key Control and Access Log SOP - VERIFICATION & CUSTOMIZATION

MANAGER VERIFICATION:

☐ The assigned keyholder confirms authority, people, access devices, security contacts, and unresolved conditions before key control and access log.
☐ Issue access only with authorization and record person, credential identifier, access level, date, and purpose.
☐ Prohibit copying, sharing, address-labeling, or unsecured storage of credentials.
☐ Record temporary transfers and require return at role change, suspension, termination, or end of use.
☐ Report loss or compromise, deactivate or change access, and complete periodic inventory.
☐ Verify locks, alarms, keys, utilities, access, and final custody through physical or system confirmation.

COMMON MISTAKES TO AVOID:

- Beginning key control and access log without authorization, accountability, required contacts, and the current security checklist.
- Sharing keys, codes, cards, or access information or leaving credentials unsecured.
- Locking, arming, or leaving without accounting for people and unresolved building conditions.
- Ignoring an alarm fault, lost credential, unsafe entry condition, or incomplete custody transfer.
- Failing to record time, employee, credential, result, exception, and final responsibility.

RESTAURANT-SPECIFIC CUSTOMIZATION:

- Opening, closing, key, alarm, access, or building-security checklist: _____
- Lock, key, code, alarm, camera, utility, or communication system: _____
- Keyholder, owner, alarm company, security, or emergency contact: _____
- Opening, closing, transfer, inspection, or response target: _____
- Fire, occupancy, life-safety, accessibility, insurance, or local security requirement reviewed: __
- Restaurant-specific route, access level, custody, or exception steps: _____
- _____

TRAINING SIGN-OFF:

Employee Name	_____
Trainer / Manager	_____
Training Date	_____
Training Verification	☐ Not Ready ☐ Retrain ☐ Approved

REVISION NOTE: Record future changes in the restaurant master SOP index and retrain affected employees when the approved process changes.

OPERATIONAL GLOSSARY

Use these definitions as practical operating language for this SOP Library. They explain how the terms are used inside The Gravity System; they do not replace applicable law, code, manufacturer instructions, professional advice, or the restaurant's approved policies.

Approved Version - The current SOP version authorized for training and use. Superseded versions should be removed from active use or clearly marked as retired.

Comp - A manager-authorized reduction or removal of a charge according to restaurant policy. The reason and approval should be recorded when required.

Controlled Record - An operational record that should be completed accurately, stored securely, and retained according to restaurant policy and applicable requirements.

Corrective Action - A documented response used to correct a failure, assign responsibility, reduce repeat risk, and verify that the required follow-up was completed.

Critical Standards - The non-negotiable conditions that define safe, accurate, compliant, or acceptable performance for the procedure.

Effective Date - The date an approved SOP becomes the restaurant's active operating standard.

Escalation Authority - The manager, owner, person in charge, or other authorized role that must make a decision when the employee cannot safely or properly resolve an exception.

Exception - A condition that falls outside the approved procedure or limit and requires documentation, correction, or management review.

Guest Recovery - An approved response used to address a service failure, protect the guest relationship, and document any manager decision or follow-up that is required.

Manager Verification - Documented confirmation that the employee or process met the required standard during actual operations, not only during explanation or classroom training.

Next Review Date - The scheduled date for management to confirm that the SOP is still accurate, usable, and consistent with current operations and requirements.

Nonretaliation - The requirement that good-faith reporting or participation in an authorized review not be punished or discouraged. Protected or formal matters should be routed to authorized leadership.

OPERATIONAL GLOSSARY - CONTINUED

Owner / SOP Owner - The person or role responsible for maintaining the SOP, routing revisions, and making sure the current approved version remains available.

POS - Point-of-sale system used to enter orders, process payments, apply approved discounts or comps, and produce transaction records.

Restaurant-Specific Customization - The fields that must be completed so a model SOP matches the restaurant's actual equipment, policies, layout, authority, limits, records, and local requirements.

Revision Note - A reminder to record material changes in the restaurant master SOP index and retrain affected employees when the approved process changes.

Service Recovery Authorization - The level of authority a manager or employee has to correct a guest problem, issue an approved recovery, or escalate the decision.

Shift Handoff - A structured transfer of current conditions, unresolved issues, responsibilities, and required follow-up from one employee or manager to the next.

SOP ID - The unique identification code assigned to a procedure so the restaurant can control versions, training, approvals, and records without relying only on the title.

Training Sign-Off - The record showing who was trained, who trained or verified the employee, and when the training occurred.

Training Verification - The internal readiness result used in this library: Not Ready, Retrain, or Approved. It confirms restaurant training status only and is not a professional credential.

Version - The identifier used to distinguish the current approved SOP from earlier or later revisions.

Void - The approved cancellation of an item or transaction entry according to restaurant policy, with the required reason and manager authorization recorded.