THE GRAVITY SYSTEM

THE GRAVITY RESTAURANT SOP LIBRARY

VOLUME 2

KITCHEN, SAFETY & FACILITY SOPs

175 Ready-to-Customize Standard Operating Procedures for Receiving, Prep, Cook Line, Food Safety, Dish, Cleaning, Equipment, Facility, and Emergency Operations

FINAL VERIFIED INTERIOR

THOMAS BUTLER

PUBLISHED BY THOMAS MONROE BOOKS

COPYRIGHT & INTERNAL-USE LICENSE

ELITE EDITION: All 175 Volume 2 SOPs have been reviewed for operational specificity, manager verification, high-risk response controls, customization control, cross-volume fit, and production consistency.

Copyright © 2026 Thomas Butler. All rights reserved.

Published by Thomas Monroe Books.

The Gravity Restaurant SOP Library is part of The Gravity Standards Library within The Gravity System. Thomas Monroe Books is the publisher.

The original purchaser may reproduce, adapt, post, and use the SOP pages in this book for internal training and operational use at one restaurant location. This limited license does not permit resale, public distribution, commercial duplication, posting the complete book online, or sharing the files with unrelated businesses.

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.

CONTENTS

PART 1: RECEIVING, STORAGE & INVENTORY

1. Delivery Receiving SOP
2. Delivery Temperature Verification SOP
3. Product Quantity and Quality Check SOP
4. Invoice and Purchase Order Verification SOP
5. Rejected Delivery SOP
6. Damaged Product Documentation SOP
7. Allergen-Sensitive Product Receiving SOP
8. Food Storage Hierarchy SOP
9. Walk-In Cooler Organization SOP
10. Walk-In Freezer Organization SOP
11. Dry Storage Organization SOP
12. Chemical Storage SOP
13. Labeling and Dating SOP
14. FIFO Rotation SOP
15. Open Product Storage SOP
16. Prepared Food Storage SOP
17. Raw Protein Storage SOP
18. Inventory Count SOP
19. High-Cost Item Control SOP
20. Product Recall Response SOP

PART 2: PREP & PRODUCTION

21. Prep Area Opening SOP
22. Prep List Completion SOP
23. Production Forecast Review SOP
24. Produce Washing and Prep SOP
25. Protein Prep SOP
26. Seafood Prep SOP
27. Poultry Prep SOP
28. Meat Prep SOP
29. Sauce and Dressing Prep SOP
30. Soup Prep SOP
31. Batch Cooking SOP
32. Portioning SOP
33. Portion Control SOP
34. Recipe Scaling SOP
35. Recipe Card Use SOP
36. Prep Labeling SOP
37. Cooling Prepared Food for Storage SOP
38. Thawing Food SOP
39. Marinating Food SOP
40. Cross-Contamination Prevention During Prep SOP
41. Allergen-Sensitive Prep SOP
42. Prep Waste Tracking SOP
43. Prep Restocking SOP
44. Prep Area Cleaning SOP
45. Prep Area Closing SOP

PART 3: COOK LINE & RECIPE EXECUTION

46. Cook Line Opening SOP

47. Station Setup SOP
48. Ticket Reading SOP
49. Order Firing SOP

50. Recipe Execution SOP

51. Cooking Temperature Verification SOP
52. Food Quality Check SOP
53. Plate Presentation SOP
54. Portion Control on the Line SOP
55. Allergy Order SOP
56. Special Request Order SOP
57. Rush Communication SOP
58. Expo Communication SOP
59. Cook Line Restocking SOP
60. Hot Holding SOP
61. Cold Holding SOP
62. Fryer Operation SOP
63. Grill Operation SOP
64. Saute Station Operation SOP
65. Broiler Operation SOP
66. Oven Operation SOP
67. Pizza Station Operation SOP
68. Sandwich or Pantry Station Operation SOP
69. Cook Line Cleaning SOP
70. Cook Line Closing SOP

PART 4: FOOD SAFETY & ALLERGEN CONTROL

71. Handwashing SOP
72. Glove Use SOP
73. Bare-Hand Contact Prevention SOP
74. Personal Hygiene SOP
75. Ill Employee Reporting SOP
76. Employee Health Exclusion SOP
77. Sanitizer Bucket SOP
78. Three-Compartment Sink SOP
79. Food Contact Surface Sanitizing SOP
80. Food Temperature Check SOP
81. Thermometer Calibration SOP
82. Cooling Food SOP
83. Reheating Food SOP
84. Ready-to-Eat Food Handling SOP
85. Time as a Public Health Control SOP
86. Hot Holding Monitoring SOP
87. Cold Holding Monitoring SOP
88. Allergen Communication SOP
89. Allergen Order Preparation SOP
90. Cross-Contact Prevention SOP
91. Foodborne Illness Complaint SOP
92. Contaminated Food Disposal SOP
93. Pest Evidence Reporting SOP
94. Boil Water Notice SOP

95. Health Department Inspection Response SOP

PART 5: DISH & UTENSIL OPERATIONS

96. Dish Pit Opening SOP
97. Dirty Dish Sorting SOP
98. Pre-Scraping and Soaking SOP
99. Dish Machine Operation SOP
100. Three-Compartment Sink Warewashing SOP
101. Pot and Pan Washing SOP
102. Silverware Washing and Polishing SOP
103. Glassware Washing and Inspection SOP
104. Dish Rack Loading SOP
105. Clean Dish Air-Drying SOP
106. Clean Dish Storage SOP
107. Trash Removal from Dish Area SOP
108. Dish Machine Chemical Check SOP
109. Dish Pit Cleaning SOP
110. Dish Pit Closing SOP

PART 6: CLEANING & SANITATION

111. Master Cleaning Schedule SOP
112. Dining Room Cleaning SOP
113. Kitchen Floor Cleaning SOP
114. Restroom Check SOP

115. Restroom Deep Cleaning SOP

116. Bar Area Deep Cleaning SOP
117. Host Stand Cleaning SOP
118. Server Station Cleaning SOP
119. Walk-In Cooler Cleaning SOP
120. Walk-In Freezer Cleaning SOP
121. Dry Storage Cleaning SOP
122. Trash Area Cleaning SOP
123. Grease Area Cleaning SOP
124. Mop Sink and Janitorial Area Cleaning SOP
125. High-Touch Surface Disinfection SOP
126. Broken Glass Cleanup SOP
127. Spill Cleanup SOP
128. Bodily Fluid Cleanup SOP
129. Chemical Safety SOP
130. Chemical Spill Response SOP

PART 7: EQUIPMENT & PREVENTIVE MAINTENANCE

131. Equipment Opening Inspection SOP
132. Equipment Shutdown SOP
133. Fryer Filtering and Cleaning SOP
134. Flat-Top Cleaning SOP

135. Grill Cleaning SOP

136. Oven Cleaning SOP
137. Ice Machine Cleaning SOP
138. Refrigeration Temperature Review SOP

139. Refrigeration Failure SOP
140. Dishwasher Machine Failure SOP
141. Equipment Failure SOP
142. Preventive Maintenance Log SOP
143. Smallwares Inspection SOP
144. Knife Safety and Storage SOP
145. Unsafe Equipment Lockout and Manager Escalation SOP
PART 8: FACILITY, WASTE & PEST CONTROL
146. Building Exterior Walkthrough SOP
147. Parking Lot and Entry Safety SOP
148. Patio Opening and Closing SOP
149. Restroom Supply Control SOP
150. Lighting and Signage Check SOP
151. HVAC Comfort and Ventilation Check SOP
152. Plumbing Leak Response SOP
153. Flooding and Plumbing Backup SOP
154. Waste Separation SOP

155. Cardboard Breakdown and Recycling SOP

156. Used Oil Handling SOP
157. Dumpster and Trash Area Control SOP
158. Pest Prevention SOP
159. Pest Sighting Documentation SOP
160. Vendor and Contractor Access SOP
PART 9: EMPLOYEE & GUEST SAFETY / EMERGENCY RESPONSE
161. Employee Injury SOP
162. Guest Injury SOP
163. Choking Emergency SOP
164. Fire SOP
165. Gas Leak SOP
166. Power Outage SOP
167. Tornado and Severe Weather SOP
168. Active Threat or Violent Guest SOP
169. Robbery SOP

170. Missing Child or Lost Child SOP

PART 10: BUSINESS CONTINUITY & CRISIS RECOVERY
171. Water Outage SOP
172. Internet Down SOP
173. Kitchen Display System Down SOP
174. Emergency Closure and Reopening SOP
175. End-of-Incident Documentation and Recovery Review SOP

OPERATIONAL GLOSSARY

PART 1

RECEIVING, STORAGE & INVENTORY

20 ready-to-customize SOPs

These SOPs control receiving, temperature and quality checks, storage, dating, rotation, counts, high-cost products, and recall response.

1. Delivery Receiving SOP

SOP ID	V2-001	**VERSION**	1.0
EFFECTIVE DATE	_____	**OWNER**	_____
APPROVED BY	_____	**NEXT REVIEW**	_____

PURPOSE: To accept, reject, document, and route incoming product only after the required source, condition, quantity, temperature, allergen, and invoice controls for delivery receiving are verified.

APPLIES TO: Receiving employees, stock employees, kitchen leads, managers, and approved vendors.

RESPONSIBILITY: The receiver performs and records checks. The manager authorizes rejection, correction, storage exceptions, and vendor follow-up.

WHEN USED: During each delivery, storage transfer, inventory count, or product-control review covered by this SOP.

REQUIRED MATERIALS / INFORMATION:

- Approved order, invoice, or purchase record
- Calibrated thermometer and sanitizing supplies
- Receiving inspection and rejection record
- Labels, date marks, and storage equipment
- Manager and vendor contact information

CRITICAL STANDARDS:

- Only approved products from approved sources are accepted.
- Food is protected from contamination and moved promptly to approved storage.
- Quantity, condition, temperature, date, and invoice exceptions are recorded before acceptance.
- Management authorizes rejected, substituted, damaged, recalled, or questionable product.

PROCEDURE:

1. Review the approved order, vendor, schedule, limits, storage plan, and prior manager notes.
2. Prepare a clean receiving area and gather calibrated tools, records, labels, and required PPE.
3. Confirm responsibility and keep delivery product separated from food preparation and guest traffic.
4. Match the delivery to the approved vendor, schedule, purchase record, and receiving location.
5. Inspect the vehicle, seals, packaging, dates, cleanliness, and evidence of contamination or pests.
6. Separate accepted, held, and rejected items and obtain vendor acknowledgment of exceptions.
7. Sign only after quantities, condition, temperatures, and disposition are accurately recorded.
8. Move accepted food promptly to approved storage and maintain cold, frozen, dry, and allergen controls.
9. Record rejected, held, substituted, damaged, short, or credited product and obtain required signatures.
10. Clean the receiving area and submit records, photos, and unresolved issues to management.

1. Delivery Receiving SOP - VERIFICATION & CUSTOMIZATION

MANAGER VERIFICATION:

☐ The employee can identify the product, approved source, required limit, record, and rejection or escalation authority for delivery receiving.
☐ Prepare a clean receiving area and gather calibrated tools, records, labels, and required PPE.
☐ Match the delivery to the approved vendor, schedule, purchase record, and receiving location.
☐ Separate accepted, held, and rejected items and obtain vendor acknowledgment of exceptions.
☐ Move accepted food promptly to approved storage and maintain cold, frozen, dry, and allergen controls.
☐ Clean the receiving area and submit records, photos, and unresolved issues to management.

COMMON MISTAKES TO AVOID:

• Starting delivery receiving before the approved source, order, product, tools, and receiving area are confirmed.
• Accepting or storing product before quantity, condition, temperature, date, and label checks are complete.
• Allowing questionable or rejected product to mix with accepted inventory.
• Recording exceptions after the driver leaves instead of at the point of receiving.
• Failing to obtain manager disposition and preserve the invoice, credit, and traceability record.

RESTAURANT-SPECIFIC CUSTOMIZATION:

• Approved vendor, source, order, invoice, or recall system: _____
• Product temperature, condition, quantity, date, or quality limit: _____
• Storage location, hierarchy, label, rotation, or restricted-access control: _____
• Rejection, hold, disposal, recount, or manager-approval authority: _____
• Local food code, allergen, traceability, chemical, or recall requirement reviewed: _____
• Restaurant-specific receiving, inventory, or high-cost product 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.

2. Delivery Temperature Verification SOP

SOP ID	V2-002	**VERSION**	1.0
EFFECTIVE DATE	_____	**OWNER**	_____
APPROVED BY	_____	**NEXT REVIEW**	_____

PURPOSE: To verify delivery temperatures with a clean, calibrated thermometer and reject, hold, or escalate product that does not meet approved limits.

APPLIES TO: Trained food employees, kitchen leads, managers, and designated food-safety leaders.

RESPONSIBILITY: The employee follows the approved high-risk control. Management verifies limits, disposition, records, and required regulatory contact.

WHEN USED: Whenever the named high-risk process is performed or a required limit, control, or record is uncertain or missed.

REQUIRED MATERIALS / INFORMATION:

- Current regulatory and restaurant standard
- Calibrated thermometer, timer, or approved test device
- Protected containers, labels, PPE, and sanitizer
- Corrective-action and food-disposition record
- Manager and regulatory contact information

CRITICAL STANDARDS:

- The current approved regulatory and restaurant limit controls the process.
- Questionable food is isolated and not served until management determines disposition.
- Corrective action and disposition are recorded at the time of the event.
- Management contacts the proper authority when required by law, permit, policy, or incident severity.

PROCEDURE:

1. Notify the manager or designated food-safety leader before proceeding with an uncertain high-risk condition.
2. Identify the product, lot, time, temperature, exposure, and applicable approved limit.
3. Isolate affected food and prevent sale, use, movement, or disposal until authorized.
4. Select representative products and sanitize the calibrated probe between products.
5. Measure in the approved location without damaging packaging or contaminating food.
6. Compare results to the current approved receiving limits for each food type.
7. Reject or hold product outside limits and record product, lot, temperature, time, and manager decision.
8. Management determines approved correction, discard, closure, or authority notification.
9. Record all measurements, time, product, quantity, disposition, decision, and responsible people.
10. Verify the affected process is safe before resuming production or service.

2. Delivery Temperature Verification SOP - VERIFICATION & CUSTOMIZATION

MANAGER VERIFICATION:

☐ The employee can identify the product, approved source, required limit, record, and rejection or escalation authority for delivery temperature verification.
☐ Identify the product, lot, time, temperature, exposure, and applicable approved limit.
☐ Select representative products and sanitize the calibrated probe between products.
☐ Compare results to the current approved receiving limits for each food type.
☐ Management determines approved correction, discard, closure, or authority notification.
☐ Verify the affected process is safe before resuming production or service.

COMMON MISTAKES TO AVOID:

• Checking delivery temperature verification with an unclean, uncalibrated, or inappropriate thermometer.
• Measuring only the equipment display, container surface, or an unrepresentative location.
• Delaying the reading or recording a rounded, estimated, or backfilled result.
• Keeping product in service when the required limit or time history is uncertain.
• Failing to document corrective action, product disposition, and manager verification.

RESTAURANT-SPECIFIC CUSTOMIZATION:

• Approved vendor, source, order, invoice, or recall system: _____
• Product temperature, condition, quantity, date, or quality limit: _____
• Storage location, hierarchy, label, rotation, or restricted-access control: _____
• Rejection, hold, disposal, recount, or manager-approval authority: _____
• Local food code, allergen, traceability, chemical, or recall requirement reviewed: _____
• Restaurant-specific receiving, inventory, or high-cost product 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.

3. Product Quantity and Quality Check SOP

SOP ID	V2-003	**VERSION**	1.0
EFFECTIVE DATE	_____	**OWNER**	_____
APPROVED BY	_____	**NEXT REVIEW**	_____

PURPOSE: To accept, reject, document, and route incoming product only after the required source, condition, quantity, temperature, allergen, and invoice controls for product quantity and quality check are verified.

APPLIES TO: Receiving employees, stock employees, kitchen leads, managers, and approved vendors.

RESPONSIBILITY: The receiver performs and records checks. The manager authorizes rejection, correction, storage exceptions, and vendor follow-up.

WHEN USED: During each delivery, storage transfer, inventory count, or product-control review covered by this SOP.

REQUIRED MATERIALS / INFORMATION:

- Approved order, invoice, or purchase record
- Calibrated thermometer and sanitizing supplies
- Receiving inspection and rejection record
- Labels, date marks, and storage equipment
- Manager and vendor contact information

CRITICAL STANDARDS:

- Only approved products from approved sources are accepted.
- Food is protected from contamination and moved promptly to approved storage.
- Quantity, condition, temperature, date, and invoice exceptions are recorded before acceptance.
- Management authorizes rejected, substituted, damaged, recalled, or questionable product.

PROCEDURE:

1. Review the approved order, vendor, schedule, limits, storage plan, and prior manager notes.
2. Prepare a clean receiving area and gather calibrated tools, records, labels, and required PPE.
3. Confirm responsibility and keep delivery product separated from food preparation and guest traffic.
4. Count cases, units, weights, sizes, brands, grades, and substitutions against the order.
5. Inspect freshness, color, odor, texture, packaging, dates, and usable yield.
6. Separate shortages, overages, substitutions, and quality failures before product enters storage.
7. Record the accepted quantity and obtain manager approval for material differences.
8. Move accepted food promptly to approved storage and maintain cold, frozen, dry, and allergen controls.
9. Record rejected, held, substituted, damaged, short, or credited product and obtain required signatures.
10. Clean the receiving area and submit records, photos, and unresolved issues to management.

3. Product Quantity and Quality Check SOP - VERIFICATION & CUSTOMIZATION

MANAGER VERIFICATION:

☐ The employee can identify the product, approved source, required limit, record, and rejection or escalation authority for product quantity and quality check.
☐ Prepare a clean receiving area and gather calibrated tools, records, labels, and required PPE.
☐ Count cases, units, weights, sizes, brands, grades, and substitutions against the order.
☐ Separate shortages, overages, substitutions, and quality failures before product enters storage.
☐ Move accepted food promptly to approved storage and maintain cold, frozen, dry, and allergen controls.
☐ Clean the receiving area and submit records, photos, and unresolved issues to management.

COMMON MISTAKES TO AVOID:

- Starting product quantity and quality check before the approved source, order, product, tools, and receiving area are confirmed.
- Accepting or storing product before quantity, condition, temperature, date, and label checks are complete.
- Allowing questionable or rejected product to mix with accepted inventory.
- Recording exceptions after the driver leaves instead of at the point of receiving.
- Failing to obtain manager disposition and preserve the invoice, credit, and traceability record.

RESTAURANT-SPECIFIC CUSTOMIZATION:

- Approved vendor, source, order, invoice, or recall system: _____
- Product temperature, condition, quantity, date, or quality limit: _____
- Storage location, hierarchy, label, rotation, or restricted-access control: _____
- Rejection, hold, disposal, recount, or manager-approval authority: _____
- Local food code, allergen, traceability, chemical, or recall requirement reviewed: _____
- Restaurant-specific receiving, inventory, or high-cost product 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.

4. Invoice and Purchase Order Verification SOP

SOP ID	V2-004	**VERSION**	1.0
EFFECTIVE DATE	_____	**OWNER**	_____
APPROVED BY	_____	**NEXT REVIEW**	_____

PURPOSE: To accept, reject, document, and route incoming product only after the required source, condition, quantity, temperature, allergen, and invoice controls for invoice and purchase order verification are verified.

APPLIES TO: Receiving employees, stock employees, kitchen leads, managers, and approved vendors.

RESPONSIBILITY: The receiver performs and records checks. The manager authorizes rejection, correction, storage exceptions, and vendor follow-up.

WHEN USED: During each delivery, storage transfer, inventory count, or product-control review covered by this SOP.

REQUIRED MATERIALS / INFORMATION:

- Approved order, invoice, or purchase record
- Calibrated thermometer and sanitizing supplies
- Receiving inspection and rejection record
- Labels, date marks, and storage equipment
- Manager and vendor contact information

CRITICAL STANDARDS:

- Only approved products from approved sources are accepted.
- Food is protected from contamination and moved promptly to approved storage.
- Quantity, condition, temperature, date, and invoice exceptions are recorded before acceptance.
- Management authorizes rejected, substituted, damaged, recalled, or questionable product.

PROCEDURE:

1. Review the approved order, vendor, schedule, limits, storage plan, and prior manager notes.
2. Prepare a clean receiving area and gather calibrated tools, records, labels, and required PPE.
3. Confirm responsibility and keep delivery product separated from food preparation and guest traffic.
4. Match vendor, purchase order, invoice, item, unit, price, tax, fee, credit, and delivery date.
5. Mark shortages, substitutions, returns, damaged items, and agreed credits on all required copies.
6. Do not alter quantities or approve unauthorized prices to make records agree.
7. Route signed records and discrepancies to the designated manager or accounting process.
8. Move accepted food promptly to approved storage and maintain cold, frozen, dry, and allergen controls.
9. Record rejected, held, substituted, damaged, short, or credited product and obtain required signatures.
10. Clean the receiving area and submit records, photos, and unresolved issues to management.

4. Invoice and Purchase Order Verification SOP - VERIFICATION & CUSTOMIZATION

MANAGER VERIFICATION:

☐ The employee can identify the product, approved source, required limit, record, and rejection or escalation authority for invoice and purchase order verification.
☐ Prepare a clean receiving area and gather calibrated tools, records, labels, and required PPE.
☐ Match vendor, purchase order, invoice, item, unit, price, tax, fee, credit, and delivery date.
☐ Do not alter quantities or approve unauthorized prices to make records agree.
☐ Move accepted food promptly to approved storage and maintain cold, frozen, dry, and allergen controls.
☐ Clean the receiving area and submit records, photos, and unresolved issues to management.

COMMON MISTAKES TO AVOID:

• Signing the invoice before product, quantity, price, credit, and condition are verified.
• Ignoring substitutions, duplicate charges, missing credits, or unapproved fees.
• Changing the purchase record without preserving the original discrepancy.
• Allowing the driver to leave before rejected or shorted product is documented.
• Failing to route the final invoice and exception record to the responsible manager.

RESTAURANT-SPECIFIC CUSTOMIZATION:

• Approved vendor, source, order, invoice, or recall system: _____
• Product temperature, condition, quantity, date, or quality limit: _____
• Storage location, hierarchy, label, rotation, or restricted-access control: _____
• Rejection, hold, disposal, recount, or manager-approval authority: _____
• Local food code, allergen, traceability, chemical, or recall requirement reviewed: _____
• Restaurant-specific receiving, inventory, or high-cost product 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.

5. Rejected Delivery SOP

SOP ID	V2-005	**VERSION**	1.0
EFFECTIVE DATE	_____	**OWNER**	_____
APPROVED BY	_____	**NEXT REVIEW**	_____

PURPOSE: To accept, reject, document, and route incoming product only after the required source, condition, quantity, temperature, allergen, and invoice controls for rejected delivery are verified.

APPLIES TO: Receiving employees, stock employees, kitchen leads, managers, and approved vendors.

RESPONSIBILITY: The receiver performs and records checks. The manager authorizes rejection, correction, storage exceptions, and vendor follow-up.

WHEN USED: During each delivery, storage transfer, inventory count, or product-control review covered by this SOP.

REQUIRED MATERIALS / INFORMATION:

- Approved order, invoice, or purchase record
- Calibrated thermometer and sanitizing supplies
- Receiving inspection and rejection record
- Labels, date marks, and storage equipment
- Manager and vendor contact information

CRITICAL STANDARDS:

- Only approved products from approved sources are accepted.
- Food is protected from contamination and moved promptly to approved storage.
- Quantity, condition, temperature, date, and invoice exceptions are recorded before acceptance.
- Management authorizes rejected, substituted, damaged, recalled, or questionable product.

PROCEDURE:

1. Review the approved order, vendor, schedule, limits, storage plan, and prior manager notes.
2. Prepare a clean receiving area and gather calibrated tools, records, labels, and required PPE.
3. Confirm responsibility and keep delivery product separated from food preparation and guest traffic.
4. Identify the exact item, quantity, lot, reason, and evidence supporting rejection.
5. Keep rejected food separated from accepted product and prevent accidental storage or use.
6. Notify the vendor and manager, document credit or replacement terms, and obtain acknowledgment.
7. Release rejected product only through the approved return or disposal process.
8. Move accepted food promptly to approved storage and maintain cold, frozen, dry, and allergen controls.
9. Record rejected, held, substituted, damaged, short, or credited product and obtain required signatures.
10. Clean the receiving area and submit records, photos, and unresolved issues to management.

5. Rejected Delivery SOP - VERIFICATION & CUSTOMIZATION

MANAGER VERIFICATION:

☐ The employee can identify the product, approved source, required limit, record, and rejection or escalation authority for rejected delivery.
☐ Prepare a clean receiving area and gather calibrated tools, records, labels, and required PPE.
☐ Identify the exact item, quantity, lot, reason, and evidence supporting rejection.
☐ Notify the vendor and manager, document credit or replacement terms, and obtain acknowledgment.
☐ Move accepted food promptly to approved storage and maintain cold, frozen, dry, and allergen controls.
☐ Clean the receiving area and submit records, photos, and unresolved issues to management.

COMMON MISTAKES TO AVOID:

• Mixing rejected delivery items with accepted inventory or moving them into normal storage.
• Failing to mark, isolate, photograph, and document the exact reason for rejection or damage.
• Accepting a vendor promise instead of completing the approved credit or return record.
• Discarding product before manager and vendor disposition is confirmed.
• Failing to inspect nearby product for the same damage, contamination, or temperature problem.

RESTAURANT-SPECIFIC CUSTOMIZATION:

• Approved vendor, source, order, invoice, or recall system: _____
• Product temperature, condition, quantity, date, or quality limit: _____
• Storage location, hierarchy, label, rotation, or restricted-access control: _____
• Rejection, hold, disposal, recount, or manager-approval authority: _____
• Local food code, allergen, traceability, chemical, or recall requirement reviewed: _____
• Restaurant-specific receiving, inventory, or high-cost product 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.

6. Damaged Product Documentation SOP

SOP ID	V2-006	**VERSION**	1.0
EFFECTIVE DATE	_____	**OWNER**	_____
APPROVED BY	_____	**NEXT REVIEW**	_____

PURPOSE: To accept, reject, document, and route incoming product only after the required source, condition, quantity, temperature, allergen, and invoice controls for damaged product documentation are verified.

APPLIES TO: Receiving employees, stock employees, kitchen leads, managers, and approved vendors.

RESPONSIBILITY: The receiver performs and records checks. The manager authorizes rejection, correction, storage exceptions, and vendor follow-up.

WHEN USED: During each delivery, storage transfer, inventory count, or product-control review covered by this SOP.

REQUIRED MATERIALS / INFORMATION:

- Approved order, invoice, or purchase record
- Calibrated thermometer and sanitizing supplies
- Receiving inspection and rejection record
- Labels, date marks, and storage equipment
- Manager and vendor contact information

CRITICAL STANDARDS:

- Only approved products from approved sources are accepted.
- Food is protected from contamination and moved promptly to approved storage.
- Quantity, condition, temperature, date, and invoice exceptions are recorded before acceptance.
- Management authorizes rejected, substituted, damaged, recalled, or questionable product.

PROCEDURE:

1. Review the approved order, vendor, schedule, limits, storage plan, and prior manager notes.
2. Prepare a clean receiving area and gather calibrated tools, records, labels, and required PPE.
3. Confirm responsibility and keep delivery product separated from food preparation and guest traffic.
4. Photograph or otherwise document damage before moving product when safe.
5. Check whether leakage, temperature abuse, broken seals, or contamination affects nearby cases.
6. Hold affected product and record item, lot, quantity, condition, invoice, and vendor response.
7. Obtain manager disposition and complete credit, replacement, return, or disposal records.
8. Move accepted food promptly to approved storage and maintain cold, frozen, dry, and allergen controls.
9. Record rejected, held, substituted, damaged, short, or credited product and obtain required signatures.
10. Clean the receiving area and submit records, photos, and unresolved issues to management.

6. Damaged Product Documentation SOP - VERIFICATION & CUSTOMIZATION

MANAGER VERIFICATION:

☐ The employee can identify the product, approved source, required limit, record, and rejection or escalation authority for damaged product documentation.
☐ Prepare a clean receiving area and gather calibrated tools, records, labels, and required PPE.
☐ Photograph or otherwise document damage before moving product when safe.
☐ Hold affected product and record item, lot, quantity, condition, invoice, and vendor response.
☐ Move accepted food promptly to approved storage and maintain cold, frozen, dry, and allergen controls.
☐ Clean the receiving area and submit records, photos, and unresolved issues to management.

COMMON MISTAKES TO AVOID:

• Mixing damaged product documentation items with accepted inventory or moving them into normal storage.
• Failing to mark, isolate, photograph, and document the exact reason for rejection or damage.
• Accepting a vendor promise instead of completing the approved credit or return record.
• Discarding product before manager and vendor disposition is confirmed.
• Failing to inspect nearby product for the same damage, contamination, or temperature problem.

RESTAURANT-SPECIFIC CUSTOMIZATION:

• Approved vendor, source, order, invoice, or recall system: _____
• Product temperature, condition, quantity, date, or quality limit: _____
• Storage location, hierarchy, label, rotation, or restricted-access control: _____
• Rejection, hold, disposal, recount, or manager-approval authority: _____
• Local food code, allergen, traceability, chemical, or recall requirement reviewed: _____
• Restaurant-specific receiving, inventory, or high-cost product 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.

7. Allergen-Sensitive Product Receiving SOP

SOP ID	V2-007	**VERSION**	1.0
EFFECTIVE DATE	_____	**OWNER**	_____
APPROVED BY	_____	**NEXT REVIEW**	_____

PURPOSE: To accept, reject, document, and route incoming product only after the required source, condition, quantity, temperature, allergen, and invoice controls for allergen-sensitive product receiving are verified.

APPLIES TO: Receiving employees, stock employees, kitchen leads, managers, and approved vendors.

RESPONSIBILITY: The receiver performs and records checks. The manager authorizes rejection, correction, storage exceptions, and vendor follow-up.

WHEN USED: During each delivery, storage transfer, inventory count, or product-control review covered by this SOP.

REQUIRED MATERIALS / INFORMATION:

- Approved order, invoice, or purchase record
- Calibrated thermometer and sanitizing supplies
- Receiving inspection and rejection record
- Labels, date marks, and storage equipment
- Manager and vendor contact information

CRITICAL STANDARDS:

- Only approved products from approved sources are accepted.
- Food is protected from contamination and moved promptly to approved storage.
- Quantity, condition, temperature, date, and invoice exceptions are recorded before acceptance.
- Management authorizes rejected, substituted, damaged, recalled, or questionable product.

PROCEDURE:

1. Review the approved order, vendor, schedule, limits, storage plan, and prior manager notes.
2. Prepare a clean receiving area and gather calibrated tools, records, labels, and required PPE.
3. Confirm responsibility and keep delivery product separated from food preparation and guest traffic.
4. Identify allergen-sensitive items and compare labels, ingredients, seals, and substitutions to the approved order.
5. Reject unapproved substitutions or damaged packaging that makes ingredient identity uncertain.
6. Keep packages closed and separated from leaking or dusty products during receiving.
7. Label and transfer the item directly to its designated protected storage location.
8. Move accepted food promptly to approved storage and maintain cold, frozen, dry, and allergen controls.
9. Record rejected, held, substituted, damaged, short, or credited product and obtain required signatures.
10. Clean the receiving area and submit records, photos, and unresolved issues to management.

7. Allergen-Sensitive Product Receiving SOP - VERIFICATION & CUSTOMIZATION

MANAGER VERIFICATION:

☐ The employee can identify the product, approved source, required limit, record, and rejection or escalation authority for allergen-sensitive product receiving.
☐ Prepare a clean receiving area and gather calibrated tools, records, labels, and required PPE.
☐ Identify allergen-sensitive items and compare labels, ingredients, seals, and substitutions to the approved order.
☐ Keep packages closed and separated from leaking or dusty products during receiving.
☐ Move accepted food promptly to approved storage and maintain cold, frozen, dry, and allergen controls.
☐ Clean the receiving area and submit records, photos, and unresolved issues to management.

COMMON MISTAKES TO AVOID:

- Accepting product with missing, damaged, changed, or unreadable ingredient and allergen labels.
- Assuming a substitute or new formulation matches the previously approved product.
- Storing allergen-sensitive product where leaking or open ingredients can contact it.
- Removing manufacturer packaging before traceability information is retained.
- Failing to notify managers and recipe owners about ingredient or supplier changes.

RESTAURANT-SPECIFIC CUSTOMIZATION:

- Approved vendor, source, order, invoice, or recall system: _____
- Product temperature, condition, quantity, date, or quality limit: _____
- Storage location, hierarchy, label, rotation, or restricted-access control: _____
- Rejection, hold, disposal, recount, or manager-approval authority: _____
- Local food code, allergen, traceability, chemical, or recall requirement reviewed: _____
- Restaurant-specific receiving, inventory, or high-cost product 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.

8. Food Storage Hierarchy SOP

SOP ID	V2-008	**VERSION**	1.0
EFFECTIVE DATE	_____	**OWNER**	_____
APPROVED BY	_____	**NEXT REVIEW**	_____

PURPOSE: To store food in the approved hierarchy so raw products cannot contaminate ready-to-eat food and every item remains identifiable and accessible.

APPLIES TO: Receiving employees, stock employees, kitchen leads, managers, and approved vendors.

RESPONSIBILITY: The receiver performs and records checks. The manager authorizes rejection, correction, storage exceptions, and vendor follow-up.

WHEN USED: During each delivery, storage transfer, inventory count, or product-control review covered by this SOP.

REQUIRED MATERIALS / INFORMATION:

- Approved order, invoice, or purchase record
- Calibrated thermometer and sanitizing supplies
- Receiving inspection and rejection record
- Labels, date marks, and storage equipment
- Manager and vendor contact information

CRITICAL STANDARDS:

- Only approved products from approved sources are accepted.
- Food is protected from contamination and moved promptly to approved storage.
- Quantity, condition, temperature, date, and invoice exceptions are recorded before acceptance.
- Management authorizes rejected, substituted, damaged, recalled, or questionable product.

PROCEDURE:

1. Review the approved order, vendor, schedule, limits, storage plan, and prior manager notes.
2. Prepare a clean receiving area and gather calibrated tools, records, labels, and required PPE.
3. Confirm responsibility and keep delivery product separated from food preparation and guest traffic.
4. Place ready-to-eat food above raw animal products and separate products by required cooking risk.
5. Keep chemicals, personal items, damaged product, and returned items outside food-storage zones.
6. Use shelves, pans, and containers that prevent leakage and cross-contamination.
7. Correct misplaced product immediately and document repeated or high-risk findings.
8. Move accepted food promptly to approved storage and maintain cold, frozen, dry, and allergen controls.
9. Record rejected, held, substituted, damaged, short, or credited product and obtain required signatures.
10. Clean the receiving area and submit records, photos, and unresolved issues to management.

8. Food Storage Hierarchy SOP - VERIFICATION & CUSTOMIZATION

MANAGER VERIFICATION:

☐ The employee can identify the product, approved source, required limit, record, and rejection or escalation authority for food storage hierarchy.
☐ Prepare a clean receiving area and gather calibrated tools, records, labels, and required PPE.
☐ Place ready-to-eat food above raw animal products and separate products by required cooking risk.
☐ Use shelves, pans, and containers that prevent leakage and cross-contamination.
☐ Move accepted food promptly to approved storage and maintain cold, frozen, dry, and allergen controls.
☐ Clean the receiving area and submit records, photos, and unresolved issues to management.

COMMON MISTAKES TO AVOID:

• Placing product into food storage hierarchy without verifying identity, label, date, condition, and approved location.
• Storing raw, ready-to-eat, allergen, chemical, or guest-use items in an unsafe relationship.
• Blocking airflow, drains, sprinklers, access, cleaning, or temperature monitoring.
• Leaving open, leaking, damaged, or unprotected containers in service.
• Failing to correct and document repeated organization, temperature, pest, or rotation problems.

RESTAURANT-SPECIFIC CUSTOMIZATION:

• Approved vendor, source, order, invoice, or recall system: _____
• Product temperature, condition, quantity, date, or quality limit: _____
• Storage location, hierarchy, label, rotation, or restricted-access control: _____
• Rejection, hold, disposal, recount, or manager-approval authority: _____
• Local food code, allergen, traceability, chemical, or recall requirement reviewed: _____
• Restaurant-specific receiving, inventory, or high-cost product 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.

9. Walk-In Cooler Organization SOP

SOP ID	V2-009	**VERSION**	1.0
EFFECTIVE DATE	_____	**OWNER**	_____
APPROVED BY	_____	**NEXT REVIEW**	_____

PURPOSE: To keep the walk-in cooler organized, labeled, rotated, safe, and easy to inspect.

APPLIES TO: Prep cook, cook, receiver, kitchen lead, manager, or assigned employee.

RESPONSIBILITY: The receiver performs and records checks. The manager authorizes rejection, correction, storage exceptions, and vendor follow-up.

WHEN USED: During opening checks, prep, receiving, restocking, closing, inventory, and manager walkthroughs.

REQUIRED MATERIALS / INFORMATION:

- Labels
- Markers
- Storage containers
- Shelving
- FIFO system

CRITICAL STANDARDS:

- The walk-in cooler is organized, labeled, rotated, food-safe, and manager-inspectable.
- Keep raw items stored safely according to policy.
- Keep ready-to-eat items protected.
- Keep food covered.

PROCEDURE:

1. Check walk-in temperature according to policy.
2. Check that product is stored in correct areas.
3. Keep raw product separate from ready-to-eat product.
4. Make sure containers are covered.
5. Check labels and dates.
6. Rotate product using FIFO.
7. Remove expired, spoiled, or questionable product according to policy.
8. Keep shelves organized and accessible.
9. Keep floors clear.
10. Report low product, unsafe storage, temperature issues, leaks, or odor concerns.

9. Walk-In Cooler Organization SOP - VERIFICATION & CUSTOMIZATION

MANAGER VERIFICATION:

☐ The employee can identify the product, approved source, required limit, record, and rejection or escalation authority for walk-in cooler organization.
☐ Check that product is stored in correct areas.
☐ Make sure containers are covered.
☐ Rotate product using FIFO.
☐ Keep shelves organized and accessible.
☐ Report low product, unsafe storage, temperature issues, leaks, or odor concerns.

COMMON MISTAKES TO AVOID:

• Placing product into walk-in cooler organization without verifying identity, label, date, condition, and approved location.
• Storing raw, ready-to-eat, allergen, chemical, or guest-use items in an unsafe relationship.
• Blocking airflow, drains, sprinklers, access, cleaning, or temperature monitoring.
• Leaving open, leaking, damaged, or unprotected containers in service.
• Failing to correct and document repeated organization, temperature, pest, or rotation problems.

RESTAURANT-SPECIFIC CUSTOMIZATION:

• Approved vendor, source, order, invoice, or recall system: _____
• Product temperature, condition, quantity, date, or quality limit: _____
• Storage location, hierarchy, label, rotation, or restricted-access control: _____
• Rejection, hold, disposal, recount, or manager-approval authority: _____
• Local food code, allergen, traceability, chemical, or recall requirement reviewed: _____
• Restaurant-specific receiving, inventory, or high-cost product 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.

10. Walk-In Freezer Organization SOP

SOP ID	V2-010	**VERSION**	1.0
EFFECTIVE DATE	_____	**OWNER**	_____
APPROVED BY	_____	**NEXT REVIEW**	_____

PURPOSE: To keep the walk-in freezer organized, rotated, safe, and easy to use.

APPLIES TO: Receiver, prep cook, cook, kitchen lead, manager, or assigned employee.

RESPONSIBILITY: The receiver performs and records checks. The manager authorizes rejection, correction, storage exceptions, and vendor follow-up.

WHEN USED: During receiving, inventory, prep pulls, restocking, opening checks, closing checks, and manager walkthroughs.

REQUIRED MATERIALS / INFORMATION:

- Labels
- Markers
- Shelving
- Freezer storage areas
- Inventory sheet if used

CRITICAL STANDARDS:

- The freezer is organized, rotated, safe to enter, and easy to inspect.
- Keep floors clear.
- Do not block fans, vents, doors, or emergency release.
- Report ice buildup, door issues, temperature concerns, or unsafe stacking.

PROCEDURE:

1. Check freezer organization before pulling product.
2. Store product in assigned areas.
3. Keep labels or case markings visible.
4. Rotate product using FIFO when applicable.
5. Keep older product accessible first.
6. Avoid unsafe stacking.
7. Keep walkways clear.
8. Remove damaged, expired, or questionable product for manager review.
9. Report ice buildup, freezer temperature concerns, door problems, or unsafe conditions.
10. Clean the receiving area and submit records, photos, and unresolved issues to management.

10. Walk-In Freezer Organization SOP - VERIFICATION & CUSTOMIZATION

MANAGER VERIFICATION:

☐ The employee can identify the product, approved source, required limit, record, and rejection or escalation authority for walk-in freezer organization.
☐ Store product in assigned areas.
☐ Rotate product using FIFO when applicable.
☐ Avoid unsafe stacking.
☐ Remove damaged, expired, or questionable product for manager review.
☐ Clean the receiving area and submit records, photos, and unresolved issues to management.

COMMON MISTAKES TO AVOID:

• Placing product into walk-in freezer organization without verifying identity, label, date, condition, and approved location.
• Storing raw, ready-to-eat, allergen, chemical, or guest-use items in an unsafe relationship.
• Blocking airflow, drains, sprinklers, access, cleaning, or temperature monitoring.
• Leaving open, leaking, damaged, or unprotected containers in service.
• Failing to correct and document repeated organization, temperature, pest, or rotation problems.

RESTAURANT-SPECIFIC CUSTOMIZATION:

• Approved vendor, source, order, invoice, or recall system: _____
• Product temperature, condition, quantity, date, or quality limit: _____
• Storage location, hierarchy, label, rotation, or restricted-access control: _____
• Rejection, hold, disposal, recount, or manager-approval authority: _____
• Local food code, allergen, traceability, chemical, or recall requirement reviewed: _____
• Restaurant-specific receiving, inventory, or high-cost product 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.

11. Dry Storage Organization SOP

SOP ID	V2-011	**VERSION**	1.0
EFFECTIVE DATE	_____	**OWNER**	_____
APPROVED BY	_____	**NEXT REVIEW**	_____

PURPOSE: To keep dry storage clean, organized, rotated, labeled, and easy to inspect.

APPLIES TO: Receiver, prep cook, cook, kitchen lead, manager, or assigned employee.

RESPONSIBILITY: The receiver performs and records checks. The manager authorizes rejection, correction, storage exceptions, and vendor follow-up.

WHEN USED: During receiving, restocking, prep, inventory, opening checks, closing checks, and manager walkthroughs.

REQUIRED MATERIALS / INFORMATION:

- Shelving
- Labels
- Markers
- Storage containers
- Inventory sheet if used

CRITICAL STANDARDS:

- Dry storage is clean, organized, rotated, pest-resistant, and easy to inspect.
- Keep food off the floor according to policy.
- Keep chemicals separate from food.
- Keep packaging closed and protected.

PROCEDURE:

1. Store products in assigned areas.
2. Keep labels or product names visible.
3. Rotate product using FIFO.
4. Keep opened product sealed or transferred according to policy.
5. Keep chemicals away from food and single-use items.
6. Keep shelves and floors clean.
7. Remove damaged, expired, or questionable product.
8. Report pest signs, spills, damaged packaging, or ordering concerns.
9. Record rejected, held, substituted, damaged, short, or credited product and obtain required signatures.
10. Clean the receiving area and submit records, photos, and unresolved issues to management.

11. Dry Storage Organization SOP - VERIFICATION & CUSTOMIZATION

MANAGER VERIFICATION:

☐ The employee can identify the product, approved source, required limit, record, and rejection or escalation authority for dry storage organization.
☐ Keep labels or product names visible.
☐ Keep opened product sealed or transferred according to policy.
☐ Keep shelves and floors clean.
☐ Report pest signs, spills, damaged packaging, or ordering concerns.
☐ Clean the receiving area and submit records, photos, and unresolved issues to management.

COMMON MISTAKES TO AVOID:

• Placing product into dry storage organization without verifying identity, label, date, condition, and approved location.
• Storing raw, ready-to-eat, allergen, chemical, or guest-use items in an unsafe relationship.
• Blocking airflow, drains, sprinklers, access, cleaning, or temperature monitoring.
• Leaving open, leaking, damaged, or unprotected containers in service.
• Failing to correct and document repeated organization, temperature, pest, or rotation problems.

RESTAURANT-SPECIFIC CUSTOMIZATION:

• Approved vendor, source, order, invoice, or recall system: _____
• Product temperature, condition, quantity, date, or quality limit: _____
• Storage location, hierarchy, label, rotation, or restricted-access control: _____
• Rejection, hold, disposal, recount, or manager-approval authority: _____
• Local food code, allergen, traceability, chemical, or recall requirement reviewed: _____
• Restaurant-specific receiving, inventory, or high-cost product 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.

12. Chemical Storage SOP

SOP ID	V2-012	**VERSION**	1.0
EFFECTIVE DATE	_____	**OWNER**	_____
APPROVED BY	_____	**NEXT REVIEW**	_____

PURPOSE: To store chemicals in labeled, approved locations separated from food, utensils, linens, and unauthorized access.

APPLIES TO: Receiving employees, stock employees, kitchen leads, managers, and approved vendors.

RESPONSIBILITY: The receiver performs and records checks. The manager authorizes rejection, correction, storage exceptions, and vendor follow-up.

WHEN USED: During each delivery, storage transfer, inventory count, or product-control review covered by this SOP.

REQUIRED MATERIALS / INFORMATION:

- Approved order, invoice, or purchase record
- Calibrated thermometer and sanitizing supplies
- Receiving inspection and rejection record
- Labels, date marks, and storage equipment
- Manager and vendor contact information

CRITICAL STANDARDS:

- Only approved products from approved sources are accepted.
- Food is protected from contamination and moved promptly to approved storage.
- Quantity, condition, temperature, date, and invoice exceptions are recorded before acceptance.
- Management authorizes rejected, substituted, damaged, recalled, or questionable product.

PROCEDURE:

1. Review the approved order, vendor, schedule, limits, storage plan, and prior manager notes.
2. Prepare a clean receiving area and gather calibrated tools, records, labels, and required PPE.
3. Confirm responsibility and keep delivery product separated from food preparation and guest traffic.
4. Store chemicals only in the designated secured area and never above food or food-contact items.
5. Keep every container labeled and closed; retain manufacturer labels and current SDS access.
6. Separate incompatible products and protect spray bottles, test strips, and dispensing equipment.
7. Report leaks, damaged containers, missing labels, or unauthorized chemicals before use.
8. Move accepted food promptly to approved storage and maintain cold, frozen, dry, and allergen controls.
9. Record rejected, held, substituted, damaged, short, or credited product and obtain required signatures.
10. Clean the receiving area and submit records, photos, and unresolved issues to management.

12. Chemical Storage SOP - VERIFICATION & CUSTOMIZATION

MANAGER VERIFICATION:

☐ The employee can identify the product, approved source, required limit, record, and rejection or escalation authority for chemical storage.
☐ Prepare a clean receiving area and gather calibrated tools, records, labels, and required PPE.
☐ Store chemicals only in the designated secured area and never above food or food-contact items.
☐ Separate incompatible products and protect spray bottles, test strips, and dispensing equipment.
☐ Move accepted food promptly to approved storage and maintain cold, frozen, dry, and allergen controls.
☐ Clean the receiving area and submit records, photos, and unresolved issues to management.

COMMON MISTAKES TO AVOID:

• Placing product into chemical storage without verifying identity, label, date, condition, and approved location.
• Storing raw, ready-to-eat, allergen, chemical, or guest-use items in an unsafe relationship.
• Blocking airflow, drains, sprinklers, access, cleaning, or temperature monitoring.
• Leaving open, leaking, damaged, or unprotected containers in service.
• Failing to correct and document repeated organization, temperature, pest, or rotation problems.

RESTAURANT-SPECIFIC CUSTOMIZATION:

• Approved vendor, source, order, invoice, or recall system: _____
• Product temperature, condition, quantity, date, or quality limit: _____
• Storage location, hierarchy, label, rotation, or restricted-access control: _____
• Rejection, hold, disposal, recount, or manager-approval authority: _____
• Local food code, allergen, traceability, chemical, or recall requirement reviewed: _____
• Restaurant-specific receiving, inventory, or high-cost product 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.

13. Labeling and Dating SOP

SOP ID	V2-013	**VERSION**	1.0
EFFECTIVE DATE	_____	**OWNER**	_____
APPROVED BY	_____	**NEXT REVIEW**	_____

PURPOSE: To label and date food accurately so identity, preparation or opening date, use-by limit, employee accountability, and rotation are clear.

APPLIES TO: Receiving employees, stock employees, kitchen leads, managers, and approved vendors.

RESPONSIBILITY: The receiver performs and records checks. The manager authorizes rejection, correction, storage exceptions, and vendor follow-up.

WHEN USED: During each delivery, storage transfer, inventory count, or product-control review covered by this SOP.

REQUIRED MATERIALS / INFORMATION:

- Approved order, invoice, or purchase record
- Calibrated thermometer and sanitizing supplies
- Receiving inspection and rejection record
- Labels, date marks, and storage equipment
- Manager and vendor contact information

CRITICAL STANDARDS:

- Only approved products from approved sources are accepted.
- Food is protected from contamination and moved promptly to approved storage.
- Quantity, condition, temperature, date, and invoice exceptions are recorded before acceptance.
- Management authorizes rejected, substituted, damaged, recalled, or questionable product.

PROCEDURE:

1. Review the approved order, vendor, schedule, limits, storage plan, and prior manager notes.
2. Prepare a clean receiving area and gather calibrated tools, records, labels, and required PPE.
3. Confirm responsibility and keep delivery product separated from food preparation and guest traffic.
4. Identify the product, preparation or open date, discard or use-by date, and employee as required.
5. Use only the approved label and date calculation; never relabel to extend shelf life.
6. Place labels where they remain legible without contacting food.
7. Correct or discard unlabeled, illegible, conflicting, or expired product through manager review.
8. Move accepted food promptly to approved storage and maintain cold, frozen, dry, and allergen controls.
9. Record rejected, held, substituted, damaged, short, or credited product and obtain required signatures.
10. Clean the receiving area and submit records, photos, and unresolved issues to management.

13. Labeling and Dating SOP - VERIFICATION & CUSTOMIZATION

MANAGER VERIFICATION:

☐ The employee can identify the product, approved source, required limit, record, and rejection or escalation authority for labeling and dating.
☐ Prepare a clean receiving area and gather calibrated tools, records, labels, and required PPE.
☐ Identify the product, preparation or open date, discard or use-by date, and employee as required.
☐ Place labels where they remain legible without contacting food.
☐ Move accepted food promptly to approved storage and maintain cold, frozen, dry, and allergen controls.
☐ Clean the receiving area and submit records, photos, and unresolved issues to management.

COMMON MISTAKES TO AVOID:

- Completing labeling and dating from memory without confirming product identity, preparation/open date, and approved use-by rule.
- Covering or replacing an old label without evaluating the original product history.
- Mixing batches with different dates or using the newest product first.
- Using vague initials, unreadable marks, or labels that separate from the container.
- Failing to discard, hold, or escalate product with uncertain identity or date history.

RESTAURANT-SPECIFIC CUSTOMIZATION:

- Approved vendor, source, order, invoice, or recall system: _____
- Product temperature, condition, quantity, date, or quality limit: _____
- Storage location, hierarchy, label, rotation, or restricted-access control: _____
- Rejection, hold, disposal, recount, or manager-approval authority: _____
- Local food code, allergen, traceability, chemical, or recall requirement reviewed: _____
- Restaurant-specific receiving, inventory, or high-cost product 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.

14. FIFO Rotation SOP

SOP ID	V2-014	**VERSION**	1.0
EFFECTIVE DATE	_____	**OWNER**	_____
APPROVED BY	_____	**NEXT REVIEW**	_____

PURPOSE: To rotate inventory using FIFO so older usable product is selected first and expired, damaged, or questionable product is controlled.

APPLIES TO: Receiving employees, stock employees, kitchen leads, managers, and approved vendors.

RESPONSIBILITY: The receiver performs and records checks. The manager authorizes rejection, correction, storage exceptions, and vendor follow-up.

WHEN USED: During each delivery, storage transfer, inventory count, or product-control review covered by this SOP.

REQUIRED MATERIALS / INFORMATION:

- Approved order, invoice, or purchase record
- Calibrated thermometer and sanitizing supplies
- Receiving inspection and rejection record
- Labels, date marks, and storage equipment
- Manager and vendor contact information

CRITICAL STANDARDS:

- Only approved products from approved sources are accepted.
- Food is protected from contamination and moved promptly to approved storage.
- Quantity, condition, temperature, date, and invoice exceptions are recorded before acceptance.
- Management authorizes rejected, substituted, damaged, recalled, or questionable product.

PROCEDURE:

1. Review the approved order, vendor, schedule, limits, storage plan, and prior manager notes.
2. Prepare a clean receiving area and gather calibrated tools, records, labels, and required PPE.
3. Confirm responsibility and keep delivery product separated from food preparation and guest traffic.
4. Locate the oldest acceptable product by approved date, lot, or receiving sequence.
5. Move older product to the first-use position without hiding newer product or damaging packages.
6. Check quality and expiration before combining or using product.
7. Record and escalate excessive age, repeated rotation failures, or product that cannot be used safely.
8. Move accepted food promptly to approved storage and maintain cold, frozen, dry, and allergen controls.
9. Record rejected, held, substituted, damaged, short, or credited product and obtain required signatures.
10. Clean the receiving area and submit records, photos, and unresolved issues to management.

14. FIFO Rotation SOP - VERIFICATION & CUSTOMIZATION

MANAGER VERIFICATION:

☐ The employee can identify the product, approved source, required limit, record, and rejection or escalation authority for FIFO rotation.
☐ Prepare a clean receiving area and gather calibrated tools, records, labels, and required PPE.
☐ Locate the oldest acceptable product by approved date, lot, or receiving sequence.
☐ Check quality and expiration before combining or using product.
☐ Move accepted food promptly to approved storage and maintain cold, frozen, dry, and allergen controls.
☐ Clean the receiving area and submit records, photos, and unresolved issues to management.

COMMON MISTAKES TO AVOID:

- Completing FIFO rotation from memory without confirming product identity, preparation/open date, and approved use-by rule.
- Covering or replacing an old label without evaluating the original product history.
- Mixing batches with different dates or using the newest product first.
- Using vague initials, unreadable marks, or labels that separate from the container.
- Failing to discard, hold, or escalate product with uncertain identity or date history.

RESTAURANT-SPECIFIC CUSTOMIZATION:

- Approved vendor, source, order, invoice, or recall system: _____
- Product temperature, condition, quantity, date, or quality limit: _____
- Storage location, hierarchy, label, rotation, or restricted-access control: _____
- Rejection, hold, disposal, recount, or manager-approval authority: _____
- Local food code, allergen, traceability, chemical, or recall requirement reviewed: _____
- Restaurant-specific receiving, inventory, or high-cost product 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.

15. Open Product Storage SOP

SOP ID	V2-015	**VERSION**	1.0
EFFECTIVE DATE	_____	**OWNER**	_____
APPROVED BY	_____	**NEXT REVIEW**	_____

PURPOSE: To protect opened products through approved containers, covers, labels, dates, storage locations, and shelf-life limits.

APPLIES TO: Receiving employees, stock employees, kitchen leads, managers, and approved vendors.

RESPONSIBILITY: The receiver performs and records checks. The manager authorizes rejection, correction, storage exceptions, and vendor follow-up.

WHEN USED: During each delivery, storage transfer, inventory count, or product-control review covered by this SOP.

REQUIRED MATERIALS / INFORMATION:

- Approved order, invoice, or purchase record
- Calibrated thermometer and sanitizing supplies
- Receiving inspection and rejection record
- Labels, date marks, and storage equipment
- Manager and vendor contact information

CRITICAL STANDARDS:

- Only approved products from approved sources are accepted.
- Food is protected from contamination and moved promptly to approved storage.
- Quantity, condition, temperature, date, and invoice exceptions are recorded before acceptance.
- Management authorizes rejected, substituted, damaged, recalled, or questionable product.

PROCEDURE:

1. Review the approved order, vendor, schedule, limits, storage plan, and prior manager notes.
2. Prepare a clean receiving area and gather calibrated tools, records, labels, and required PPE.
3. Confirm responsibility and keep delivery product separated from food preparation and guest traffic.
4. Transfer opened food to an approved covered container when original packaging no longer protects it.
5. Retain required ingredient, lot, allergen, and preparation information.
6. Label and date the container and use a clean utensil for each product.
7. Discard or hold product when identity, opening date, contamination status, or storage history is uncertain.
8. Move accepted food promptly to approved storage and maintain cold, frozen, dry, and allergen controls.
9. Record rejected, held, substituted, damaged, short, or credited product and obtain required signatures.
10. Clean the receiving area and submit records, photos, and unresolved issues to management.

15. Open Product Storage SOP - VERIFICATION & CUSTOMIZATION

MANAGER VERIFICATION:

☐ The employee can identify the product, approved source, required limit, record, and rejection or escalation authority for open product storage.
☐ Prepare a clean receiving area and gather calibrated tools, records, labels, and required PPE.
☐ Transfer opened food to an approved covered container when original packaging no longer protects it.
☐ Label and date the container and use a clean utensil for each product.
☐ Move accepted food promptly to approved storage and maintain cold, frozen, dry, and allergen controls.
☐ Clean the receiving area and submit records, photos, and unresolved issues to management.

COMMON MISTAKES TO AVOID:

• Placing product into open product storage without verifying identity, label, date, condition, and approved location.
• Storing raw, ready-to-eat, allergen, chemical, or guest-use items in an unsafe relationship.
• Blocking airflow, drains, sprinklers, access, cleaning, or temperature monitoring.
• Leaving open, leaking, damaged, or unprotected containers in service.
• Failing to correct and document repeated organization, temperature, pest, or rotation problems.

RESTAURANT-SPECIFIC CUSTOMIZATION:

• Approved vendor, source, order, invoice, or recall system: _____
• Product temperature, condition, quantity, date, or quality limit: _____
• Storage location, hierarchy, label, rotation, or restricted-access control: _____
• Rejection, hold, disposal, recount, or manager-approval authority: _____
• Local food code, allergen, traceability, chemical, or recall requirement reviewed: _____
• Restaurant-specific receiving, inventory, or high-cost product 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.

16. Prepared Food Storage SOP

SOP ID	V2-016	**VERSION**	1.0
EFFECTIVE DATE	_____	**OWNER**	_____
APPROVED BY	_____	**NEXT REVIEW**	_____

PURPOSE: To store prepared food safely with correct labels, dates, temperatures, hierarchy, covers, and traceable ownership.

APPLIES TO: Receiving employees, stock employees, kitchen leads, managers, and approved vendors.

RESPONSIBILITY: The receiver performs and records checks. The manager authorizes rejection, correction, storage exceptions, and vendor follow-up.

WHEN USED: During each delivery, storage transfer, inventory count, or product-control review covered by this SOP.

REQUIRED MATERIALS / INFORMATION:

- Approved order, invoice, or purchase record
- Calibrated thermometer and sanitizing supplies
- Receiving inspection and rejection record
- Labels, date marks, and storage equipment
- Manager and vendor contact information

CRITICAL STANDARDS:

- Only approved products from approved sources are accepted.
- Food is protected from contamination and moved promptly to approved storage.
- Quantity, condition, temperature, date, and invoice exceptions are recorded before acceptance.
- Management authorizes rejected, substituted, damaged, recalled, or questionable product.

PROCEDURE:

1. Review the approved order, vendor, schedule, limits, storage plan, and prior manager notes.
2. Prepare a clean receiving area and gather calibrated tools, records, labels, and required PPE.
3. Confirm responsibility and keep delivery product separated from food preparation and guest traffic.
4. Cool and portion prepared food in approved containers before storage.
5. Cover according to the cooling stage, then seal when safe and label with identity and dates.
6. Store in the correct location with airflow and separation from raw food.
7. Verify temperature and condition before later use and discard expired or questionable food.
8. Move accepted food promptly to approved storage and maintain cold, frozen, dry, and allergen controls.
9. Record rejected, held, substituted, damaged, short, or credited product and obtain required signatures.
10. Clean the receiving area and submit records, photos, and unresolved issues to management.

16. Prepared Food Storage SOP - VERIFICATION & CUSTOMIZATION

MANAGER VERIFICATION:

☐ The employee can identify the product, approved source, required limit, record, and rejection or escalation authority for prepared food storage.
☐ Prepare a clean receiving area and gather calibrated tools, records, labels, and required PPE.
☐ Cool and portion prepared food in approved containers before storage.
☐ Store in the correct location with airflow and separation from raw food.
☐ Move accepted food promptly to approved storage and maintain cold, frozen, dry, and allergen controls.
☐ Clean the receiving area and submit records, photos, and unresolved issues to management.

COMMON MISTAKES TO AVOID:

• Placing product into prepared food storage without verifying identity, label, date, condition, and approved location.
• Storing raw, ready-to-eat, allergen, chemical, or guest-use items in an unsafe relationship.
• Blocking airflow, drains, sprinklers, access, cleaning, or temperature monitoring.
• Leaving open, leaking, damaged, or unprotected containers in service.
• Failing to correct and document repeated organization, temperature, pest, or rotation problems.

RESTAURANT-SPECIFIC CUSTOMIZATION:

• Approved vendor, source, order, invoice, or recall system: _____
• Product temperature, condition, quantity, date, or quality limit: _____
• Storage location, hierarchy, label, rotation, or restricted-access control: _____
• Rejection, hold, disposal, recount, or manager-approval authority: _____
• Local food code, allergen, traceability, chemical, or recall requirement reviewed: _____
• Restaurant-specific receiving, inventory, or high-cost product 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.

17. Raw Protein Storage SOP

SOP ID	V2-017	**VERSION**	1.0
EFFECTIVE DATE	_____	**OWNER**	_____
APPROVED BY	_____	**NEXT REVIEW**	_____

PURPOSE: To store raw proteins in the correct hierarchy, containers, temperatures, and locations to prevent leakage and cross-contamination.

APPLIES TO: Receiving employees, stock employees, kitchen leads, managers, and approved vendors.

RESPONSIBILITY: The receiver performs and records checks. The manager authorizes rejection, correction, storage exceptions, and vendor follow-up.

WHEN USED: During each delivery, storage transfer, inventory count, or product-control review covered by this SOP.

REQUIRED MATERIALS / INFORMATION:

- Approved order, invoice, or purchase record
- Calibrated thermometer and sanitizing supplies
- Receiving inspection and rejection record
- Labels, date marks, and storage equipment
- Manager and vendor contact information

CRITICAL STANDARDS:

- Only approved products from approved sources are accepted.
- Food is protected from contamination and moved promptly to approved storage.
- Quantity, condition, temperature, date, and invoice exceptions are recorded before acceptance.
- Management authorizes rejected, substituted, damaged, recalled, or questionable product.

PROCEDURE:

1. Review the approved order, vendor, schedule, limits, storage plan, and prior manager notes.
2. Prepare a clean receiving area and gather calibrated tools, records, labels, and required PPE.
3. Confirm responsibility and keep delivery product separated from food preparation and guest traffic.
4. Keep raw poultry, seafood, whole cuts, ground meats, and other proteins in designated leak-proof zones.
5. Use pans or containers that contain drips and never store raw protein above ready-to-eat food.
6. Separate species or preparation groups when required for cross-contamination or allergen control.
7. Clean leakage immediately and evaluate affected food and surfaces.
8. Move accepted food promptly to approved storage and maintain cold, frozen, dry, and allergen controls.
9. Record rejected, held, substituted, damaged, short, or credited product and obtain required signatures.
10. Clean the receiving area and submit records, photos, and unresolved issues to management.

17. Raw Protein Storage SOP - VERIFICATION & CUSTOMIZATION

MANAGER VERIFICATION:

☐ The employee can identify the product, approved source, required limit, record, and rejection or escalation authority for raw protein storage.
☐ Prepare a clean receiving area and gather calibrated tools, records, labels, and required PPE.
☐ Keep raw poultry, seafood, whole cuts, ground meats, and other proteins in designated leak-proof zones.
☐ Separate species or preparation groups when required for cross-contamination or allergen control.
☐ Move accepted food promptly to approved storage and maintain cold, frozen, dry, and allergen controls.
☐ Clean the receiving area and submit records, photos, and unresolved issues to management.

COMMON MISTAKES TO AVOID:

- Placing product into raw protein storage without verifying identity, label, date, condition, and approved location.
- Storing raw, ready-to-eat, allergen, chemical, or guest-use items in an unsafe relationship.
- Blocking airflow, drains, sprinklers, access, cleaning, or temperature monitoring.
- Leaving open, leaking, damaged, or unprotected containers in service.
- Failing to correct and document repeated organization, temperature, pest, or rotation problems.

RESTAURANT-SPECIFIC CUSTOMIZATION:

- Approved vendor, source, order, invoice, or recall system: _____
- Product temperature, condition, quantity, date, or quality limit: _____
- Storage location, hierarchy, label, rotation, or restricted-access control: _____
- Rejection, hold, disposal, recount, or manager-approval authority: _____
- Local food code, allergen, traceability, chemical, or recall requirement reviewed: _____
- Restaurant-specific receiving, inventory, or high-cost product 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.

18. Inventory Count SOP

SOP ID	V2-018	**VERSION**	1.0
EFFECTIVE DATE	_____	**OWNER**	_____
APPROVED BY	_____	**NEXT REVIEW**	_____

PURPOSE: To complete accurate inventory counts using approved units, locations, cutoff rules, product movement controls, and variance review.

APPLIES TO: Authorized counters, kitchen leads, managers, and employees assigned controlled products.

RESPONSIBILITY: Counters record actual quantities without adjustment. Management verifies variances, custody, and follow-up.

WHEN USED: At the scheduled count, shift cutoff, delivery review, variance investigation, or controlled-product check.

REQUIRED MATERIALS / INFORMATION:

- Current count sheet or inventory system
- Approved unit-of-measure and item list
- Scale, calculator, labels, or counting tools
- Secure access to controlled products
- Variance and manager verification record

CRITICAL STANDARDS:

- Counts use the approved item, unit, location, and business cutoff.
- Employees count actual product and never change quantities to match expected results.
- High-cost and controlled products remain secured and traceable.
- Management reviews material variances and assigns documented follow-up.

PROCEDURE:

1. Review the approved count list, locations, units, cutoff time, and access controls.
2. Freeze or record product movement according to the count plan and assign independent sections.
3. Gather clean counting tools and verify scales, labels, and system access.
4. Freeze movement during the count and use the approved location sequence.
5. Count sealed, open, prepared, and in-use product in the approved unit of measure.
6. Record actual quantities immediately and mark items that require weighing or conversion.
7. Recount material differences and submit the count without undocumented adjustment.
8. Recheck material differences and secure controlled products after the count.
9. Submit actual quantities, conversion notes, movement records, and unresolved variances.
10. Management signs the count and assigns investigation or corrective action.

18. Inventory Count SOP - VERIFICATION & CUSTOMIZATION

MANAGER VERIFICATION:

☐ The employee can identify the product, approved source, required limit, record, and rejection or escalation authority for inventory count.
☐ Freeze or record product movement according to the count plan and assign independent sections.
☐ Freeze movement during the count and use the approved location sequence.
☐ Record actual quantities immediately and mark items that require weighing or conversion.
☐ Recheck material differences and secure controlled products after the count.
☐ Management signs the count and assigns investigation or corrective action.

COMMON MISTAKES TO AVOID:

- Counting inventory count with inconsistent units, unorganized storage, or active product movement.
- Estimating open containers without the approved method.
- Changing counts to match expectations instead of recounting and documenting variance.
- Allowing unauthorized access or failing to preserve custody during the count.
- Ending without manager review of material variance, waste, transfer, and purchase records.

RESTAURANT-SPECIFIC CUSTOMIZATION:

- Approved vendor, source, order, invoice, or recall system: _____
- Product temperature, condition, quantity, date, or quality limit: _____
- Storage location, hierarchy, label, rotation, or restricted-access control: _____
- Rejection, hold, disposal, recount, or manager-approval authority: _____
- Local food code, allergen, traceability, chemical, or recall requirement reviewed: _____
- Restaurant-specific receiving, inventory, or high-cost product 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.

19. High-Cost Item Control SOP

SOP ID	V2-019	**VERSION**	1.0
EFFECTIVE DATE	_____	**OWNER**	_____
APPROVED BY	_____	**NEXT REVIEW**	_____

PURPOSE: To protect high-cost products through restricted access, accurate counts, documented movement, variance review, and manager accountability.

APPLIES TO: Authorized counters, kitchen leads, managers, and employees assigned controlled products.

RESPONSIBILITY: Counters record actual quantities without adjustment. Management verifies variances, custody, and follow-up.

WHEN USED: At the scheduled count, shift cutoff, delivery review, variance investigation, or controlled-product check.

REQUIRED MATERIALS / INFORMATION:

- Current count sheet or inventory system
- Approved unit-of-measure and item list
- Scale, calculator, labels, or counting tools
- Secure access to controlled products
- Variance and manager verification record

CRITICAL STANDARDS:

- Counts use the approved item, unit, location, and business cutoff.
- Employees count actual product and never change quantities to match expected results.
- High-cost and controlled products remain secured and traceable.
- Management reviews material variances and assigns documented follow-up.

PROCEDURE:

1. Review the approved count list, locations, units, cutoff time, and access controls.
2. Freeze or record product movement according to the count plan and assign independent sections.
3. Gather clean counting tools and verify scales, labels, and system access.
4. Restrict access and record issue, return, waste, transfer, comp, and count activity for controlled items.
5. Use approved portions, scales, locks, cameras, or dual verification where assigned.
6. Compare usage and sales to beginning, received, transferred, and ending quantities.
7. Investigate and document unexplained variance without accusing employees or altering records.
8. Recheck material differences and secure controlled products after the count.
9. Submit actual quantities, conversion notes, movement records, and unresolved variances.
10. Management signs the count and assigns investigation or corrective action.

19. High-Cost Item Control SOP - VERIFICATION & CUSTOMIZATION

MANAGER VERIFICATION:

☐ The employee can identify the product, approved source, required limit, record, and rejection or escalation authority for high-cost item control.
☐ Freeze or record product movement according to the count plan and assign independent sections.
☐ Restrict access and record issue, return, waste, transfer, comp, and count activity for controlled items.
☐ Compare usage and sales to beginning, received, transferred, and ending quantities.
☐ Recheck material differences and secure controlled products after the count.
☐ Management signs the count and assigns investigation or corrective action.

COMMON MISTAKES TO AVOID:

- Counting high-cost item control with inconsistent units, unorganized storage, or active product movement.
- Estimating open containers without the approved method.
- Changing counts to match expectations instead of recounting and documenting variance.
- Allowing unauthorized access or failing to preserve custody during the count.
- Ending without manager review of material variance, waste, transfer, and purchase records.

RESTAURANT-SPECIFIC CUSTOMIZATION:

- Approved vendor, source, order, invoice, or recall system: _____
- Product temperature, condition, quantity, date, or quality limit: _____
- Storage location, hierarchy, label, rotation, or restricted-access control: _____
- Rejection, hold, disposal, recount, or manager-approval authority: _____
- Local food code, allergen, traceability, chemical, or recall requirement reviewed: _____
- Restaurant-specific receiving, inventory, or high-cost product 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.

20. Product Recall Response SOP

SOP ID	V2-020	**VERSION**	1.0
EFFECTIVE DATE	_____	**OWNER**	_____
APPROVED BY	_____	**NEXT REVIEW**	_____

PURPOSE: To control product recall response consistently so food remains safe, required limits are verified, and exceptions receive immediate corrective action.

APPLIES TO: Trained food employees, kitchen leads, managers, and designated food-safety leaders.

RESPONSIBILITY: The employee follows the approved high-risk control. Management verifies limits, disposition, records, and required regulatory contact.

WHEN USED: Whenever the named high-risk process is performed or a required limit, control, or record is uncertain or missed.

REQUIRED MATERIALS / INFORMATION:

- Current regulatory and restaurant standard
- Calibrated thermometer, timer, or approved test device
- Protected containers, labels, PPE, and sanitizer
- Corrective-action and food-disposition record
- Manager and regulatory contact information

CRITICAL STANDARDS:

- The current approved regulatory and restaurant limit controls the process.
- Questionable food is isolated and not served until management determines disposition.
- Corrective action and disposition are recorded at the time of the event.
- Management contacts the proper authority when required by law, permit, policy, or incident severity.

PROCEDURE:

1. Notify the manager or designated food-safety leader before proceeding with an uncertain high-risk condition.
2. Identify the product, lot, time, temperature, exposure, and applicable approved limit.
3. Isolate affected food and prevent sale, use, movement, or disposal until authorized.
4. Identify the affected item, brand, lot, date, supplier, and recall instructions.
5. Stop sale and use, search every storage and service location, and isolate affected product.
6. Mark the hold clearly and prevent return to inventory except through authorized disposition.
7. Document quantity, location, guest or sales traceability, vendor contact, disposal or return, and final verification.
8. Management determines approved correction, discard, closure, or authority notification.
9. Record all measurements, time, product, quantity, disposition, decision, and responsible people.
10. Verify the affected process is safe before resuming production or service.

20. Product Recall Response SOP - VERIFICATION & CUSTOMIZATION

MANAGER VERIFICATION:

☐ The employee can identify the product, approved source, required limit, record, and rejection or escalation authority for product recall response.
☐ Identify the product, lot, time, temperature, exposure, and applicable approved limit.
☐ Identify the affected item, brand, lot, date, supplier, and recall instructions.
☐ Mark the hold clearly and prevent return to inventory except through authorized disposition.
☐ Management determines approved correction, discard, closure, or authority notification.
☐ Verify the affected process is safe before resuming production or service.

COMMON MISTAKES TO AVOID:

• Waiting for perfect information before isolating potentially affected product.
• Mixing recalled product with normal inventory or failing to block it from use.
• Discarding product before lot, quantity, location, and authority direction are documented.
• Overlooking transferred, prepared, sold, or off-site product.
• Closing the recall without required notification, reconciliation, disposal proof, and follow-up.

RESTAURANT-SPECIFIC CUSTOMIZATION:

• Approved vendor, source, order, invoice, or recall system: _____
• Product temperature, condition, quantity, date, or quality limit: _____
• Storage location, hierarchy, label, rotation, or restricted-access control: _____
• Rejection, hold, disposal, recount, or manager-approval authority: _____
• Local food code, allergen, traceability, chemical, or recall requirement reviewed: _____
• Restaurant-specific receiving, inventory, or high-cost product 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 2

PREP & PRODUCTION

25 ready-to-customize SOPs

These SOPs control prep readiness, forecasting, ingredient preparation, batching, portioning, labeling, cooling, thawing, waste, cleaning, and closing.

21. Prep Area Opening SOP

SOP ID	V2-021	**VERSION**	1.0
EFFECTIVE DATE	_____	**OWNER**	_____
APPROVED BY	_____	**NEXT REVIEW**	_____

PURPOSE: To make sure the prep station is clean, organized, stocked, and ready before prep work begins.

APPLIES TO: Prep cook, opening cook, kitchen lead, chef, shift lead, or manager on duty.

RESPONSIBILITY: The assigned employee follows the approved recipe and production plan. A lead or manager verifies quality, yield, labeling, and exceptions.

WHEN USED: Before prep work begins, before product is pulled, or before the prep cook starts the assigned prep list.

REQUIRED MATERIALS / INFORMATION:

- Prep list
- Recipe cards
- Cutting boards
- Knives
- Scales

CRITICAL STANDARDS:

- The prep station is clean, stocked, organized, food-safe, and ready before prep work begins.
- Wash hands before beginning prep.
- Set up sanitizer according to policy.
- Use clean and sanitized tools.

PROCEDURE:

1. Wash hands before beginning prep setup.
2. Check that the prep table and work area are clean.
3. Remove trash, dirty towels, old labels, food debris, and clutter.
4. Set up sanitizer and clean towels according to restaurant policy.
5. Gather required cutting boards, knives, containers, portion tools, labels, and markers.
6. Review the prep list for the shift.
7. Review recipe cards or prep specifications if needed.
8. Check par levels and expected volume.
9. Pull product according to prep needs.
10. Check product quality, labels, dates, freshness, and storage capacity; obtain manager release before prep begins.

21. Prep Area Opening SOP - VERIFICATION & CUSTOMIZATION

MANAGER VERIFICATION:

☐ The employee can identify the recipe or plan, batch or yield, required controls, storage result, and manager escalation point for prep area opening.
☐ Check that the prep table and work area are clean.
☐ Set up sanitizer and clean towels according to restaurant policy.
☐ Review the prep list for the shift.
☐ Check par levels and expected volume.
☐ Check product quality, labels, dates, freshness, and storage capacity; obtain manager release before prep begins.

COMMON MISTAKES TO AVOID:

- Starting prep area opening without the current plan, recipe, ingredients, tools, PPE, and storage destination.
- Allowing contamination, allergen contact, temperature loss, or unapproved substitutions.
- Producing or restocking without checking on-hand product, shelf life, par, and expected demand.
- Failing to label, date, cool, store, and record the completed product.
- Leaving waste, shortage, equipment, or unfinished work without manager handoff.

RESTAURANT-SPECIFIC CUSTOMIZATION:

- Approved recipe, yield, batch, par, prep-list, or forecast standard: _____
- Equipment, utensils, PPE, labels, containers, or storage system: _____
- Time, temperature, cooling, thawing, marinating, or shelf-life limit: _____
- Allergen, cross-contamination, hygiene, or protected-work-area control: _____
- Portion, waste, variance, restock, or manager-approval target: _____
- Restaurant-specific ingredients, stations, production sequence, or handoff 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.

22. Prep List Completion SOP

SOP ID	V2-022	**VERSION**	1.0
EFFECTIVE DATE	_____	**OWNER**	_____
APPROVED BY	_____	**NEXT REVIEW**	_____

PURPOSE: To complete the prep list with accurate priorities, quantities, assignments, deadlines, and status updates based on the approved production plan.

APPLIES TO: Prep cooks, station cooks, trainers, kitchen leads, and managers.

RESPONSIBILITY: The assigned employee follows the approved recipe and production plan. A lead or manager verifies quality, yield, labeling, and exceptions.

WHEN USED: Before and during each assigned preparation or production cycle and whenever product is transferred or stored.

REQUIRED MATERIALS / INFORMATION:

- Approved recipe, prep list, and production forecast
- Clean and sanitized tools and work surfaces
- Calibrated thermometer and required PPE
- Portioning, labeling, and storage supplies
- Waste log and manager communication

CRITICAL STANDARDS:

- Only approved recipes, ingredients, tools, yields, and production quantities are used.
- Time, temperature, hygiene, cross-contamination, and allergen controls remain active throughout prep.
- Prepared food is portioned, labeled, dated, stored, or transferred promptly.
- Waste, shortages, quality failures, and recipe questions are reported before service is affected.

PROCEDURE:

1. Review the production forecast, reservations, events, current sales trend, weather, and manager priorities.
2. Count usable carryover and on-hand product; confirm labels, shelf life, quality, and available storage space.
3. Compare projected need with on-hand quantity using the restaurant's approved par, yield, and batch standards.
4. List each item, required quantity, batch size, priority, station, and completion time.
5. Sequence work by food-safety risk, cook/cool time, shelf life, service urgency, and shared-equipment demand.
6. Assign each item to a trained employee and confirm recipe, tools, ingredients, and allergen controls.
7. Record start, completion, actual yield, waste, shortage, substitution, and unfinished work as production occurs.
8. Recalculate remaining needs when sales, staffing, product, or reservations change; obtain approval before overproducing.
9. Label, date, cool, store, stage, or transfer completed product according to the approved process.
10. Review the completed list with the manager and hand off shortages, variances, and next-shift needs.

22. Prep List Completion SOP - VERIFICATION & CUSTOMIZATION

MANAGER VERIFICATION:

☐ The employee can identify the recipe or plan, batch or yield, required controls, storage result, and manager escalation point for prep list completion.

☐ Count usable carryover and on-hand product; confirm labels, shelf life, quality, and available storage space.

☐ List each item, required quantity, batch size, priority, station, and completion time.

☐ Assign each item to a trained employee and confirm recipe, tools, ingredients, and allergen controls.

☐ Recalculate remaining needs when sales, staffing, product, or reservations change; obtain approval before overproducing.

☐ Review the completed list with the manager and hand off shortages, variances, and next-shift needs.

COMMON MISTAKES TO AVOID:

- Building prep list completion from habit without current sales, reservations, inventory, carryover, and shelf-life information.
- Ignoring yield, portion, equipment capacity, cooling space, or staffing limits.
- Producing full quantities too early instead of using approved waves and rechecks.
- Changing quantities without recording the reason and manager approval.
- Ending the shift without actual-versus-forecast review and handoff.

RESTAURANT-SPECIFIC CUSTOMIZATION:

- Approved recipe, yield, batch, par, prep-list, or forecast standard: _____
- Equipment, utensils, PPE, labels, containers, or storage system: _____
- Time, temperature, cooling, thawing, marinating, or shelf-life limit: _____
- Allergen, cross-contamination, hygiene, or protected-work-area control: _____
- Portion, waste, variance, restock, or manager-approval target: _____
- Restaurant-specific ingredients, stations, production sequence, or handoff 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.

23. Production Forecast Review SOP

SOP ID	V2-023	**VERSION**	1.0
EFFECTIVE DATE	_____	**OWNER**	_____
APPROVED BY	_____	**NEXT REVIEW**	_____

PURPOSE: To convert forecasted sales, reservations, on-hand product, shelf life, and staffing into a realistic production plan before prep begins.

APPLIES TO: Prep cooks, station cooks, trainers, kitchen leads, and managers.

RESPONSIBILITY: The assigned employee follows the approved recipe and production plan. A lead or manager verifies quality, yield, labeling, and exceptions.

WHEN USED: Before and during each assigned preparation or production cycle and whenever product is transferred or stored.

REQUIRED MATERIALS / INFORMATION:

- Approved recipe, prep list, and production forecast
- Clean and sanitized tools and work surfaces
- Calibrated thermometer and required PPE
- Portioning, labeling, and storage supplies
- Waste log and manager communication

CRITICAL STANDARDS:

- Only approved recipes, ingredients, tools, yields, and production quantities are used.
- Time, temperature, hygiene, cross-contamination, and allergen controls remain active throughout prep.
- Prepared food is portioned, labeled, dated, stored, or transferred promptly.
- Waste, shortages, quality failures, and recipe questions are reported before service is affected.

PROCEDURE:

1. Gather recent sales, menu mix, reservations, events, weather, promotions, delivery timing, and day-of-week history.
2. Verify current inventory, usable carryover, shelf life, open product, thawing product, and known shortages.
3. Separate forecasted demand by meal period, menu item, station, batch, and high-risk or long-lead product.
4. Apply approved yields, portion sizes, waste assumptions, and safety stock rather than guessing from last shift.
5. Adjust for staffing skill, equipment capacity, cooling space, holding limits, and expected ticket concentration.
6. Identify products that should be prepared in smaller waves to protect freshness, quality, and food safety.
7. Compare the forecast with pars and flag unusual increases, decreases, substitutions, or purchase needs.
8. Obtain manager approval for material changes, expensive product, limited inventory, or planned overproduction.
9. Convert the approved forecast into prep quantities, batch timing, assignments, and recheck points.
10. Record actual sales, shortages, waste, carryover, and forecast error for the next review.

23. Production Forecast Review SOP - VERIFICATION & CUSTOMIZATION

MANAGER VERIFICATION:

☐ The employee can identify the recipe or plan, batch or yield, required controls, storage result, and manager escalation point for production forecast review.

☐ Verify current inventory, usable carryover, shelf life, open product, thawing product, and known shortages.

☐ Apply approved yields, portion sizes, waste assumptions, and safety stock rather than guessing from last shift.

☐ Identify products that should be prepared in smaller waves to protect freshness, quality, and food safety.

☐ Obtain manager approval for material changes, expensive product, limited inventory, or planned overproduction.

☐ Record actual sales, shortages, waste, carryover, and forecast error for the next review.

COMMON MISTAKES TO AVOID:

- Building production forecast review from habit without current sales, reservations, inventory, carryover, and shelf-life information.
- Ignoring yield, portion, equipment capacity, cooling space, or staffing limits.
- Producing full quantities too early instead of using approved waves and rechecks.
- Changing quantities without recording the reason and manager approval.
- Ending the shift without actual-versus-forecast review and handoff.

RESTAURANT-SPECIFIC CUSTOMIZATION:

- Approved recipe, yield, batch, par, prep-list, or forecast standard: _____
- Equipment, utensils, PPE, labels, containers, or storage system: _____
- Time, temperature, cooling, thawing, marinating, or shelf-life limit: _____
- Allergen, cross-contamination, hygiene, or protected-work-area control: _____
- Portion, waste, variance, restock, or manager-approval target: _____
- Restaurant-specific ingredients, stations, production sequence, or handoff 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.

24. Produce Washing and Prep SOP

SOP ID	V2-024	**VERSION**	1.0
EFFECTIVE DATE	_____	**OWNER**	_____
APPROVED BY	_____	**NEXT REVIEW**	_____

PURPOSE: To make sure produce is washed, cut, stored, labeled, and handled safely and consistently.

APPLIES TO: Prep cook, cook, kitchen lead, trainer, or manager on duty.

RESPONSIBILITY: The assigned employee follows the approved recipe and production plan. A lead or manager verifies quality, yield, labeling, and exceptions.

WHEN USED: During scheduled prep, before service, before events, or when produce prep is needed to maintain par levels.

REQUIRED MATERIALS / INFORMATION:

- Prep list
- Recipe or cut specification
- Clean cutting boards
- Knives
- Colander or approved washing setup

CRITICAL STANDARDS:

- Produce is fresh, clean, cut correctly, labeled, dated, stored properly, and ready for use.
- Wash hands before handling produce.
- Wash produce according to restaurant policy.
- Use clean and sanitized tools.

PROCEDURE:

1. Wash hands before beginning.
2. Review the produce prep item and required cut standard.
3. Check product quality before prepping.
4. Remove spoiled, damaged, or questionable product.
5. Wash produce according to restaurant policy.
6. Set up clean cutting board, knife, and container.
7. Cut produce according to recipe or station standard.
8. Use correct portion or batch size if required.
9. Place prepared produce in clean food-safe container.
10. Label and date product immediately, store prepared produce in the correct location, and clean and sanitize the work area afterward.

24. Produce Washing and Prep SOP - VERIFICATION & CUSTOMIZATION

MANAGER VERIFICATION:

☐ The employee can identify the recipe or plan, batch or yield, required controls, storage result, and manager escalation point for produce washing and prep.
☐ Review the produce prep item and required cut standard.
☐ Remove spoiled, damaged, or questionable product.
☐ Set up clean cutting board, knife, and container.
☐ Use correct portion or batch size if required.
☐ Label and date product immediately, store prepared produce in the correct location, and clean and sanitize the work area afterward.

COMMON MISTAKES TO AVOID:

- Performing produce washing and prep from memory instead of the approved recipe, yield, portion, and batch standard.
- Using unclean tools, wrong ingredients, unverified product, or an unprotected work surface.
- Losing time-temperature, raw-to-ready-to-eat, or allergen separation during production.
- Failing to record actual yield, waste, shortage, substitution, or overproduction.
- Storing completed product without correct cooling, labeling, dating, and manager verification.

RESTAURANT-SPECIFIC CUSTOMIZATION:

- Approved recipe, yield, batch, par, prep-list, or forecast standard: _____
- Equipment, utensils, PPE, labels, containers, or storage system: _____
- Time, temperature, cooling, thawing, marinating, or shelf-life limit: _____
- Allergen, cross-contamination, hygiene, or protected-work-area control: _____
- Portion, waste, variance, restock, or manager-approval target: _____
- Restaurant-specific ingredients, stations, production sequence, or handoff 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.

25. Protein Prep SOP

SOP ID	V2-025	**VERSION**	1.0
EFFECTIVE DATE	_____	**OWNER**	_____
APPROVED BY	_____	**NEXT REVIEW**	_____

PURPOSE: To prepare proteins according to approved recipes, yields, sanitation, time-temperature controls, allergen protections, labels, and waste standards.

APPLIES TO: Prep cooks, station cooks, trainers, kitchen leads, and managers.

RESPONSIBILITY: The assigned employee follows the approved recipe and production plan. A lead or manager verifies quality, yield, labeling, and exceptions.

WHEN USED: Before and during each assigned preparation or production cycle and whenever product is transferred or stored.

REQUIRED MATERIALS / INFORMATION:

- Approved recipe, prep list, and production forecast
- Clean and sanitized tools and work surfaces
- Calibrated thermometer and required PPE
- Portioning, labeling, and storage supplies
- Waste log and manager communication

CRITICAL STANDARDS:

- Only approved recipes, ingredients, tools, yields, and production quantities are used.
- Time, temperature, hygiene, cross-contamination, and allergen controls remain active throughout prep.
- Prepared food is portioned, labeled, dated, stored, or transferred promptly.
- Waste, shortages, quality failures, and recipe questions are reported before service is affected.

PROCEDURE:

1. Review the approved protein recipe, cut, yield, portion, batch quantity, thaw status, and production priority.
2. Wash hands, put on required PPE, and establish a cleaned and sanitized raw-protein work area.
3. Gather dedicated boards, knives, pans, scales, labels, and containers and verify they are clean and intact.
4. Inspect product identity, temperature, package condition, date, odor, color, and authorized source.
5. Keep raw protein separated from produce, ready-to-eat food, clean utensils, and allergen-sensitive work.
6. Trim, cut, grind, tenderize, or portion only according to the recipe and approved equipment method.
7. Weigh or measure portions and record usable yield, trim, waste, shortage, and unusual product condition.
8. Minimize time out of refrigeration and return completed portions promptly to approved storage.
9. Label and date each container and clean and sanitize tools, equipment, handles, sinks, and work surfaces.
10. Wash hands, dispose of waste through the approved route, and obtain lead verification of yield and storage.

25. Protein Prep SOP - VERIFICATION & CUSTOMIZATION

MANAGER VERIFICATION:

☐ The employee can identify the recipe or plan, batch or yield, required controls, storage result, and manager escalation point for protein prep.
☐ Wash hands, put on required PPE, and establish a cleaned and sanitized raw-protein work area.
☐ Inspect product identity, temperature, package condition, date, odor, color, and authorized source.
☐ Trim, cut, grind, tenderize, or portion only according to the recipe and approved equipment method.
☐ Minimize time out of refrigeration and return completed portions promptly to approved storage.
☐ Wash hands, dispose of waste through the approved route, and obtain lead verification of yield and storage.

COMMON MISTAKES TO AVOID:

- Performing protein prep from memory instead of the approved recipe, yield, portion, and batch standard.
- Using unclean tools, wrong ingredients, unverified product, or an unprotected work surface.
- Losing time-temperature, raw-to-ready-to-eat, or allergen separation during production.
- Failing to record actual yield, waste, shortage, substitution, or overproduction.
- Storing completed product without correct cooling, labeling, dating, and manager verification.

RESTAURANT-SPECIFIC CUSTOMIZATION:

- Approved recipe, yield, batch, par, prep-list, or forecast standard: _____
- Equipment, utensils, PPE, labels, containers, or storage system: _____
- Time, temperature, cooling, thawing, marinating, or shelf-life limit: _____
- Allergen, cross-contamination, hygiene, or protected-work-area control: _____
- Portion, waste, variance, restock, or manager-approval target: _____
- Restaurant-specific ingredients, stations, production sequence, or handoff 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.

26. Seafood Prep SOP

SOP ID	V2-026	**VERSION**	1.0
EFFECTIVE DATE	_____	**OWNER**	_____
APPROVED BY	_____	**NEXT REVIEW**	_____

PURPOSE: To prepare seafood safely and consistently while controlling temperature, cross-contamination, allergens, yield, labeling, and waste.

APPLIES TO: Prep cooks, station cooks, trainers, kitchen leads, and managers.

RESPONSIBILITY: The assigned employee follows the approved recipe and production plan. A lead or manager verifies quality, yield, labeling, and exceptions.

WHEN USED: Before and during each assigned preparation or production cycle and whenever product is transferred or stored.

REQUIRED MATERIALS / INFORMATION:

- Approved recipe, prep list, and production forecast
- Clean and sanitized tools and work surfaces
- Calibrated thermometer and required PPE
- Portioning, labeling, and storage supplies
- Waste log and manager communication

CRITICAL STANDARDS:

- Only approved recipes, ingredients, tools, yields, and production quantities are used.
- Time, temperature, hygiene, cross-contamination, and allergen controls remain active throughout prep.
- Prepared food is portioned, labeled, dated, stored, or transferred promptly.
- Waste, shortages, quality failures, and recipe questions are reported before service is affected.

PROCEDURE:

1. Review the seafood species, source information, shellfish tags when applicable, recipe, portion, thaw status, and batch need.
2. Wash hands, put on required PPE, and prepare a clean cold work area with dedicated tools and containers.
3. Inspect package integrity, temperature, odor, texture, color, ice condition, and signs of spoilage or temperature abuse.
4. Preserve required shellstock identification and traceability records and do not mix lots before controls are complete.
5. Keep seafood refrigerated and separate from ready-to-eat foods, produce, and other proteins during preparation.
6. Remove shells, bones, skin, scales, or entrails using the approved method without splashing or contaminating nearby areas.
7. Cut and portion according to recipe, verify weight and appearance, and record yield, waste, and product concerns.
8. Return prepared seafood to covered labeled refrigeration immediately; do not allow prolonged room-temperature staging.
9. Clean and sanitize boards, knives, sinks, equipment, and handles and control shell, bone, and packaging waste.
10. Wash hands and obtain manager review for off odor, damaged packaging, traceability gaps, parasites, or uncertain quality.

26. Seafood Prep SOP - VERIFICATION & CUSTOMIZATION

MANAGER VERIFICATION:

☐ The employee can identify the recipe or plan, batch or yield, required controls, storage result, and manager escalation point for seafood prep.

☐ Wash hands, put on required PPE, and prepare a clean cold work area with dedicated tools and containers.

☐ Preserve required shellstock identification and traceability records and do not mix lots before controls are complete.

☐ Remove shells, bones, skin, scales, or entrails using the approved method without splashing or contaminating nearby areas.

☐ Return prepared seafood to covered labeled refrigeration immediately; do not allow prolonged room-temperature staging.

☐ Wash hands and obtain manager review for off odor, damaged packaging, traceability gaps, parasites, or uncertain quality.

COMMON MISTAKES TO AVOID:

- Performing seafood prep from memory instead of the approved recipe, yield, portion, and batch standard.
- Using unclean tools, wrong ingredients, unverified product, or an unprotected work surface.
- Losing time-temperature, raw-to-ready-to-eat, or allergen separation during production.
- Failing to record actual yield, waste, shortage, substitution, or overproduction.
- Storing completed product without correct cooling, labeling, dating, and manager verification.

RESTAURANT-SPECIFIC CUSTOMIZATION:

- Approved recipe, yield, batch, par, prep-list, or forecast standard: _____
- Equipment, utensils, PPE, labels, containers, or storage system: _____
- Time, temperature, cooling, thawing, marinating, or shelf-life limit: _____
- Allergen, cross-contamination, hygiene, or protected-work-area control: _____
- Portion, waste, variance, restock, or manager-approval target: _____
- Restaurant-specific ingredients, stations, production sequence, or handoff 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.

27. Poultry Prep SOP

SOP ID	V2-027	**VERSION**	1.0
EFFECTIVE DATE	_____	**OWNER**	_____
APPROVED BY	_____	**NEXT REVIEW**	_____

PURPOSE: To prepare poultry safely and consistently while controlling time, temperature, cross-contamination, yield, labeling, and waste.

APPLIES TO: Prep cooks, station cooks, trainers, kitchen leads, and managers.

RESPONSIBILITY: The assigned employee follows the approved recipe and production plan. A lead or manager verifies quality, yield, labeling, and exceptions.

WHEN USED: Before and during each assigned preparation or production cycle and whenever product is transferred or stored.

REQUIRED MATERIALS / INFORMATION:

- Approved recipe, prep list, and production forecast
- Clean and sanitized tools and work surfaces
- Calibrated thermometer and required PPE
- Portioning, labeling, and storage supplies
- Waste log and manager communication

CRITICAL STANDARDS:

- Only approved recipes, ingredients, tools, yields, and production quantities are used.
- Time, temperature, hygiene, cross-contamination, and allergen controls remain active throughout prep.
- Prepared food is portioned, labeled, dated, stored, or transferred promptly.
- Waste, shortages, quality failures, and recipe questions are reported before service is affected.

PROCEDURE:

1. Review the poultry product, recipe, cut, portion, thaw status, batch need, and approved cooking destination.
2. Wash hands, put on required PPE, and establish a dedicated raw-poultry work area away from ready-to-eat food.
3. Inspect product temperature, packaging, date, odor, color, purge, and condition before opening.
4. Use dedicated boards, knives, pans, and containers and prevent splash from sinks, hoses, or running water.
5. Trim, debone, cut, or portion only according to the approved recipe and safe equipment method.
6. Weigh or count portions and record yield, trim, waste, shortage, and any product rejection.
7. Keep poultry under refrigeration except for the active batch and never return handled product to original packaging.
8. Cover, label, date, and store prepared poultry below ready-to-eat food in the approved hierarchy.
9. Clean and sanitize all contacted tools, equipment, sinks, handles, floors, and surrounding splash areas.
10. Remove gloves, wash hands, dispose of packaging safely, and obtain lead verification of storage and sanitation.

27. Poultry Prep SOP - VERIFICATION & CUSTOMIZATION

MANAGER VERIFICATION:

☐ The employee can identify the recipe or plan, batch or yield, required controls, storage result, and manager escalation point for poultry prep.
☐ Wash hands, put on required PPE, and establish a dedicated raw-poultry work area away from ready-to-eat food.
☐ Use dedicated boards, knives, pans, and containers and prevent splash from sinks, hoses, or running water.
☐ Weigh or count portions and record yield, trim, waste, shortage, and any product rejection.
☐ Cover, label, date, and store prepared poultry below ready-to-eat food in the approved hierarchy.
☐ Remove gloves, wash hands, dispose of packaging safely, and obtain lead verification of storage and sanitation.

COMMON MISTAKES TO AVOID:

- Performing poultry prep from memory instead of the approved recipe, yield, portion, and batch standard.
- Using unclean tools, wrong ingredients, unverified product, or an unprotected work surface.
- Losing time-temperature, raw-to-ready-to-eat, or allergen separation during production.
- Failing to record actual yield, waste, shortage, substitution, or overproduction.
- Storing completed product without correct cooling, labeling, dating, and manager verification.

RESTAURANT-SPECIFIC CUSTOMIZATION:

- Approved recipe, yield, batch, par, prep-list, or forecast standard: _____
- Equipment, utensils, PPE, labels, containers, or storage system: _____
- Time, temperature, cooling, thawing, marinating, or shelf-life limit: _____
- Allergen, cross-contamination, hygiene, or protected-work-area control: _____
- Portion, waste, variance, restock, or manager-approval target: _____
- Restaurant-specific ingredients, stations, production sequence, or handoff 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.

28. Meat Prep SOP

SOP ID	V2-028	**VERSION**	1.0
EFFECTIVE DATE	_____	**OWNER**	_____
APPROVED BY	_____	**NEXT REVIEW**	_____

PURPOSE: To prepare meat safely and consistently according to approved cuts, recipes, yields, sanitation, labels, and storage limits.

APPLIES TO: Prep cooks, station cooks, trainers, kitchen leads, and managers.

RESPONSIBILITY: The assigned employee follows the approved recipe and production plan. A lead or manager verifies quality, yield, labeling, and exceptions.

WHEN USED: Before and during each assigned preparation or production cycle and whenever product is transferred or stored.

REQUIRED MATERIALS / INFORMATION:

- Approved recipe, prep list, and production forecast
- Clean and sanitized tools and work surfaces
- Calibrated thermometer and required PPE
- Portioning, labeling, and storage supplies
- Waste log and manager communication

CRITICAL STANDARDS:

- Only approved recipes, ingredients, tools, yields, and production quantities are used.
- Time, temperature, hygiene, cross-contamination, and allergen controls remain active throughout prep.
- Prepared food is portioned, labeled, dated, stored, or transferred promptly.
- Waste, shortages, quality failures, and recipe questions are reported before service is affected.

PROCEDURE:

1. Review the meat cut, grade, recipe, trim standard, portion, thaw status, yield target, and batch requirement.
2. Wash hands, put on required PPE, and prepare clean knives, boards, scales, pans, labels, and tenderizing equipment.
3. Inspect identity, temperature, package condition, date, odor, color, purge, and signs of spoilage or mishandling.
4. Keep meat refrigerated and separated from ready-to-eat food and other proteins according to the storage hierarchy.
5. Trim, fabricate, grind, tenderize, or portion only through the approved method and equipment.
6. Verify cut thickness, weight, count, and presentation and record yield, trim, waste, and high-cost variance.
7. Control ground or mechanically tenderized product separately when the recipe or food-safety plan requires it.
8. Cover, label, date, and store portions promptly in the assigned refrigeration location.
9. Clean and sanitize knives, boards, grinders, slicers, scales, handles, and surrounding surfaces.
10. Wash hands and obtain manager review for unusual odor, color, temperature, damage, or yield variance.

28. Meat Prep SOP - VERIFICATION & CUSTOMIZATION

MANAGER VERIFICATION:

☐ The employee can identify the recipe or plan, batch or yield, required controls, storage result, and manager escalation point for meat prep.
☐ Wash hands, put on required PPE, and prepare clean knives, boards, scales, pans, labels, and tenderizing equipment.
☐ Keep meat refrigerated and separated from ready-to-eat food and other proteins according to the storage hierarchy.
☐ Verify cut thickness, weight, count, and presentation and record yield, trim, waste, and high-cost variance.
☐ Cover, label, date, and store portions promptly in the assigned refrigeration location.
☐ Wash hands and obtain manager review for unusual odor, color, temperature, damage, or yield variance.

COMMON MISTAKES TO AVOID:

- Performing meat prep from memory instead of the approved recipe, yield, portion, and batch standard.
- Using unclean tools, wrong ingredients, unverified product, or an unprotected work surface.
- Losing time-temperature, raw-to-ready-to-eat, or allergen separation during production.
- Failing to record actual yield, waste, shortage, substitution, or overproduction.
- Storing completed product without correct cooling, labeling, dating, and manager verification.

RESTAURANT-SPECIFIC CUSTOMIZATION:

- Approved recipe, yield, batch, par, prep-list, or forecast standard: _____
- Equipment, utensils, PPE, labels, containers, or storage system: _____
- Time, temperature, cooling, thawing, marinating, or shelf-life limit: _____
- Allergen, cross-contamination, hygiene, or protected-work-area control: _____
- Portion, waste, variance, restock, or manager-approval target: _____
- Restaurant-specific ingredients, stations, production sequence, or handoff 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.

29. Sauce and Dressing Prep SOP

SOP ID	V2-029	**VERSION**	1.0
EFFECTIVE DATE	_____	**OWNER**	_____
APPROVED BY	_____	**NEXT REVIEW**	_____

PURPOSE: To make sure sauces, dressings, and batch recipes are prepared accurately and consistently.

APPLIES TO: Prep cook, cook, kitchen lead, chef, trainer, or manager on duty.

RESPONSIBILITY: The assigned employee follows the approved recipe and production plan. A lead or manager verifies quality, yield, labeling, and exceptions.

WHEN USED: During scheduled prep, before service, before events, or when par levels require additional batch product.

REQUIRED MATERIALS / INFORMATION:

- Recipe card
- Measuring cups
- Measuring spoons
- Scale if required
- Mixing bowls

CRITICAL STANDARDS:

- Sauce, dressing, or batch product matches the approved recipe and is consistent in flavor, texture, color, temperature, yield, labeling, and storage.
- Wash hands before prep.
- Use clean and sanitized tools.
- Check ingredients for quality and date.

PROCEDURE:

1. Wash hands before beginning.
2. Review the recipe card.
3. Gather all ingredients.
4. Check ingredient quality, labels, and dates.
5. Measure each ingredient accurately.
6. Add ingredients in the correct order if required.
7. Mix according to recipe standard.
8. Check consistency, color, and appearance.
9. Place finished product into clean food-safe containers.
10. Label and date product immediately. Store product in the correct location. Clean and sanitize prep area. Record batch.

29. Sauce and Dressing Prep SOP - VERIFICATION & CUSTOMIZATION

MANAGER VERIFICATION:

☐ The employee can identify the recipe or plan, batch or yield, required controls, storage result, and manager escalation point for sauce and dressing prep.
☐ Review the recipe card.
☐ Check ingredient quality, labels, and dates.
☐ Add ingredients in the correct order if required.
☐ Check consistency, color, and appearance.
☐ Label and date product immediately. Store product in the correct location. Clean and sanitize prep area. Record batch.

COMMON MISTAKES TO AVOID:

- Performing sauce and dressing prep from memory instead of the approved recipe, yield, portion, and batch standard.
- Using unclean tools, wrong ingredients, unverified product, or an unprotected work surface.
- Losing time-temperature, raw-to-ready-to-eat, or allergen separation during production.
- Failing to record actual yield, waste, shortage, substitution, or overproduction.
- Storing completed product without correct cooling, labeling, dating, and manager verification.

RESTAURANT-SPECIFIC CUSTOMIZATION:

- Approved recipe, yield, batch, par, prep-list, or forecast standard: _____
- Equipment, utensils, PPE, labels, containers, or storage system: _____
- Time, temperature, cooling, thawing, marinating, or shelf-life limit: _____
- Allergen, cross-contamination, hygiene, or protected-work-area control: _____
- Portion, waste, variance, restock, or manager-approval target: _____
- Restaurant-specific ingredients, stations, production sequence, or handoff 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.

30. Soup Prep SOP

SOP ID	V2-030	**VERSION**	1.0
EFFECTIVE DATE	_____	**OWNER**	_____
APPROVED BY	_____	**NEXT REVIEW**	_____

PURPOSE: To prepare soup from the approved recipe with correct batch size, cook and cooling controls, quality checks, labels, and yield records.

APPLIES TO: Prep cooks, station cooks, trainers, kitchen leads, and managers.

RESPONSIBILITY: The assigned employee follows the approved recipe and production plan. A lead or manager verifies quality, yield, labeling, and exceptions.

WHEN USED: Before and during each assigned preparation or production cycle and whenever product is transferred or stored.

REQUIRED MATERIALS / INFORMATION:

- Approved recipe, prep list, and production forecast
- Clean and sanitized tools and work surfaces
- Calibrated thermometer and required PPE
- Portioning, labeling, and storage supplies
- Waste log and manager communication

CRITICAL STANDARDS:

- Only approved recipes, ingredients, tools, yields, and production quantities are used.
- Time, temperature, hygiene, cross-contamination, and allergen controls remain active throughout prep.
- Prepared food is portioned, labeled, dated, stored, or transferred promptly.
- Waste, shortages, quality failures, and recipe questions are reported before service is affected.

PROCEDURE:

1. Review the approved soup recipe, batch size, ingredients, allergen information, equipment, yield, and service plan.
2. Verify ingredient identity, quality, dates, measured quantities, and required thawing or precooking steps.
3. Prepare clean sanitized kettles, pots, utensils, measuring tools, thermometers, and protected containers.
4. Follow the recipe sequence for sweating, browning, liquids, seasonings, thickening, and ingredient additions.
5. Control heat and stirring to prevent scorching, boil-over, unsafe splashing, and uneven cooking.
6. Verify required cooking temperatures and final texture, flavor, color, seasoning, and yield.
7. Correct only through approved recipe adjustments and record any authorized substitution or variance.
8. Transfer the batch to hot holding, service, or rapid cooling using the approved time-temperature process.
9. Label and date stored soup and record batch, yield, temperature, waste, and disposition.
10. Clean the kettle or pot, utensils, surrounding equipment, floor, and splash areas and obtain manager verification.

30. Soup Prep SOP - VERIFICATION & CUSTOMIZATION

MANAGER VERIFICATION:

☐ The employee can identify the recipe or plan, batch or yield, required controls, storage result, and manager escalation point for soup prep.
☐ Verify ingredient identity, quality, dates, measured quantities, and required thawing or precooking steps.
☐ Follow the recipe sequence for sweating, browning, liquids, seasonings, thickening, and ingredient additions.
☐ Verify required cooking temperatures and final texture, flavor, color, seasoning, and yield.
☐ Transfer the batch to hot holding, service, or rapid cooling using the approved time-temperature process.
☐ Clean the kettle or pot, utensils, surrounding equipment, floor, and splash areas and obtain manager verification.

COMMON MISTAKES TO AVOID:

- Performing soup prep from memory instead of the approved recipe, yield, portion, and batch standard.
- Using unclean tools, wrong ingredients, unverified product, or an unprotected work surface.
- Losing time-temperature, raw-to-ready-to-eat, or allergen separation during production.
- Failing to record actual yield, waste, shortage, substitution, or overproduction.
- Storing completed product without correct cooling, labeling, dating, and manager verification.

RESTAURANT-SPECIFIC CUSTOMIZATION:

- Approved recipe, yield, batch, par, prep-list, or forecast standard: _____
- Equipment, utensils, PPE, labels, containers, or storage system: _____
- Time, temperature, cooling, thawing, marinating, or shelf-life limit: _____
- Allergen, cross-contamination, hygiene, or protected-work-area control: _____
- Portion, waste, variance, restock, or manager-approval target: _____
- Restaurant-specific ingredients, stations, production sequence, or handoff 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.

31. Batch Cooking SOP

SOP ID	V2-031	**VERSION**	1.0
EFFECTIVE DATE	_____	**OWNER**	_____
APPROVED BY	_____	**NEXT REVIEW**	_____

PURPOSE: To batch-cook only the amount needed while protecting recipe accuracy, cook limits, holding time, quality, and waste control.

APPLIES TO: Prep cooks, station cooks, trainers, kitchen leads, and managers.

RESPONSIBILITY: The assigned employee follows the approved recipe and production plan. A lead or manager verifies quality, yield, labeling, and exceptions.

WHEN USED: Before and during each assigned preparation or production cycle and whenever product is transferred or stored.

REQUIRED MATERIALS / INFORMATION:

- Approved recipe, prep list, and production forecast
- Clean and sanitized tools and work surfaces
- Calibrated thermometer and required PPE
- Portioning, labeling, and storage supplies
- Waste log and manager communication

CRITICAL STANDARDS:

- Only approved recipes, ingredients, tools, yields, and production quantities are used.
- Time, temperature, hygiene, cross-contamination, and allergen controls remain active throughout prep.
- Prepared food is portioned, labeled, dated, stored, or transferred promptly.
- Waste, shortages, quality failures, and recipe questions are reported before service is affected.

PROCEDURE:

1. Review the production forecast, recipe, approved batch size, equipment capacity, holding plan, and cooling space.
2. Verify all ingredients, quantities, dates, allergen information, tools, containers, thermometers, and labels.
3. Do not increase a recipe beyond the approved scale or equipment capacity without manager and recipe verification.
4. Follow the recipe sequence and start time so all components reach the required quality and safety standard together.
5. Monitor cooking, mixing, agitation, and temperature across the full batch rather than checking only one location.
6. Record actual yield and compare it with the recipe expectation before portioning or transfer.
7. Divide the batch into approved service, holding, or cooling quantities without mixing old and new product.
8. Label each container with identity, batch, time, date, and disposition requirement.
9. Record shortage, excess, waste, substitution, quality issue, and manager-approved correction.
10. Clean equipment and work areas and review batch performance before beginning another production cycle.

31. Batch Cooking SOP - VERIFICATION & CUSTOMIZATION

MANAGER VERIFICATION:

☐ The employee can identify the recipe or plan, batch or yield, required controls, storage result, and manager escalation point for batch cooking.
☐ Verify all ingredients, quantities, dates, allergen information, tools, containers, thermometers, and labels.
☐ Follow the recipe sequence and start time so all components reach the required quality and safety standard together.
☐ Record actual yield and compare it with the recipe expectation before portioning or transfer.
☐ Label each container with identity, batch, time, date, and disposition requirement.
☐ Clean equipment and work areas and review batch performance before beginning another production cycle.

COMMON MISTAKES TO AVOID:

• Performing batch cooking from memory instead of the approved recipe, yield, portion, and batch standard.
• Using unclean tools, wrong ingredients, unverified product, or an unprotected work surface.
• Losing time-temperature, raw-to-ready-to-eat, or allergen separation during production.
• Failing to record actual yield, waste, shortage, substitution, or overproduction.
• Storing completed product without correct cooling, labeling, dating, and manager verification.

RESTAURANT-SPECIFIC CUSTOMIZATION:

• Approved recipe, yield, batch, par, prep-list, or forecast standard: _____
• Equipment, utensils, PPE, labels, containers, or storage system: _____
• Time, temperature, cooling, thawing, marinating, or shelf-life limit: _____
• Allergen, cross-contamination, hygiene, or protected-work-area control: _____
• Portion, waste, variance, restock, or manager-approval target: _____
• Restaurant-specific ingredients, stations, production sequence, or handoff 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.

32. Portioning SOP

SOP ID	V2-032	**VERSION**	1.0
EFFECTIVE DATE	_____	**OWNER**	_____
APPROVED BY	_____	**NEXT REVIEW**	_____

PURPOSE: To make sure prepared items are portioned accurately, consistently, and according to restaurant standards.

APPLIES TO: Prep cook, cook, kitchen lead, trainer, or manager on duty.

RESPONSIBILITY: The assigned employee follows the approved recipe and production plan. A lead or manager verifies quality, yield, labeling, and exceptions.

WHEN USED: During prep, before service, after batch production, before packaging, or when portioned product is needed for line use.

REQUIRED MATERIALS / INFORMATION:

- Portion chart
- Recipe card
- Scale
- Scoops
- Ladles

CRITICAL STANDARDS:

- Prepared items are portioned accurately, labeled when required, stored properly, and ready for consistent use during production and service.
- Use clean tools and containers.
- Keep food at safe temperature.
- Label and date portioned items.

PROCEDURE:

1. Review the portion standard.
2. Gather correct portion tools.
3. Check that containers or bags are clean and ready.
4. Check product quality before portioning.
5. Portion product using the approved tool or scale.
6. Keep portions consistent.
7. Place portioned product in approved container, bag, or storage area.
8. Label and date product if required.
9. Store product correctly.
10. Report portion tool problems or unclear standards. Clean and sanitize work area after portioning.

32. Portioning SOP - VERIFICATION & CUSTOMIZATION

MANAGER VERIFICATION:

☐ The employee can identify the recipe or plan, batch or yield, required controls, storage result, and manager escalation point for portioning.
☐ Gather correct portion tools.
☐ Check product quality before portioning.
☐ Keep portions consistent.
☐ Label and date product if required.
☐ Report portion tool problems or unclear standards. Clean and sanitize work area after portioning.

COMMON MISTAKES TO AVOID:

- Performing portioning from memory instead of the approved recipe, yield, portion, and batch standard.
- Using unclean tools, wrong ingredients, unverified product, or an unprotected work surface.
- Losing time-temperature, raw-to-ready-to-eat, or allergen separation during production.
- Failing to record actual yield, waste, shortage, substitution, or overproduction.
- Storing completed product without correct cooling, labeling, dating, and manager verification.

RESTAURANT-SPECIFIC CUSTOMIZATION:

- Approved recipe, yield, batch, par, prep-list, or forecast standard: _____
- Equipment, utensils, PPE, labels, containers, or storage system: _____
- Time, temperature, cooling, thawing, marinating, or shelf-life limit: _____
- Allergen, cross-contamination, hygiene, or protected-work-area control: _____
- Portion, waste, variance, restock, or manager-approval target: _____
- Restaurant-specific ingredients, stations, production sequence, or handoff 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.

33. Portion Control SOP

SOP ID	V2-033	**VERSION**	1.0
EFFECTIVE DATE	_____	**OWNER**	_____
APPROVED BY	_____	**NEXT REVIEW**	_____

PURPOSE: To make sure food portions are consistent, accurate, and aligned with restaurant standards.

APPLIES TO: Cook, prep cook, kitchen lead, trainer, or manager on duty.

RESPONSIBILITY: The assigned employee follows the approved recipe and production plan. A lead or manager verifies quality, yield, labeling, and exceptions.

WHEN USED: Any time food is prepped, plated, cooked, assembled, packaged, garnished, or served.

REQUIRED MATERIALS / INFORMATION:

- Portion chart
- Recipe cards
- Scoops
- Ladles
- Cups

CRITICAL STANDARDS:

- Portions are consistent, accurate, and match the approved restaurant recipe or plating standard.
- Use clean portion tools.
- Do not handle ready-to-eat food with bare hands unless allowed by policy.
- Keep tools stored safely and cleanly.

PROCEDURE:

1. Review the correct portion standard.
2. Select the correct portion tool.
3. Check that the portion tool is clean and in good condition.
4. Portion the item according to recipe or prep standard.
5. Level, weigh, scoop, ladle, or measure according to the restaurant standard.
6. Place portioned product into correct container, plate, bag, or package.
7. Label portioned prep items if required.
8. Check portion consistency during the shift.
9. Correct over-portions or under-portions immediately.
10. Notify manager if portion tools are missing, damaged, or unclear.

33. Portion Control SOP - VERIFICATION & CUSTOMIZATION

MANAGER VERIFICATION:

☐ The employee can identify the recipe or plan, batch or yield, required controls, storage result, and manager escalation point for portion control.
☐ Select the correct portion tool.
☐ Portion the item according to recipe or prep standard.
☐ Place portioned product into correct container, plate, bag, or package.
☐ Check portion consistency during the shift.
☐ Notify manager if portion tools are missing, damaged, or unclear.

COMMON MISTAKES TO AVOID:

- Performing portion control from memory instead of the approved recipe, yield, portion, and batch standard.
- Using unclean tools, wrong ingredients, unverified product, or an unprotected work surface.
- Losing time-temperature, raw-to-ready-to-eat, or allergen separation during production.
- Failing to record actual yield, waste, shortage, substitution, or overproduction.
- Storing completed product without correct cooling, labeling, dating, and manager verification.

RESTAURANT-SPECIFIC CUSTOMIZATION:

- Approved recipe, yield, batch, par, prep-list, or forecast standard: _____
- Equipment, utensils, PPE, labels, containers, or storage system: _____
- Time, temperature, cooling, thawing, marinating, or shelf-life limit: _____
- Allergen, cross-contamination, hygiene, or protected-work-area control: _____
- Portion, waste, variance, restock, or manager-approval target: _____
- Restaurant-specific ingredients, stations, production sequence, or handoff 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.

34. Recipe Scaling SOP

SOP ID	V2-034	**VERSION**	1.0
EFFECTIVE DATE	_____	**OWNER**	_____
APPROVED BY	_____	**NEXT REVIEW**	_____

PURPOSE: To scale recipes accurately by using approved conversion methods, units, yields, batch limits, and verification before production.

APPLIES TO: Prep cooks, station cooks, trainers, kitchen leads, and managers.

RESPONSIBILITY: The assigned employee follows the approved recipe and production plan. A lead or manager verifies quality, yield, labeling, and exceptions.

WHEN USED: Before and during each assigned preparation or production cycle and whenever product is transferred or stored.

REQUIRED MATERIALS / INFORMATION:

- Approved recipe, prep list, and production forecast
- Clean and sanitized tools and work surfaces
- Calibrated thermometer and required PPE
- Portioning, labeling, and storage supplies
- Waste log and manager communication

CRITICAL STANDARDS:

- Only approved recipes, ingredients, tools, yields, and production quantities are used.
- Time, temperature, hygiene, cross-contamination, and allergen controls remain active throughout prep.
- Prepared food is portioned, labeled, dated, stored, or transferred promptly.
- Waste, shortages, quality failures, and recipe questions are reported before service is affected.

PROCEDURE:

1. Review the current recipe, prep list, forecast, shelf life, allergens, and completion time.
2. Wash hands and prepare a clean and sanitized station with approved tools, PPE, containers, and labels.
3. Inspect ingredients for identity, condition, date, temperature, and required thaw or storage status.
4. Confirm the original recipe yield and the required production quantity.
5. Calculate the scaling factor and independently verify high-risk ingredients and units.
6. Convert every ingredient consistently without rounding critical amounts informally.
7. Record the approved scaled recipe, expected yield, actual yield, and manager verification.
8. Verify final temperature, quality, portion, yield, label, date, and storage or handoff.
9. Record waste, shortage, substitution, delay, equipment, and food-safety exceptions.
10. Clean and sanitize the area and obtain manager or trainer verification.

34. Recipe Scaling SOP - VERIFICATION & CUSTOMIZATION

MANAGER VERIFICATION:

☐ The employee can identify the recipe or plan, batch or yield, required controls, storage result, and manager escalation point for recipe scaling.
☐ Wash hands and prepare a clean and sanitized station with approved tools, PPE, containers, and labels.
☐ Confirm the original recipe yield and the required production quantity.
☐ Convert every ingredient consistently without rounding critical amounts informally.
☐ Verify final temperature, quality, portion, yield, label, date, and storage or handoff.
☐ Clean and sanitize the area and obtain manager or trainer verification.

COMMON MISTAKES TO AVOID:

- Performing recipe scaling from memory instead of the approved recipe, yield, portion, and batch standard.
- Using unclean tools, wrong ingredients, unverified product, or an unprotected work surface.
- Losing time-temperature, raw-to-ready-to-eat, or allergen separation during production.
- Failing to record actual yield, waste, shortage, substitution, or overproduction.
- Storing completed product without correct cooling, labeling, dating, and manager verification.

RESTAURANT-SPECIFIC CUSTOMIZATION:

- Approved recipe, yield, batch, par, prep-list, or forecast standard: _____
- Equipment, utensils, PPE, labels, containers, or storage system: _____
- Time, temperature, cooling, thawing, marinating, or shelf-life limit: _____
- Allergen, cross-contamination, hygiene, or protected-work-area control: _____
- Portion, waste, variance, restock, or manager-approval target: _____
- Restaurant-specific ingredients, stations, production sequence, or handoff 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.

35. Recipe Card Use SOP

SOP ID	V2-035	**VERSION**	1.0
EFFECTIVE DATE	_____	**OWNER**	_____
APPROVED BY	_____	**NEXT REVIEW**	_____

PURPOSE: To use the current approved recipe card for ingredients, quantities, sequence, equipment, yields, allergens, temperatures, and presentation.

APPLIES TO: Prep cooks, station cooks, trainers, kitchen leads, and managers.

RESPONSIBILITY: The assigned employee follows the approved recipe and production plan. A lead or manager verifies quality, yield, labeling, and exceptions.

WHEN USED: Before and during each assigned preparation or production cycle and whenever product is transferred or stored.

REQUIRED MATERIALS / INFORMATION:

- Approved recipe, prep list, and production forecast
- Clean and sanitized tools and work surfaces
- Calibrated thermometer and required PPE
- Portioning, labeling, and storage supplies
- Waste log and manager communication

CRITICAL STANDARDS:

- Only approved recipes, ingredients, tools, yields, and production quantities are used.
- Time, temperature, hygiene, cross-contamination, and allergen controls remain active throughout prep.
- Prepared food is portioned, labeled, dated, stored, or transferred promptly.
- Waste, shortages, quality failures, and recipe questions are reported before service is affected.

PROCEDURE:

1. Review the current recipe, prep list, forecast, shelf life, allergens, and completion time.
2. Wash hands and prepare a clean and sanitized station with approved tools, PPE, containers, and labels.
3. Inspect ingredients for identity, condition, date, temperature, and required thaw or storage status.
4. Locate the current approved recipe version before gathering ingredients.
5. Read the full recipe, yield, equipment, allergens, temperatures, and critical notes.
6. Follow the listed sequence and measurements without unauthorized substitution.
7. Record questions, yield differences, quality problems, and any approved change.
8. Verify final temperature, quality, portion, yield, label, date, and storage or handoff.
9. Record waste, shortage, substitution, delay, equipment, and food-safety exceptions.
10. Clean and sanitize the area and obtain manager or trainer verification.

35. Recipe Card Use SOP - VERIFICATION & CUSTOMIZATION

MANAGER VERIFICATION:

☐ The employee can identify the recipe or plan, batch or yield, required controls, storage result, and manager escalation point for recipe card use.
☐ Wash hands and prepare a clean and sanitized station with approved tools, PPE, containers, and labels.
☐ Locate the current approved recipe version before gathering ingredients.
☐ Follow the listed sequence and measurements without unauthorized substitution.
☐ Verify final temperature, quality, portion, yield, label, date, and storage or handoff.
☐ Clean and sanitize the area and obtain manager or trainer verification.

COMMON MISTAKES TO AVOID:

• Performing recipe card use from memory instead of the approved recipe, yield, portion, and batch standard.
• Using unclean tools, wrong ingredients, unverified product, or an unprotected work surface.
• Losing time-temperature, raw-to-ready-to-eat, or allergen separation during production.
• Failing to record actual yield, waste, shortage, substitution, or overproduction.
• Storing completed product without correct cooling, labeling, dating, and manager verification.

RESTAURANT-SPECIFIC CUSTOMIZATION:

• Approved recipe, yield, batch, par, prep-list, or forecast standard: _____
• Equipment, utensils, PPE, labels, containers, or storage system: _____
• Time, temperature, cooling, thawing, marinating, or shelf-life limit: _____
• Allergen, cross-contamination, hygiene, or protected-work-area control: _____
• Portion, waste, variance, restock, or manager-approval target: _____
• Restaurant-specific ingredients, stations, production sequence, or handoff 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.

36. Prep Labeling SOP

SOP ID	V2-036	**VERSION**	1.0
EFFECTIVE DATE	_____	**OWNER**	_____
APPROVED BY	_____	**NEXT REVIEW**	_____

PURPOSE: To label prepared food immediately and accurately with product identity, dates, times, shelf life, employee initials, and required allergen information.

APPLIES TO: Prep cooks, station cooks, trainers, kitchen leads, and managers.

RESPONSIBILITY: The assigned employee follows the approved recipe and production plan. A lead or manager verifies quality, yield, labeling, and exceptions.

WHEN USED: Before and during each assigned preparation or production cycle and whenever product is transferred or stored.

REQUIRED MATERIALS / INFORMATION:

- Approved recipe, prep list, and production forecast
- Clean and sanitized tools and work surfaces
- Calibrated thermometer and required PPE
- Portioning, labeling, and storage supplies
- Waste log and manager communication

CRITICAL STANDARDS:

- Only approved recipes, ingredients, tools, yields, and production quantities are used.
- Time, temperature, hygiene, cross-contamination, and allergen controls remain active throughout prep.
- Prepared food is portioned, labeled, dated, stored, or transferred promptly.
- Waste, shortages, quality failures, and recipe questions are reported before service is affected.

PROCEDURE:

1. Review the current recipe, prep list, forecast, shelf life, allergens, and completion time.
2. Wash hands and prepare a clean and sanitized station with approved tools, PPE, containers, and labels.
3. Inspect ingredients for identity, condition, date, temperature, and required thaw or storage status.
4. Review the approved recipe, quantity, yield, allergens, and timing for prep labeling.
5. Prepare a clean and sanitized station with correct ingredients, tools, containers, and labels.
6. Complete the preparation in the approved sequence while controlling portion, time, and temperature.
7. Verify quality and yield, then label, store or transfer product and record waste.
8. Verify final temperature, quality, portion, yield, label, date, and storage or handoff.
9. Record waste, shortage, substitution, delay, equipment, and food-safety exceptions.
10. Clean and sanitize the area and obtain manager or trainer verification.

36. Prep Labeling SOP - VERIFICATION & CUSTOMIZATION

MANAGER VERIFICATION:

☐ The employee can identify the recipe or plan, batch or yield, required controls, storage result, and manager escalation point for prep labeling.
☐ Wash hands and prepare a clean and sanitized station with approved tools, PPE, containers, and labels.
☐ Review the approved recipe, quantity, yield, allergens, and timing for prep labeling.
☐ Complete the preparation in the approved sequence while controlling portion, time, and temperature.
☐ Verify final temperature, quality, portion, yield, label, date, and storage or handoff.
☐ Clean and sanitize the area and obtain manager or trainer verification.

COMMON MISTAKES TO AVOID:

• Completing prep labeling from memory without confirming product identity, preparation/open date, and approved use-by rule.
• Covering or replacing an old label without evaluating the original product history.
• Mixing batches with different dates or using the newest product first.
• Using vague initials, unreadable marks, or labels that separate from the container.
• Failing to discard, hold, or escalate product with uncertain identity or date history.

RESTAURANT-SPECIFIC CUSTOMIZATION:

• Approved recipe, yield, batch, par, prep-list, or forecast standard: _____
• Equipment, utensils, PPE, labels, containers, or storage system: _____
• Time, temperature, cooling, thawing, marinating, or shelf-life limit: _____
• Allergen, cross-contamination, hygiene, or protected-work-area control: _____
• Portion, waste, variance, restock, or manager-approval target: _____
• Restaurant-specific ingredients, stations, production sequence, or handoff 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.

37. Cooling Prepared Food for Storage SOP

SOP ID	V2-037	**VERSION**	1.0
EFFECTIVE DATE	_____	**OWNER**	_____
APPROVED BY	_____	**NEXT REVIEW**	_____

PURPOSE: To cool prepared food for storage within approved time and temperature limits, document results, and take immediate corrective action when limits are missed.

APPLIES TO: Trained food employees, kitchen leads, managers, and designated food-safety leaders.

RESPONSIBILITY: The employee follows the approved high-risk control. Management verifies limits, disposition, records, and required regulatory contact.

WHEN USED: Whenever the named high-risk process is performed or a required limit, control, or record is uncertain or missed.

REQUIRED MATERIALS / INFORMATION:

- Current regulatory and restaurant standard
- Calibrated thermometer, timer, or approved test device
- Protected containers, labels, PPE, and sanitizer
- Corrective-action and food-disposition record
- Manager and regulatory contact information

CRITICAL STANDARDS:

- The current approved regulatory and restaurant limit controls the process.
- Questionable food is isolated and not served until management determines disposition.
- Corrective action and disposition are recorded at the time of the event.
- Management contacts the proper authority when required by law, permit, policy, or incident severity.

PROCEDURE:

1. Notify the manager or designated food-safety leader before proceeding with an uncertain high-risk condition.
2. Identify the product, lot, time, temperature, exposure, and applicable approved limit.
3. Isolate affected food and prevent sale, use, movement, or disposal until authorized.
4. Divide food into shallow approved containers or smaller portions and begin cooling without delay.
5. Use approved rapid-cooling methods while protecting food from contamination.
6. Measure and record temperatures at required intervals using a sanitized calibrated probe.
7. If the approved cooling limit is missed, reheat, recool, or discard only under manager direction.
8. Management determines approved correction, discard, closure, or authority notification.
9. Record all measurements, time, product, quantity, disposition, decision, and responsible people.
10. Verify the affected process is safe before resuming production or service.

37. Cooling Prepared Food for Storage SOP - VERIFICATION & CUSTOMIZATION

MANAGER VERIFICATION:

☐ The employee can identify the recipe or plan, batch or yield, required controls, storage result, and manager escalation point for cooling prepared food for storage.
☐ Identify the product, lot, time, temperature, exposure, and applicable approved limit.
☐ Divide food into shallow approved containers or smaller portions and begin cooling without delay.
☐ Measure and record temperatures at required intervals using a sanitized calibrated probe.
☐ Management determines approved correction, discard, closure, or authority notification.
☐ Verify the affected process is safe before resuming production or service.

COMMON MISTAKES TO AVOID:

- Beginning cooling prepared food for storage without the approved time-temperature method, container depth, label, and storage space.
- Using room temperature, deep covered containers, standing water, or another unapproved method.
- Combining warm and cold product or overloading refrigeration and airflow.
- Failing to monitor and record required times and temperatures.
- Keeping product when the control history or limit is uncertain instead of escalating.

RESTAURANT-SPECIFIC CUSTOMIZATION:

- Approved recipe, yield, batch, par, prep-list, or forecast standard: _____
- Equipment, utensils, PPE, labels, containers, or storage system: _____
- Time, temperature, cooling, thawing, marinating, or shelf-life limit: _____
- Allergen, cross-contamination, hygiene, or protected-work-area control: _____
- Portion, waste, variance, restock, or manager-approval target: _____
- Restaurant-specific ingredients, stations, production sequence, or handoff 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.

38. Thawing Food SOP

SOP ID	V2-038	**VERSION**	1.0
EFFECTIVE DATE	_____	**OWNER**	_____
APPROVED BY	_____	**NEXT REVIEW**	_____

PURPOSE: To control thawing food consistently so food remains safe, required limits are verified, and exceptions receive immediate corrective action.

APPLIES TO: Trained food employees, kitchen leads, managers, and designated food-safety leaders.

RESPONSIBILITY: The employee follows the approved high-risk control. Management verifies limits, disposition, records, and required regulatory contact.

WHEN USED: Whenever the named high-risk process is performed or a required limit, control, or record is uncertain or missed.

REQUIRED MATERIALS / INFORMATION:

- Current regulatory and restaurant standard
- Calibrated thermometer, timer, or approved test device
- Protected containers, labels, PPE, and sanitizer
- Corrective-action and food-disposition record
- Manager and regulatory contact information

CRITICAL STANDARDS:

- The current approved regulatory and restaurant limit controls the process.
- Questionable food is isolated and not served until management determines disposition.
- Corrective action and disposition are recorded at the time of the event.
- Management contacts the proper authority when required by law, permit, policy, or incident severity.

PROCEDURE:

1. Notify the manager or designated food-safety leader before proceeding with an uncertain high-risk condition.
2. Identify the product, lot, time, temperature, exposure, and applicable approved limit.
3. Isolate affected food and prevent sale, use, movement, or disposal until authorized.
4. Select an approved thawing method based on product, quantity, package, and needed time.
5. Keep product protected and contained during refrigeration, running-water, cooking, or approved microwave thawing.
6. Prevent room-temperature thawing, standing water, leakage, and cross-contamination.
7. Label or cook promptly and record any time-temperature exception.
8. Management determines approved correction, discard, closure, or authority notification.
9. Record all measurements, time, product, quantity, disposition, decision, and responsible people.
10. Verify the affected process is safe before resuming production or service.

38. Thawing Food SOP - VERIFICATION & CUSTOMIZATION

MANAGER VERIFICATION:

☐ The employee can identify the recipe or plan, batch or yield, required controls, storage result, and manager escalation point for thawing food.
☐ Identify the product, lot, time, temperature, exposure, and applicable approved limit.
☐ Select an approved thawing method based on product, quantity, package, and needed time.
☐ Prevent room-temperature thawing, standing water, leakage, and cross-contamination.
☐ Management determines approved correction, discard, closure, or authority notification.
☐ Verify the affected process is safe before resuming production or service.

COMMON MISTAKES TO AVOID:

• Beginning thawing food without the approved time-temperature method, container depth, label, and storage space.
• Using room temperature, deep covered containers, standing water, or another unapproved method.
• Combining warm and cold product or overloading refrigeration and airflow.
• Failing to monitor and record required times and temperatures.
• Keeping product when the control history or limit is uncertain instead of escalating.

RESTAURANT-SPECIFIC CUSTOMIZATION:

• Approved recipe, yield, batch, par, prep-list, or forecast standard: _____
• Equipment, utensils, PPE, labels, containers, or storage system: _____
• Time, temperature, cooling, thawing, marinating, or shelf-life limit: _____
• Allergen, cross-contamination, hygiene, or protected-work-area control: _____
• Portion, waste, variance, restock, or manager-approval target: _____
• Restaurant-specific ingredients, stations, production sequence, or handoff 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.

39. Marinating Food SOP

SOP ID	V2-039	**VERSION**	1.0
EFFECTIVE DATE	_____	**OWNER**	_____
APPROVED BY	_____	**NEXT REVIEW**	_____

PURPOSE: To control marinating food consistently so food remains safe, required limits are verified, and exceptions receive immediate corrective action.

APPLIES TO: Trained food employees, kitchen leads, managers, and designated food-safety leaders.

RESPONSIBILITY: The employee follows the approved high-risk control. Management verifies limits, disposition, records, and required regulatory contact.

WHEN USED: Whenever the named high-risk process is performed or a required limit, control, or record is uncertain or missed.

REQUIRED MATERIALS / INFORMATION:

- Current regulatory and restaurant standard
- Calibrated thermometer, timer, or approved test device
- Protected containers, labels, PPE, and sanitizer
- Corrective-action and food-disposition record
- Manager and regulatory contact information

CRITICAL STANDARDS:

- The current approved regulatory and restaurant limit controls the process.
- Questionable food is isolated and not served until management determines disposition.
- Corrective action and disposition are recorded at the time of the event.
- Management contacts the proper authority when required by law, permit, policy, or incident severity.

PROCEDURE:

1. Notify the manager or designated food-safety leader before proceeding with an uncertain high-risk condition.
2. Identify the product, lot, time, temperature, exposure, and applicable approved limit.
3. Isolate affected food and prevent sale, use, movement, or disposal until authorized.
4. Use the approved recipe, food-grade container, measured marinade, and labeled product.
5. Keep product refrigerated unless an approved controlled process states otherwise.
6. Prevent reuse of raw-product marinade unless it is cooked through an approved method.
7. Label start time and date, monitor hold time, and discard or escalate questionable product.
8. Management determines approved correction, discard, closure, or authority notification.
9. Record all measurements, time, product, quantity, disposition, decision, and responsible people.
10. Verify the affected process is safe before resuming production or service.

39. Marinating Food SOP - VERIFICATION & CUSTOMIZATION

MANAGER VERIFICATION:

☐ The employee can identify the recipe or plan, batch or yield, required controls, storage result, and manager escalation point for marinating food.
☐ Identify the product, lot, time, temperature, exposure, and applicable approved limit.
☐ Use the approved recipe, food-grade container, measured marinade, and labeled product.
☐ Prevent reuse of raw-product marinade unless it is cooked through an approved method.
☐ Management determines approved correction, discard, closure, or authority notification.
☐ Verify the affected process is safe before resuming production or service.

COMMON MISTAKES TO AVOID:

- Beginning marinating food without the approved time-temperature method, container depth, label, and storage space.
- Using room temperature, deep covered containers, standing water, or another unapproved method.
- Combining warm and cold product or overloading refrigeration and airflow.
- Failing to monitor and record required times and temperatures.
- Keeping product when the control history or limit is uncertain instead of escalating.

RESTAURANT-SPECIFIC CUSTOMIZATION:

- Approved recipe, yield, batch, par, prep-list, or forecast standard: _____
- Equipment, utensils, PPE, labels, containers, or storage system: _____
- Time, temperature, cooling, thawing, marinating, or shelf-life limit: _____
- Allergen, cross-contamination, hygiene, or protected-work-area control: _____
- Portion, waste, variance, restock, or manager-approval target: _____
- Restaurant-specific ingredients, stations, production sequence, or handoff 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.

40. Cross-Contamination Prevention During Prep SOP

SOP ID	V2-040	**VERSION**	1.0
EFFECTIVE DATE	_____	**OWNER**	_____
APPROVED BY	_____	**NEXT REVIEW**	_____

PURPOSE: To prevent cross-contamination during prep by separating raw and ready-to-eat food, tools, surfaces, storage, employee movement, and cleaning tasks.

APPLIES TO: Trained food employees, kitchen leads, managers, and designated food-safety leaders.

RESPONSIBILITY: The employee follows the approved high-risk control. Management verifies limits, disposition, records, and required regulatory contact.

WHEN USED: Whenever the named high-risk process is performed or a required limit, control, or record is uncertain or missed.

REQUIRED MATERIALS / INFORMATION:

- Current regulatory and restaurant standard
- Calibrated thermometer, timer, or approved test device
- Protected containers, labels, PPE, and sanitizer
- Corrective-action and food-disposition record
- Manager and regulatory contact information

CRITICAL STANDARDS:

- The current approved regulatory and restaurant limit controls the process.
- Questionable food is isolated and not served until management determines disposition.
- Corrective action and disposition are recorded at the time of the event.
- Management contacts the proper authority when required by law, permit, policy, or incident severity.

PROCEDURE:

1. Notify the manager or designated food-safety leader before proceeding with an uncertain high-risk condition.
2. Identify the product, lot, time, temperature, exposure, and applicable approved limit.
3. Isolate affected food and prevent sale, use, movement, or disposal until authorized.
4. Separate raw and ready-to-eat work by time, space, tools, containers, and employee practices.
5. Wash hands and clean and sanitize the area before changing products or tasks.
6. Use designated boards, knives, pans, gloves, and storage locations.
7. Stop work and evaluate all affected food and surfaces after any suspected cross-contamination.
8. Management determines approved correction, discard, closure, or authority notification.
9. Record all measurements, time, product, quantity, disposition, decision, and responsible people.
10. Verify the affected process is safe before resuming production or service.

40. Cross-Contamination Prevention During Prep SOP - VERIFICATION & CUSTOMIZATION

MANAGER VERIFICATION:

☐ The employee can identify the recipe or plan, batch or yield, required controls, storage result, and manager escalation point for cross-contamination prevention during prep.
☐ Identify the product, lot, time, temperature, exposure, and applicable approved limit.
☐ Separate raw and ready-to-eat work by time, space, tools, containers, and employee practices.
☐ Use designated boards, knives, pans, gloves, and storage locations.
☐ Management determines approved correction, discard, closure, or authority notification.
☐ Verify the affected process is safe before resuming production or service.

COMMON MISTAKES TO AVOID:

- Starting cross-contamination prevention during prep without clean hands, protected ingredients, sanitized tools, and a controlled work area.
- Using shared towels, gloves, utensils, containers, fryers, or surfaces without approved controls.
- Relying on visible removal instead of remaking product after possible contact.
- Failing to verify ingredient labels and communicate directly with the designated leader.
- Continuing when product identity, cleaning, or cross-contact history is uncertain.

RESTAURANT-SPECIFIC CUSTOMIZATION:

- Approved recipe, yield, batch, par, prep-list, or forecast standard: _____
- Equipment, utensils, PPE, labels, containers, or storage system: _____
- Time, temperature, cooling, thawing, marinating, or shelf-life limit: _____
- Allergen, cross-contamination, hygiene, or protected-work-area control: _____
- Portion, waste, variance, restock, or manager-approval target: _____
- Restaurant-specific ingredients, stations, production sequence, or handoff 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.

41. Allergen-Sensitive Prep SOP

SOP ID	V2-041	**VERSION**	1.0
EFFECTIVE DATE	_____	**OWNER**	_____
APPROVED BY	_____	**NEXT REVIEW**	_____

PURPOSE: To control allergen-sensitive prep consistently so food remains safe, required limits are verified, and exceptions receive immediate corrective action.

APPLIES TO: Trained food employees, kitchen leads, managers, and designated food-safety leaders.

RESPONSIBILITY: The employee follows the approved high-risk control. Management verifies limits, disposition, records, and required regulatory contact.

WHEN USED: Whenever the named high-risk process is performed or a required limit, control, or record is uncertain or missed.

REQUIRED MATERIALS / INFORMATION:

- Current regulatory and restaurant standard
- Calibrated thermometer, timer, or approved test device
- Protected containers, labels, PPE, and sanitizer
- Corrective-action and food-disposition record
- Manager and regulatory contact information

CRITICAL STANDARDS:

- The current approved regulatory and restaurant limit controls the process.
- Questionable food is isolated and not served until management determines disposition.
- Corrective action and disposition are recorded at the time of the event.
- Management contacts the proper authority when required by law, permit, policy, or incident severity.

PROCEDURE:

1. Notify the manager or designated food-safety leader before proceeding with an uncertain high-risk condition.
2. Identify the product, lot, time, temperature, exposure, and applicable approved limit.
3. Isolate affected food and prevent sale, use, movement, or disposal until authorized.
4. Confirm the exact allergen and approved ingredients before opening or portioning product.
5. Wash hands and prepare a cleaned and sanitized protected work area with separate tools.
6. Open fresh or protected ingredients and prevent shared-container, glove, towel, or utensil contact.
7. Label and hand off directly for manager verification; stop if safe preparation cannot be confirmed.
8. Management determines approved correction, discard, closure, or authority notification.
9. Record all measurements, time, product, quantity, disposition, decision, and responsible people.
10. Verify the affected process is safe before resuming production or service.

41. Allergen-Sensitive Prep SOP - VERIFICATION & CUSTOMIZATION

MANAGER VERIFICATION:

☐ The employee can identify the recipe or plan, batch or yield, required controls, storage result, and manager escalation point for allergen-sensitive prep.
☐ Identify the product, lot, time, temperature, exposure, and applicable approved limit.
☐ Confirm the exact allergen and approved ingredients before opening or portioning product.
☐ Open fresh or protected ingredients and prevent shared-container, glove, towel, or utensil contact.
☐ Management determines approved correction, discard, closure, or authority notification.
☐ Verify the affected process is safe before resuming production or service.

COMMON MISTAKES TO AVOID:

- Starting allergen-sensitive prep without clean hands, protected ingredients, sanitized tools, and a controlled work area.
- Using shared towels, gloves, utensils, containers, fryers, or surfaces without approved controls.
- Relying on visible removal instead of remaking product after possible contact.
- Failing to verify ingredient labels and communicate directly with the designated leader.
- Continuing when product identity, cleaning, or cross-contact history is uncertain.

RESTAURANT-SPECIFIC CUSTOMIZATION:

- Approved recipe, yield, batch, par, prep-list, or forecast standard: _____
- Equipment, utensils, PPE, labels, containers, or storage system: _____
- Time, temperature, cooling, thawing, marinating, or shelf-life limit: _____
- Allergen, cross-contamination, hygiene, or protected-work-area control: _____
- Portion, waste, variance, restock, or manager-approval target: _____
- Restaurant-specific ingredients, stations, production sequence, or handoff 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.

42. Prep Waste Tracking SOP

SOP ID	V2-042	**VERSION**	1.0
EFFECTIVE DATE	_____	**OWNER**	_____
APPROVED BY	_____	**NEXT REVIEW**	_____

PURPOSE: To record and reduce waste connected to prep work, spoilage, overproduction, trimming, mistakes, and unusable product.

APPLIES TO: Prep cook, cook, kitchen lead, manager, receiver, or employee assigned to waste tracking.

RESPONSIBILITY: The assigned employee follows the approved recipe and production plan. A lead or manager verifies quality, yield, labeling, and exceptions.

WHEN USED: Any time product is discarded, spoiled, trimmed excessively, overproduced, incorrectly prepared, damaged, expired, or unusable.

REQUIRED MATERIALS / INFORMATION:

- Waste log
- Scale if used
- Waste container
- Manager review process
- Labels

CRITICAL STANDARDS:

- Waste is recorded accurately, unsafe product is removed, and managers use waste information to reduce repeat problems.
- Do not use unsafe, spoiled, expired, contaminated, or questionable product.
- Discard product according to restaurant policy.
- Keep waste areas clean.

PROCEDURE:

1. Identify the waste issue.
2. Stop and confirm whether manager review is required before discarding.
3. Record the product name.
4. Record the amount wasted if required.
5. Record the reason for waste.
6. Record the employee or station if applicable.
7. Discard product according to policy.
8. Clean and sanitize area if needed.
9. Notify manager of repeated waste, large waste, or unusual waste.
10. Review waste patterns during manager follow-up.

42. Prep Waste Tracking SOP - VERIFICATION & CUSTOMIZATION

MANAGER VERIFICATION:

☐ The employee can identify the recipe or plan, batch or yield, required controls, storage result, and manager escalation point for prep waste tracking.
☐ Stop and confirm whether manager review is required before discarding.
☐ Record the amount wasted if required.
☐ Record the employee or station if applicable.
☐ Clean and sanitize area if needed.
☐ Review waste patterns during manager follow-up.

COMMON MISTAKES TO AVOID:

- Starting prep waste tracking without the current plan, recipe, ingredients, tools, PPE, and storage destination.
- Allowing contamination, allergen contact, temperature loss, or unapproved substitutions.
- Producing or restocking without checking on-hand product, shelf life, par, and expected demand.
- Failing to label, date, cool, store, and record the completed product.
- Leaving waste, shortage, equipment, or unfinished work without manager handoff.

RESTAURANT-SPECIFIC CUSTOMIZATION:

- Approved recipe, yield, batch, par, prep-list, or forecast standard: _____
- Equipment, utensils, PPE, labels, containers, or storage system: _____
- Time, temperature, cooling, thawing, marinating, or shelf-life limit: _____
- Allergen, cross-contamination, hygiene, or protected-work-area control: _____
- Portion, waste, variance, restock, or manager-approval target: _____
- Restaurant-specific ingredients, stations, production sequence, or handoff 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.

43. Prep Restocking SOP

SOP ID	V2-043	**VERSION**	1.0
EFFECTIVE DATE	_____	**OWNER**	_____
APPROVED BY	_____	**NEXT REVIEW**	_____

PURPOSE: To restock prep areas to approved pars using safe product, FIFO rotation, correct labels, and quantities that do not create hidden waste.

APPLIES TO: Prep cooks, station cooks, trainers, kitchen leads, and managers.

RESPONSIBILITY: The assigned employee follows the approved recipe and production plan. A lead or manager verifies quality, yield, labeling, and exceptions.

WHEN USED: Before and during each assigned preparation or production cycle and whenever product is transferred or stored.

REQUIRED MATERIALS / INFORMATION:

- Approved recipe, prep list, and production forecast
- Clean and sanitized tools and work surfaces
- Calibrated thermometer and required PPE
- Portioning, labeling, and storage supplies
- Waste log and manager communication

CRITICAL STANDARDS:

- Only approved recipes, ingredients, tools, yields, and production quantities are used.
- Time, temperature, hygiene, cross-contamination, and allergen controls remain active throughout prep.
- Prepared food is portioned, labeled, dated, stored, or transferred promptly.
- Waste, shortages, quality failures, and recipe questions are reported before service is affected.

PROCEDURE:

1. Review the current recipe, prep list, forecast, shelf life, allergens, and completion time.
2. Wash hands and prepare a clean and sanitized station with approved tools, PPE, containers, and labels.
3. Inspect ingredients for identity, condition, date, temperature, and required thaw or storage status.
4. Review pars, production needs, labels, shelf life, and remaining service time.
5. Bring only the safe quantity that can be used or stored correctly.
6. Rotate product, verify labels and temperatures, and keep raw and ready-to-eat food separated.
7. Update the prep list and report shortages, waste, or delayed production.
8. Verify final temperature, quality, portion, yield, label, date, and storage or handoff.
9. Record waste, shortage, substitution, delay, equipment, and food-safety exceptions.
10. Clean and sanitize the area and obtain manager or trainer verification.

43. Prep Restocking SOP - VERIFICATION & CUSTOMIZATION

MANAGER VERIFICATION:

☐ The employee can identify the recipe or plan, batch or yield, required controls, storage result, and manager escalation point for prep restocking.
☐ Wash hands and prepare a clean and sanitized station with approved tools, PPE, containers, and labels.
☐ Review pars, production needs, labels, shelf life, and remaining service time.
☐ Rotate product, verify labels and temperatures, and keep raw and ready-to-eat food separated.
☐ Verify final temperature, quality, portion, yield, label, date, and storage or handoff.
☐ Clean and sanitize the area and obtain manager or trainer verification.

COMMON MISTAKES TO AVOID:

- Starting prep restocking without the current plan, recipe, ingredients, tools, PPE, and storage destination.
- Allowing contamination, allergen contact, temperature loss, or unapproved substitutions.
- Producing or restocking without checking on-hand product, shelf life, par, and expected demand.
- Failing to label, date, cool, store, and record the completed product.
- Leaving waste, shortage, equipment, or unfinished work without manager handoff.

RESTAURANT-SPECIFIC CUSTOMIZATION:

- Approved recipe, yield, batch, par, prep-list, or forecast standard: _____
- Equipment, utensils, PPE, labels, containers, or storage system: _____
- Time, temperature, cooling, thawing, marinating, or shelf-life limit: _____
- Allergen, cross-contamination, hygiene, or protected-work-area control: _____
- Portion, waste, variance, restock, or manager-approval target: _____
- Restaurant-specific ingredients, stations, production sequence, or handoff 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.

44. Prep Area Cleaning SOP

SOP ID	V2-044	**VERSION**	1.0
EFFECTIVE DATE	_____	**OWNER**	_____
APPROVED BY	_____	**NEXT REVIEW**	_____

PURPOSE: To clean and sanitize the prep area without contaminating food, losing labels or traceability, or leaving equipment and supplies unready.

APPLIES TO: Prep cooks, station cooks, trainers, kitchen leads, and managers.

RESPONSIBILITY: The assigned employee follows the approved recipe and production plan. A lead or manager verifies quality, yield, labeling, and exceptions.

WHEN USED: Before and during each assigned preparation or production cycle and whenever product is transferred or stored.

REQUIRED MATERIALS / INFORMATION:

- Approved recipe, prep list, and production forecast
- Clean and sanitized tools and work surfaces
- Calibrated thermometer and required PPE
- Portioning, labeling, and storage supplies
- Waste log and manager communication

CRITICAL STANDARDS:

- Only approved recipes, ingredients, tools, yields, and production quantities are used.
- Time, temperature, hygiene, cross-contamination, and allergen controls remain active throughout prep.
- Prepared food is portioned, labeled, dated, stored, or transferred promptly.
- Waste, shortages, quality failures, and recipe questions are reported before service is affected.

PROCEDURE:

1. Review the current recipe, prep list, forecast, shelf life, allergens, and completion time.
2. Wash hands and prepare a clean and sanitized station with approved tools, PPE, containers, and labels.
3. Inspect ingredients for identity, condition, date, temperature, and required thaw or storage status.
4. Remove or protect food and disassemble approved removable parts.
5. Scrape and wash soil, rinse as required, then sanitize using approved concentration and contact time.
6. Air-dry and reassemble only clean equipment and tools.
7. Reset the area and report damage, pest evidence, chemical issues, or incomplete cleaning.
8. Verify final temperature, quality, portion, yield, label, date, and storage or handoff.
9. Record waste, shortage, substitution, delay, equipment, and food-safety exceptions.
10. Clean and sanitize the area and obtain manager or trainer verification.

44. Prep Area Cleaning SOP - VERIFICATION & CUSTOMIZATION

MANAGER VERIFICATION:

☐ The employee can identify the recipe or plan, batch or yield, required controls, storage result, and manager escalation point for prep area cleaning.
☐ Wash hands and prepare a clean and sanitized station with approved tools, PPE, containers, and labels.
☐ Remove or protect food and disassemble approved removable parts.
☐ Air-dry and reassemble only clean equipment and tools.
☐ Verify final temperature, quality, portion, yield, label, date, and storage or handoff.
☐ Clean and sanitize the area and obtain manager or trainer verification.

COMMON MISTAKES TO AVOID:

- Starting prep area cleaning without the current plan, recipe, ingredients, tools, PPE, and storage destination.
- Allowing contamination, allergen contact, temperature loss, or unapproved substitutions.
- Producing or restocking without checking on-hand product, shelf life, par, and expected demand.
- Failing to label, date, cool, store, and record the completed product.
- Leaving waste, shortage, equipment, or unfinished work without manager handoff.

RESTAURANT-SPECIFIC CUSTOMIZATION:

- Approved recipe, yield, batch, par, prep-list, or forecast standard: _____
- Equipment, utensils, PPE, labels, containers, or storage system: _____
- Time, temperature, cooling, thawing, marinating, or shelf-life limit: _____
- Allergen, cross-contamination, hygiene, or protected-work-area control: _____
- Portion, waste, variance, restock, or manager-approval target: _____
- Restaurant-specific ingredients, stations, production sequence, or handoff 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.

45. Prep Area Closing SOP

SOP ID	V2-045	**VERSION**	1.0
EFFECTIVE DATE	_____	**OWNER**	_____
APPROVED BY	_____	**NEXT REVIEW**	_____

PURPOSE: To close the prep station cleanly, safely, and completely so product is stored properly and the area is ready for the next use.

APPLIES TO: Prep cook, cook, kitchen lead, dishwasher if assigned, or manager on duty.

RESPONSIBILITY: The assigned employee follows the approved recipe and production plan. A lead or manager verifies quality, yield, labeling, and exceptions.

WHEN USED: At the end of the prep shift, after assigned prep is completed, during shift handoff, or before the prep employee leaves.

REQUIRED MATERIALS / INFORMATION:

- Prep Closing Checklist
- Labels
- Food containers
- Storage areas
- Approved sanitizer

CRITICAL STANDARDS:

- All prep is stored correctly, labeled, dated, cleaned up, communicated, and approved by the manager or kitchen lead before the employee leaves.
- Store food at safe temperatures.
- Label and date all required product.
- Do not leave food on prep tables.

PROCEDURE:

1. Review completed and incomplete prep with manager or kitchen lead.
2. Make sure all prepared product is labeled and dated.
3. Store all product in the correct location.
4. Communicate low product, missing product, waste, or incomplete prep.
5. Remove food scraps, packaging, and trash from prep area.
6. Send dirty tools, pans, containers, and cutting boards to dish or clean according to policy.
7. Clean and sanitize prep tables.
8. Clean scales, measuring tools, and equipment according to procedure.
9. Return labels, markers, containers, and supplies to correct locations.
10. Sweep and mop if assigned. Remove trash if assigned. Check that no food is left out. Ask manager or kitchen lead for final.

45. Prep Area Closing SOP - VERIFICATION & CUSTOMIZATION

MANAGER VERIFICATION:

☐ The employee can identify the recipe or plan, batch or yield, required controls, storage result, and manager escalation point for prep area closing.
☐ Make sure all prepared product is labeled and dated.
☐ Communicate low product, missing product, waste, or incomplete prep.
☐ Send dirty tools, pans, containers, and cutting boards to dish or clean according to policy.
☐ Clean scales, measuring tools, and equipment according to procedure.
☐ Sweep and mop if assigned. Remove trash if assigned. Check that no food is left out. Ask manager or kitchen lead for final.

COMMON MISTAKES TO AVOID:

- Starting prep area closing without the current plan, recipe, ingredients, tools, PPE, and storage destination.
- Allowing contamination, allergen contact, temperature loss, or unapproved substitutions.
- Producing or restocking without checking on-hand product, shelf life, par, and expected demand.
- Failing to label, date, cool, store, and record the completed product.
- Leaving waste, shortage, equipment, or unfinished work without manager handoff.

RESTAURANT-SPECIFIC CUSTOMIZATION:

- Approved recipe, yield, batch, par, prep-list, or forecast standard: _____
- Equipment, utensils, PPE, labels, containers, or storage system: _____
- Time, temperature, cooling, thawing, marinating, or shelf-life limit: _____
- Allergen, cross-contamination, hygiene, or protected-work-area control: _____
- Portion, waste, variance, restock, or manager-approval target: _____
- Restaurant-specific ingredients, stations, production sequence, or handoff 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 3

COOK LINE & RECIPE EXECUTION

25 ready-to-customize SOPs

These SOPs control line setup, ticket flow, recipes, temperatures, plating, allergy orders, holding, station equipment, cleaning, and closing.

46. Cook Line Opening SOP

SOP ID	V2-046	**VERSION**	1.0
EFFECTIVE DATE	_____	**OWNER**	_____
APPROVED BY	_____	**NEXT REVIEW**	_____

PURPOSE: To open the cook line with clean and safe equipment, correctly held product, calibrated tools, stocked stations, clear assignments, and manager release.

APPLIES TO: Line cooks, expo employees, kitchen leads, trainers, and managers.

RESPONSIBILITY: The cook executes the ticket and recipe. Expo or management verifies timing, quality, safety, and corrections.

WHEN USED: During line setup, active cooking, ticket execution, holding, restocking, cleaning, or closing as applicable.

REQUIRED MATERIALS / INFORMATION:

- Current tickets, recipes, and station assignment
- Clean utensils, portion tools, and equipment
- Calibrated thermometer and timers
- Allergy and special-request communication tools
- Expo and manager communication

CRITICAL STANDARDS:

- Tickets, recipes, modifiers, portions, temperatures, and plate standards are followed exactly.
- Allergy and special-request orders receive direct communication and controlled handling.
- Unsafe, undercooked, overcooked, contaminated, or poor-quality food is not served.
- Delays, shortages, equipment problems, and remakes are communicated immediately.

PROCEDURE:

1. Review the opening checklist, manager notes, menu changes, outages, reservations, expected volume, and staffing plan.
2. Inspect the line for cleanliness, pests, leaks, damage, grease, blocked exits, and unresolved closing issues.
3. Verify ventilation, fire-suppression status, gas/electrical condition, refrigeration, hot equipment, lighting, and hand sinks.
4. Confirm each station has approved recipes, utensils, thermometers, timers, labels, towels, sanitizer, and PPE.
5. Check product identity, date marks, quality, storage order, thaw status, pars, and allergy-order supplies.
6. Preheat or start equipment only according to manufacturer instructions and the approved startup sequence.
7. Verify required holding and equipment temperatures before loading food or beginning production.
8. Assign stations, backups, communication calls, allergy-order leadership, restocking, and break coverage.
9. Correct shortages or hazards and document equipment, product, or staffing limits before service.
10. Complete a manager line walk and authorize the cook line to open only when critical standards are met.

46. Cook Line Opening SOP - VERIFICATION & CUSTOMIZATION

MANAGER VERIFICATION:

☐ The employee can identify the station, ticket or recipe standard, safety limit, quality result, and escalation point for cook line opening.
☐ Inspect the line for cleanliness, pests, leaks, damage, grease, blocked exits, and unresolved closing issues.
☐ Confirm each station has approved recipes, utensils, thermometers, timers, labels, towels, sanitizer, and PPE.
☐ Preheat or start equipment only according to manufacturer instructions and the approved startup sequence.
☐ Assign stations, backups, communication calls, allergy-order leadership, restocking, and break coverage.
☐ Complete a manager line walk and authorize the cook line to open only when critical standards are met.

COMMON MISTAKES TO AVOID:

• Starting cook line opening without the station, ticket, recipe, equipment, tools, product, and communication plan ready.
• Losing ticket sequence, modifiers, allergy information, portion, temperature, or plate standards.
• Continuing when equipment, product, staffing, or timing cannot support safe execution.
• Failing to communicate delays, remakes, shortages, and completed items.
• Ending without restocking, cleaning, product disposition, and manager verification.

RESTAURANT-SPECIFIC CUSTOMIZATION:

• Approved station diagram, recipe, ticket, modifier, or plate standard: _____
• Equipment, portion tools, thermometer, timer, or communication system: _____
• Cooking, holding, quality, portion, or ticket-time limit: _____
• Allergy-order, special-request, remake, or expo verification role: _____
• Manufacturer, fire-safety, food-code, or local equipment requirement reviewed: _____
• Restaurant-specific firing, restock, station, or closing 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.

47. Station Setup SOP

SOP ID	V2-047	**VERSION**	1.0
EFFECTIVE DATE	_____	**OWNER**	_____
APPROVED BY	_____	**NEXT REVIEW**	_____

PURPOSE: To set up each cook-line station according to the menu, recipe, equipment, product, sanitation, safety, and expected-volume requirements.

APPLIES TO: Line cooks, expo employees, kitchen leads, trainers, and managers.

RESPONSIBILITY: The cook executes the ticket and recipe. Expo or management verifies timing, quality, safety, and corrections.

WHEN USED: During line setup, active cooking, ticket execution, holding, restocking, cleaning, or closing as applicable.

REQUIRED MATERIALS / INFORMATION:

- Current tickets, recipes, and station assignment
- Clean utensils, portion tools, and equipment
- Calibrated thermometer and timers
- Allergy and special-request communication tools
- Expo and manager communication

CRITICAL STANDARDS:

- Tickets, recipes, modifiers, portions, temperatures, and plate standards are followed exactly.
- Allergy and special-request orders receive direct communication and controlled handling.
- Unsafe, undercooked, overcooked, contaminated, or poor-quality food is not served.
- Delays, shortages, equipment problems, and remakes are communicated immediately.

PROCEDURE:

1. Review the station assignment, menu, recipes, projected volume, specials, and known product or equipment limits.
2. Clean and sanitize the work area, food-contact surfaces, handles, utensils, and required smallwares.
3. Inspect assigned equipment, guards, cords, gas connections, controls, refrigeration, and ventilation before use.
4. Gather only approved ingredients and verify labels, dates, quality, thaw status, and storage hierarchy.
5. Stock the station to the approved opening par without blocking airflow, access, handwashing, or safe movement.
6. Arrange ingredients, tools, pans, towels, sanitizer, thermometers, timers, and waste containers in the approved layout.
7. Preheat equipment and verify operating or holding temperatures before placing food into service.
8. Separate raw, ready-to-eat, and allergen-sensitive work and establish the approved clean-tool process.
9. Test communication with expo and identify backups, substitutions, and restocking responsibility.
10. Ask the lead or manager to verify the station setup before accepting the first ticket.

47. Station Setup SOP - VERIFICATION & CUSTOMIZATION

MANAGER VERIFICATION:

☐ The employee can identify the station, ticket or recipe standard, safety limit, quality result, and escalation point for station setup.
☐ Clean and sanitize the work area, food-contact surfaces, handles, utensils, and required smallwares.
☐ Gather only approved ingredients and verify labels, dates, quality, thaw status, and storage hierarchy.
☐ Arrange ingredients, tools, pans, towels, sanitizer, thermometers, timers, and waste containers in the approved layout.
☐ Separate raw, ready-to-eat, and allergen-sensitive work and establish the approved clean-tool process.
☐ Ask the lead or manager to verify the station setup before accepting the first ticket.

COMMON MISTAKES TO AVOID:

- Starting station setup without the station, ticket, recipe, equipment, tools, product, and communication plan ready.
- Losing ticket sequence, modifiers, allergy information, portion, temperature, or plate standards.
- Continuing when equipment, product, staffing, or timing cannot support safe execution.
- Failing to communicate delays, remakes, shortages, and completed items.
- Ending without restocking, cleaning, product disposition, and manager verification.

RESTAURANT-SPECIFIC CUSTOMIZATION:

- Approved station diagram, recipe, ticket, modifier, or plate standard: _____
- Equipment, portion tools, thermometer, timer, or communication system: _____
- Cooking, holding, quality, portion, or ticket-time limit: _____
- Allergy-order, special-request, remake, or expo verification role: _____
- Manufacturer, fire-safety, food-code, or local equipment requirement reviewed: _____
- Restaurant-specific firing, restock, station, or closing 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.

48. Ticket Reading SOP

SOP ID	V2-048	**VERSION**	1.0
EFFECTIVE DATE	_____	**OWNER**	_____
APPROVED BY	_____	**NEXT REVIEW**	_____

PURPOSE: To make sure cooks read, understand, prioritize, and execute tickets correctly.

APPLIES TO: Cook, expo, kitchen lead, trainer, or manager on duty.

RESPONSIBILITY: The cook executes the ticket and recipe. Expo or management verifies timing, quality, safety, and corrections.

WHEN USED: Any time a ticket appears on a kitchen printer, kitchen display system, expo screen, or handwritten backup process.

REQUIRED MATERIALS / INFORMATION:

- Kitchen printer or display system
- Ticket rail if applicable
- Expo screen if applicable
- POS ticket
- Recipe knowledge

CRITICAL STANDARDS:

- Tickets are read accurately, modifiers are followed, allergies are recognized, and items are executed in proper timing.
- Allergy tickets must be handled according to restaurant policy.
- Do not guess on unclear modifiers.
- Ask the expo, server, or manager for clarification when needed.

PROCEDURE:

1. Read the full ticket before starting.
2. Confirm table number, order time, and item count if applicable.
3. Identify items assigned to your station.
4. Read modifiers carefully.
5. Identify allergies or special instructions.
6. Ask for clarification if the ticket is unclear.
7. Communicate with expo or other stations if timing is needed.
8. Start items according to priority and cooking time.
9. Track ticket progress during the rush.
10. Call out concerns, delays, missing product, modifiers, and allergy details; verify completed items and organize tickets according to the approved system.

48. Ticket Reading SOP - VERIFICATION & CUSTOMIZATION

MANAGER VERIFICATION:

☐ The employee can identify the station, ticket or recipe standard, safety limit, quality result, and escalation point for ticket reading.

☐ Confirm table number, order time, and item count if applicable.

☐ Read modifiers carefully.

☐ Ask for clarification if the ticket is unclear.

☐ Start items according to priority and cooking time.

☐ Call out concerns, delays, missing product, modifiers, and allergy details; verify completed items and organize tickets according to the approved system.

COMMON MISTAKES TO AVOID:

- Performing ticket reading without confirming the ticket, station, recipe, modifiers, seat/table, and timing.
- Guessing, skipping a call, or changing sequence without communicating with expo and affected stations.
- Sending food with wrong portion, temperature, garnish, presentation, or allergy control.
- Hiding delays, shortages, equipment problems, or remakes until service has already failed.
- Closing the ticket or handoff without final verification and required documentation.

RESTAURANT-SPECIFIC CUSTOMIZATION:

- Approved station diagram, recipe, ticket, modifier, or plate standard: _____
- Equipment, portion tools, thermometer, timer, or communication system: _____
- Cooking, holding, quality, portion, or ticket-time limit: _____
- Allergy-order, special-request, remake, or expo verification role: _____
- Manufacturer, fire-safety, food-code, or local equipment requirement reviewed: _____
- Restaurant-specific firing, restock, station, or closing 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.

49. Order Firing SOP

SOP ID	V2-049	**VERSION**	1.0
EFFECTIVE DATE	_____	**OWNER**	_____
APPROVED BY	_____	**NEXT REVIEW**	_____

PURPOSE: To fire orders in the approved sequence so all components finish together at the required quality, temperature, and ticket time.

APPLIES TO: Line cooks, expo employees, kitchen leads, trainers, and managers.

RESPONSIBILITY: The cook executes the ticket and recipe. Expo or management verifies timing, quality, safety, and corrections.

WHEN USED: During line setup, active cooking, ticket execution, holding, restocking, cleaning, or closing as applicable.

REQUIRED MATERIALS / INFORMATION:

- Current tickets, recipes, and station assignment
- Clean utensils, portion tools, and equipment
- Calibrated thermometer and timers
- Allergy and special-request communication tools
- Expo and manager communication

CRITICAL STANDARDS:

- Tickets, recipes, modifiers, portions, temperatures, and plate standards are followed exactly.
- Allergy and special-request orders receive direct communication and controlled handling.
- Unsafe, undercooked, overcooked, contaminated, or poor-quality food is not served.
- Delays, shortages, equipment problems, and remakes are communicated immediately.

PROCEDURE:

1. Review the station assignment, tickets, recipes, portions, allergens, shortages, and expected volume.
2. Wash hands and prepare clean tools, thermometers, timers, sanitation controls, and safe equipment.
3. Inspect and organize dated product by safe storage, cook sequence, and service priority.
4. Confirm ticket priority, course timing, cook times, and station readiness.
5. Call or acknowledge the fire using the approved kitchen language.
6. Start items in the sequence that allows the table to finish together.
7. Update expo immediately about delays, remakes, shortages, or changed timing.
8. Verify the complete item or station result against the ticket and quality standard.
9. Communicate and document remakes, delays, waste, shortages, equipment, and allergy exceptions.
10. Reset tools, product, sanitation, and station readiness for the next ticket or shift.

49. Order Firing SOP - VERIFICATION & CUSTOMIZATION

MANAGER VERIFICATION:

☐ The employee can identify the station, ticket or recipe standard, safety limit, quality result, and escalation point for order firing.
☐ Wash hands and prepare clean tools, thermometers, timers, sanitation controls, and safe equipment.
☐ Confirm ticket priority, course timing, cook times, and station readiness.
☐ Start items in the sequence that allows the table to finish together.
☐ Verify the complete item or station result against the ticket and quality standard.
☐ Reset tools, product, sanitation, and station readiness for the next ticket or shift.

COMMON MISTAKES TO AVOID:

- Performing order firing without confirming the ticket, station, recipe, modifiers, seat/table, and timing.
- Guessing, skipping a call, or changing sequence without communicating with expo and affected stations.
- Sending food with wrong portion, temperature, garnish, presentation, or allergy control.
- Hiding delays, shortages, equipment problems, or remakes until service has already failed.
- Closing the ticket or handoff without final verification and required documentation.

RESTAURANT-SPECIFIC CUSTOMIZATION:

- Approved station diagram, recipe, ticket, modifier, or plate standard: _____
- Equipment, portion tools, thermometer, timer, or communication system: _____
- Cooking, holding, quality, portion, or ticket-time limit: _____
- Allergy-order, special-request, remake, or expo verification role: _____
- Manufacturer, fire-safety, food-code, or local equipment requirement reviewed: _____
- Restaurant-specific firing, restock, station, or closing 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.

50. Recipe Execution SOP

SOP ID	V2-050	**VERSION**	1.0
EFFECTIVE DATE	_____	**OWNER**	_____
APPROVED BY	_____	**NEXT REVIEW**	_____

PURPOSE: To execute every recipe exactly as approved for ingredients, method, portion, temperature, timing, allergen controls, and presentation.

APPLIES TO: Line cooks, expo employees, kitchen leads, trainers, and managers.

RESPONSIBILITY: The cook executes the ticket and recipe. Expo or management verifies timing, quality, safety, and corrections.

WHEN USED: During line setup, active cooking, ticket execution, holding, restocking, cleaning, or closing as applicable.

REQUIRED MATERIALS / INFORMATION:

- Current tickets, recipes, and station assignment
- Clean utensils, portion tools, and equipment
- Calibrated thermometer and timers
- Allergy and special-request communication tools
- Expo and manager communication

CRITICAL STANDARDS:

- Tickets, recipes, modifiers, portions, temperatures, and plate standards are followed exactly.
- Allergy and special-request orders receive direct communication and controlled handling.
- Unsafe, undercooked, overcooked, contaminated, or poor-quality food is not served.
- Delays, shortages, equipment problems, and remakes are communicated immediately.

PROCEDURE:

1. Review the station assignment, tickets, recipes, portions, allergens, shortages, and expected volume.
2. Wash hands and prepare clean tools, thermometers, timers, sanitation controls, and safe equipment.
3. Inspect and organize dated product by safe storage, cook sequence, and service priority.
4. Locate the current recipe and confirm item, size, modifiers, portion, and equipment.
5. Use measured ingredients and the approved preparation and cooking sequence.
6. Verify doneness, temperature, texture, taste, and yield before plating.
7. Reject unauthorized substitutions and document recurring recipe or equipment issues.
8. Verify the complete item or station result against the ticket and quality standard.
9. Communicate and document remakes, delays, waste, shortages, equipment, and allergy exceptions.
10. Reset tools, product, sanitation, and station readiness for the next ticket or shift.

50. Recipe Execution SOP - VERIFICATION & CUSTOMIZATION

MANAGER VERIFICATION:

☐ The employee can identify the station, ticket or recipe standard, safety limit, quality result, and escalation point for recipe execution.
☐ Wash hands and prepare clean tools, thermometers, timers, sanitation controls, and safe equipment.
☐ Locate the current recipe and confirm item, size, modifiers, portion, and equipment.
☐ Verify doneness, temperature, texture, taste, and yield before plating.
☐ Verify the complete item or station result against the ticket and quality standard.
☐ Reset tools, product, sanitation, and station readiness for the next ticket or shift.

COMMON MISTAKES TO AVOID:

- Performing recipe execution without confirming the ticket, station, recipe, modifiers, seat/table, and timing.
- Guessing, skipping a call, or changing sequence without communicating with expo and affected stations.
- Sending food with wrong portion, temperature, garnish, presentation, or allergy control.
- Hiding delays, shortages, equipment problems, or remakes until service has already failed.
- Closing the ticket or handoff without final verification and required documentation.

RESTAURANT-SPECIFIC CUSTOMIZATION:

- Approved station diagram, recipe, ticket, modifier, or plate standard: _____
- Equipment, portion tools, thermometer, timer, or communication system: _____
- Cooking, holding, quality, portion, or ticket-time limit: _____
- Allergy-order, special-request, remake, or expo verification role: _____
- Manufacturer, fire-safety, food-code, or local equipment requirement reviewed: _____
- Restaurant-specific firing, restock, station, or closing 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.

51. Cooking Temperature Verification SOP

SOP ID	V2-051	**VERSION**	1.0
EFFECTIVE DATE	_____	**OWNER**	_____
APPROVED BY	_____	**NEXT REVIEW**	_____

PURPOSE: To verify cooking temperatures at the correct product location with a clean, calibrated thermometer and take immediate corrective action when limits are missed.

APPLIES TO: Trained food employees, kitchen leads, managers, and designated food-safety leaders.

RESPONSIBILITY: The employee follows the approved high-risk control. Management verifies limits, disposition, records, and required regulatory contact.

WHEN USED: Whenever the named high-risk process is performed or a required limit, control, or record is uncertain or missed.

REQUIRED MATERIALS / INFORMATION:

- Current regulatory and restaurant standard
- Calibrated thermometer, timer, or approved test device
- Protected containers, labels, PPE, and sanitizer
- Corrective-action and food-disposition record
- Manager and regulatory contact information

CRITICAL STANDARDS:

- The current approved regulatory and restaurant limit controls the process.
- Questionable food is isolated and not served until management determines disposition.
- Corrective action and disposition are recorded at the time of the event.
- Management contacts the proper authority when required by law, permit, policy, or incident severity.

PROCEDURE:

1. Notify the manager or designated food-safety leader before proceeding with an uncertain high-risk condition.
2. Identify the product, lot, time, temperature, exposure, and applicable approved limit.
3. Isolate affected food and prevent sale, use, movement, or disposal until authorized.
4. Use a sanitized calibrated thermometer in the thickest or slowest-heating portion.
5. Check each required product or batch without relying on color, time, or appearance alone.
6. Compare the result to the current approved cooking requirement and record when required.
7. Continue cooking, hold for manager evaluation, or discard product that does not meet the standard.
8. Management determines approved correction, discard, closure, or authority notification.
9. Record all measurements, time, product, quantity, disposition, decision, and responsible people.
10. Verify the affected process is safe before resuming production or service.

51. Cooking Temperature Verification SOP - VERIFICATION & CUSTOMIZATION

MANAGER VERIFICATION:

☐ The employee can identify the station, ticket or recipe standard, safety limit, quality result, and escalation point for cooking temperature verification.
☐ Identify the product, lot, time, temperature, exposure, and applicable approved limit.
☐ Use a sanitized calibrated thermometer in the thickest or slowest-heating portion.
☐ Compare the result to the current approved cooking requirement and record when required.
☐ Management determines approved correction, discard, closure, or authority notification.
☐ Verify the affected process is safe before resuming production or service.

COMMON MISTAKES TO AVOID:

- Checking cooking temperature verification with an unclean, uncalibrated, or inappropriate thermometer.
- Measuring only the equipment display, container surface, or an unrepresentative location.
- Delaying the reading or recording a rounded, estimated, or backfilled result.
- Keeping product in service when the required limit or time history is uncertain.
- Failing to document corrective action, product disposition, and manager verification.

RESTAURANT-SPECIFIC CUSTOMIZATION:

- Approved station diagram, recipe, ticket, modifier, or plate standard: _____
- Equipment, portion tools, thermometer, timer, or communication system: _____
- Cooking, holding, quality, portion, or ticket-time limit: _____
- Allergy-order, special-request, remake, or expo verification role: _____
- Manufacturer, fire-safety, food-code, or local equipment requirement reviewed: _____
- Restaurant-specific firing, restock, station, or closing 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. Food Quality Check SOP

SOP ID	V2-052	**VERSION**	1.0
EFFECTIVE DATE	_____	**OWNER**	_____
APPROVED BY	_____	**NEXT REVIEW**	_____

PURPOSE: To make sure food is correct, complete, clean, and properly presented before leaving the kitchen.

APPLIES TO: Cook, expo, kitchen lead, trainer, or manager on duty.

RESPONSIBILITY: The cook executes the ticket and recipe. Expo or management verifies timing, quality, safety, and corrections.

WHEN USED: Before food leaves the line, expo area, service window, or kitchen.

REQUIRED MATERIALS / INFORMATION:

- Ticket
- Recipe / plate guide
- Clean plates or packaging
- Garnish standard
- Thermometer if required

CRITICAL STANDARDS:

- Food leaves the kitchen correct, complete, clean, properly portioned, properly presented, and safe to serve.
- Check required temperatures according to restaurant policy.
- Do not send food that appears unsafe, contaminated, undercooked, or questionable.
- Follow allergy order verification procedures.

PROCEDURE:

1. Compare the plate or package to the ticket.
2. Check that the correct item was made.
3. Check modifiers and special instructions.
4. Check that all sides are included.
5. Check sauces, toppings, and garnishes.
6. Check plate cleanliness.
7. Check portion appearance.
8. Check temperature if required.
9. Check packaging if order is to-go.
10. Confirm allergy and special-request controls when applicable, correct defects before release, and notify the manager or expo about repeated quality failures.

52. Food Quality Check SOP - VERIFICATION & CUSTOMIZATION

MANAGER VERIFICATION:

☐ The employee can identify the station, ticket or recipe standard, safety limit, quality result, and escalation point for food quality check.
☐ Check that the correct item was made.
☐ Check that all sides are included.
☐ Check plate cleanliness.
☐ Check temperature if required.
☐ Confirm allergy and special-request controls when applicable, correct defects before release, and notify the manager or expo about repeated quality failures.

COMMON MISTAKES TO AVOID:

- Performing food quality check without confirming the ticket, station, recipe, modifiers, seat/table, and timing.
- Guessing, skipping a call, or changing sequence without communicating with expo and affected stations.
- Sending food with wrong portion, temperature, garnish, presentation, or allergy control.
- Hiding delays, shortages, equipment problems, or remakes until service has already failed.
- Closing the ticket or handoff without final verification and required documentation.

RESTAURANT-SPECIFIC CUSTOMIZATION:

- Approved station diagram, recipe, ticket, modifier, or plate standard: _____
- Equipment, portion tools, thermometer, timer, or communication system: _____
- Cooking, holding, quality, portion, or ticket-time limit: _____
- Allergy-order, special-request, remake, or expo verification role: _____
- Manufacturer, fire-safety, food-code, or local equipment requirement reviewed: _____
- Restaurant-specific firing, restock, station, or closing 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. Plate Presentation SOP

SOP ID	V2-053	**VERSION**	1.0
EFFECTIVE DATE	_____	**OWNER**	_____
APPROVED BY	_____	**NEXT REVIEW**	_____

PURPOSE: To plate each item with the correct portion, components, temperature, garnish, cleanliness, and approved presentation before release.

APPLIES TO: Line cooks, expo employees, kitchen leads, trainers, and managers.

RESPONSIBILITY: The cook executes the ticket and recipe. Expo or management verifies timing, quality, safety, and corrections.

WHEN USED: During line setup, active cooking, ticket execution, holding, restocking, cleaning, or closing as applicable.

REQUIRED MATERIALS / INFORMATION:

- Current tickets, recipes, and station assignment
- Clean utensils, portion tools, and equipment
- Calibrated thermometer and timers
- Allergy and special-request communication tools
- Expo and manager communication

CRITICAL STANDARDS:

- Tickets, recipes, modifiers, portions, temperatures, and plate standards are followed exactly.
- Allergy and special-request orders receive direct communication and controlled handling.
- Unsafe, undercooked, overcooked, contaminated, or poor-quality food is not served.
- Delays, shortages, equipment problems, and remakes are communicated immediately.

PROCEDURE:

1. Review the station assignment, tickets, recipes, portions, allergens, shortages, and expected volume.
2. Wash hands and prepare clean tools, thermometers, timers, sanitation controls, and safe equipment.
3. Inspect and organize dated product by safe storage, cook sequence, and service priority.
4. Confirm the correct plate or package, item, modifiers, sides, and garnish.
5. Place portions in the approved position without smears, spills, or unsafe contact.
6. Verify temperature, color, texture, cleanliness, stability, and completeness.
7. Correct the plate before the service window and communicate any delay.
8. Verify the complete item or station result against the ticket and quality standard.
9. Communicate and document remakes, delays, waste, shortages, equipment, and allergy exceptions.
10. Reset tools, product, sanitation, and station readiness for the next ticket or shift.

53. Plate Presentation SOP - VERIFICATION & CUSTOMIZATION

MANAGER VERIFICATION:

☐ The employee can identify the station, ticket or recipe standard, safety limit, quality result, and escalation point for plate presentation.
☐ Wash hands and prepare clean tools, thermometers, timers, sanitation controls, and safe equipment.
☐ Confirm the correct plate or package, item, modifiers, sides, and garnish.
☐ Verify temperature, color, texture, cleanliness, stability, and completeness.
☐ Verify the complete item or station result against the ticket and quality standard.
☐ Reset tools, product, sanitation, and station readiness for the next ticket or shift.

COMMON MISTAKES TO AVOID:

• Performing plate presentation without confirming the ticket, station, recipe, modifiers, seat/table, and timing.
• Guessing, skipping a call, or changing sequence without communicating with expo and affected stations.
• Sending food with wrong portion, temperature, garnish, presentation, or allergy control.
• Hiding delays, shortages, equipment problems, or remakes until service has already failed.
• Closing the ticket or handoff without final verification and required documentation.

RESTAURANT-SPECIFIC CUSTOMIZATION:

• Approved station diagram, recipe, ticket, modifier, or plate standard: _____
• Equipment, portion tools, thermometer, timer, or communication system: _____
• Cooking, holding, quality, portion, or ticket-time limit: _____
• Allergy-order, special-request, remake, or expo verification role: _____
• Manufacturer, fire-safety, food-code, or local equipment requirement reviewed: _____
• Restaurant-specific firing, restock, station, or closing 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. Portion Control on the Line SOP

SOP ID	V2-054	**VERSION**	1.0
EFFECTIVE DATE	_____	**OWNER**	_____
APPROVED BY	_____	**NEXT REVIEW**	_____

PURPOSE: To maintain approved portions on the cook line using specified tools, weights, counts, recipes, and manager-verified corrections.

APPLIES TO: Line cooks, expo employees, kitchen leads, trainers, and managers.

RESPONSIBILITY: The cook executes the ticket and recipe. Expo or management verifies timing, quality, safety, and corrections.

WHEN USED: During line setup, active cooking, ticket execution, holding, restocking, cleaning, or closing as applicable.

REQUIRED MATERIALS / INFORMATION:

- Current tickets, recipes, and station assignment
- Clean utensils, portion tools, and equipment
- Calibrated thermometer and timers
- Allergy and special-request communication tools
- Expo and manager communication

CRITICAL STANDARDS:

- Tickets, recipes, modifiers, portions, temperatures, and plate standards are followed exactly.
- Allergy and special-request orders receive direct communication and controlled handling.
- Unsafe, undercooked, overcooked, contaminated, or poor-quality food is not served.
- Delays, shortages, equipment problems, and remakes are communicated immediately.

PROCEDURE:

1. Review the recipe card, approved portion, yield, plate standard, modifier, and ticket before plating.
2. Use only the assigned scoop, ladle, scale, count, slice, cup, or measuring tool for the item.
3. Verify the tool is clean, intact, and matched to the correct product and portion size.
4. Portion from a mixed or evenly distributed batch so the serving represents the recipe.
5. Level, drain, weigh, count, or finish the portion according to the standard rather than estimating.
6. Keep raw, ready-to-eat, and allergen-sensitive tools and containers separated.
7. Compare the plated portion with the recipe photo, weight, count, side, garnish, and container standard.
8. Correct over- or under-portioning before the plate leaves the station and record repeated variance.
9. Restock portion tools and product without combining batches or losing label and date control.
10. Verify high-cost and high-variance items during manager line checks and coaching.

54. Portion Control on the Line SOP - VERIFICATION & CUSTOMIZATION

MANAGER VERIFICATION:

☐ The employee can identify the station, ticket or recipe standard, safety limit, quality result, and escalation point for portion control on the line.
☐ Use only the assigned scoop, ladle, scale, count, slice, cup, or measuring tool for the item.
☐ Portion from a mixed or evenly distributed batch so the serving represents the recipe.
☐ Keep raw, ready-to-eat, and allergen-sensitive tools and containers separated.
☐ Correct over- or under-portioning before the plate leaves the station and record repeated variance.
☐ Verify high-cost and high-variance items during manager line checks and coaching.

COMMON MISTAKES TO AVOID:

• Performing portion control on the line from memory instead of the approved recipe, yield, portion, and batch standard.
• Using unclean tools, wrong ingredients, unverified product, or an unprotected work surface.
• Losing time-temperature, raw-to-ready-to-eat, or allergen separation during production.
• Failing to record actual yield, waste, shortage, substitution, or overproduction.
• Storing completed product without correct cooling, labeling, dating, and manager verification.

RESTAURANT-SPECIFIC CUSTOMIZATION:

• Approved station diagram, recipe, ticket, modifier, or plate standard: _____
• Equipment, portion tools, thermometer, timer, or communication system: _____
• Cooking, holding, quality, portion, or ticket-time limit: _____
• Allergy-order, special-request, remake, or expo verification role: _____
• Manufacturer, fire-safety, food-code, or local equipment requirement reviewed: _____
• Restaurant-specific firing, restock, station, or closing 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. Allergy Order SOP

SOP ID	V2-055	**VERSION**	1.0
EFFECTIVE DATE	_____	**OWNER**	_____
APPROVED BY	_____	**NEXT REVIEW**	_____

PURPOSE: To execute allergy orders only after the reported allergen, manager control, clean preparation method, ingredients, and verified delivery process are confirmed.

APPLIES TO: Trained food employees, kitchen leads, managers, and designated food-safety leaders.

RESPONSIBILITY: The employee follows the approved high-risk control. Management verifies limits, disposition, records, and required regulatory contact.

WHEN USED: Whenever the named high-risk process is performed or a required limit, control, or record is uncertain or missed.

REQUIRED MATERIALS / INFORMATION:

- Current regulatory and restaurant standard
- Calibrated thermometer, timer, or approved test device
- Protected containers, labels, PPE, and sanitizer
- Corrective-action and food-disposition record
- Manager and regulatory contact information

CRITICAL STANDARDS:

- The current approved regulatory and restaurant limit controls the process.
- Questionable food is isolated and not served until management determines disposition.
- Corrective action and disposition are recorded at the time of the event.
- Management contacts the proper authority when required by law, permit, policy, or incident severity.

PROCEDURE:

1. Notify the manager or designated food-safety leader before proceeding with an uncertain high-risk condition.
2. Identify the product, lot, time, temperature, exposure, and applicable approved limit.
3. Isolate affected food and prevent sale, use, movement, or disposal until authorized.
4. Read the allergy ticket aloud with the manager or designated allergy-order leader.
5. Wash hands and establish a cleaned and sanitized protected station with separate tools and ingredients.
6. Prepare the item without unapproved substitutions or contact with shared surfaces, fryers, utensils, or garnishes.
7. Mark, verify, and hand the completed order directly to the designated employee.
8. Management determines approved correction, discard, closure, or authority notification.
9. Record all measurements, time, product, quantity, disposition, decision, and responsible people.
10. Verify the affected process is safe before resuming production or service.

55. Allergy Order SOP - VERIFICATION & CUSTOMIZATION

MANAGER VERIFICATION:

☐ The employee can identify the station, ticket or recipe standard, safety limit, quality result, and escalation point for allergy order.
☐ Identify the product, lot, time, temperature, exposure, and applicable approved limit.
☐ Read the allergy ticket aloud with the manager or designated allergy-order leader.
☐ Prepare the item without unapproved substitutions or contact with shared surfaces, fryers, utensils, or garnishes.
☐ Management determines approved correction, discard, closure, or authority notification.
☐ Verify the affected process is safe before resuming production or service.

COMMON MISTAKES TO AVOID:

• Beginning allergy order without direct confirmation of the request, recipe, ingredients, and designated leader.
• Allowing shared tools, surfaces, gloves, towels, fryers, or garnishes to compromise the order.
• Guessing about an ingredient or removing visible pieces instead of remaking.
• Losing the order's identity or direct handoff during a rush.
• Serving before designated verification of ingredients, preparation, plate, and destination.

RESTAURANT-SPECIFIC CUSTOMIZATION:

• Approved station diagram, recipe, ticket, modifier, or plate standard: _____
• Equipment, portion tools, thermometer, timer, or communication system: _____
• Cooking, holding, quality, portion, or ticket-time limit: _____
• Allergy-order, special-request, remake, or expo verification role: _____
• Manufacturer, fire-safety, food-code, or local equipment requirement reviewed: _____
• Restaurant-specific firing, restock, station, or closing 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. Special Request Order SOP

SOP ID	V2-056	**VERSION**	1.0
EFFECTIVE DATE	_____	**OWNER**	_____
APPROVED BY	_____	**NEXT REVIEW**	_____

PURPOSE: To execute approved special requests accurately without weakening allergy, food-safety, recipe, pricing, timing, or quality controls.

APPLIES TO: Line cooks, expo employees, kitchen leads, trainers, and managers.

RESPONSIBILITY: The cook executes the ticket and recipe. Expo or management verifies timing, quality, safety, and corrections.

WHEN USED: During line setup, active cooking, ticket execution, holding, restocking, cleaning, or closing as applicable.

REQUIRED MATERIALS / INFORMATION:

- Current tickets, recipes, and station assignment
- Clean utensils, portion tools, and equipment
- Calibrated thermometer and timers
- Allergy and special-request communication tools
- Expo and manager communication

CRITICAL STANDARDS:

- Tickets, recipes, modifiers, portions, temperatures, and plate standards are followed exactly.
- Allergy and special-request orders receive direct communication and controlled handling.
- Unsafe, undercooked, overcooked, contaminated, or poor-quality food is not served.
- Delays, shortages, equipment problems, and remakes are communicated immediately.

PROCEDURE:

1. Read the entire special request and identify exactly what is added, removed, substituted, cooked differently, or separated.
2. Confirm the request is available, safe, and within restaurant authority before promising it to the guest.
3. Clarify unclear wording through expo or the server and distinguish preference from allergy or medical concern.
4. Mark the ticket and communicate the request directly to every affected station.
5. Verify ingredients, recipe changes, portion, price, cook time, and equipment limitations.
6. Use clean tools and controlled handling when the request changes cross-contact or food-safety risk.
7. Call out the order at firing and at completion so it does not merge with the standard item.
8. Expo verifies the modification, plate, side, garnish, and seat/table before release.
9. Stop and remake the item when the request was missed or cannot be verified.
10. Record repeated unavailable requests, pricing issues, menu confusion, and training needs.

56. Special Request Order SOP - VERIFICATION & CUSTOMIZATION

MANAGER VERIFICATION:

☐ The employee can identify the station, ticket or recipe standard, safety limit, quality result, and escalation point for special request order.
☐ Confirm the request is available, safe, and within restaurant authority before promising it to the guest.
☐ Mark the ticket and communicate the request directly to every affected station.
☐ Use clean tools and controlled handling when the request changes cross-contact or food-safety risk.
☐ Expo verifies the modification, plate, side, garnish, and seat/table before release.
☐ Record repeated unavailable requests, pricing issues, menu confusion, and training needs.

COMMON MISTAKES TO AVOID:

- Beginning special request order without direct confirmation of the request, recipe, ingredients, and designated leader.
- Allowing shared tools, surfaces, gloves, towels, fryers, or garnishes to compromise the order.
- Guessing about an ingredient or removing visible pieces instead of remaking.
- Losing the order's identity or direct handoff during a rush.
- Serving before designated verification of ingredients, preparation, plate, and destination.

RESTAURANT-SPECIFIC CUSTOMIZATION:

- Approved station diagram, recipe, ticket, modifier, or plate standard: _____
- Equipment, portion tools, thermometer, timer, or communication system: _____
- Cooking, holding, quality, portion, or ticket-time limit: _____
- Allergy-order, special-request, remake, or expo verification role: _____
- Manufacturer, fire-safety, food-code, or local equipment requirement reviewed: _____
- Restaurant-specific firing, restock, station, or closing 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. Rush Communication SOP

SOP ID	V2-057	**VERSION**	1.0
EFFECTIVE DATE	_____	**OWNER**	_____
APPROVED BY	_____	**NEXT REVIEW**	_____

PURPOSE: To make sure kitchen employees communicate clearly during busy periods.

APPLIES TO: Cooks, expo, kitchen lead, prep support, dish team, and manager on duty.

RESPONSIBILITY: The cook executes the ticket and recipe. Expo or management verifies timing, quality, safety, and corrections.

WHEN USED: During high-volume service, ticket backups, large parties, short staffing, product shortages, equipment problems, or whenever normal communication is no longer sufficient.

REQUIRED MATERIALS / INFORMATION:

- Kitchen communication standard
- Ticket system
- Expo leadership
- All-day count process if applicable
- Low product communication

CRITICAL STANDARDS:

- The kitchen communicates clearly, early, and professionally during high-volume periods to protect ticket times, food.
- Do not sacrifice food safety during rushes.
- Do not skip handwashing or sanitation steps.
- Do not ignore allergy procedures.

PROCEDURE:

1. Call back important ticket information according to kitchen standard.
2. Communicate low product before running out.
3. Communicate delays early.
4. Ask for help before the station is overwhelmed.
5. Tell expo or manager when ticket times are at risk.
6. Communicate all-day counts if used.
7. Communicate equipment problems immediately.
8. Communicate food quality concerns before sending food.
9. Keep language respectful and direct.
10. Avoid blame during rushes. Focus on solving the immediate problem. Review breakdowns after the rush when needed.

57. Rush Communication SOP - VERIFICATION & CUSTOMIZATION

MANAGER VERIFICATION:

☐ The employee can identify the station, ticket or recipe standard, safety limit, quality result, and escalation point for rush communication.
☐ Communicate low product before running out.
☐ Ask for help before the station is overwhelmed.
☐ Communicate all-day counts if used.
☐ Communicate food quality concerns before sending food.
☐ Avoid blame during rushes. Focus on solving the immediate problem. Review breakdowns after the rush when needed.

COMMON MISTAKES TO AVOID:

- Performing rush communication without confirming the ticket, station, recipe, modifiers, seat/table, and timing.
- Guessing, skipping a call, or changing sequence without communicating with expo and affected stations.
- Sending food with wrong portion, temperature, garnish, presentation, or allergy control.
- Hiding delays, shortages, equipment problems, or remakes until service has already failed.
- Closing the ticket or handoff without final verification and required documentation.

RESTAURANT-SPECIFIC CUSTOMIZATION:

- Approved station diagram, recipe, ticket, modifier, or plate standard: _____
- Equipment, portion tools, thermometer, timer, or communication system: _____
- Cooking, holding, quality, portion, or ticket-time limit: _____
- Allergy-order, special-request, remake, or expo verification role: _____
- Manufacturer, fire-safety, food-code, or local equipment requirement reviewed: _____
- Restaurant-specific firing, restock, station, or closing 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. Expo Communication SOP

SOP ID	V2-058	**VERSION**	1.0
EFFECTIVE DATE	_____	**OWNER**	_____
APPROVED BY	_____	**NEXT REVIEW**	_____

PURPOSE: To keep expo and cook-line employees aligned on ticket sequence, missing items, timing, allergens, remakes, quality, and table completion.

APPLIES TO: Line cooks, expo employees, kitchen leads, trainers, and managers.

RESPONSIBILITY: The cook executes the ticket and recipe. Expo or management verifies timing, quality, safety, and corrections.

WHEN USED: During line setup, active cooking, ticket execution, holding, restocking, cleaning, or closing as applicable.

REQUIRED MATERIALS / INFORMATION:

- Current tickets, recipes, and station assignment
- Clean utensils, portion tools, and equipment
- Calibrated thermometer and timers
- Allergy and special-request communication tools
- Expo and manager communication

CRITICAL STANDARDS:

- Tickets, recipes, modifiers, portions, temperatures, and plate standards are followed exactly.
- Allergy and special-request orders receive direct communication and controlled handling.
- Unsafe, undercooked, overcooked, contaminated, or poor-quality food is not served.
- Delays, shortages, equipment problems, and remakes are communicated immediately.

PROCEDURE:

1. Establish the approved expo call language, ticket queue, station names, and response expectations before service.
2. Read each ticket for table, server, course, seat, modifiers, allergy markers, and special requests.
3. Call or display the order once through the approved system and require clear station acknowledgement.
4. Track fired, working, delayed, completed, remade, and held items without creating duplicate calls.
5. Communicate changes immediately, including added items, cancellations, shortages, and revised timing.
6. Escalate allergy orders, severe delays, equipment failure, product shortages, and cross-station conflicts.
7. Coordinate course completion so hot and cold items reach the pass together at the correct quality.
8. Keep the pass organized by ticket and prevent employees from removing unverified plates.
9. Give the runner a complete handoff with table, seat, allergy, missing item, and timing information.
10. Record recurring communication failures and review them with the kitchen and floor managers.

58. Expo Communication SOP - VERIFICATION & CUSTOMIZATION

MANAGER VERIFICATION:

☐ The employee can identify the station, ticket or recipe standard, safety limit, quality result, and escalation point for expo communication.
☐ Read each ticket for table, server, course, seat, modifiers, allergy markers, and special requests.
☐ Track fired, working, delayed, completed, remade, and held items without creating duplicate calls.
☐ Escalate allergy orders, severe delays, equipment failure, product shortages, and cross-station conflicts.
☐ Keep the pass organized by ticket and prevent employees from removing unverified plates.
☐ Record recurring communication failures and review them with the kitchen and floor managers.

COMMON MISTAKES TO AVOID:

• Performing expo communication without confirming the ticket, station, recipe, modifiers, seat/table, and timing.
• Guessing, skipping a call, or changing sequence without communicating with expo and affected stations.
• Sending food with wrong portion, temperature, garnish, presentation, or allergy control.
• Hiding delays, shortages, equipment problems, or remakes until service has already failed.
• Closing the ticket or handoff without final verification and required documentation.

RESTAURANT-SPECIFIC CUSTOMIZATION:

• Approved station diagram, recipe, ticket, modifier, or plate standard: _____
• Equipment, portion tools, thermometer, timer, or communication system: _____
• Cooking, holding, quality, portion, or ticket-time limit: _____
• Allergy-order, special-request, remake, or expo verification role: _____
• Manufacturer, fire-safety, food-code, or local equipment requirement reviewed: _____
• Restaurant-specific firing, restock, station, or closing 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. Cook Line Restocking SOP

SOP ID	V2-059	**VERSION**	1.0
EFFECTIVE DATE	_____	**OWNER**	_____
APPROVED BY	_____	**NEXT REVIEW**	_____

PURPOSE: To make sure cook line stations stay stocked with the right amount of product during service without over-pulling or creating waste.

APPLIES TO: Station cook, prep cook, kitchen lead, runner, manager, or assigned support employee.

RESPONSIBILITY: The cook executes the ticket and recipe. Expo or management verifies timing, quality, safety, and corrections.

WHEN USED: Before service, during service, before rush periods, after rush periods, during low product alerts, and before shift handoff.

REQUIRED MATERIALS / INFORMATION:

- Par list
- Backup product
- Labels
- Food containers
- Gloves if required

CRITICAL STANDARDS:

- The station stays stocked for service without over-pulling, using unsafe product, or creating unnecessary waste.
- Keep food at safe temperatures.
- Do not leave product out too long.
- Label and date product when required.

PROCEDURE:

1. Check current product level at the station.
2. Compare product level to expected volume and par standard.
3. Communicate low product before running out.
4. Pull backup product only as needed.
5. Check label, date, and quality before using product.
6. Follow FIFO when selecting product.
7. Keep product at safe temperature during restocking.
8. Place product in correct station location.
9. Do not overfill pans or containers beyond restaurant standard.
10. Label newly prepared or transferred product when required and return safe unused backups to the correct storage location.

59. Cook Line Restocking SOP - VERIFICATION & CUSTOMIZATION

MANAGER VERIFICATION:

☐ The employee can identify the station, ticket or recipe standard, safety limit, quality result, and escalation point for cook line restocking.
☐ Compare product level to expected volume and par standard.
☐ Pull backup product only as needed.
☐ Follow FIFO when selecting product.
☐ Place product in correct station location.
☐ Label newly prepared or transferred product when required and return safe unused backups to the correct storage location.

COMMON MISTAKES TO AVOID:

- Performing cook line restocking without confirming the ticket, station, recipe, modifiers, seat/table, and timing.
- Guessing, skipping a call, or changing sequence without communicating with expo and affected stations.
- Sending food with wrong portion, temperature, garnish, presentation, or allergy control.
- Hiding delays, shortages, equipment problems, or remakes until service has already failed.
- Closing the ticket or handoff without final verification and required documentation.

RESTAURANT-SPECIFIC CUSTOMIZATION:

- Approved station diagram, recipe, ticket, modifier, or plate standard: _____
- Equipment, portion tools, thermometer, timer, or communication system: _____
- Cooking, holding, quality, portion, or ticket-time limit: _____
- Allergy-order, special-request, remake, or expo verification role: _____
- Manufacturer, fire-safety, food-code, or local equipment requirement reviewed: _____
- Restaurant-specific firing, restock, station, or closing 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. Hot Holding SOP

SOP ID	V2-060	**VERSION**	1.0
EFFECTIVE DATE	_____	**OWNER**	_____
APPROVED BY	_____	**NEXT REVIEW**	_____

PURPOSE: To control hot holding consistently so food remains safe, required limits are verified, and exceptions receive immediate corrective action.

APPLIES TO: Trained food employees, kitchen leads, managers, and designated food-safety leaders.

RESPONSIBILITY: The employee follows the approved high-risk control. Management verifies limits, disposition, records, and required regulatory contact.

WHEN USED: Whenever the named high-risk process is performed or a required limit, control, or record is uncertain or missed.

REQUIRED MATERIALS / INFORMATION:

- Current regulatory and restaurant standard
- Calibrated thermometer, timer, or approved test device
- Protected containers, labels, PPE, and sanitizer
- Corrective-action and food-disposition record
- Manager and regulatory contact information

CRITICAL STANDARDS:

- The current approved regulatory and restaurant limit controls the process.
- Questionable food is isolated and not served until management determines disposition.
- Corrective action and disposition are recorded at the time of the event.
- Management contacts the proper authority when required by law, permit, policy, or incident severity.

PROCEDURE:

1. Verify the product was fully cooked or reheated using the approved process before it enters hot holding.
2. Preheat the holding unit and confirm it is clean, operating, and capable of maintaining the required limit.
3. Transfer food in clean covered containers using shallow batches, correct utensils, and protected handling.
4. Label the product with identity, start time, discard or review time, and any batch or allergen information.
5. Place containers to allow heat circulation; do not overload, combine old and new batches, or use holding to finish cooking.
6. Measure food temperature at the required frequency with a clean, calibrated thermometer.
7. Stir, rotate, cover, or adjust the unit only according to the recipe, equipment instructions, and approved corrective action.
8. Hold, rapidly reheat, discard, or escalate any product outside the approved limit based on documented time and temperature.
9. Record temperatures, times, employee initials, corrective actions, and manager verification.
10. Discard or properly cool remaining food at the approved end point; clean and reset the holding unit.

60. Hot Holding SOP - VERIFICATION & CUSTOMIZATION

MANAGER VERIFICATION:

☐ The employee can identify the station, ticket or recipe standard, safety limit, quality result, and escalation point for hot holding.

☐ Preheat the holding unit and confirm it is clean, operating, and capable of maintaining the required limit.

☐ Label the product with identity, start time, discard or review time, and any batch or allergen information.

☐ Measure food temperature at the required frequency with a clean, calibrated thermometer.

☐ Hold, rapidly reheat, discard, or escalate any product outside the approved limit based on documented time and temperature.

☐ Discard or properly cool remaining food at the approved end point; clean and reset the holding unit.

COMMON MISTAKES TO AVOID:

- Starting hot holding without the station, ticket, recipe, equipment, tools, product, and communication plan ready.
- Losing ticket sequence, modifiers, allergy information, portion, temperature, or plate standards.
- Continuing when equipment, product, staffing, or timing cannot support safe execution.
- Failing to communicate delays, remakes, shortages, and completed items.
- Ending without restocking, cleaning, product disposition, and manager verification.

RESTAURANT-SPECIFIC CUSTOMIZATION:

- Approved station diagram, recipe, ticket, modifier, or plate standard: _____
- Equipment, portion tools, thermometer, timer, or communication system: _____
- Cooking, holding, quality, portion, or ticket-time limit: _____
- Allergy-order, special-request, remake, or expo verification role: _____
- Manufacturer, fire-safety, food-code, or local equipment requirement reviewed: _____
- Restaurant-specific firing, restock, station, or closing 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. Cold Holding SOP

SOP ID	V2-061	**VERSION**	1.0
EFFECTIVE DATE	_____	**OWNER**	_____
APPROVED BY	_____	**NEXT REVIEW**	_____

PURPOSE: To control cold holding consistently so food remains safe, required limits are verified, and exceptions receive immediate corrective action.

APPLIES TO: Trained food employees, kitchen leads, managers, and designated food-safety leaders.

RESPONSIBILITY: The employee follows the approved high-risk control. Management verifies limits, disposition, records, and required regulatory contact.

WHEN USED: Whenever the named high-risk process is performed or a required limit, control, or record is uncertain or missed.

REQUIRED MATERIALS / INFORMATION:

- Current regulatory and restaurant standard
- Calibrated thermometer, timer, or approved test device
- Protected containers, labels, PPE, and sanitizer
- Corrective-action and food-disposition record
- Manager and regulatory contact information

CRITICAL STANDARDS:

- The current approved regulatory and restaurant limit controls the process.
- Questionable food is isolated and not served until management determines disposition.
- Corrective action and disposition are recorded at the time of the event.
- Management contacts the proper authority when required by law, permit, policy, or incident severity.

PROCEDURE:

1. Verify the product was cooled, received, or prepared within the approved process before it enters cold holding.
2. Confirm the cold unit is clean, organized, and operating within the restaurant's approved limit.
3. Use clean covered containers, labels, date marks, and storage placement that prevent contamination and allergen cross-contact.
4. Keep product in refrigeration until needed and return working containers promptly between uses.
5. Do not overfill pans, block airflow, place hot food into overloaded units, or store product above raw-item hierarchy limits.
6. Measure food temperature at the required frequency with a clean, calibrated thermometer.
7. Use ice, smaller pans, alternate refrigeration, or another approved control only when the process is authorized and monitored.
8. Hold, rapidly cool, transfer, discard, or escalate any product outside the approved limit based on documented history.
9. Record temperatures, times, employee initials, corrective actions, and manager verification.
10. At closing, evaluate remaining product, protect labels and dates, and clean the unit and surrounding area.

61. Cold Holding SOP - VERIFICATION & CUSTOMIZATION

MANAGER VERIFICATION:

☐ The employee can identify the station, ticket or recipe standard, safety limit, quality result, and escalation point for cold holding.
☐ Confirm the cold unit is clean, organized, and operating within the restaurant's approved limit.
☐ Keep product in refrigeration until needed and return working containers promptly between uses.
☐ Measure food temperature at the required frequency with a clean, calibrated thermometer.
☐ Hold, rapidly cool, transfer, discard, or escalate any product outside the approved limit based on documented history.
☐ At closing, evaluate remaining product, protect labels and dates, and clean the unit and surrounding area.

COMMON MISTAKES TO AVOID:

• Starting cold holding without the station, ticket, recipe, equipment, tools, product, and communication plan ready.
• Losing ticket sequence, modifiers, allergy information, portion, temperature, or plate standards.
• Continuing when equipment, product, staffing, or timing cannot support safe execution.
• Failing to communicate delays, remakes, shortages, and completed items.
• Ending without restocking, cleaning, product disposition, and manager verification.

RESTAURANT-SPECIFIC CUSTOMIZATION:

• Approved station diagram, recipe, ticket, modifier, or plate standard: _____
• Equipment, portion tools, thermometer, timer, or communication system: _____
• Cooking, holding, quality, portion, or ticket-time limit: _____
• Allergy-order, special-request, remake, or expo verification role: _____
• Manufacturer, fire-safety, food-code, or local equipment requirement reviewed: _____
• Restaurant-specific firing, restock, station, or closing 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. Fryer Operation SOP

SOP ID	V2-062	**VERSION**	1.0
EFFECTIVE DATE	_____	**OWNER**	_____
APPROVED BY	_____	**NEXT REVIEW**	_____

PURPOSE: To operate the fryer station safely and consistently according to equipment instructions, recipes, temperatures, ticket priorities, and cleaning controls.

APPLIES TO: Line cooks, expo employees, kitchen leads, trainers, and managers.

RESPONSIBILITY: The cook executes the ticket and recipe. Expo or management verifies timing, quality, safety, and corrections.

WHEN USED: During line setup, active cooking, ticket execution, holding, restocking, cleaning, or closing as applicable.

REQUIRED MATERIALS / INFORMATION:

- Current tickets, recipes, and station assignment
- Clean utensils, portion tools, and equipment
- Calibrated thermometer and timers
- Allergy and special-request communication tools
- Expo and manager communication

CRITICAL STANDARDS:

- Tickets, recipes, modifiers, portions, temperatures, and plate standards are followed exactly.
- Allergy and special-request orders receive direct communication and controlled handling.
- Unsafe, undercooked, overcooked, contaminated, or poor-quality food is not served.
- Delays, shortages, equipment problems, and remakes are communicated immediately.

PROCEDURE:

1. Review fryer assignments, oil type, product compatibility, cook settings, filtration status, and known maintenance issues.
2. Inspect the fryer, baskets, handles, guards, thermostat, drain valve, oil level, floor, and fire-suppression area.
3. Confirm the unit is dry and free of water, ice buildup, packaging, loose debris, and nearby trip hazards.
4. Heat oil only through the approved startup sequence and verify operating temperature before cooking.
5. Load dry product within basket capacity and lower it slowly to prevent boil-over and splash.
6. Use the approved timer and temperature and keep allergen or product-separation rules active.
7. Skim crumbs, monitor oil quality and level, and stop for smoke, foaming, leak, control failure, or abnormal odor.
8. Lift and drain baskets safely and transfer food to the approved holding or plating area.
9. Record waste, oil addition, filter need, temperature failure, spill, burn, or equipment concern.
10. Follow the approved idle, filtration, shutdown, and cleaning process at the end of use.

62. Fryer Operation SOP - VERIFICATION & CUSTOMIZATION

MANAGER VERIFICATION:

☐ The employee can identify the station, ticket or recipe standard, safety limit, quality result, and escalation point for fryer operation.
☐ Inspect the fryer, baskets, handles, guards, thermostat, drain valve, oil level, floor, and fire-suppression area.
☐ Heat oil only through the approved startup sequence and verify operating temperature before cooking.
☐ Use the approved timer and temperature and keep allergen or product-separation rules active.
☐ Lift and drain baskets safely and transfer food to the approved holding or plating area.
☐ Follow the approved idle, filtration, shutdown, and cleaning process at the end of use.

COMMON MISTAKES TO AVOID:

- Operating fryer operation without training, manufacturer instructions, pre-use inspection, and required PPE.
- Overloading equipment, bypassing guards, or using unapproved temperatures, tools, or containers.
- Mixing raw and ready-to-eat work or losing allergy-order controls.
- Continuing after abnormal flame, heat, sound, odor, leak, damage, or control failure.
- Leaving the station without shutdown, cleaning, product control, and manager handoff.

RESTAURANT-SPECIFIC CUSTOMIZATION:

- Approved station diagram, recipe, ticket, modifier, or plate standard: _____
- Equipment, portion tools, thermometer, timer, or communication system: _____
- Cooking, holding, quality, portion, or ticket-time limit: _____
- Allergy-order, special-request, remake, or expo verification role: _____
- Manufacturer, fire-safety, food-code, or local equipment requirement reviewed: _____
- Restaurant-specific firing, restock, station, or closing 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. Grill Operation SOP

SOP ID	V2-063	**VERSION**	1.0
EFFECTIVE DATE	_____	**OWNER**	_____
APPROVED BY	_____	**NEXT REVIEW**	_____

PURPOSE: To operate the grill station safely and consistently according to equipment instructions, recipes, temperatures, ticket priorities, and cleaning controls.

APPLIES TO: Line cooks, expo employees, kitchen leads, trainers, and managers.

RESPONSIBILITY: The cook executes the ticket and recipe. Expo or management verifies timing, quality, safety, and corrections.

WHEN USED: During line setup, active cooking, ticket execution, holding, restocking, cleaning, or closing as applicable.

REQUIRED MATERIALS / INFORMATION:

- Current tickets, recipes, and station assignment
- Clean utensils, portion tools, and equipment
- Calibrated thermometer and timers
- Allergy and special-request communication tools
- Expo and manager communication

CRITICAL STANDARDS:

- Tickets, recipes, modifiers, portions, temperatures, and plate standards are followed exactly.
- Allergy and special-request orders receive direct communication and controlled handling.
- Unsafe, undercooked, overcooked, contaminated, or poor-quality food is not served.
- Delays, shortages, equipment problems, and remakes are communicated immediately.

PROCEDURE:

1. Review grill assignments, recipes, doneness standards, zone layout, volume, and known equipment conditions.
2. Inspect grates, burners, ignition, flame, guards, grease tray, tools, ventilation, and surrounding floor.
3. Preheat the grill and establish approved heat zones before loading food.
4. Use separate clean tools and designated areas for raw, cooked, ready-to-eat, and allergen-sensitive items.
5. Place product according to zone and ticket sequence without overcrowding or creating unsafe flare-ups.
6. Turn, move, and finish product using recipe timing and a calibrated thermometer when required.
7. Prevent cross-contact by controlling brushes, towels, seasonings, pans, and shared surfaces.
8. Stop and report gas odor, failed ignition, uneven flame, excessive smoke, grease fire, or damaged grates.
9. Verify doneness, rest time, portion, quality, and correct ticket before transfer.
10. Scrape and reset the grill between products as required and complete approved shutdown and cleaning.

63. Grill Operation SOP - VERIFICATION & CUSTOMIZATION

MANAGER VERIFICATION:

☐ The employee can identify the station, ticket or recipe standard, safety limit, quality result, and escalation point for grill operation.
☐ Inspect grates, burners, ignition, flame, guards, grease tray, tools, ventilation, and surrounding floor.
☐ Use separate clean tools and designated areas for raw, cooked, ready-to-eat, and allergen-sensitive items.
☐ Turn, move, and finish product using recipe timing and a calibrated thermometer when required.
☐ Stop and report gas odor, failed ignition, uneven flame, excessive smoke, grease fire, or damaged grates.
☐ Scrape and reset the grill between products as required and complete approved shutdown and cleaning.

COMMON MISTAKES TO AVOID:

- Operating grill operation without training, manufacturer instructions, pre-use inspection, and required PPE.
- Overloading equipment, bypassing guards, or using unapproved temperatures, tools, or containers.
- Mixing raw and ready-to-eat work or losing allergy-order controls.
- Continuing after abnormal flame, heat, sound, odor, leak, damage, or control failure.
- Leaving the station without shutdown, cleaning, product control, and manager handoff.

RESTAURANT-SPECIFIC CUSTOMIZATION:

- Approved station diagram, recipe, ticket, modifier, or plate standard: _____
- Equipment, portion tools, thermometer, timer, or communication system: _____
- Cooking, holding, quality, portion, or ticket-time limit: _____
- Allergy-order, special-request, remake, or expo verification role: _____
- Manufacturer, fire-safety, food-code, or local equipment requirement reviewed: _____
- Restaurant-specific firing, restock, station, or closing 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. Saute Station Operation SOP

SOP ID	V2-064	**VERSION**	1.0
EFFECTIVE DATE	_____	**OWNER**	_____
APPROVED BY	_____	**NEXT REVIEW**	_____

PURPOSE: To operate the saute station safely and consistently according to equipment instructions, recipes, temperatures, ticket priorities, and cleaning controls.

APPLIES TO: Line cooks, expo employees, kitchen leads, trainers, and managers.

RESPONSIBILITY: The cook executes the ticket and recipe. Expo or management verifies timing, quality, safety, and corrections.

WHEN USED: During line setup, active cooking, ticket execution, holding, restocking, cleaning, or closing as applicable.

REQUIRED MATERIALS / INFORMATION:

- Current tickets, recipes, and station assignment
- Clean utensils, portion tools, and equipment
- Calibrated thermometer and timers
- Allergy and special-request communication tools
- Expo and manager communication

CRITICAL STANDARDS:

- Tickets, recipes, modifiers, portions, temperatures, and plate standards are followed exactly.
- Allergy and special-request orders receive direct communication and controlled handling.
- Unsafe, undercooked, overcooked, contaminated, or poor-quality food is not served.
- Delays, shortages, equipment problems, and remakes are communicated immediately.

PROCEDURE:

1. Review saute assignments, recipes, pan sizes, burner zones, ingredients, sauces, garnishes, and expected volume.
2. Inspect burners, ignition, pan handles, utensils, hood operation, refrigeration, and surrounding work area.
3. Stage measured ingredients in the approved sequence while protecting cold holding and allergen separation.
4. Select the correct clean pan and preheat only to the recipe requirement; never leave an empty pan unattended.
5. Add oil, ingredients, and liquids carefully to control flame, steam, splash, and boil-over.
6. Cook in ticket order using approved timing, agitation, reduction, and temperature checks.
7. Use dedicated or freshly sanitized tools and pans for allergy orders and verified special requests.
8. Stop for flare-up, gas odor, failed burner, damaged handle, excessive smoke, or uncontrolled spill.
9. Verify sauce consistency, doneness, portion, garnish, and ticket before plating.
10. Remove pans safely, control hot handles, clean the station continuously, and complete shutdown and handoff.

64. Saute Station Operation SOP - VERIFICATION & CUSTOMIZATION

MANAGER VERIFICATION:

☐ The employee can identify the station, ticket or recipe standard, safety limit, quality result, and escalation point for saute station operation.

☐ Inspect burners, ignition, pan handles, utensils, hood operation, refrigeration, and surrounding work area.

☐ Select the correct clean pan and preheat only to the recipe requirement; never leave an empty pan unattended.

☐ Cook in ticket order using approved timing, agitation, reduction, and temperature checks.

☐ Stop for flare-up, gas odor, failed burner, damaged handle, excessive smoke, or uncontrolled spill.

☐ Remove pans safely, control hot handles, clean the station continuously, and complete shutdown and handoff.

COMMON MISTAKES TO AVOID:

- Operating saute station operation without training, manufacturer instructions, pre-use inspection, and required PPE.
- Overloading equipment, bypassing guards, or using unapproved temperatures, tools, or containers.
- Mixing raw and ready-to-eat work or losing allergy-order controls.
- Continuing after abnormal flame, heat, sound, odor, leak, damage, or control failure.
- Leaving the station without shutdown, cleaning, product control, and manager handoff.

RESTAURANT-SPECIFIC CUSTOMIZATION:

- Approved station diagram, recipe, ticket, modifier, or plate standard: _____
- Equipment, portion tools, thermometer, timer, or communication system: _____
- Cooking, holding, quality, portion, or ticket-time limit: _____
- Allergy-order, special-request, remake, or expo verification role: _____
- Manufacturer, fire-safety, food-code, or local equipment requirement reviewed: _____
- Restaurant-specific firing, restock, station, or closing 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. Broiler Operation SOP

SOP ID	V2-065	**VERSION**	1.0
EFFECTIVE DATE	_____	**OWNER**	_____
APPROVED BY	_____	**NEXT REVIEW**	_____

PURPOSE: To operate the broiler station safely and consistently according to equipment instructions, recipes, temperatures, ticket priorities, and cleaning controls.

APPLIES TO: Line cooks, expo employees, kitchen leads, trainers, and managers.

RESPONSIBILITY: The cook executes the ticket and recipe. Expo or management verifies timing, quality, safety, and corrections.

WHEN USED: During line setup, active cooking, ticket execution, holding, restocking, cleaning, or closing as applicable.

REQUIRED MATERIALS / INFORMATION:

- Current tickets, recipes, and station assignment
- Clean utensils, portion tools, and equipment
- Calibrated thermometer and timers
- Allergy and special-request communication tools
- Expo and manager communication

CRITICAL STANDARDS:

- Tickets, recipes, modifiers, portions, temperatures, and plate standards are followed exactly.
- Allergy and special-request orders receive direct communication and controlled handling.
- Unsafe, undercooked, overcooked, contaminated, or poor-quality food is not served.
- Delays, shortages, equipment problems, and remakes are communicated immediately.

PROCEDURE:

1. Review broiler assignments, rack positions, recipes, finish standards, product thickness, and expected load.
2. Inspect burners or elements, ignition, racks, drip trays, handles, guards, ventilation, and grease buildup.
3. Preheat the broiler and verify the approved operating setting before loading food.
4. Use heat-safe tools and pans and keep hands, towels, paper, and packaging away from the heat source.
5. Place items at the correct rack distance and do not overload or leave product unattended.
6. Monitor browning, melting, charring, and internal temperature according to the recipe.
7. Control raw-to-cooked and allergen separation when moving pans and utensils through the station.
8. Stop for flare-up, excessive smoke, failed ignition, broken rack, control failure, or grease fire.
9. Remove product with approved PPE and verify finish, temperature, portion, and ticket.
10. Clean spills and trays as safe, record issues, and complete the approved shutdown and cleaning sequence.

65. Broiler Operation SOP - VERIFICATION & CUSTOMIZATION

MANAGER VERIFICATION:

☐ The employee can identify the station, ticket or recipe standard, safety limit, quality result, and escalation point for broiler operation.
☐ Inspect burners or elements, ignition, racks, drip trays, handles, guards, ventilation, and grease buildup.
☐ Use heat-safe tools and pans and keep hands, towels, paper, and packaging away from the heat source.
☐ Monitor browning, melting, charring, and internal temperature according to the recipe.
☐ Stop for flare-up, excessive smoke, failed ignition, broken rack, control failure, or grease fire.
☐ Clean spills and trays as safe, record issues, and complete the approved shutdown and cleaning sequence.

COMMON MISTAKES TO AVOID:

- Operating broiler operation without training, manufacturer instructions, pre-use inspection, and required PPE.
- Overloading equipment, bypassing guards, or using unapproved temperatures, tools, or containers.
- Mixing raw and ready-to-eat work or losing allergy-order controls.
- Continuing after abnormal flame, heat, sound, odor, leak, damage, or control failure.
- Leaving the station without shutdown, cleaning, product control, and manager handoff.

RESTAURANT-SPECIFIC CUSTOMIZATION:

- Approved station diagram, recipe, ticket, modifier, or plate standard: _____
- Equipment, portion tools, thermometer, timer, or communication system: _____
- Cooking, holding, quality, portion, or ticket-time limit: _____
- Allergy-order, special-request, remake, or expo verification role: _____
- Manufacturer, fire-safety, food-code, or local equipment requirement reviewed: _____
- Restaurant-specific firing, restock, station, or closing 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. Oven Operation SOP

SOP ID	V2-066	**VERSION**	1.0
EFFECTIVE DATE	_____	**OWNER**	_____
APPROVED BY	_____	**NEXT REVIEW**	_____

PURPOSE: To operate the oven station safely and consistently according to equipment instructions, recipes, temperatures, ticket priorities, and cleaning controls.

APPLIES TO: Line cooks, expo employees, kitchen leads, trainers, and managers.

RESPONSIBILITY: The cook executes the ticket and recipe. Expo or management verifies timing, quality, safety, and corrections.

WHEN USED: During line setup, active cooking, ticket execution, holding, restocking, cleaning, or closing as applicable.

REQUIRED MATERIALS / INFORMATION:

- Current tickets, recipes, and station assignment
- Clean utensils, portion tools, and equipment
- Calibrated thermometer and timers
- Allergy and special-request communication tools
- Expo and manager communication

CRITICAL STANDARDS:

- Tickets, recipes, modifiers, portions, temperatures, and plate standards are followed exactly.
- Allergy and special-request orders receive direct communication and controlled handling.
- Unsafe, undercooked, overcooked, contaminated, or poor-quality food is not served.
- Delays, shortages, equipment problems, and remakes are communicated immediately.

PROCEDURE:

1. Review oven assignments, recipes, rack positions, preheat setting, cook time, batch load, and known maintenance issues.
2. Inspect door, gasket, racks, controls, thermometer, fan, lights, cords or gas connection, and ventilation.
3. Preheat to the approved setting and verify actual operating temperature before loading food.
4. Use approved pans, spacing, rack positions, and load limits so heat can circulate.
5. Label or identify timers and batches to prevent wrong product, missed rotation, or overcooking.
6. Open the door carefully, stand clear of steam or heat, and use required heat-resistant PPE.
7. Check internal temperature and quality at the recipe point rather than relying only on time or the display.
8. Stop and report failed heat, hot spots, smoke, gas odor, fan noise, damaged gasket, or control error.
9. Remove and transfer product safely and verify batch identity, yield, quality, and destination.
10. Clean spills when safe, record deviations, and follow the approved idle or shutdown process.

66. Oven Operation SOP - VERIFICATION & CUSTOMIZATION

MANAGER VERIFICATION:

☐ The employee can identify the station, ticket or recipe standard, safety limit, quality result, and escalation point for oven operation.

☐ Inspect door, gasket, racks, controls, thermometer, fan, lights, cords or gas connection, and ventilation.

☐ Use approved pans, spacing, rack positions, and load limits so heat can circulate.

☐ Open the door carefully, stand clear of steam or heat, and use required heat-resistant PPE.

☐ Stop and report failed heat, hot spots, smoke, gas odor, fan noise, damaged gasket, or control error.

☐ Clean spills when safe, record deviations, and follow the approved idle or shutdown process.

COMMON MISTAKES TO AVOID:

- Operating oven operation without training, manufacturer instructions, pre-use inspection, and required PPE.
- Overloading equipment, bypassing guards, or using unapproved temperatures, tools, or containers.
- Mixing raw and ready-to-eat work or losing allergy-order controls.
- Continuing after abnormal flame, heat, sound, odor, leak, damage, or control failure.
- Leaving the station without shutdown, cleaning, product control, and manager handoff.

RESTAURANT-SPECIFIC CUSTOMIZATION:

- Approved station diagram, recipe, ticket, modifier, or plate standard: _____
- Equipment, portion tools, thermometer, timer, or communication system: _____
- Cooking, holding, quality, portion, or ticket-time limit: _____
- Allergy-order, special-request, remake, or expo verification role: _____
- Manufacturer, fire-safety, food-code, or local equipment requirement reviewed: _____
- Restaurant-specific firing, restock, station, or closing 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. Pizza Station Operation SOP

SOP ID	V2-067	**VERSION**	1.0
EFFECTIVE DATE	_____	**OWNER**	_____
APPROVED BY	_____	**NEXT REVIEW**	_____

PURPOSE: To operate the pizza station safely and consistently according to approved dough, portions, toppings, bake standards, ticket priorities, and cleaning controls.

APPLIES TO: Line cooks, expo employees, kitchen leads, trainers, and managers.

RESPONSIBILITY: The cook executes the ticket and recipe. Expo or management verifies timing, quality, safety, and corrections.

WHEN USED: During line setup, active cooking, ticket execution, holding, restocking, cleaning, or closing as applicable.

REQUIRED MATERIALS / INFORMATION:

- Current tickets, recipes, and station assignment
- Clean utensils, portion tools, and equipment
- Calibrated thermometer and timers
- Allergy and special-request communication tools
- Expo and manager communication

CRITICAL STANDARDS:

- Tickets, recipes, modifiers, portions, temperatures, and plate standards are followed exactly.
- Allergy and special-request orders receive direct communication and controlled handling.
- Unsafe, undercooked, overcooked, contaminated, or poor-quality food is not served.
- Delays, shortages, equipment problems, and remakes are communicated immediately.

PROCEDURE:

1. Review dough, sauce, cheese, toppings, portion charts, oven settings, ticket sequence, and expected volume.
2. Inspect the make line, dough tools, screens or pans, cutters, oven, peel, thermometers, and allergen controls.
3. Verify dough identity, age, condition, temperature, and approved size before stretching or pressing.
4. Apply sauce, cheese, proteins, vegetables, and garnishes with the approved tools, weights, and distribution pattern.
5. Keep raw proteins, ready-to-eat toppings, and allergy-order tools separated.
6. Identify the order, size, modifications, and oven position before loading.
7. Bake using the approved time and temperature and rotate only through the approved method.
8. Check crust, center, topping doneness, cheese, presentation, and required internal temperature.
9. Cut with a clean approved cutter, protect allergy orders, verify the ticket, and transfer to the correct package or serviceware.
10. Record remakes and waste, restock safely, and complete oven, line, tool, and floor cleaning.

67. Pizza Station Operation SOP - VERIFICATION & CUSTOMIZATION

MANAGER VERIFICATION:

☐ The employee can identify the station, ticket or recipe standard, safety limit, quality result, and escalation point for pizza station operation.

☐ Inspect the make line, dough tools, screens or pans, cutters, oven, peel, thermometers, and allergen controls.

☐ Apply sauce, cheese, proteins, vegetables, and garnishes with the approved tools, weights, and distribution pattern.

☐ Identify the order, size, modifications, and oven position before loading.

☐ Check crust, center, topping doneness, cheese, presentation, and required internal temperature.

☐ Record remakes and waste, restock safely, and complete oven, line, tool, and floor cleaning.

COMMON MISTAKES TO AVOID:

- Operating pizza station operation without training, manufacturer instructions, pre-use inspection, and required PPE.
- Overloading equipment, bypassing guards, or using unapproved temperatures, tools, or containers.
- Mixing raw and ready-to-eat work or losing allergy-order controls.
- Continuing after abnormal flame, heat, sound, odor, leak, damage, or control failure.
- Leaving the station without shutdown, cleaning, product control, and manager handoff.

RESTAURANT-SPECIFIC CUSTOMIZATION:

- Approved station diagram, recipe, ticket, modifier, or plate standard: _____
- Equipment, portion tools, thermometer, timer, or communication system: _____
- Cooking, holding, quality, portion, or ticket-time limit: _____
- Allergy-order, special-request, remake, or expo verification role: _____
- Manufacturer, fire-safety, food-code, or local equipment requirement reviewed: _____
- Restaurant-specific firing, restock, station, or closing 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. Sandwich or Pantry Station Operation SOP

SOP ID	V2-068	**VERSION**	1.0
EFFECTIVE DATE	_____	**OWNER**	_____
APPROVED BY	_____	**NEXT REVIEW**	_____

PURPOSE: To operate the sandwich or pantry station safely and consistently according to recipes, cold-holding limits, ticket priorities, portions, and cleaning controls.

APPLIES TO: Line cooks, expo employees, kitchen leads, trainers, and managers.

RESPONSIBILITY: The cook executes the ticket and recipe. Expo or management verifies timing, quality, safety, and corrections.

WHEN USED: During line setup, active cooking, ticket execution, holding, restocking, cleaning, or closing as applicable.

REQUIRED MATERIALS / INFORMATION:

- Current tickets, recipes, and station assignment
- Clean utensils, portion tools, and equipment
- Calibrated thermometer and timers
- Allergy and special-request communication tools
- Expo and manager communication

CRITICAL STANDARDS:

- Tickets, recipes, modifiers, portions, temperatures, and plate standards are followed exactly.
- Allergy and special-request orders receive direct communication and controlled handling.
- Unsafe, undercooked, overcooked, contaminated, or poor-quality food is not served.
- Delays, shortages, equipment problems, and remakes are communicated immediately.

PROCEDURE:

1. Review sandwich or pantry assignments, recipes, bread or base choices, portions, modifiers, and expected volume.
2. Inspect cold holding, cutting boards, knives, slicers, toasters, presses, utensils, and allergen controls.
3. Verify ingredient identity, quality, labels, dates, temperature, and approved opening par.
4. Read the full ticket and stage ingredients in recipe order without leaving cold items out unnecessarily.
5. Use approved portion tools and keep ready-to-eat food protected from bare-hand contact and cross-contact.
6. Toast, heat, press, or cook components only through the approved equipment and timing method.
7. Assemble in the approved order to protect structure, temperature, presentation, and special requests.
8. Use a controlled clean area and dedicated or sanitized tools for allergy orders.
9. Verify cut, garnish, side, packaging, ticket, and destination before release.
10. Return ingredients to cold holding, record waste, restock, and clean boards, tools, equipment, and station surfaces.

68. Sandwich or Pantry Station Operation SOP - VERIFICATION & CUSTOMIZATION

MANAGER VERIFICATION:

☐ The employee can identify the station, ticket or recipe standard, safety limit, quality result, and escalation point for sandwich or pantry station operation.
☐ Inspect cold holding, cutting boards, knives, slicers, toasters, presses, utensils, and allergen controls.
☐ Read the full ticket and stage ingredients in recipe order without leaving cold items out unnecessarily.
☐ Toast, heat, press, or cook components only through the approved equipment and timing method.
☐ Use a controlled clean area and dedicated or sanitized tools for allergy orders.
☐ Return ingredients to cold holding, record waste, restock, and clean boards, tools, equipment, and station surfaces.

COMMON MISTAKES TO AVOID:

- Operating sandwich or pantry station operation without training, manufacturer instructions, pre-use inspection, and required PPE.
- Overloading equipment, bypassing guards, or using unapproved temperatures, tools, or containers.
- Mixing raw and ready-to-eat work or losing allergy-order controls.
- Continuing after abnormal flame, heat, sound, odor, leak, damage, or control failure.
- Leaving the station without shutdown, cleaning, product control, and manager handoff.

RESTAURANT-SPECIFIC CUSTOMIZATION:

- Approved station diagram, recipe, ticket, modifier, or plate standard: _____
- Equipment, portion tools, thermometer, timer, or communication system: _____
- Cooking, holding, quality, portion, or ticket-time limit: _____
- Allergy-order, special-request, remake, or expo verification role: _____
- Manufacturer, fire-safety, food-code, or local equipment requirement reviewed: _____
- Restaurant-specific firing, restock, station, or closing 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. Cook Line Cleaning SOP

SOP ID	V2-069	**VERSION**	1.0
EFFECTIVE DATE	_____	**OWNER**	_____
APPROVED BY	_____	**NEXT REVIEW**	_____

PURPOSE: To keep the cook line clean, sanitary, organized, and safe during service and before closing.

APPLIES TO: Station cook, kitchen lead, prep support, dishwasher if assigned, or manager on duty.

RESPONSIBILITY: The cook executes the ticket and recipe. Expo or management verifies timing, quality, safety, and corrections.

WHEN USED: Before service, during service, after rush periods, during shift handoff, and during closing.

REQUIRED MATERIALS / INFORMATION:

- Approved sanitizer
- Clean towels
- Gloves if required
- Scrapers if applicable
- Broom

CRITICAL STANDARDS:

- The cook line remains clean, organized, safe, and sanitary throughout the shift and is properly cleaned before closing.
- Use chemicals according to label and restaurant policy.
- Do not mix chemicals.
- Keep chemicals away from food.

PROCEDURE:

1. Set up sanitizer and clean towels.
2. Keep the station organized during service.
3. Remove trash, empty packaging, and unnecessary items.
4. Wipe spills quickly.
5. Keep cutting boards, tools, and food-contact surfaces clean according to policy.
6. Separate dirty tools from clean tools.
7. Remove dropped or contaminated food properly.
8. Sweep or clean floor hazards when safe to do so.
9. Clean during slow periods instead of waiting until close.
10. Protect food before chemical use and report pests, leaks, broken tools, unsafe equipment, or repeated cleaning failures to the manager.

69. Cook Line Cleaning SOP - VERIFICATION & CUSTOMIZATION

MANAGER VERIFICATION:

☐ The employee can identify the station, ticket or recipe standard, safety limit, quality result, and escalation point for cook line cleaning.
☐ Keep the station organized during service.
☐ Wipe spills quickly.
☐ Separate dirty tools from clean tools.
☐ Sweep or clean floor hazards when safe to do so.
☐ Protect food before chemical use and report pests, leaks, broken tools, unsafe equipment, or repeated cleaning failures to the manager.

COMMON MISTAKES TO AVOID:

- Starting cook line cleaning without the station, ticket, recipe, equipment, tools, product, and communication plan ready.
- Losing ticket sequence, modifiers, allergy information, portion, temperature, or plate standards.
- Continuing when equipment, product, staffing, or timing cannot support safe execution.
- Failing to communicate delays, remakes, shortages, and completed items.
- Ending without restocking, cleaning, product disposition, and manager verification.

RESTAURANT-SPECIFIC CUSTOMIZATION:

- Approved station diagram, recipe, ticket, modifier, or plate standard: _____
- Equipment, portion tools, thermometer, timer, or communication system: _____
- Cooking, holding, quality, portion, or ticket-time limit: _____
- Allergy-order, special-request, remake, or expo verification role: _____
- Manufacturer, fire-safety, food-code, or local equipment requirement reviewed: _____
- Restaurant-specific firing, restock, station, or closing 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. Cook Line Closing SOP

SOP ID	V2-070	**VERSION**	1.0
EFFECTIVE DATE	_____	**OWNER**	_____
APPROVED BY	_____	**NEXT REVIEW**	_____

PURPOSE: To close cook line through a verified sequence that protects food, equipment, chemicals, records, and next-shift readiness.

APPLIES TO: Line cooks, expo employees, kitchen leads, trainers, and managers.

RESPONSIBILITY: The cook executes the ticket and recipe. Expo or management verifies timing, quality, safety, and corrections.

WHEN USED: During line setup, active cooking, ticket execution, holding, restocking, cleaning, or closing as applicable.

REQUIRED MATERIALS / INFORMATION:

- Current tickets, recipes, and station assignment
- Clean utensils, portion tools, and equipment
- Calibrated thermometer and timers
- Allergy and special-request communication tools
- Expo and manager communication

CRITICAL STANDARDS:

- Tickets, recipes, modifiers, portions, temperatures, and plate standards are followed exactly.
- Allergy and special-request orders receive direct communication and controlled handling.
- Unsafe, undercooked, overcooked, contaminated, or poor-quality food is not served.
- Delays, shortages, equipment problems, and remakes are communicated immediately.

PROCEDURE:

1. Review the station assignment, tickets, recipes, portions, allergens, shortages, and expected volume.
2. Wash hands and prepare clean tools, thermometers, timers, sanitation controls, and safe equipment.
3. Inspect and organize dated product by safe storage, cook sequence, and service priority.
4. Stop production only after active tickets and transfer needs are confirmed.
5. Cool, label, rotate, store, or discard product and account for waste.
6. Shut down and clean equipment according to manufacturer and restaurant instructions.
7. Complete station cleaning, restocking, maintenance notes, and manager sign-off.
8. Verify the complete item or station result against the ticket and quality standard.
9. Communicate and document remakes, delays, waste, shortages, equipment, and allergy exceptions.
10. Reset tools, product, sanitation, and station readiness for the next ticket or shift.

70. Cook Line Closing SOP - VERIFICATION & CUSTOMIZATION

MANAGER VERIFICATION:

☐ The employee can identify the station, ticket or recipe standard, safety limit, quality result, and escalation point for cook line closing.
☐ Wash hands and prepare clean tools, thermometers, timers, sanitation controls, and safe equipment.
☐ Stop production only after active tickets and transfer needs are confirmed.
☐ Shut down and clean equipment according to manufacturer and restaurant instructions.
☐ Verify the complete item or station result against the ticket and quality standard.
☐ Reset tools, product, sanitation, and station readiness for the next ticket or shift.

COMMON MISTAKES TO AVOID:

• Starting cook line closing without the station, ticket, recipe, equipment, tools, product, and communication plan ready.
• Losing ticket sequence, modifiers, allergy information, portion, temperature, or plate standards.
• Continuing when equipment, product, staffing, or timing cannot support safe execution.
• Failing to communicate delays, remakes, shortages, and completed items.
• Ending without restocking, cleaning, product disposition, and manager verification.

RESTAURANT-SPECIFIC CUSTOMIZATION:

• Approved station diagram, recipe, ticket, modifier, or plate standard: _____
• Equipment, portion tools, thermometer, timer, or communication system: _____
• Cooking, holding, quality, portion, or ticket-time limit: _____
• Allergy-order, special-request, remake, or expo verification role: _____
• Manufacturer, fire-safety, food-code, or local equipment requirement reviewed: _____
• Restaurant-specific firing, restock, station, or closing 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

FOOD SAFETY & ALLERGEN CONTROL

25 ready-to-customize SOPs

These SOPs control employee hygiene, illness reporting, sanitizing, time and temperature, allergens, contaminated food, pests, water notices, and inspections.

71. Handwashing SOP

SOP ID	V2-071	**VERSION**	1.0
EFFECTIVE DATE	_____	**OWNER**	_____
APPROVED BY	_____	**NEXT REVIEW**	_____

PURPOSE: To control handwashing consistently so food remains safe, required limits are verified, and exceptions receive immediate corrective action.

APPLIES TO: All food employees, trainers, kitchen leads, and managers.

RESPONSIBILITY: Each employee follows the personal-health and hygiene standard. Management removes unsafe work and follows required reporting or exclusion procedures.

WHEN USED: Before food work, whenever contamination may occur, and whenever an employee health or hygiene concern is reported.

REQUIRED MATERIALS / INFORMATION:

- Current employee-health and hygiene policy
- Hand sink, soap, warm water, and single-use towels
- Approved gloves or utensils when required
- Manager reporting and exclusion information
- Training and corrective-action record

CRITICAL STANDARDS:

- Employees report health conditions and follow exclusion or restriction decisions.
- Hands, gloves, utensils, clothing, and personal items are controlled to protect food.
- Gloves never replace required handwashing.
- Management stops unsafe food handling and documents required corrective action.

PROCEDURE:

1. Stop food handling when the hygiene or health requirement cannot be met.
2. Review the current employee-health or hygiene standard and notify management when required.
3. Prepare approved handwashing, glove, utensil, clothing, or reporting controls.
4. Wet hands and exposed forearms with approved running water.
5. Apply soap and scrub all surfaces, including fingertips, thumbs, nails, and between fingers, for the approved time.
6. Rinse thoroughly and dry with a single-use towel or approved dryer.
7. Use the towel to avoid recontaminating hands when required and repeat whenever contamination occurs.
8. Discard contaminated barriers or food and clean and sanitize affected surfaces as required.
9. Report the condition and follow manager direction on restriction, retraining, or corrective action.
10. Document only required facts and protect employee privacy.

71. Handwashing SOP - VERIFICATION & CUSTOMIZATION

MANAGER VERIFICATION:

☐ The employee can state the approved food-safety limit, monitoring method, corrective action, documentation, and person-in-charge role for handwashing.
☐ Review the current employee-health or hygiene standard and notify management when required.
☐ Wet hands and exposed forearms with approved running water.
☐ Rinse thoroughly and dry with a single-use towel or approved dryer.
☐ Discard contaminated barriers or food and clean and sanitize affected surfaces as required.
☐ Document only required facts and protect employee privacy.

COMMON MISTAKES TO AVOID:

- Treating handwashing as optional during busy periods or after contamination events.
- Using gloves as a substitute for handwashing or touching unclean surfaces and returning to food.
- Allowing an ill employee to work or return without required manager evaluation and clearance.
- Handling ready-to-eat food with unapproved bare-hand contact.
- Failing to document reporting, exclusion/restriction, corrective action, and retraining.

RESTAURANT-SPECIFIC CUSTOMIZATION:

- Approved food-safety limit, monitoring frequency, or corrective action: _____
- Thermometer, test strip, timer, sanitizer, label, or monitoring log: _____
- Person in charge, food-safety leader, or authority contact: _____
- Employee-health, allergen, cross-contact, or contamination control: _____
- Current local food code, FDA-model provision, or health-department requirement reviewed: _____
- Restaurant-specific product, process, equipment, or record 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. Glove Use SOP

SOP ID	V2-072	**VERSION**	1.0
EFFECTIVE DATE	_____	**OWNER**	_____
APPROVED BY	_____	**NEXT REVIEW**	_____

PURPOSE: To make sure gloves are used correctly when handling food or performing tasks that require gloves.

APPLIES TO: Cooks, prep cooks, dish employees when handling clean items, servers when handling food as required, bartenders when handling.

RESPONSIBILITY: Each employee follows the personal-health and hygiene standard. Management removes unsafe work and follows required reporting or exclusion procedures.

WHEN USED: When handling ready-to-eat food if required by policy

REQUIRED MATERIALS / INFORMATION:

- Disposable gloves
- Approved glove storage area
- Handwashing sink
- Soap
- Paper towels or approved drying method

CRITICAL STANDARDS:

- Gloves are used only after handwashing, changed when needed, and never used as a replacement for clean hands.
- Gloves do not replace handwashing.
- Hands must be washed before putting on gloves.
- Gloves must be changed when contaminated.

PROCEDURE:

1. Wash hands before putting on gloves.
2. Dry hands properly.
3. Select the correct glove size if available.
4. Put gloves on without contaminating the glove surface.
5. Use gloves only for the assigned task.
6. Change gloves when switching tasks.
7. Change gloves after touching raw food, trash, face, hair, phone, clothing, chemicals, money, or contaminated surfaces.
8. Change gloves if torn, dirty, or damaged.
9. Remove gloves properly.
10. Throw gloves away after use. Wash hands before putting on new gloves.

72. Glove Use SOP - VERIFICATION & CUSTOMIZATION

MANAGER VERIFICATION:

☐ The employee can state the approved food-safety limit, monitoring method, corrective action, documentation, and person-in-charge role for glove use.
☐ Dry hands properly.
☐ Put gloves on without contaminating the glove surface.
☐ Change gloves when switching tasks.
☐ Change gloves if torn, dirty, or damaged.
☐ Throw gloves away after use. Wash hands before putting on new gloves.

COMMON MISTAKES TO AVOID:

• Treating glove use as optional during busy periods or after contamination events.
• Using gloves as a substitute for handwashing or touching unclean surfaces and returning to food.
• Allowing an ill employee to work or return without required manager evaluation and clearance.
• Handling ready-to-eat food with unapproved bare-hand contact.
• Failing to document reporting, exclusion/restriction, corrective action, and retraining.

RESTAURANT-SPECIFIC CUSTOMIZATION:

• Approved food-safety limit, monitoring frequency, or corrective action: _____
• Thermometer, test strip, timer, sanitizer, label, or monitoring log: _____
• Person in charge, food-safety leader, or authority contact: _____
• Employee-health, allergen, cross-contact, or contamination control: _____
• Current local food code, FDA-model provision, or health-department requirement reviewed: _____
• Restaurant-specific product, process, equipment, or record 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. Bare-Hand Contact Prevention SOP

SOP ID	V2-073	**VERSION**	1.0
EFFECTIVE DATE	_____	**OWNER**	_____
APPROVED BY	_____	**NEXT REVIEW**	_____

PURPOSE: To prevent bare-hand contact with ready-to-eat food by using approved utensils, gloves, deli tissue, and immediate corrective action.

APPLIES TO: All food employees, trainers, kitchen leads, and managers.

RESPONSIBILITY: Each employee follows the personal-health and hygiene standard. Management removes unsafe work and follows required reporting or exclusion procedures.

WHEN USED: Before food work, whenever contamination may occur, and whenever an employee health or hygiene concern is reported.

REQUIRED MATERIALS / INFORMATION:

- Current employee-health and hygiene policy
- Hand sink, soap, warm water, and single-use towels
- Approved gloves or utensils when required
- Manager reporting and exclusion information
- Training and corrective-action record

CRITICAL STANDARDS:

- Employees report health conditions and follow exclusion or restriction decisions.
- Hands, gloves, utensils, clothing, and personal items are controlled to protect food.
- Gloves never replace required handwashing.
- Management stops unsafe food handling and documents required corrective action.

PROCEDURE:

1. Stop food handling when the hygiene or health requirement cannot be met.
2. Review the current employee-health or hygiene standard and notify management when required.
3. Prepare approved handwashing, glove, utensil, clothing, or reporting controls.
4. Identify ready-to-eat food and use approved gloves, deli tissue, tongs, spatulas, or other utensils.
5. Keep utensil handles and dispensing points from contacting food or contaminated surfaces.
6. Change the barrier whenever it is contaminated, damaged, or used for another product.
7. Stop and discard affected food after unapproved bare-hand contact unless management confirms an allowed corrective action.
8. Discard contaminated barriers or food and clean and sanitize affected surfaces as required.
9. Report the condition and follow manager direction on restriction, retraining, or corrective action.
10. Document only required facts and protect employee privacy.

73. Bare-Hand Contact Prevention SOP - VERIFICATION & CUSTOMIZATION

MANAGER VERIFICATION:

☐ The employee can state the approved food-safety limit, monitoring method, corrective action, documentation, and person-in-charge role for bare-hand contact prevention.
☐ Review the current employee-health or hygiene standard and notify management when required.
☐ Identify ready-to-eat food and use approved gloves, deli tissue, tongs, spatulas, or other utensils.
☐ Change the barrier whenever it is contaminated, damaged, or used for another product.
☐ Discard contaminated barriers or food and clean and sanitize affected surfaces as required.
☐ Document only required facts and protect employee privacy.

COMMON MISTAKES TO AVOID:

- Treating bare-hand contact prevention as optional during busy periods or after contamination events.
- Using gloves as a substitute for handwashing or touching unclean surfaces and returning to food.
- Allowing an ill employee to work or return without required manager evaluation and clearance.
- Handling ready-to-eat food with unapproved bare-hand contact.
- Failing to document reporting, exclusion/restriction, corrective action, and retraining.

RESTAURANT-SPECIFIC CUSTOMIZATION:

- Approved food-safety limit, monitoring frequency, or corrective action: _____
- Thermometer, test strip, timer, sanitizer, label, or monitoring log: _____
- Person in charge, food-safety leader, or authority contact: _____
- Employee-health, allergen, cross-contact, or contamination control: _____
- Current local food code, FDA-model provision, or health-department requirement reviewed: _____
- Restaurant-specific product, process, equipment, or record 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. Personal Hygiene SOP

SOP ID	V2-074	**VERSION**	1.0
EFFECTIVE DATE	_____	**OWNER**	_____
APPROVED BY	_____	**NEXT REVIEW**	_____

PURPOSE: To control personal hygiene consistently so food remains safe, required limits are verified, and exceptions receive immediate corrective action.

APPLIES TO: All food employees, trainers, kitchen leads, and managers.

RESPONSIBILITY: Each employee follows the personal-health and hygiene standard. Management removes unsafe work and follows required reporting or exclusion procedures.

WHEN USED: Before food work, whenever contamination may occur, and whenever an employee health or hygiene concern is reported.

REQUIRED MATERIALS / INFORMATION:

- Current employee-health and hygiene policy
- Hand sink, soap, warm water, and single-use towels
- Approved gloves or utensils when required
- Manager reporting and exclusion information
- Training and corrective-action record

CRITICAL STANDARDS:

- Employees report health conditions and follow exclusion or restriction decisions.
- Hands, gloves, utensils, clothing, and personal items are controlled to protect food.
- Gloves never replace required handwashing.
- Management stops unsafe food handling and documents required corrective action.

PROCEDURE:

1. Stop food handling when the hygiene or health requirement cannot be met.
2. Review the current employee-health or hygiene standard and notify management when required.
3. Prepare approved handwashing, glove, utensil, clothing, or reporting controls.
4. Identify the exact food-safety requirement, product, employee, location, and monitoring point for personal hygiene.
5. Use the approved tool and method and compare actual conditions to the current limit.
6. Stop or isolate affected work and food whenever the limit or contamination status is uncertain.
7. Complete corrective action, disposition, records, and manager notification.
8. Discard contaminated barriers or food and clean and sanitize affected surfaces as required.
9. Report the condition and follow manager direction on restriction, retraining, or corrective action.
10. Document only required facts and protect employee privacy.

74. Personal Hygiene SOP - VERIFICATION & CUSTOMIZATION

MANAGER VERIFICATION:

☐ The employee can state the approved food-safety limit, monitoring method, corrective action, documentation, and person-in-charge role for personal hygiene.
☐ Review the current employee-health or hygiene standard and notify management when required.
☐ Identify the exact food-safety requirement, product, employee, location, and monitoring point for personal hygiene.
☐ Stop or isolate affected work and food whenever the limit or contamination status is uncertain.
☐ Discard contaminated barriers or food and clean and sanitize affected surfaces as required.
☐ Document only required facts and protect employee privacy.

COMMON MISTAKES TO AVOID:

• Treating personal hygiene as optional during busy periods or after contamination events.
• Using gloves as a substitute for handwashing or touching unclean surfaces and returning to food.
• Allowing an ill employee to work or return without required manager evaluation and clearance.
• Handling ready-to-eat food with unapproved bare-hand contact.
• Failing to document reporting, exclusion/restriction, corrective action, and retraining.

RESTAURANT-SPECIFIC CUSTOMIZATION:

• Approved food-safety limit, monitoring frequency, or corrective action: _____
• Thermometer, test strip, timer, sanitizer, label, or monitoring log: _____
• Person in charge, food-safety leader, or authority contact: _____
• Employee-health, allergen, cross-contact, or contamination control: _____
• Current local food code, FDA-model provision, or health-department requirement reviewed: _____
• Restaurant-specific product, process, equipment, or record 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. Ill Employee Reporting SOP

SOP ID	V2-075	**VERSION**	1.0
EFFECTIVE DATE	_____	**OWNER**	_____
APPROVED BY	_____	**NEXT REVIEW**	_____

PURPOSE: To control ill employee reporting consistently so food remains safe, required limits are verified, and exceptions receive immediate corrective action.

APPLIES TO: All food employees, trainers, kitchen leads, and managers.

RESPONSIBILITY: Each employee follows the personal-health and hygiene standard. Management removes unsafe work and follows required reporting or exclusion procedures.

WHEN USED: Before food work, whenever contamination may occur, and whenever an employee health or hygiene concern is reported.

REQUIRED MATERIALS / INFORMATION:

- Current employee-health and hygiene policy
- Hand sink, soap, warm water, and single-use towels
- Approved gloves or utensils when required
- Manager reporting and exclusion information
- Training and corrective-action record

CRITICAL STANDARDS:

- Employees report health conditions and follow exclusion or restriction decisions.
- Hands, gloves, utensils, clothing, and personal items are controlled to protect food.
- Gloves never replace required handwashing.
- Management stops unsafe food handling and documents required corrective action.

PROCEDURE:

1. Stop food handling when the hygiene or health requirement cannot be met.
2. Review the current employee-health or hygiene standard and notify management when required.
3. Prepare approved handwashing, glove, utensil, clothing, or reporting controls.
4. Stop food work and privately notify the manager when a reportable symptom, diagnosis, exposure, or restriction exists.
5. Provide only the information required by the employee-health policy and local authority.
6. Follow the manager decision on exclusion, restriction, reassignment, and return-to-work documentation.
7. Protect privacy and never pressure an employee to conceal illness or work with food while restricted.
8. Discard contaminated barriers or food and clean and sanitize affected surfaces as required.
9. Report the condition and follow manager direction on restriction, retraining, or corrective action.
10. Document only required facts and protect employee privacy.

75. Ill Employee Reporting SOP - VERIFICATION & CUSTOMIZATION

MANAGER VERIFICATION:

☐ The employee can state the approved food-safety limit, monitoring method, corrective action, documentation, and person-in-charge role for ill employee reporting.

☐ Review the current employee-health or hygiene standard and notify management when required.

☐ Stop food work and privately notify the manager when a reportable symptom, diagnosis, exposure, or restriction exists.

☐ Follow the manager decision on exclusion, restriction, reassignment, and return-to-work documentation.

☐ Discard contaminated barriers or food and clean and sanitize affected surfaces as required.

☐ Document only required facts and protect employee privacy.

COMMON MISTAKES TO AVOID:

- Treating ill employee reporting as optional during busy periods or after contamination events.
- Using gloves as a substitute for handwashing or touching unclean surfaces and returning to food.
- Allowing an ill employee to work or return without required manager evaluation and clearance.
- Handling ready-to-eat food with unapproved bare-hand contact.
- Failing to document reporting, exclusion/restriction, corrective action, and retraining.

RESTAURANT-SPECIFIC CUSTOMIZATION:

- Approved food-safety limit, monitoring frequency, or corrective action: _____
- Thermometer, test strip, timer, sanitizer, label, or monitoring log: _____
- Person in charge, food-safety leader, or authority contact: _____
- Employee-health, allergen, cross-contact, or contamination control: _____
- Current local food code, FDA-model provision, or health-department requirement reviewed: _____
- Restaurant-specific product, process, equipment, or record 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. Employee Health Exclusion SOP

SOP ID	V2-076	**VERSION**	1.0
EFFECTIVE DATE	_____	**OWNER**	_____
APPROVED BY	_____	**NEXT REVIEW**	_____

PURPOSE: To control employee health exclusion consistently so food remains safe, required limits are verified, and exceptions receive immediate corrective action.

APPLIES TO: All food employees, trainers, kitchen leads, and managers.

RESPONSIBILITY: Each employee follows the personal-health and hygiene standard. Management removes unsafe work and follows required reporting or exclusion procedures.

WHEN USED: Before food work, whenever contamination may occur, and whenever an employee health or hygiene concern is reported.

REQUIRED MATERIALS / INFORMATION:

- Current employee-health and hygiene policy
- Hand sink, soap, warm water, and single-use towels
- Approved gloves or utensils when required
- Manager reporting and exclusion information
- Training and corrective-action record

CRITICAL STANDARDS:

- Employees report health conditions and follow exclusion or restriction decisions.
- Hands, gloves, utensils, clothing, and personal items are controlled to protect food.
- Gloves never replace required handwashing.
- Management stops unsafe food handling and documents required corrective action.

PROCEDURE:

1. Stop food handling when the hygiene or health requirement cannot be met.
2. Review the current employee-health or hygiene standard and notify management when required.
3. Prepare approved handwashing, glove, utensil, clothing, or reporting controls.
4. Review the employee report against the current employee-health policy and regulatory requirements.
5. Remove the employee from food work or the facility as required and arrange safe coverage.
6. Protect exposed food, utensils, surfaces, and records and complete required cleaning or disposal.
7. Document the decision, required authority notification, return criteria, and follow-up without unnecessary medical detail.
8. Discard contaminated barriers or food and clean and sanitize affected surfaces as required.
9. Report the condition and follow manager direction on restriction, retraining, or corrective action.
10. Document only required facts and protect employee privacy.

76. Employee Health Exclusion SOP - VERIFICATION & CUSTOMIZATION

MANAGER VERIFICATION:

☐ The employee can state the approved food-safety limit, monitoring method, corrective action, documentation, and person-in-charge role for employee health exclusion.
☐ Review the current employee-health or hygiene standard and notify management when required.
☐ Review the employee report against the current employee-health policy and regulatory requirements.
☐ Protect exposed food, utensils, surfaces, and records and complete required cleaning or disposal.
☐ Discard contaminated barriers or food and clean and sanitize affected surfaces as required.
☐ Document only required facts and protect employee privacy.

COMMON MISTAKES TO AVOID:

- Treating employee health exclusion as optional during busy periods or after contamination events.
- Using gloves as a substitute for handwashing or touching unclean surfaces and returning to food.
- Allowing an ill employee to work or return without required manager evaluation and clearance.
- Handling ready-to-eat food with unapproved bare-hand contact.
- Failing to document reporting, exclusion/restriction, corrective action, and retraining.

RESTAURANT-SPECIFIC CUSTOMIZATION:

- Approved food-safety limit, monitoring frequency, or corrective action: _____
- Thermometer, test strip, timer, sanitizer, label, or monitoring log: _____
- Person in charge, food-safety leader, or authority contact: _____
- Employee-health, allergen, cross-contact, or contamination control: _____
- Current local food code, FDA-model provision, or health-department requirement reviewed: _____
- Restaurant-specific product, process, equipment, or record 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. Sanitizer Bucket SOP

SOP ID	V2-077	**VERSION**	1.0
EFFECTIVE DATE	_____	**OWNER**	_____
APPROVED BY	_____	**NEXT REVIEW**	_____

PURPOSE: To control sanitizer bucket consistently so food remains safe, required limits are verified, and exceptions receive immediate corrective action.

APPLIES TO: All food employees, trainers, kitchen leads, and managers.

RESPONSIBILITY: Employees complete required controls and records. Management stops unsafe work, evaluates affected food, and completes corrective action.

WHEN USED: At each required monitoring point and whenever a limit, complaint, contamination concern, or inspection issue occurs.

REQUIRED MATERIALS / INFORMATION:

- Current food-safety standard and monitoring log
- Calibrated thermometer or approved test device
- Sanitizer, test strips, and cleaning supplies
- Labels, timers, discard controls, and PPE
- Manager and regulatory contact information

CRITICAL STANDARDS:

- The restaurant uses approved limits, calibrated tools, and complete monitoring records.
- Food outside an approved control is held, evaluated, corrected, or discarded by authorized management.
- Employees do not conceal, backfill, or alter food-safety records.
- Required health-department, ownership, or emergency notification is completed promptly.

PROCEDURE:

1. Identify the product, employee, location, required limit, and monitoring frequency.
2. Use a clean calibrated thermometer, timer, test strip, or other approved device.
3. Protect or isolate food and work when the condition, history, or control is uncertain.
4. Prepare sanitizer only in a clean labeled container using the approved chemical and dilution system.
5. Test concentration with the correct test strip and record or correct the result.
6. Store wiping cloths fully submerged and keep the bucket away from food and guest access.
7. Replace solution when dirty, weak, strong, contaminated, or at the required interval.
8. Complete the approved corrective action and record product, time, result, disposition, and manager.
9. Clean and sanitize tools and affected surfaces and prevent recurrence.
10. Management reviews trends and assigns retraining, maintenance, vendor, or regulatory follow-up.

77. Sanitizer Bucket SOP - VERIFICATION & CUSTOMIZATION

MANAGER VERIFICATION:

☐ The employee can state the approved food-safety limit, monitoring method, corrective action, documentation, and person-in-charge role for sanitizer bucket.
☐ Use a clean calibrated thermometer, timer, test strip, or other approved device.
☐ Prepare sanitizer only in a clean labeled container using the approved chemical and dilution system.
☐ Store wiping cloths fully submerged and keep the bucket away from food and guest access.
☐ Complete the approved corrective action and record product, time, result, disposition, and manager.
☐ Management reviews trends and assigns retraining, maintenance, vendor, or regulatory follow-up.

COMMON MISTAKES TO AVOID:

- Performing sanitizer bucket without the current approved limit, clean tools, test method, timer, and record.
- Guessing temperature, concentration, contact time, or elapsed time instead of measuring.
- Continuing with an out-of-limit result without approved corrective action.
- Backfilling, altering, or omitting monitoring records.
- Failing to verify product disposition, sanitation, equipment condition, and manager review.

RESTAURANT-SPECIFIC CUSTOMIZATION:

- Approved food-safety limit, monitoring frequency, or corrective action: _____
- Thermometer, test strip, timer, sanitizer, label, or monitoring log: _____
- Person in charge, food-safety leader, or authority contact: _____
- Employee-health, allergen, cross-contact, or contamination control: _____
- Current local food code, FDA-model provision, or health-department requirement reviewed: _____
- Restaurant-specific product, process, equipment, or record 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. Three-Compartment Sink SOP

SOP ID	V2-078	**VERSION**	1.0
EFFECTIVE DATE	_____	**OWNER**	_____
APPROVED BY	_____	**NEXT REVIEW**	_____

PURPOSE: To control three-compartment sink consistently so food remains safe, required limits are verified, and exceptions receive immediate corrective action.

APPLIES TO: All food employees, trainers, kitchen leads, and managers.

RESPONSIBILITY: Employees complete required controls and records. Management stops unsafe work, evaluates affected food, and completes corrective action.

WHEN USED: At each required monitoring point and whenever a limit, complaint, contamination concern, or inspection issue occurs.

REQUIRED MATERIALS / INFORMATION:

- Current food-safety standard and monitoring log
- Calibrated thermometer or approved test device
- Sanitizer, test strips, and cleaning supplies
- Labels, timers, discard controls, and PPE
- Manager and regulatory contact information

CRITICAL STANDARDS:

- The restaurant uses approved limits, calibrated tools, and complete monitoring records.
- Food outside an approved control is held, evaluated, corrected, or discarded by authorized management.
- Employees do not conceal, backfill, or alter food-safety records.
- Required health-department, ownership, or emergency notification is completed promptly.

PROCEDURE:

1. Identify the product, employee, location, required limit, and monitoring frequency.
2. Use a clean calibrated thermometer, timer, test strip, or other approved device.
3. Protect or isolate food and work when the condition, history, or control is uncertain.
4. Set up wash, rinse, and sanitize compartments in the approved order after cleaning the sink.
5. Scrape and pre-rinse items, wash with approved detergent, rinse clean, and sanitize for the required contact time.
6. Verify water, sanitizer, and test results throughout use.
7. Air-dry items completely and drain, clean, and reset the sink after use.
8. Complete the approved corrective action and record product, time, result, disposition, and manager.
9. Clean and sanitize tools and affected surfaces and prevent recurrence.
10. Management reviews trends and assigns retraining, maintenance, vendor, or regulatory follow-up.

78. Three-Compartment Sink SOP - VERIFICATION & CUSTOMIZATION

MANAGER VERIFICATION:

☐ The employee can state the approved food-safety limit, monitoring method, corrective action, documentation, and person-in-charge role for three-compartment sink.
☐ Use a clean calibrated thermometer, timer, test strip, or other approved device.
☐ Set up wash, rinse, and sanitize compartments in the approved order after cleaning the sink.
☐ Verify water, sanitizer, and test results throughout use.
☐ Complete the approved corrective action and record product, time, result, disposition, and manager.
☐ Management reviews trends and assigns retraining, maintenance, vendor, or regulatory follow-up.

COMMON MISTAKES TO AVOID:

• Performing three-compartment sink without the current approved limit, clean tools, test method, timer, and record.
• Guessing temperature, concentration, contact time, or elapsed time instead of measuring.
• Continuing with an out-of-limit result without approved corrective action.
• Backfilling, altering, or omitting monitoring records.
• Failing to verify product disposition, sanitation, equipment condition, and manager review.

RESTAURANT-SPECIFIC CUSTOMIZATION:

• Approved food-safety limit, monitoring frequency, or corrective action: _____
• Thermometer, test strip, timer, sanitizer, label, or monitoring log: _____
• Person in charge, food-safety leader, or authority contact: _____
• Employee-health, allergen, cross-contact, or contamination control: _____
• Current local food code, FDA-model provision, or health-department requirement reviewed: _____
• Restaurant-specific product, process, equipment, or record 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. Food Contact Surface Sanitizing SOP

SOP ID	V2-079	**VERSION**	1.0
EFFECTIVE DATE	_____	**OWNER**	_____
APPROVED BY	_____	**NEXT REVIEW**	_____

PURPOSE: To wash, rinse, and sanitize food-contact surfaces with approved methods, concentrations, contact times, records, and immediate corrective action.

APPLIES TO: All food employees, trainers, kitchen leads, and managers.

RESPONSIBILITY: Employees complete required controls and records. Management stops unsafe work, evaluates affected food, and completes corrective action.

WHEN USED: At each required monitoring point and whenever a limit, complaint, contamination concern, or inspection issue occurs.

REQUIRED MATERIALS / INFORMATION:

- Current food-safety standard and monitoring log
- Calibrated thermometer or approved test device
- Sanitizer, test strips, and cleaning supplies
- Labels, timers, discard controls, and PPE
- Manager and regulatory contact information

CRITICAL STANDARDS:

- The restaurant uses approved limits, calibrated tools, and complete monitoring records.
- Food outside an approved control is held, evaluated, corrected, or discarded by authorized management.
- Employees do not conceal, backfill, or alter food-safety records.
- Required health-department, ownership, or emergency notification is completed promptly.

PROCEDURE:

1. Identify the product, employee, location, required limit, and monitoring frequency.
2. Use a clean calibrated thermometer, timer, test strip, or other approved device.
3. Protect or isolate food and work when the condition, history, or control is uncertain.
4. Remove food and soil, wash the surface, rinse when required, and apply approved sanitizer.
5. Maintain the required concentration, coverage, and contact time without wiping it off too soon.
6. Allow the surface to air-dry and protect it from recontamination.
7. Retest solution and repeat the process after contamination, task changes, or failed verification.
8. Complete the approved corrective action and record product, time, result, disposition, and manager.
9. Clean and sanitize tools and affected surfaces and prevent recurrence.
10. Management reviews trends and assigns retraining, maintenance, vendor, or regulatory follow-up.

79. Food Contact Surface Sanitizing SOP - VERIFICATION & CUSTOMIZATION

MANAGER VERIFICATION:

☐ The employee can state the approved food-safety limit, monitoring method, corrective action, documentation, and person-in-charge role for food contact surface sanitizing.
☐ Use a clean calibrated thermometer, timer, test strip, or other approved device.
☐ Remove food and soil, wash the surface, rinse when required, and apply approved sanitizer.
☐ Allow the surface to air-dry and protect it from recontamination.
☐ Complete the approved corrective action and record product, time, result, disposition, and manager.
☐ Management reviews trends and assigns retraining, maintenance, vendor, or regulatory follow-up.

COMMON MISTAKES TO AVOID:

- Performing food contact surface sanitizing without the current approved limit, clean tools, test method, timer, and record.
- Guessing temperature, concentration, contact time, or elapsed time instead of measuring.
- Continuing with an out-of-limit result without approved corrective action.
- Backfilling, altering, or omitting monitoring records.
- Failing to verify product disposition, sanitation, equipment condition, and manager review.

RESTAURANT-SPECIFIC CUSTOMIZATION:

- Approved food-safety limit, monitoring frequency, or corrective action: _____
- Thermometer, test strip, timer, sanitizer, label, or monitoring log: _____
- Person in charge, food-safety leader, or authority contact: _____
- Employee-health, allergen, cross-contact, or contamination control: _____
- Current local food code, FDA-model provision, or health-department requirement reviewed: _____
- Restaurant-specific product, process, equipment, or record 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. Food Temperature Check SOP

SOP ID	V2-080	**VERSION**	1.0
EFFECTIVE DATE	_____	**OWNER**	_____
APPROVED BY	_____	**NEXT REVIEW**	_____

PURPOSE: To control food temperature check consistently so food remains safe, required limits are verified, and exceptions receive immediate corrective action.

APPLIES TO: All food employees, trainers, kitchen leads, and managers.

RESPONSIBILITY: Employees complete required controls and records. Management stops unsafe work, evaluates affected food, and completes corrective action.

WHEN USED: At each required monitoring point and whenever a limit, complaint, contamination concern, or inspection issue occurs.

REQUIRED MATERIALS / INFORMATION:

- Current food-safety standard and monitoring log
- Calibrated thermometer or approved test device
- Sanitizer, test strips, and cleaning supplies
- Labels, timers, discard controls, and PPE
- Manager and regulatory contact information

CRITICAL STANDARDS:

- The restaurant uses approved limits, calibrated tools, and complete monitoring records.
- Food outside an approved control is held, evaluated, corrected, or discarded by authorized management.
- Employees do not conceal, backfill, or alter food-safety records.
- Required health-department, ownership, or emergency notification is completed promptly.

PROCEDURE:

1. Identify the product, employee, location, required limit, and monitoring frequency.
2. Use a clean calibrated thermometer, timer, test strip, or other approved device.
3. Protect or isolate food and work when the condition, history, or control is uncertain.
4. Sanitize the calibrated probe and select the correct measurement location.
5. Measure the thickest, coldest, hottest, or most representative portion as required.
6. Wait for a stable reading and record product, time, temperature, employee, and corrective action.
7. Sanitize the probe and hold, reheat, chill, cook, or discard product under the approved rule.
8. Complete the approved corrective action and record product, time, result, disposition, and manager.
9. Clean and sanitize tools and affected surfaces and prevent recurrence.
10. Management reviews trends and assigns retraining, maintenance, vendor, or regulatory follow-up.

80. Food Temperature Check SOP - VERIFICATION & CUSTOMIZATION

MANAGER VERIFICATION:

☐ The employee can state the approved food-safety limit, monitoring method, corrective action, documentation, and person-in-charge role for food temperature check.
☐ Use a clean calibrated thermometer, timer, test strip, or other approved device.
☐ Sanitize the calibrated probe and select the correct measurement location.
☐ Wait for a stable reading and record product, time, temperature, employee, and corrective action.
☐ Complete the approved corrective action and record product, time, result, disposition, and manager.
☐ Management reviews trends and assigns retraining, maintenance, vendor, or regulatory follow-up.

COMMON MISTAKES TO AVOID:

- Checking food temperature check with an unclean, uncalibrated, or inappropriate thermometer.
- Measuring only the equipment display, container surface, or an unrepresentative location.
- Delaying the reading or recording a rounded, estimated, or backfilled result.
- Keeping product in service when the required limit or time history is uncertain.
- Failing to document corrective action, product disposition, and manager verification.

RESTAURANT-SPECIFIC CUSTOMIZATION:

- Approved food-safety limit, monitoring frequency, or corrective action: _____
- Thermometer, test strip, timer, sanitizer, label, or monitoring log: _____
- Person in charge, food-safety leader, or authority contact: _____
- Employee-health, allergen, cross-contact, or contamination control: _____
- Current local food code, FDA-model provision, or health-department requirement reviewed: _____
- Restaurant-specific product, process, equipment, or record 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. Thermometer Calibration SOP

SOP ID	V2-081	**VERSION**	1.0
EFFECTIVE DATE	_____	**OWNER**	_____
APPROVED BY	_____	**NEXT REVIEW**	_____

PURPOSE: To control thermometer calibration consistently so food remains safe, required limits are verified, and exceptions receive immediate corrective action.

APPLIES TO: All food employees, trainers, kitchen leads, and managers.

RESPONSIBILITY: Employees complete required controls and records. Management stops unsafe work, evaluates affected food, and completes corrective action.

WHEN USED: At each required monitoring point and whenever a limit, complaint, contamination concern, or inspection issue occurs.

REQUIRED MATERIALS / INFORMATION:

- Current food-safety standard and monitoring log
- Calibrated thermometer or approved test device
- Sanitizer, test strips, and cleaning supplies
- Labels, timers, discard controls, and PPE
- Manager and regulatory contact information

CRITICAL STANDARDS:

- The restaurant uses approved limits, calibrated tools, and complete monitoring records.
- Food outside an approved control is held, evaluated, corrected, or discarded by authorized management.
- Employees do not conceal, backfill, or alter food-safety records.
- Required health-department, ownership, or emergency notification is completed promptly.

PROCEDURE:

1. Identify the product, employee, location, required limit, and monitoring frequency.
2. Use a clean calibrated thermometer, timer, test strip, or other approved device.
3. Protect or isolate food and work when the condition, history, or control is uncertain.
4. Use the approved ice-point, boiling-point, or manufacturer calibration method.
5. Prepare the test medium correctly and keep the sensing area from touching the container.
6. Compare the stable reading to the expected reference and adjust when the device permits.
7. Tag and replace a thermometer that cannot be calibrated, then record the check.
8. Complete the approved corrective action and record product, time, result, disposition, and manager.
9. Clean and sanitize tools and affected surfaces and prevent recurrence.
10. Management reviews trends and assigns retraining, maintenance, vendor, or regulatory follow-up.

81. Thermometer Calibration SOP - VERIFICATION & CUSTOMIZATION

MANAGER VERIFICATION:

☐ The employee can state the approved food-safety limit, monitoring method, corrective action, documentation, and person-in-charge role for thermometer calibration.
☐ Use a clean calibrated thermometer, timer, test strip, or other approved device.
☐ Use the approved ice-point, boiling-point, or manufacturer calibration method.
☐ Compare the stable reading to the expected reference and adjust when the device permits.
☐ Complete the approved corrective action and record product, time, result, disposition, and manager.
☐ Management reviews trends and assigns retraining, maintenance, vendor, or regulatory follow-up.

COMMON MISTAKES TO AVOID:

• Performing thermometer calibration without the current approved limit, clean tools, test method, timer, and record.
• Guessing temperature, concentration, contact time, or elapsed time instead of measuring.
• Continuing with an out-of-limit result without approved corrective action.
• Backfilling, altering, or omitting monitoring records.
• Failing to verify product disposition, sanitation, equipment condition, and manager review.

RESTAURANT-SPECIFIC CUSTOMIZATION:

• Approved food-safety limit, monitoring frequency, or corrective action: _____
• Thermometer, test strip, timer, sanitizer, label, or monitoring log: _____
• Person in charge, food-safety leader, or authority contact: _____
• Employee-health, allergen, cross-contact, or contamination control: _____
• Current local food code, FDA-model provision, or health-department requirement reviewed: _____
• Restaurant-specific product, process, equipment, or record 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. Cooling Food SOP

SOP ID	V2-082	**VERSION**	1.0
EFFECTIVE DATE	_____	**OWNER**	_____
APPROVED BY	_____	**NEXT REVIEW**	_____

PURPOSE: To make sure food is cooled safely according to restaurant policy and food safety requirements.

APPLIES TO: Cook, prep cook, kitchen lead, manager, or certified food safety employee if required.

RESPONSIBILITY: Employees complete required controls and records. Management stops unsafe work, evaluates affected food, and completes corrective action.

WHEN USED: Any time cooked or heated food is cooled for later storage or use.

REQUIRED MATERIALS / INFORMATION:

- Food thermometer
- Cooling log
- Shallow pans if used
- Ice bath if used
- Labels

CRITICAL STANDARDS:

- Food is cooled safely, monitored, recorded if required, labeled, and stored according to restaurant policy.
- Follow restaurant and health department cooling standards.
- Do not cover food tightly before it is cooled if policy requires venting.
- Do not place large hot containers directly into storage without approved cooling method.

PROCEDURE:

1. Identify food that requires cooling.
2. Use the approved cooling method.
3. Portion food into shallow containers if required.
4. Use ice bath, stirring, venting, or other approved method as required.
5. Check starting temperature if required.
6. Record time and temperature if required.
7. Monitor cooling progress.
8. Recheck temperature according to policy.
9. Label and date food when ready for storage.
10. Store food properly after cooling standard is met. Notify manager if food does not cool properly.

82. Cooling Food SOP - VERIFICATION & CUSTOMIZATION

MANAGER VERIFICATION:

☐ The employee can state the approved food-safety limit, monitoring method, corrective action, documentation, and person-in-charge role for cooling food.
☐ Use the approved cooling method.
☐ Use ice bath, stirring, venting, or other approved method as required.
☐ Record time and temperature if required.
☐ Recheck temperature according to policy.
☐ Store food properly after cooling standard is met. Notify manager if food does not cool properly.

COMMON MISTAKES TO AVOID:

• Beginning cooling food without the approved time-temperature method, container depth, label, and storage space.
• Using room temperature, deep covered containers, standing water, or another unapproved method.
• Combining warm and cold product or overloading refrigeration and airflow.
• Failing to monitor and record required times and temperatures.
• Keeping product when the control history or limit is uncertain instead of escalating.

RESTAURANT-SPECIFIC CUSTOMIZATION:

• Approved food-safety limit, monitoring frequency, or corrective action: _____
• Thermometer, test strip, timer, sanitizer, label, or monitoring log: _____
• Person in charge, food-safety leader, or authority contact: _____
• Employee-health, allergen, cross-contact, or contamination control: _____
• Current local food code, FDA-model provision, or health-department requirement reviewed: _____
• Restaurant-specific product, process, equipment, or record 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. Reheating Food SOP

SOP ID	V2-083	**VERSION**	1.0
EFFECTIVE DATE	_____	**OWNER**	_____
APPROVED BY	_____	**NEXT REVIEW**	_____

PURPOSE: To make sure food is reheated safely and correctly before service.

APPLIES TO: Cook, prep cook, kitchen lead, manager, or certified food safety employee if required.

RESPONSIBILITY: Employees complete required controls and records. Management stops unsafe work, evaluates affected food, and completes corrective action.

WHEN USED: Any time previously cooked or cooled food is reheated for hot holding or service.

REQUIRED MATERIALS / INFORMATION:

- Food thermometer
- Reheating log if used
- Approved reheating equipment
- Clean utensils
- Timer if needed

CRITICAL STANDARDS:

- Food is reheated using an approved method, reaches required temperature, and is safe before service or hot holding.
- Follow restaurant and health department reheating standards.
- Use only approved reheating methods.
- Do not reheat food in equipment not approved for reheating if policy prohibits it.

PROCEDURE:

1. Confirm the food is labeled, dated, and safe to reheat.
2. Use approved reheating equipment.
3. Reheat food according to restaurant standard.
4. Stir or rotate product if required for even heating.
5. Check internal temperature with clean thermometer.
6. Record temperature if required.
7. Continue reheating if temperature standard is not met.
8. Do not serve until standard is reached.
9. Move food to hot holding or service area only after approved temperature is reached.
10. Notify manager of any safety, quality, or temperature concern.

83. Reheating Food SOP - VERIFICATION & CUSTOMIZATION

MANAGER VERIFICATION:

☐ The employee can state the approved food-safety limit, monitoring method, corrective action, documentation, and person-in-charge role for reheating food.
☐ Use approved reheating equipment.
☐ Stir or rotate product if required for even heating.
☐ Record temperature if required.
☐ Do not serve until standard is reached.
☐ Notify manager of any safety, quality, or temperature concern.

COMMON MISTAKES TO AVOID:

- Beginning reheating food without the approved food-safety limit, calibrated tool, monitoring frequency, and corrective action.
- Guessing, averaging, backfilling, or altering results.
- Keeping food in service when identity, time, temperature, contamination, or control history is uncertain.
- Failing to stop work, isolate product, notify the person in charge, and complete required correction.
- Closing the record without product disposition, sanitation, documentation, and follow-up.

RESTAURANT-SPECIFIC CUSTOMIZATION:

- Approved food-safety limit, monitoring frequency, or corrective action: _____
- Thermometer, test strip, timer, sanitizer, label, or monitoring log: _____
- Person in charge, food-safety leader, or authority contact: _____
- Employee-health, allergen, cross-contact, or contamination control: _____
- Current local food code, FDA-model provision, or health-department requirement reviewed: _____
- Restaurant-specific product, process, equipment, or record 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. Ready-to-Eat Food Handling SOP

SOP ID	V2-084	**VERSION**	1.0
EFFECTIVE DATE	_____	**OWNER**	_____
APPROVED BY	_____	**NEXT REVIEW**	_____

PURPOSE: To control ready-to-eat food handling consistently so food remains safe, required limits are verified, and exceptions receive immediate corrective action.

APPLIES TO: All food employees, trainers, kitchen leads, and managers.

RESPONSIBILITY: Employees complete required controls and records. Management stops unsafe work, evaluates affected food, and completes corrective action.

WHEN USED: At each required monitoring point and whenever a limit, complaint, contamination concern, or inspection issue occurs.

REQUIRED MATERIALS / INFORMATION:

- Current food-safety standard and monitoring log
- Calibrated thermometer or approved test device
- Sanitizer, test strips, and cleaning supplies
- Labels, timers, discard controls, and PPE
- Manager and regulatory contact information

CRITICAL STANDARDS:

- The restaurant uses approved limits, calibrated tools, and complete monitoring records.
- Food outside an approved control is held, evaluated, corrected, or discarded by authorized management.
- Employees do not conceal, backfill, or alter food-safety records.
- Required health-department, ownership, or emergency notification is completed promptly.

PROCEDURE:

1. Identify the product, employee, location, required limit, and monitoring frequency.
2. Use a clean calibrated thermometer, timer, test strip, or other approved device.
3. Protect or isolate food and work when the condition, history, or control is uncertain.
4. Identify ready-to-eat food and use clean gloves, utensils, deli tissue, or protected dispensing methods.
5. Keep food covered and separated from raw products, dirty equipment, and bare-hand contact.
6. Use dedicated utensils and replace contaminated barriers immediately.
7. Discard or hold food when contamination or handling history is uncertain.
8. Complete the approved corrective action and record product, time, result, disposition, and manager.
9. Clean and sanitize tools and affected surfaces and prevent recurrence.
10. Management reviews trends and assigns retraining, maintenance, vendor, or regulatory follow-up.

84. Ready-to-Eat Food Handling SOP - VERIFICATION & CUSTOMIZATION

MANAGER VERIFICATION:

☐ The employee can state the approved food-safety limit, monitoring method, corrective action, documentation, and person-in-charge role for ready-to-eat food handling.
☐ Use a clean calibrated thermometer, timer, test strip, or other approved device.
☐ Identify ready-to-eat food and use clean gloves, utensils, deli tissue, or protected dispensing methods.
☐ Use dedicated utensils and replace contaminated barriers immediately.
☐ Complete the approved corrective action and record product, time, result, disposition, and manager.
☐ Management reviews trends and assigns retraining, maintenance, vendor, or regulatory follow-up.

COMMON MISTAKES TO AVOID:

- Performing ready-to-eat food handling without the current approved limit, clean tools, test method, timer, and record.
- Guessing temperature, concentration, contact time, or elapsed time instead of measuring.
- Continuing with an out-of-limit result without approved corrective action.
- Backfilling, altering, or omitting monitoring records.
- Failing to verify product disposition, sanitation, equipment condition, and manager review.

RESTAURANT-SPECIFIC CUSTOMIZATION:

- Approved food-safety limit, monitoring frequency, or corrective action: _____
- Thermometer, test strip, timer, sanitizer, label, or monitoring log: _____
- Person in charge, food-safety leader, or authority contact: _____
- Employee-health, allergen, cross-contact, or contamination control: _____
- Current local food code, FDA-model provision, or health-department requirement reviewed: _____
- Restaurant-specific product, process, equipment, or record 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. Time as a Public Health Control SOP

SOP ID	V2-085	**VERSION**	1.0
EFFECTIVE DATE	_____	**OWNER**	_____
APPROVED BY	_____	**NEXT REVIEW**	_____

PURPOSE: To use time as a public health control only under an approved written procedure with marked discard times, monitoring, and immediate disposal when limits expire.

APPLIES TO: All food employees, trainers, kitchen leads, and managers.

RESPONSIBILITY: Employees complete required controls and records. Management stops unsafe work, evaluates affected food, and completes corrective action.

WHEN USED: At each required monitoring point and whenever a limit, complaint, contamination concern, or inspection issue occurs.

REQUIRED MATERIALS / INFORMATION:

- Current food-safety standard and monitoring log
- Calibrated thermometer or approved test device
- Sanitizer, test strips, and cleaning supplies
- Labels, timers, discard controls, and PPE
- Manager and regulatory contact information

CRITICAL STANDARDS:

- The restaurant uses approved limits, calibrated tools, and complete monitoring records.
- Food outside an approved control is held, evaluated, corrected, or discarded by authorized management.
- Employees do not conceal, backfill, or alter food-safety records.
- Required health-department, ownership, or emergency notification is completed promptly.

PROCEDURE:

1. Identify the product, employee, location, required limit, and monitoring frequency.
2. Use a clean calibrated thermometer, timer, test strip, or other approved device.
3. Protect or isolate food and work when the condition, history, or control is uncertain.
4. Obtain prior management authorization and label the food with start and discard times.
5. Begin with food at the required temperature and keep it protected from contamination.
6. Monitor the marked time continuously and never return time-controlled food to temperature control for later use.
7. Serve, cook, or discard at the approved deadline and retain required written procedures.
8. Complete the approved corrective action and record product, time, result, disposition, and manager.
9. Clean and sanitize tools and affected surfaces and prevent recurrence.
10. Management reviews trends and assigns retraining, maintenance, vendor, or regulatory follow-up.

85. Time as a Public Health Control SOP - VERIFICATION & CUSTOMIZATION

MANAGER VERIFICATION:

☐ The employee can state the approved food-safety limit, monitoring method, corrective action, documentation, and person-in-charge role for time as a public health control.
☐ Use a clean calibrated thermometer, timer, test strip, or other approved device.
☐ Obtain prior management authorization and label the food with start and discard times.
☐ Monitor the marked time continuously and never return time-controlled food to temperature control for later use.
☐ Complete the approved corrective action and record product, time, result, disposition, and manager.
☐ Management reviews trends and assigns retraining, maintenance, vendor, or regulatory follow-up.

COMMON MISTAKES TO AVOID:

- Performing time as a public health control without the current approved limit, clean tools, test method, timer, and record.
- Guessing temperature, concentration, contact time, or elapsed time instead of measuring.
- Continuing with an out-of-limit result without approved corrective action.
- Backfilling, altering, or omitting monitoring records.
- Failing to verify product disposition, sanitation, equipment condition, and manager review.

RESTAURANT-SPECIFIC CUSTOMIZATION:

- Approved food-safety limit, monitoring frequency, or corrective action: _____
- Thermometer, test strip, timer, sanitizer, label, or monitoring log: _____
- Person in charge, food-safety leader, or authority contact: _____
- Employee-health, allergen, cross-contact, or contamination control: _____
- Current local food code, FDA-model provision, or health-department requirement reviewed: _____
- Restaurant-specific product, process, equipment, or record 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. Hot Holding Monitoring SOP

SOP ID	V2-086	**VERSION**	1.0
EFFECTIVE DATE	_____	**OWNER**	_____
APPROVED BY	_____	**NEXT REVIEW**	_____

PURPOSE: To control hot holding monitoring consistently so food remains safe, required limits are verified, and exceptions receive immediate corrective action.

APPLIES TO: All food employees, trainers, kitchen leads, and managers.

RESPONSIBILITY: Employees complete required controls and records. Management stops unsafe work, evaluates affected food, and completes corrective action.

WHEN USED: At each required monitoring point and whenever a limit, complaint, contamination concern, or inspection issue occurs.

REQUIRED MATERIALS / INFORMATION:

- Current food-safety standard and monitoring log
- Calibrated thermometer or approved test device
- Sanitizer, test strips, and cleaning supplies
- Labels, timers, discard controls, and PPE
- Manager and regulatory contact information

CRITICAL STANDARDS:

- The restaurant uses approved limits, calibrated tools, and complete monitoring records.
- Food outside an approved control is held, evaluated, corrected, or discarded by authorized management.
- Employees do not conceal, backfill, or alter food-safety records.
- Required health-department, ownership, or emergency notification is completed promptly.

PROCEDURE:

1. Identify every hot-held product, container, station, start time, required limit, and monitoring frequency.
2. Confirm the thermometer is clean, calibrated, and appropriate for the product and container depth.
3. Measure the product in a representative location without contacting the pan or contaminating the food.
4. Record the actual temperature, time, employee initials, and product identity immediately.
5. Check unit setting, water level, lids, batch depth, stirring, and product turnover when a reading trends downward.
6. Recheck after any adjustment within the approved corrective-action window.
7. Rapidly reheat, transfer, discard, or hold for manager evaluation according to approved time-temperature history.
8. Do not average readings, backfill logs, or change a recorded result after the fact.
9. Notify the manager about repeated loss of control, equipment weakness, or uncertain product history.
10. Verify the final disposition and retain the completed monitoring record.

86. Hot Holding Monitoring SOP - VERIFICATION & CUSTOMIZATION

MANAGER VERIFICATION:

☐ The employee can state the approved food-safety limit, monitoring method, corrective action, documentation, and person-in-charge role for hot holding monitoring.
☐ Confirm the thermometer is clean, calibrated, and appropriate for the product and container depth.
☐ Record the actual temperature, time, employee initials, and product identity immediately.
☐ Recheck after any adjustment within the approved corrective-action window.
☐ Do not average readings, backfill logs, or change a recorded result after the fact.
☐ Verify the final disposition and retain the completed monitoring record.

COMMON MISTAKES TO AVOID:

- Performing hot holding monitoring without the current approved limit, clean tools, test method, timer, and record.
- Guessing temperature, concentration, contact time, or elapsed time instead of measuring.
- Continuing with an out-of-limit result without approved corrective action.
- Backfilling, altering, or omitting monitoring records.
- Failing to verify product disposition, sanitation, equipment condition, and manager review.

RESTAURANT-SPECIFIC CUSTOMIZATION:

- Approved food-safety limit, monitoring frequency, or corrective action: _____
- Thermometer, test strip, timer, sanitizer, label, or monitoring log: _____
- Person in charge, food-safety leader, or authority contact: _____
- Employee-health, allergen, cross-contact, or contamination control: _____
- Current local food code, FDA-model provision, or health-department requirement reviewed: _____
- Restaurant-specific product, process, equipment, or record 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. Cold Holding Monitoring SOP

SOP ID	V2-087	**VERSION**	1.0
EFFECTIVE DATE	_____	**OWNER**	_____
APPROVED BY	_____	**NEXT REVIEW**	_____

PURPOSE: To control cold holding monitoring consistently so food remains safe, required limits are verified, and exceptions receive immediate corrective action.

APPLIES TO: All food employees, trainers, kitchen leads, and managers.

RESPONSIBILITY: Employees complete required controls and records. Management stops unsafe work, evaluates affected food, and completes corrective action.

WHEN USED: At each required monitoring point and whenever a limit, complaint, contamination concern, or inspection issue occurs.

REQUIRED MATERIALS / INFORMATION:

- Current food-safety standard and monitoring log
- Calibrated thermometer or approved test device
- Sanitizer, test strips, and cleaning supplies
- Labels, timers, discard controls, and PPE
- Manager and regulatory contact information

CRITICAL STANDARDS:

- The restaurant uses approved limits, calibrated tools, and complete monitoring records.
- Food outside an approved control is held, evaluated, corrected, or discarded by authorized management.
- Employees do not conceal, backfill, or alter food-safety records.
- Required health-department, ownership, or emergency notification is completed promptly.

PROCEDURE:

1. Identify every cold-held product, container, station, start time, required limit, and monitoring frequency.
2. Confirm the thermometer is clean, calibrated, and appropriate for thin, small, or packaged product.
3. Measure the product in a representative location without touching the container wall or contaminating the food.
4. Record the actual temperature, time, employee initials, and product identity immediately.
5. Check lids, ice level, airflow, pan depth, door use, product volume, and unit loading when a reading trends upward.
6. Recheck after any adjustment within the approved corrective-action window.
7. Rapidly chill, transfer, discard, or hold for manager evaluation according to approved time-temperature history.
8. Do not rely only on the equipment display or backfill a missing product-temperature record.
9. Notify the manager about repeated loss of control, equipment weakness, or uncertain product history.
10. Verify the final disposition and retain the completed monitoring record.

87. Cold Holding Monitoring SOP - VERIFICATION & CUSTOMIZATION

MANAGER VERIFICATION:

☐ The employee can state the approved food-safety limit, monitoring method, corrective action, documentation, and person-in-charge role for cold holding monitoring.
☐ Confirm the thermometer is clean, calibrated, and appropriate for thin, small, or packaged product.
☐ Record the actual temperature, time, employee initials, and product identity immediately.
☐ Recheck after any adjustment within the approved corrective-action window.
☐ Do not rely only on the equipment display or backfill a missing product-temperature record.
☐ Verify the final disposition and retain the completed monitoring record.

COMMON MISTAKES TO AVOID:

- Performing cold holding monitoring without the current approved limit, clean tools, test method, timer, and record.
- Guessing temperature, concentration, contact time, or elapsed time instead of measuring.
- Continuing with an out-of-limit result without approved corrective action.
- Backfilling, altering, or omitting monitoring records.
- Failing to verify product disposition, sanitation, equipment condition, and manager review.

RESTAURANT-SPECIFIC CUSTOMIZATION:

- Approved food-safety limit, monitoring frequency, or corrective action: _____
- Thermometer, test strip, timer, sanitizer, label, or monitoring log: _____
- Person in charge, food-safety leader, or authority contact: _____
- Employee-health, allergen, cross-contact, or contamination control: _____
- Current local food code, FDA-model provision, or health-department requirement reviewed: _____
- Restaurant-specific product, process, equipment, or record 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. Allergen Communication SOP

SOP ID	V2-088	**VERSION**	1.0
EFFECTIVE DATE	_____	**OWNER**	_____
APPROVED BY	_____	**NEXT REVIEW**	_____

PURPOSE: To make sure allergy concerns are communicated clearly between guests, servers, kitchen, bar, and management.

APPLIES TO: Host, server, bartender, cook, expo, kitchen lead, manager, or any employee who hears or handles allergy information.

RESPONSIBILITY: The receiving employee communicates the allergy exactly. The designated leader controls preparation, verification, and delivery.

WHEN USED: Any time a guest mentions an allergy, food sensitivity, ingredient concern, or cross-contact concern.

REQUIRED MATERIALS / INFORMATION:

- POS allergy notes
- Manager communication
- Recipe / ingredient information
- Kitchen ticket system
- Allergy verification form if used

CRITICAL STANDARDS:

- Allergy information is received, recorded, communicated, repeated back, verified, and attached to the correct guest and order before preparation begins.
- Never guess about allergies.
- Do not treat allergies like preferences.
- Notify a manager according to policy.

PROCEDURE:

1. Listen carefully when a guest mentions an allergy.
2. Confirm the allergy concern clearly.
3. Thank the guest for telling the restaurant.
4. Do not guess about ingredients or safety.
5. Notify a manager according to policy.
6. Enter allergy information clearly in the POS or written order.
7. Communicate allergy concern directly to kitchen or expo according to policy.
8. Kitchen confirms whether the item can be prepared according to policy.
9. Use required cross-contact prevention steps.
10. Verify the item before it leaves the kitchen. Deliver the item only after verification. Document allergy concern if required.

88. Allergen Communication SOP - VERIFICATION & CUSTOMIZATION

MANAGER VERIFICATION:

☐ The employee can state the approved food-safety limit, monitoring method, corrective action, documentation, and person-in-charge role for allergen communication.
☐ Confirm the allergy concern clearly.
☐ Do not guess about ingredients or safety.
☐ Enter allergy information clearly in the POS or written order.
☐ Kitchen confirms whether the item can be prepared according to policy.
☐ Verify the item before it leaves the kitchen. Deliver the item only after verification. Document allergy concern if required.

COMMON MISTAKES TO AVOID:

- Starting allergen communication without exact allergen information, current labels, and direct manager or kitchen confirmation.
- Assuming a menu item or substitute is safe without checking all ingredients and shared equipment.
- Allowing shared tools, gloves, towels, surfaces, fryers, or garnishes to contact the order.
- Removing visible ingredients instead of remaking after possible cross-contact.
- Serving without designated verification and direct handoff.

RESTAURANT-SPECIFIC CUSTOMIZATION:

- Approved food-safety limit, monitoring frequency, or corrective action: _____
- Thermometer, test strip, timer, sanitizer, label, or monitoring log: _____
- Person in charge, food-safety leader, or authority contact: _____
- Employee-health, allergen, cross-contact, or contamination control: _____
- Current local food code, FDA-model provision, or health-department requirement reviewed: _____
- Restaurant-specific product, process, equipment, or record 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. Allergen Order Preparation SOP

SOP ID	V2-089	**VERSION**	1.0
EFFECTIVE DATE	_____	**OWNER**	_____
APPROVED BY	_____	**NEXT REVIEW**	_____

PURPOSE: To control allergen order preparation consistently so food remains safe, required limits are verified, and exceptions receive immediate corrective action.

APPLIES TO: Servers, managers, expo employees, cooks, prep employees, and designated allergy-order leaders.

RESPONSIBILITY: The receiving employee communicates the allergy exactly. The designated leader controls preparation, verification, and delivery.

WHEN USED: Whenever a guest reports an allergy or an order, ingredient, surface, utensil, or handoff may involve allergen risk.

REQUIRED MATERIALS / INFORMATION:

- Current allergen matrix and ingredient resources
- Marked allergy ticket and communication method
- Clean and sanitized tools, surfaces, and PPE
- Separate ingredients or protected preparation area
- Manager and expo verification

CRITICAL STANDARDS:

- Allergen information is communicated exactly and never guessed.
- Cross-contact controls include clean hands, tools, surfaces, ingredients, and protected handling.
- A designated manager or leader verifies the order before release.
- The restaurant never promises an allergen-free result beyond its approved capability.

PROCEDURE:

1. Stop and obtain the exact guest-reported allergen and the designated manager or allergy-order leader.
2. Review the current recipe, ingredient labels, manufacturer information, and restaurant capability.
3. Wash hands and establish a protected cleaned and sanitized work area with separate tools and ingredients.
4. Assign a designated leader and review the allergy ticket, recipe, ingredients, and station capability.
5. Wash hands and prepare clean and sanitized tools, surfaces, gloves, and protected ingredients.
6. Control shared equipment, fryers, grills, steam, garnishes, storage, and handoffs according to policy.
7. The designated leader verifies the complete plate and delivers or hands off directly.
8. The designated leader verifies ingredients, preparation, plate, markings, and direct handoff.
9. Stop and remake whenever cross-contact or ingredient identity is uncertain.
10. Document exceptions and update the guest only through the approved manager communication.

89. Allergen Order Preparation SOP - VERIFICATION & CUSTOMIZATION

MANAGER VERIFICATION:

☐ The employee can state the approved food-safety limit, monitoring method, corrective action, documentation, and person-in-charge role for allergen order preparation.

☐ Review the current recipe, ingredient labels, manufacturer information, and restaurant capability.

☐ Assign a designated leader and review the allergy ticket, recipe, ingredients, and station capability.

☐ Control shared equipment, fryers, grills, steam, garnishes, storage, and handoffs according to policy.

☐ The designated leader verifies ingredients, preparation, plate, markings, and direct handoff.

☐ Document exceptions and update the guest only through the approved manager communication.

COMMON MISTAKES TO AVOID:

- Starting allergen order preparation without exact allergen information, current labels, and direct manager or kitchen confirmation.
- Assuming a menu item or substitute is safe without checking all ingredients and shared equipment.
- Allowing shared tools, gloves, towels, surfaces, fryers, or garnishes to contact the order.
- Removing visible ingredients instead of remaking after possible cross-contact.
- Serving without designated verification and direct handoff.

RESTAURANT-SPECIFIC CUSTOMIZATION:

- Approved food-safety limit, monitoring frequency, or corrective action: _____
- Thermometer, test strip, timer, sanitizer, label, or monitoring log: _____
- Person in charge, food-safety leader, or authority contact: _____
- Employee-health, allergen, cross-contact, or contamination control: _____
- Current local food code, FDA-model provision, or health-department requirement reviewed: _____
- Restaurant-specific product, process, equipment, or record 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. Cross-Contact Prevention SOP

SOP ID	V2-090	**VERSION**	1.0
EFFECTIVE DATE	_____	**OWNER**	_____
APPROVED BY	_____	**NEXT REVIEW**	_____

PURPOSE: To control cross-contact prevention consistently so food remains safe, required limits are verified, and exceptions receive immediate corrective action.

APPLIES TO: Servers, managers, expo employees, cooks, prep employees, and designated allergy-order leaders.

RESPONSIBILITY: The receiving employee communicates the allergy exactly. The designated leader controls preparation, verification, and delivery.

WHEN USED: Whenever a guest reports an allergy or an order, ingredient, surface, utensil, or handoff may involve allergen risk.

REQUIRED MATERIALS / INFORMATION:

- Current allergen matrix and ingredient resources
- Marked allergy ticket and communication method
- Clean and sanitized tools, surfaces, and PPE
- Separate ingredients or protected preparation area
- Manager and expo verification

CRITICAL STANDARDS:

- Allergen information is communicated exactly and never guessed.
- Cross-contact controls include clean hands, tools, surfaces, ingredients, and protected handling.
- A designated manager or leader verifies the order before release.
- The restaurant never promises an allergen-free result beyond its approved capability.

PROCEDURE:

1. Stop and obtain the exact guest-reported allergen and the designated manager or allergy-order leader.
2. Review the current recipe, ingredient labels, manufacturer information, and restaurant capability.
3. Wash hands and establish a protected cleaned and sanitized work area with separate tools and ingredients.
4. Identify the allergen and every possible shared ingredient, tool, surface, glove, towel, container, and piece of equipment.
5. Schedule or locate the work to prevent contact and clean and sanitize before preparation.
6. Use protected ingredients and dedicated or freshly sanitized tools and containers.
7. Stop and remake the order whenever cross-contact may have occurred; do not remove visible pieces and serve it.
8. The designated leader verifies ingredients, preparation, plate, markings, and direct handoff.
9. Stop and remake whenever cross-contact or ingredient identity is uncertain.
10. Document exceptions and update the guest only through the approved manager communication.

90. Cross-Contact Prevention SOP - VERIFICATION & CUSTOMIZATION

MANAGER VERIFICATION:

☐ The employee can state the approved food-safety limit, monitoring method, corrective action, documentation, and person-in-charge role for cross-contact prevention.

☐ Review the current recipe, ingredient labels, manufacturer information, and restaurant capability.

☐ Identify the allergen and every possible shared ingredient, tool, surface, glove, towel, container, and piece of equipment.

☐ Use protected ingredients and dedicated or freshly sanitized tools and containers.

☐ The designated leader verifies ingredients, preparation, plate, markings, and direct handoff.

☐ Document exceptions and update the guest only through the approved manager communication.

COMMON MISTAKES TO AVOID:

- Starting cross-contact prevention without exact allergen information, current labels, and direct manager or kitchen confirmation.
- Assuming a menu item or substitute is safe without checking all ingredients and shared equipment.
- Allowing shared tools, gloves, towels, surfaces, fryers, or garnishes to contact the order.
- Removing visible ingredients instead of remaking after possible cross-contact.
- Serving without designated verification and direct handoff.

RESTAURANT-SPECIFIC CUSTOMIZATION:

- Approved food-safety limit, monitoring frequency, or corrective action: _____
- Thermometer, test strip, timer, sanitizer, label, or monitoring log: _____
- Person in charge, food-safety leader, or authority contact: _____
- Employee-health, allergen, cross-contact, or contamination control: _____
- Current local food code, FDA-model provision, or health-department requirement reviewed: _____
- Restaurant-specific product, process, equipment, or record 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. Foodborne Illness Complaint SOP

SOP ID	V2-091	**VERSION**	1.0
EFFECTIVE DATE	_____	**OWNER**	_____
APPROVED BY	_____	**NEXT REVIEW**	_____

PURPOSE: To receive and document a possible foodborne-illness complaint accurately, protect relevant food and records, complete required notifications, and assign authorized follow-up.

APPLIES TO: Manager on duty, general manager, owner, or approved supervisor.

RESPONSIBILITY: Employees complete required controls and records. Management stops unsafe work, evaluates affected food, and completes corrective action.

WHEN USED: Any time a guest claims they became sick from restaurant food or reports illness symptoms connected to a visit.

REQUIRED MATERIALS / INFORMATION:

- Illness Complaint Form
- Guest contact information
- Receipt / order information if available
- Manager log
- Health department contact process if required

CRITICAL STANDARDS:

- The complaint is documented accurately and escalated without diagnosis, argument, blame, or admission of fault.
- Relevant food, records, labels, lot information, logs, and schedules are preserved under authorized control.
- Required health-department, insurer, legal, ownership, or company notifications are completed by authorized management.
- Private medical and employee information is protected, and immediate food-safety failures are corrected without altering the original record.

PROCEDURE:

1. Listen calmly and record the guest's report without arguing, diagnosing, admitting fault, or assigning blame.
2. Obtain the guest's name and contact information if voluntarily provided, plus visit date, time, party size, and check details.
3. Record each food or beverage consumed, symptoms reported, symptom onset, other affected people, and any medical or authority contact.
4. Notify the person in charge and ownership or designated food-safety leader immediately.
5. Preserve relevant guest checks, recipes, ingredient labels, lot information, delivery records, temperature logs, and employee schedules.
6. Hold related food only under authorized direction; do not discard, sample, relabel, or move evidence unnecessarily.
7. Review required health-department, insurer, legal, or company notifications and complete them through authorized management.
8. Protect private medical and employee information and keep witness statements separate and objective.
9. Complete immediate corrective actions for any verified food-safety control failure without concealing the original condition.
10. Assign guest follow-up, regulatory follow-up, product disposition, SOP review, and record retention.

91. Foodborne Illness Complaint SOP - VERIFICATION & CUSTOMIZATION

MANAGER VERIFICATION:

☐ The employee can state the approved food-safety limit, monitoring method, corrective action, documentation, and person-in-charge role for foodborne illness complaint.

☐ Obtain the guest's name and contact information if voluntarily provided, plus visit date, time, party size, and check details.

☐ Notify the person in charge and ownership or designated food-safety leader immediately.

☐ Hold related food only under authorized direction; do not discard, sample, relabel, or move evidence unnecessarily.

☐ Protect private medical and employee information and keep witness statements separate and objective.

☐ Assign guest follow-up, regulatory follow-up, product disposition, SOP review, and record retention.

COMMON MISTAKES TO AVOID:

- Arguing, diagnosing, admitting fault, or promising a result before authorized review.
- Failing to collect visit, food, symptom, timing, party, and contact information.
- Discarding or altering food, labels, logs, checks, video, or other relevant records.
- Sharing private medical or employee information with uninvolved people.
- Closing the complaint without required notification, corrective action, and assigned follow-up.

RESTAURANT-SPECIFIC CUSTOMIZATION:

- Approved food-safety limit, monitoring frequency, or corrective action: _____
- Thermometer, test strip, timer, sanitizer, label, or monitoring log: _____
- Person in charge, food-safety leader, or authority contact: _____
- Employee-health, allergen, cross-contact, or contamination control: _____
- Current local food code, FDA-model provision, or health-department requirement reviewed: _____
- Restaurant-specific product, process, equipment, or record 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. Contaminated Food Disposal SOP

SOP ID	V2-092	**VERSION**	1.0
EFFECTIVE DATE	_____	**OWNER**	_____
APPROVED BY	_____	**NEXT REVIEW**	_____

PURPOSE: To control contaminated food disposal consistently so food remains safe, required limits are verified, and exceptions receive immediate corrective action.

APPLIES TO: All food employees, trainers, kitchen leads, and managers.

RESPONSIBILITY: Employees complete required controls and records. Management stops unsafe work, evaluates affected food, and completes corrective action.

WHEN USED: At each required monitoring point and whenever a limit, complaint, contamination concern, or inspection issue occurs.

REQUIRED MATERIALS / INFORMATION:

- Current food-safety standard and monitoring log
- Calibrated thermometer or approved test device
- Sanitizer, test strips, and cleaning supplies
- Labels, timers, discard controls, and PPE
- Manager and regulatory contact information

CRITICAL STANDARDS:

- The restaurant uses approved limits, calibrated tools, and complete monitoring records.
- Food outside an approved control is held, evaluated, corrected, or discarded by authorized management.
- Employees do not conceal, backfill, or alter food-safety records.
- Required health-department, ownership, or emergency notification is completed promptly.

PROCEDURE:

1. Identify the product, employee, location, required limit, and monitoring frequency.
2. Use a clean calibrated thermometer, timer, test strip, or other approved device.
3. Protect or isolate food and work when the condition, history, or control is uncertain.
4. Stop use and isolate the exact food, container, lot, station, and related product.
5. Mark it clearly so it cannot be returned to service or mixed with usable food.
6. Determine disposition through approved food-safety and management authority; never donate or repurpose unsafe food.
7. Record identity, quantity, reason, method, witness or approval, and corrective action.
8. Complete the approved corrective action and record product, time, result, disposition, and manager.
9. Clean and sanitize tools and affected surfaces and prevent recurrence.
10. Management reviews trends and assigns retraining, maintenance, vendor, or regulatory follow-up.

92. Contaminated Food Disposal SOP - VERIFICATION & CUSTOMIZATION

MANAGER VERIFICATION:

☐ The employee can state the approved food-safety limit, monitoring method, corrective action, documentation, and person-in-charge role for contaminated food disposal.

☐ Use a clean calibrated thermometer, timer, test strip, or other approved device.

☐ Stop use and isolate the exact food, container, lot, station, and related product.

☐ Determine disposition through approved food-safety and management authority; never donate or repurpose unsafe food.

☐ Complete the approved corrective action and record product, time, result, disposition, and manager.

☐ Management reviews trends and assigns retraining, maintenance, vendor, or regulatory follow-up.

COMMON MISTAKES TO AVOID:

- Beginning contaminated food disposal without the approved food-safety limit, calibrated tool, monitoring frequency, and corrective action.
- Guessing, averaging, backfilling, or altering results.
- Keeping food in service when identity, time, temperature, contamination, or control history is uncertain.
- Failing to stop work, isolate product, notify the person in charge, and complete required correction.
- Closing the record without product disposition, sanitation, documentation, and follow-up.

RESTAURANT-SPECIFIC CUSTOMIZATION:

- Approved food-safety limit, monitoring frequency, or corrective action: _____
- Thermometer, test strip, timer, sanitizer, label, or monitoring log: _____
- Person in charge, food-safety leader, or authority contact: _____
- Employee-health, allergen, cross-contact, or contamination control: _____
- Current local food code, FDA-model provision, or health-department requirement reviewed: _____
- Restaurant-specific product, process, equipment, or record 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. Pest Evidence Reporting SOP

SOP ID	V2-093	**VERSION**	1.0
EFFECTIVE DATE	_____	**OWNER**	_____
APPROVED BY	_____	**NEXT REVIEW**	_____

PURPOSE: To control pest evidence reporting consistently so food remains safe, required limits are verified, and exceptions receive immediate corrective action.

APPLIES TO: All food employees, trainers, kitchen leads, and managers.

RESPONSIBILITY: Employees complete required controls and records. Management stops unsafe work, evaluates affected food, and completes corrective action.

WHEN USED: At each required monitoring point and whenever a limit, complaint, contamination concern, or inspection issue occurs.

REQUIRED MATERIALS / INFORMATION:

- Current food-safety standard and monitoring log
- Calibrated thermometer or approved test device
- Sanitizer, test strips, and cleaning supplies
- Labels, timers, discard controls, and PPE
- Manager and regulatory contact information

CRITICAL STANDARDS:

- The restaurant uses approved limits, calibrated tools, and complete monitoring records.
- Food outside an approved control is held, evaluated, corrected, or discarded by authorized management.
- Employees do not conceal, backfill, or alter food-safety records.
- Required health-department, ownership, or emergency notification is completed promptly.

PROCEDURE:

1. Identify the product, employee, location, required limit, and monitoring frequency.
2. Use a clean calibrated thermometer, timer, test strip, or other approved device.
3. Protect or isolate food and work when the condition, history, or control is uncertain.
4. Stop work near the evidence and protect exposed food, utensils, and packaging.
5. Do not disturb droppings, insects, nesting, or traps more than necessary for safe control.
6. Notify management and document exact location, type, time, and affected product.
7. Clean and dispose only as directed and coordinate approved pest-provider follow-up.
8. Complete the approved corrective action and record product, time, result, disposition, and manager.
9. Clean and sanitize tools and affected surfaces and prevent recurrence.
10. Management reviews trends and assigns retraining, maintenance, vendor, or regulatory follow-up.

93. Pest Evidence Reporting SOP - VERIFICATION & CUSTOMIZATION

MANAGER VERIFICATION:

☐ The employee can state the approved food-safety limit, monitoring method, corrective action, documentation, and person-in-charge role for pest evidence reporting.
☐ Use a clean calibrated thermometer, timer, test strip, or other approved device.
☐ Stop work near the evidence and protect exposed food, utensils, and packaging.
☐ Notify management and document exact location, type, time, and affected product.
☐ Complete the approved corrective action and record product, time, result, disposition, and manager.
☐ Management reviews trends and assigns retraining, maintenance, vendor, or regulatory follow-up.

COMMON MISTAKES TO AVOID:

- Beginning pest evidence reporting without the approved food-safety limit, calibrated tool, monitoring frequency, and corrective action.
- Guessing, averaging, backfilling, or altering results.
- Keeping food in service when identity, time, temperature, contamination, or control history is uncertain.
- Failing to stop work, isolate product, notify the person in charge, and complete required correction.
- Closing the record without product disposition, sanitation, documentation, and follow-up.

RESTAURANT-SPECIFIC CUSTOMIZATION:

- Approved food-safety limit, monitoring frequency, or corrective action: _____
- Thermometer, test strip, timer, sanitizer, label, or monitoring log: _____
- Person in charge, food-safety leader, or authority contact: _____
- Employee-health, allergen, cross-contact, or contamination control: _____
- Current local food code, FDA-model provision, or health-department requirement reviewed: _____
- Restaurant-specific product, process, equipment, or record 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. Boil Water Notice SOP

SOP ID	V2-094	**VERSION**	1.0
EFFECTIVE DATE	_____	**OWNER**	_____
APPROVED BY	_____	**NEXT REVIEW**	_____

PURPOSE: To protect food, water-contact systems, employees, and guests during a boil-water notice or advisory and restore operations only after approved clearance and sanitation.

APPLIES TO: Manager on duty leads the response with ownership or health department guidance.

RESPONSIBILITY: Employees complete required controls and records. Management stops unsafe work, evaluates affected food, and completes corrective action.

WHEN USED: Any time a boil water notice, advisory, or unsafe water alert affects the restaurant.

REQUIRED MATERIALS / INFORMATION:

- Health department guidance
- Company policy
- Emergency contact list
- Approved safe water source if available
- Signage if required

CRITICAL STANDARDS:

- Affected water is not used for food, ice, beverages, handwashing, warewashing, or sanitation unless an approved alternative is in place.
- The restaurant follows the issuing authority and local regulatory authority for restrictions, restoration, flushing, cleaning, and reopening.
- Affected ice, food, beverages, filters, and water-contact equipment are identified and controlled.
- Operations close or remain restricted whenever required hygiene, sanitation, or safe-water controls cannot be maintained.

PROCEDURE:

1. Confirm the official notice, affected area, start time, restrictions, and issuing authority.
2. Notify ownership, the person in charge, and the local regulatory authority when required.
3. Stop using affected water for drinking, ice, beverages, food preparation, produce washing, handwashing, warewashing, and sanitation unless an approved alternative exists.
4. Isolate or discard affected ice, beverages, food, filters, and water-contact product according to authority direction.
5. Evaluate whether approved bottled, hauled, boiled, or otherwise treated water can support restricted operations.
6. Provide approved handwashing and restroom controls or close when required hygiene and sanitation cannot be maintained.
7. Suspend dishwashing, beverage, ice, produce, and food processes that lack an approved safe-water method.
8. Communicate restrictions to employees, guests, delivery partners, and vendors without making unsupported reopening promises.
9. After official clearance, flush lines, clean and sanitize equipment, replace filters, discard initial ice, and restore systems as directed.
10. Document the notice, decisions, product disposition, authority contacts, restoration actions, and manager approval.

94. Boil Water Notice SOP - VERIFICATION & CUSTOMIZATION

MANAGER VERIFICATION:

☐ The employee can state the approved food-safety limit, monitoring method, corrective action, documentation, and person-in-charge role for boil water notice.

☐ Notify ownership, the person in charge, and the local regulatory authority when required.

☐ Isolate or discard affected ice, beverages, food, filters, and water-contact product according to authority direction.

☐ Provide approved handwashing and restroom controls or close when required hygiene and sanitation cannot be maintained.

☐ Communicate restrictions to employees, guests, delivery partners, and vendors without making unsupported reopening promises.

☐ Document the notice, decisions, product disposition, authority contacts, restoration actions, and manager approval.

COMMON MISTAKES TO AVOID:

- Continuing normal ice, beverage, food, handwashing, or warewashing processes during the notice.
- Using an alternate water source or boiling method that has not been approved for the specific use.
- Forgetting affected filters, beverage lines, ice bins, produce, and water-contact equipment.
- Promising reopening before official clearance and restoration steps are complete.
- Failing to document product disposition, authority contacts, flushing, sanitation, and approval.

RESTAURANT-SPECIFIC CUSTOMIZATION:

- Approved food-safety limit, monitoring frequency, or corrective action: _____
- Thermometer, test strip, timer, sanitizer, label, or monitoring log: _____
- Person in charge, food-safety leader, or authority contact: _____
- Employee-health, allergen, cross-contact, or contamination control: _____
- Current local food code, FDA-model provision, or health-department requirement reviewed: _____
- Restaurant-specific product, process, equipment, or record 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. Health Department Inspection Response SOP

SOP ID	V2-095	**VERSION**	1.0
EFFECTIVE DATE	_____	**OWNER**	_____
APPROVED BY	_____	**NEXT REVIEW**	_____

PURPOSE: To cooperate professionally with a health-department inspection, preserve truthful records, correct immediate hazards, and complete every required follow-up action.

APPLIES TO: All food employees, trainers, kitchen leads, and managers.

RESPONSIBILITY: Employees complete required controls and records. Management stops unsafe work, evaluates affected food, and completes corrective action.

WHEN USED: At each required monitoring point and whenever a limit, complaint, contamination concern, or inspection issue occurs.

REQUIRED MATERIALS / INFORMATION:

- Current food-safety standard and monitoring log
- Calibrated thermometer or approved test device
- Sanitizer, test strips, and cleaning supplies
- Labels, timers, discard controls, and PPE
- Manager and regulatory contact information

CRITICAL STANDARDS:

- Inspectors receive professional cooperation, truthful answers, requested access, and accurate records without obstruction or concealment.
- Immediate hazards are corrected safely while the original condition and required documentation remain clear.
- Every observation, deadline, product action, repair, and responsible person is recorded.
- Service restriction, closure, ownership notification, and follow-up occur when required by the report or operating condition.

PROCEDURE:

1. Greet the inspector professionally, verify identification when appropriate, and notify the person in charge without delaying lawful access.
2. Assign one authorized manager to accompany the inspection and one employee to coordinate immediate corrections.
3. Answer questions truthfully and provide requested records, permits, logs, labels, policies, and access.
4. Do not hide food, move violations, backfill records, coach false answers, or obstruct observation.
5. Correct immediate hazards when safe while allowing the inspector to observe the original condition.
6. Record each observation, code reference, correction, deadline, responsible person, and any product placed on hold or discarded.
7. Obtain and review the written report before the inspector leaves when available.
8. Notify ownership and required company contacts and determine whether service restriction, closure, or specialized support is necessary.
9. Complete corrective actions, repairs, retraining, and required written responses by the stated deadline.
10. Verify sustained compliance through follow-up inspections and retain the report and supporting records.

95. Health Department Inspection Response SOP - VERIFICATION & CUSTOMIZATION

MANAGER VERIFICATION:

☐ The employee can state the approved food-safety limit, monitoring method, corrective action, documentation, and person-in-charge role for health department inspection response.

☐ Assign one authorized manager to accompany the inspection and one employee to coordinate immediate corrections.

☐ Do not hide food, move violations, backfill records, coach false answers, or obstruct observation.

☐ Record each observation, code reference, correction, deadline, responsible person, and any product placed on hold or discarded.

☐ Notify ownership and required company contacts and determine whether service restriction, closure, or specialized support is necessary.

☐ Verify sustained compliance through follow-up inspections and retain the report and supporting records.

COMMON MISTAKES TO AVOID:

- Delaying or obstructing lawful access while employees attempt to hide or correct conditions.
- Guessing, arguing, coaching false answers, or providing backfilled records.
- Correcting an issue without recording the original observation and required deadline.
- Failing to notify ownership or restrict service when immediate safety controls cannot be maintained.
- Treating the report as complete before repairs, retraining, response, and follow-up verification.

RESTAURANT-SPECIFIC CUSTOMIZATION:

- Approved food-safety limit, monitoring frequency, or corrective action: _____
- Thermometer, test strip, timer, sanitizer, label, or monitoring log: _____
- Person in charge, food-safety leader, or authority contact: _____
- Employee-health, allergen, cross-contact, or contamination control: _____
- Current local food code, FDA-model provision, or health-department requirement reviewed: _____
- Restaurant-specific product, process, equipment, or record 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

DISH & UTENSIL OPERATIONS

15 ready-to-customize SOPs

These SOPs control dish-area readiness, sorting, warewashing, chemical checks, air-drying, storage, trash, cleaning, and closing.

96. Dish Pit Opening SOP

SOP ID	V2-096	**VERSION**	1.0
EFFECTIVE DATE	_____	**OWNER**	_____
APPROVED BY	_____	**NEXT REVIEW**	_____

PURPOSE: To make sure the dish area is clean, safe, stocked, and ready before dishes, pans, glassware, and utensils begin arriving.

APPLIES TO: Dishwasher, opening dishwasher, kitchen lead, shift lead, or manager on duty.

RESPONSIBILITY: Dish employees follow the approved sequence. Management verifies chemicals, temperatures, air-drying, storage, and corrective action.

WHEN USED: Before service begins, before dish volume starts, or before the dishwasher begins the assigned shift.

REQUIRED MATERIALS / INFORMATION:

- Dish machine
- Dish racks
- Glass racks
- Silverware racks or baskets
- Approved chemicals

CRITICAL STANDARDS:

- The dish pit is clean, safe, organized, and ready before dish volume begins.
- Check that the dish machine is operating correctly.
- Use chemicals according to label and restaurant policy.
- Do not mix chemicals.

PROCEDURE:

1. Arrive at the dish area before dish volume begins.
2. Check that the dish area is clean and free of old food, trash, broken glass, and clutter.
3. Check that the dish machine is assembled and ready according to restaurant procedure.
4. Check chemical levels if required.
5. Check water temperature or machine readiness according to restaurant policy.
6. Set up dish racks, glass racks, silverware baskets, and pot/pan areas.
7. Check the dirty dish drop area.
8. Check the clean dish landing area.
9. Make sure clean and dirty areas are clearly separated.
10. Prepare trash, floors, drains, racks, and clean-storage areas and obtain manager release before the dish pit opens.

96. Dish Pit Opening SOP - VERIFICATION & CUSTOMIZATION

MANAGER VERIFICATION:

☐ The employee can identify the dirty-to-clean flow, wash/rinse/sanitize control, chemical or temperature limit, and failure escalation for dish pit opening.
☐ Check that the dish area is clean and free of old food, trash, broken glass, and clutter.
☐ Check chemical levels if required.
☐ Set up dish racks, glass racks, silverware baskets, and pot/pan areas.
☐ Check the clean dish landing area.
☐ Prepare trash, floors, drains, racks, and clean-storage areas and obtain manager release before the dish pit opens.

COMMON MISTAKES TO AVOID:

- Performing dish pit opening without dirty-to-clean separation, correct racks, approved chemicals, and required PPE.
- Skipping scraping, washing, rinsing, sanitizing, testing, or air-drying steps.
- Stacking or storing wet, chipped, soiled, or contaminated wares.
- Continuing after chemical, temperature, pressure, drainage, machine, or breakage failure.
- Ending without cleaning the area, documenting checks, and manager verification.

RESTAURANT-SPECIFIC CUSTOMIZATION:

- Dish machine, sink, chemical, water, rack, or warewashing standard: _____
- Required temperature, sanitizer concentration, pressure, or test method: _____
- Dirty-to-clean flow, air-dry, storage, breakage, or utensil-separation control: _____
- Machine-failure fallback, manager escalation, or service-call contact: _____
- PPE, chemical label/SDS, food code, or manufacturer requirement reviewed: _____
- Restaurant-specific dish-pit layout, staffing, route, or closing 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. Dirty Dish Sorting SOP

SOP ID	V2-097	**VERSION**	1.0
EFFECTIVE DATE	_____	**OWNER**	_____
APPROVED BY	_____	**NEXT REVIEW**	_____

PURPOSE: To sort dirty dishes, utensils, glassware, and cookware by type and hazard while preserving a clear dirty-to-clean warewashing flow.

APPLIES TO: Dish employees, utility employees, kitchen leads, trainers, and managers.

RESPONSIBILITY: Dish employees follow the approved sequence. Management verifies chemicals, temperatures, air-drying, storage, and corrective action.

WHEN USED: During opening, active warewashing, chemical or temperature checks, storage, cleaning, and closing.

REQUIRED MATERIALS / INFORMATION:

- Current warewashing procedure and machine instructions
- Approved detergent, sanitizer, and test supplies
- Racks, brushes, scrapers, and protective equipment
- Temperature or chemical monitoring log
- Manager and maintenance contact information

CRITICAL STANDARDS:

- Items move from dirty to clean without cross-contamination.
- Required wash, rinse, sanitize, temperature, concentration, and contact-time controls are verified.
- Clean items air-dry completely and are stored protected from contamination.
- Machine, chemical, plumbing, or cleanliness failures stop affected use until corrected.

PROCEDURE:

1. Establish separate landing zones for plates, glassware, silverware, cups, pans, trash, and sharps.
2. Receive dirty wares without allowing them to cross into the clean side or block the machine path.
3. Remove knives and sharp tools immediately into the approved clearly marked container.
4. Separate broken or chipped items and handle glass through the approved breakage process.
5. Empty liquids and food waste into the correct containers without splashing or clogging drains.
6. Stack like items only to the safe approved height and keep heavy wares below fragile items.
7. Route soak items, pots, glassware, silverware, and machine-ready racks to the correct next step.
8. Keep chemicals, towels, personal items, and trash out of ware-sorting zones.
9. Clear backups before they block exits, hand sinks, floor drains, or employee movement.
10. Clean and reset the sorting area and report recurring breakage, sharps, or flow problems.

97. Dirty Dish Sorting SOP - VERIFICATION & CUSTOMIZATION

MANAGER VERIFICATION:

☐ The employee can identify the dirty-to-clean flow, wash/rinse/sanitize control, chemical or temperature limit, and failure escalation for dirty dish sorting.
☐ Receive dirty wares without allowing them to cross into the clean side or block the machine path.
☐ Separate broken or chipped items and handle glass through the approved breakage process.
☐ Stack like items only to the safe approved height and keep heavy wares below fragile items.
☐ Keep chemicals, towels, personal items, and trash out of ware-sorting zones.
☐ Clean and reset the sorting area and report recurring breakage, sharps, or flow problems.

COMMON MISTAKES TO AVOID:

- Performing dirty dish sorting without dirty-to-clean separation, correct racks, approved chemicals, and required PPE.
- Skipping scraping, washing, rinsing, sanitizing, testing, or air-drying steps.
- Stacking or storing wet, chipped, soiled, or contaminated wares.
- Continuing after chemical, temperature, pressure, drainage, machine, or breakage failure.
- Ending without cleaning the area, documenting checks, and manager verification.

RESTAURANT-SPECIFIC CUSTOMIZATION:

- Dish machine, sink, chemical, water, rack, or warewashing standard: _____
- Required temperature, sanitizer concentration, pressure, or test method: _____
- Dirty-to-clean flow, air-dry, storage, breakage, or utensil-separation control: _____
- Machine-failure fallback, manager escalation, or service-call contact: _____
- PPE, chemical label/SDS, food code, or manufacturer requirement reviewed: _____
- Restaurant-specific dish-pit layout, staffing, route, or closing 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. Pre-Scraping and Soaking SOP

SOP ID	V2-098	**VERSION**	1.0
EFFECTIVE DATE	_____	**OWNER**	_____
APPROVED BY	_____	**NEXT REVIEW**	_____

PURPOSE: To remove food debris and soak approved wares safely before washing without creating chemical, sharps, lifting, or cross-contamination hazards.

APPLIES TO: Dish employees, utility employees, kitchen leads, trainers, and managers.

RESPONSIBILITY: Dish employees follow the approved sequence. Management verifies chemicals, temperatures, air-drying, storage, and corrective action.

WHEN USED: During opening, active warewashing, chemical or temperature checks, storage, cleaning, and closing.

REQUIRED MATERIALS / INFORMATION:

- Current warewashing procedure and machine instructions
- Approved detergent, sanitizer, and test supplies
- Racks, brushes, scrapers, and protective equipment
- Temperature or chemical monitoring log
- Manager and maintenance contact information

CRITICAL STANDARDS:

- Items move from dirty to clean without cross-contamination.
- Required wash, rinse, sanitize, temperature, concentration, and contact-time controls are verified.
- Clean items air-dry completely and are stored protected from contamination.
- Machine, chemical, plumbing, or cleanliness failures stop affected use until corrected.

PROCEDURE:

1. Move sorted wares to the scraping area while preserving dirty-to-clean separation.
2. Scrape food into the approved waste container using the designated tool rather than hands or spray pressure.
3. Empty cups, pans, and hollow items before placing them into soak or racks.
4. Use only approved soaking solution, container, dilution, and maximum soak time.
5. Keep knives, blades, glass, aluminum, wood, and chemical-sensitive items out of incompatible soak solutions.
6. Change soak water when cold, greasy, overloaded, contaminated, or outside the approved chemical range.
7. Loosen heavy soil without nesting items or creating hidden sharp hazards.
8. Rinse or transfer items according to the next warewashing step and do not treat soaking as washing or sanitizing.
9. Clean the scrape table, waste opening, soak sink, tools, floor, and splash zone as buildup occurs.
10. Report clogged drains, chemical problems, sharp objects, broken glass, or persistent soil.

98. Pre-Scraping and Soaking SOP - VERIFICATION & CUSTOMIZATION

MANAGER VERIFICATION:

☐ The employee can identify the dirty-to-clean flow, wash/rinse/sanitize control, chemical or temperature limit, and failure escalation for pre-scraping and soaking.

☐ Scrape food into the approved waste container using the designated tool rather than hands or spray pressure.

☐ Use only approved soaking solution, container, dilution, and maximum soak time.

☐ Change soak water when cold, greasy, overloaded, contaminated, or outside the approved chemical range.

☐ Rinse or transfer items according to the next warewashing step and do not treat soaking as washing or sanitizing.

☐ Report clogged drains, chemical problems, sharp objects, broken glass, or persistent soil.

COMMON MISTAKES TO AVOID:

- Performing pre-scraping and soaking without dirty-to-clean separation, correct racks, approved chemicals, and required PPE.
- Skipping scraping, washing, rinsing, sanitizing, testing, or air-drying steps.
- Stacking or storing wet, chipped, soiled, or contaminated wares.
- Continuing after chemical, temperature, pressure, drainage, machine, or breakage failure.
- Ending without cleaning the area, documenting checks, and manager verification.

RESTAURANT-SPECIFIC CUSTOMIZATION:

- Dish machine, sink, chemical, water, rack, or warewashing standard: _____
- Required temperature, sanitizer concentration, pressure, or test method: _____
- Dirty-to-clean flow, air-dry, storage, breakage, or utensil-separation control: _____
- Machine-failure fallback, manager escalation, or service-call contact: _____
- PPE, chemical label/SDS, food code, or manufacturer requirement reviewed: _____
- Restaurant-specific dish-pit layout, staffing, route, or closing 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. Dish Machine Operation SOP

SOP ID	V2-099	**VERSION**	1.0
EFFECTIVE DATE	_____	**OWNER**	_____
APPROVED BY	_____	**NEXT REVIEW**	_____

PURPOSE: To operate the dish machine with correct loading, temperatures or chemical concentration, contact time, air-drying, records, and corrective action.

APPLIES TO: Dish employees, utility employees, kitchen leads, trainers, and managers.

RESPONSIBILITY: Dish employees follow the approved sequence. Management verifies chemicals, temperatures, air-drying, storage, and corrective action.

WHEN USED: During opening, active warewashing, chemical or temperature checks, storage, cleaning, and closing.

REQUIRED MATERIALS / INFORMATION:

- Current warewashing procedure and machine instructions
- Approved detergent, sanitizer, and test supplies
- Racks, brushes, scrapers, and protective equipment
- Temperature or chemical monitoring log
- Manager and maintenance contact information

CRITICAL STANDARDS:

- Items move from dirty to clean without cross-contamination.
- Required wash, rinse, sanitize, temperature, concentration, and contact-time controls are verified.
- Clean items air-dry completely and are stored protected from contamination.
- Machine, chemical, plumbing, or cleanliness failures stop affected use until corrected.

PROCEDURE:

1. Inspect the dirty-to-clean flow, sinks, machine, chemicals, drains, racks, tools, and clean storage.
2. Put on required PPE and prepare approved detergent, sanitizer, test supplies, and water conditions.
3. Separate sharp, fragile, chemical, heavily soiled, and special-handling items.
4. Verify chemical supply, temperatures, pressure, screens, spray arms, drains, and test results.
5. Pre-scrape and rack items so all surfaces receive wash and rinse action.
6. Run the full approved cycle and inspect items for soil, film, damage, and sanitizer result.
7. Rewash failed items and stop the machine for unresolved chemical, temperature, or mechanical failure.
8. Inspect finished items and return only clean, dry, intact ware to protected storage.
9. Correct failed temperature, chemical, soil, damage, plumbing, or machine conditions.
10. Clean and reset the area and complete the required log and manager verification.

99. Dish Machine Operation SOP - VERIFICATION & CUSTOMIZATION

MANAGER VERIFICATION:

☐ The employee can identify the dirty-to-clean flow, wash/rinse/sanitize control, chemical or temperature limit, and failure escalation for dish machine operation.

☐ Put on required PPE and prepare approved detergent, sanitizer, test supplies, and water conditions.

☐ Verify chemical supply, temperatures, pressure, screens, spray arms, drains, and test results.

☐ Run the full approved cycle and inspect items for soil, film, damage, and sanitizer result.

☐ Inspect finished items and return only clean, dry, intact ware to protected storage.

☐ Clean and reset the area and complete the required log and manager verification.

COMMON MISTAKES TO AVOID:

- Performing dish machine operation without dirty-to-clean separation, correct racks, approved chemicals, and required PPE.
- Skipping scraping, washing, rinsing, sanitizing, testing, or air-drying steps.
- Stacking or storing wet, chipped, soiled, or contaminated wares.
- Continuing after chemical, temperature, pressure, drainage, machine, or breakage failure.
- Ending without cleaning the area, documenting checks, and manager verification.

RESTAURANT-SPECIFIC CUSTOMIZATION:

- Dish machine, sink, chemical, water, rack, or warewashing standard: _____
- Required temperature, sanitizer concentration, pressure, or test method: _____
- Dirty-to-clean flow, air-dry, storage, breakage, or utensil-separation control: _____
- Machine-failure fallback, manager escalation, or service-call contact: _____
- PPE, chemical label/SDS, food code, or manufacturer requirement reviewed: _____
- Restaurant-specific dish-pit layout, staffing, route, or closing 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. Three-Compartment Sink Warewashing SOP

SOP ID	V2-100	**VERSION**	1.0
EFFECTIVE DATE	_____	**OWNER**	_____
APPROVED BY	_____	**NEXT REVIEW**	_____

PURPOSE: To apply and document the approved food-safety limits, measuring tools, monitoring frequency, corrective actions, and manager verification for three-compartment sink warewashing.

APPLIES TO: Dish employees, utility employees, kitchen leads, trainers, and managers.

RESPONSIBILITY: Dish employees follow the approved sequence. Management verifies chemicals, temperatures, air-drying, storage, and corrective action.

WHEN USED: During opening, active warewashing, chemical or temperature checks, storage, cleaning, and closing.

REQUIRED MATERIALS / INFORMATION:

- Current warewashing procedure and machine instructions
- Approved detergent, sanitizer, and test supplies
- Racks, brushes, scrapers, and protective equipment
- Temperature or chemical monitoring log
- Manager and maintenance contact information

CRITICAL STANDARDS:

- Items move from dirty to clean without cross-contamination.
- Required wash, rinse, sanitize, temperature, concentration, and contact-time controls are verified.
- Clean items air-dry completely and are stored protected from contamination.
- Machine, chemical, plumbing, or cleanliness failures stop affected use until corrected.

PROCEDURE:

1. Clean and set the wash, rinse, and sanitize compartments in the approved left-to-right or posted sequence.
2. Fill each compartment to the required level and verify wash temperature and sanitizer concentration.
3. Scrape and pre-rinse wares before placing them in the wash solution.
4. Wash each item completely with approved detergent and clean tools, changing water when soiled or ineffective.
5. Rinse away detergent and loosened soil in clean rinse water.
6. Fully immerse or expose each item to the approved sanitizer for the required contact time.
7. Test and record sanitizer concentration at opening, required intervals, and after solution changes.
8. Place sanitized wares on the clean drainboard or rack and allow complete air-drying.
9. Never towel-dry, stack wet items, mix dirty and clean wares, or use the sink for food preparation during warewashing.
10. Drain, clean, sanitize, and reset the sink and record corrective action or manager verification.

100. Three-Compartment Sink Warewashing SOP - VERIFICATION & CUSTOMIZATION

MANAGER VERIFICATION:

☐ The employee can identify the dirty-to-clean flow, wash/rinse/sanitize control, chemical or temperature limit, and failure escalation for three-compartment sink warewashing.
☐ Fill each compartment to the required level and verify wash temperature and sanitizer concentration.
☐ Wash each item completely with approved detergent and clean tools, changing water when soiled or ineffective.
☐ Fully immerse or expose each item to the approved sanitizer for the required contact time.
☐ Place sanitized wares on the clean drainboard or rack and allow complete air-drying.
☐ Drain, clean, sanitize, and reset the sink and record corrective action or manager verification.

COMMON MISTAKES TO AVOID:

- Performing three-compartment sink warewashing without the current approved limit, clean tools, test method, timer, and record.
- Guessing temperature, concentration, contact time, or elapsed time instead of measuring.
- Continuing with an out-of-limit result without approved corrective action.
- Backfilling, altering, or omitting monitoring records.
- Failing to verify product disposition, sanitation, equipment condition, and manager review.

RESTAURANT-SPECIFIC CUSTOMIZATION:

- Dish machine, sink, chemical, water, rack, or warewashing standard: _____
- Required temperature, sanitizer concentration, pressure, or test method: _____
- Dirty-to-clean flow, air-dry, storage, breakage, or utensil-separation control: _____
- Machine-failure fallback, manager escalation, or service-call contact: _____
- PPE, chemical label/SDS, food code, or manufacturer requirement reviewed: _____
- Restaurant-specific dish-pit layout, staffing, route, or closing 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. Pot and Pan Washing SOP

SOP ID	V2-101	**VERSION**	1.0
EFFECTIVE DATE	_____	**OWNER**	_____
APPROVED BY	_____	**NEXT REVIEW**	_____

PURPOSE: To make sure pots, pans, sheet trays, utensils, and kitchen tools are washed, sanitized, dried, and returned properly.

APPLIES TO: Dishwasher, cook, prep cook, kitchen lead, or employee assigned to pot and pan washing.

RESPONSIBILITY: Dish employees follow the approved sequence. Management verifies chemicals, temperatures, air-drying, storage, and corrective action.

WHEN USED: During prep, during service, after rushes, during closing, and any time kitchen tools or pans are needed.

REQUIRED MATERIALS / INFORMATION:

- Three-compartment sink if applicable
- Dish machine if applicable
- Scrub pads or brushes
- Approved detergent
- Approved sanitizer

CRITICAL STANDARDS:

- Pots, pans, trays, and tools are clean, sanitized, dry, and returned to the correct area.
- Use chemicals according to label and restaurant policy.
- Do not mix chemicals.
- Use caution with hot pans and sharp utensils.

PROCEDURE:

1. Scrape food from pots, pans, and tools.
2. Sort heavy items safely.
3. Soak items if needed and approved.
4. Wash items according to restaurant procedure.
5. Scrub food residue, grease, and buildup.
6. Rinse items thoroughly.
7. Sanitize items according to policy.
8. Allow items to air dry according to policy.
9. Check items before storing.
10. Rewash items that still have residue. Return clean items to the correct location. Communicate urgent kitchen tools or pans.

101. Pot and Pan Washing SOP - VERIFICATION & CUSTOMIZATION

MANAGER VERIFICATION:

☐ The employee can identify the dirty-to-clean flow, wash/rinse/sanitize control, chemical or temperature limit, and failure escalation for pot and pan washing.

☐ Sort heavy items safely.

☐ Wash items according to restaurant procedure.

☐ Rinse items thoroughly.

☐ Allow items to air dry according to policy.

☐ Rewash items that still have residue. Return clean items to the correct location. Communicate urgent kitchen tools or pans.

COMMON MISTAKES TO AVOID:

- Performing pot and pan washing without dirty-to-clean separation, correct racks, approved chemicals, and required PPE.
- Skipping scraping, washing, rinsing, sanitizing, testing, or air-drying steps.
- Stacking or storing wet, chipped, soiled, or contaminated wares.
- Continuing after chemical, temperature, pressure, drainage, machine, or breakage failure.
- Ending without cleaning the area, documenting checks, and manager verification.

RESTAURANT-SPECIFIC CUSTOMIZATION:

- Dish machine, sink, chemical, water, rack, or warewashing standard: _____
- Required temperature, sanitizer concentration, pressure, or test method: _____
- Dirty-to-clean flow, air-dry, storage, breakage, or utensil-separation control: _____
- Machine-failure fallback, manager escalation, or service-call contact: _____
- PPE, chemical label/SDS, food code, or manufacturer requirement reviewed: _____
- Restaurant-specific dish-pit layout, staffing, route, or closing 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. Silverware Washing and Polishing SOP

SOP ID	V2-102	**VERSION**	1.0
EFFECTIVE DATE	_____	**OWNER**	_____
APPROVED BY	_____	**NEXT REVIEW**	_____

PURPOSE: To make sure silverware is cleaned, handled, sorted, polished if required, and stocked properly for service.

APPLIES TO: Dishwasher, server, busser, host if assigned, bartender if applicable, or manager on duty.

RESPONSIBILITY: Dish employees follow the approved sequence. Management verifies chemicals, temperatures, air-drying, storage, and corrective action.

WHEN USED: During opening, service, restocking, after dish cycles, during rolling or polishing, and during closing.

REQUIRED MATERIALS / INFORMATION:

- Silverware bins
- Silverware baskets
- Dish machine
- Clean towels if approved
- Polishing cloths if used

CRITICAL STANDARDS:

- Silverware is clean, dry, sorted, handled safely, stocked correctly, and ready for guest use.
- Handle clean silverware by handles when possible.
- Do not mix dirty and clean silverware.
- Do not place clean silverware on dirty surfaces.

PROCEDURE:

1. Place dirty silverware in the correct bin or basket.
2. Remove excess food before washing when required.
3. Run silverware through the dish machine according to procedure.
4. Check silverware after washing.
5. Rewash any dirty or questionable pieces.
6. Allow silverware to dry according to policy.
7. Sort silverware by type.
8. Polish or roll according to restaurant procedure if required.
9. Store clean silverware in the correct clean area.
10. Stock server stations or dining areas according to par. Report low silverware levels during rushes. Remove bent, damaged.

102. Silverware Washing and Polishing SOP - VERIFICATION & CUSTOMIZATION

MANAGER VERIFICATION:

☐ The employee can identify the dirty-to-clean flow, wash/rinse/sanitize control, chemical or temperature limit, and failure escalation for silverware washing and polishing.

☐ Remove excess food before washing when required.

☐ Check silverware after washing.

☐ Allow silverware to dry according to policy.

☐ Polish or roll according to restaurant procedure if required.

☐ Stock server stations or dining areas according to par. Report low silverware levels during rushes. Remove bent, damaged.

COMMON MISTAKES TO AVOID:

- Performing silverware washing and polishing without dirty-to-clean separation, correct racks, approved chemicals, and required PPE.
- Skipping scraping, washing, rinsing, sanitizing, testing, or air-drying steps.
- Stacking or storing wet, chipped, soiled, or contaminated wares.
- Continuing after chemical, temperature, pressure, drainage, machine, or breakage failure.
- Ending without cleaning the area, documenting checks, and manager verification.

RESTAURANT-SPECIFIC CUSTOMIZATION:

- Dish machine, sink, chemical, water, rack, or warewashing standard: _____
- Required temperature, sanitizer concentration, pressure, or test method: _____
- Dirty-to-clean flow, air-dry, storage, breakage, or utensil-separation control: _____
- Machine-failure fallback, manager escalation, or service-call contact: _____
- PPE, chemical label/SDS, food code, or manufacturer requirement reviewed: _____
- Restaurant-specific dish-pit layout, staffing, route, or closing 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. Glassware Washing and Inspection SOP

SOP ID	V2-103	**VERSION**	1.0
EFFECTIVE DATE	_____	**OWNER**	_____
APPROVED BY	_____	**NEXT REVIEW**	_____

PURPOSE: To make sure glassware is washed, handled, stored, and stocked safely and properly.

APPLIES TO: Dishwasher, bartender, barback, server, busser, or manager on duty.

RESPONSIBILITY: Dish employees follow the approved sequence. Management verifies chemicals, temperatures, air-drying, storage, and corrective action.

WHEN USED: During opening, service, dish cycles, bar restocking, server station restocking, and closing.

REQUIRED MATERIALS / INFORMATION:

- Glass racks
- Dish machine or glass washer
- Clean storage shelves
- Polishing cloths if used
- Broken glass container if applicable

CRITICAL STANDARDS:

- Glassware is clean, dry, undamaged, stored safely, and ready for guest use.
- Handle glass carefully.
- Do not use chipped or cracked glassware.
- Follow broken glass procedure.

PROCEDURE:

1. Place dirty glassware in proper glass racks.
2. Do not stack glassware unsafely.
3. Check for cracks, chips, or broken pieces.
4. Run glassware through approved washing process.
5. Allow glassware to dry according to policy.
6. Check for spots, lipstick, debris, cracks, or chips.
7. Rewash questionable glassware.
8. Remove damaged glassware from service.
9. Store clean glassware in the correct area.
10. Stock bar, server stations, or dining areas according to par. Report broken glass or low glassware levels to manager.

103. Glassware Washing and Inspection SOP - VERIFICATION & CUSTOMIZATION

MANAGER VERIFICATION:

☐ The employee can identify the dirty-to-clean flow, wash/rinse/sanitize control, chemical or temperature limit, and failure escalation for glassware washing and inspection.

☐ Do not stack glassware unsafely.

☐ Run glassware through approved washing process.

☐ Check for spots, lipstick, debris, cracks, or chips.

☐ Remove damaged glassware from service.

☐ Stock bar, server stations, or dining areas according to par. Report broken glass or low glassware levels to manager.

COMMON MISTAKES TO AVOID:

- Performing glassware washing and inspection without dirty-to-clean separation, correct racks, approved chemicals, and required PPE.
- Skipping scraping, washing, rinsing, sanitizing, testing, or air-drying steps.
- Stacking or storing wet, chipped, soiled, or contaminated wares.
- Continuing after chemical, temperature, pressure, drainage, machine, or breakage failure.
- Ending without cleaning the area, documenting checks, and manager verification.

RESTAURANT-SPECIFIC CUSTOMIZATION:

- Dish machine, sink, chemical, water, rack, or warewashing standard: _____
- Required temperature, sanitizer concentration, pressure, or test method: _____
- Dirty-to-clean flow, air-dry, storage, breakage, or utensil-separation control: _____
- Machine-failure fallback, manager escalation, or service-call contact: _____
- PPE, chemical label/SDS, food code, or manufacturer requirement reviewed: _____
- Restaurant-specific dish-pit layout, staffing, route, or closing 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. Dish Rack Loading SOP

SOP ID	V2-104	**VERSION**	1.0
EFFECTIVE DATE	_____	**OWNER**	_____
APPROVED BY	_____	**NEXT REVIEW**	_____

PURPOSE: To load dish racks so water and sanitizer reach all surfaces while preventing nesting, breakage, blocked spray, and unsafe handling.

APPLIES TO: Dish employees, utility employees, kitchen leads, trainers, and managers.

RESPONSIBILITY: Dish employees follow the approved sequence. Management verifies chemicals, temperatures, air-drying, storage, and corrective action.

WHEN USED: During opening, active warewashing, chemical or temperature checks, storage, cleaning, and closing.

REQUIRED MATERIALS / INFORMATION:

- Current warewashing procedure and machine instructions
- Approved detergent, sanitizer, and test supplies
- Racks, brushes, scrapers, and protective equipment
- Temperature or chemical monitoring log
- Manager and maintenance contact information

CRITICAL STANDARDS:

- Items move from dirty to clean without cross-contamination.
- Required wash, rinse, sanitize, temperature, concentration, and contact-time controls are verified.
- Clean items air-dry completely and are stored protected from contamination.
- Machine, chemical, plumbing, or cleanliness failures stop affected use until corrected.

PROCEDURE:

1. Select the correct rack for plates, bowls, cups, glassware, utensils, pans, or specialty items.
2. Remove heavy food and debris before loading and keep sharp objects in the approved container.
3. Place items so spray reaches all surfaces and water can drain without nesting or shielding.
4. Keep delicate glassware and breakable items separate from heavy wares and metal utensils.
5. Face soiled surfaces toward the spray pattern and avoid overloading or stacking pieces together.
6. Load utensils and hollow items according to the approved orientation without creating hand hazards.
7. Keep the rack stable, within capacity, and clear of machine arms, curtains, and sensors.
8. Rewash items that shift, nest, retain soil, or block cleaning during the cycle.
9. Unload only from the clean side with clean hands and allow complete air-drying.
10. Inspect the rack and wares for soil, chips, breakage, standing water, and correct storage before reuse.

104. Dish Rack Loading SOP - VERIFICATION & CUSTOMIZATION

MANAGER VERIFICATION:

☐ The employee can identify the dirty-to-clean flow, wash/rinse/sanitize control, chemical or temperature limit, and failure escalation for dish rack loading.

☐ Remove heavy food and debris before loading and keep sharp objects in the approved container.

☐ Keep delicate glassware and breakable items separate from heavy wares and metal utensils.

☐ Load utensils and hollow items according to the approved orientation without creating hand hazards.

☐ Rewash items that shift, nest, retain soil, or block cleaning during the cycle.

☐ Inspect the rack and wares for soil, chips, breakage, standing water, and correct storage before reuse.

COMMON MISTAKES TO AVOID:

- Performing dish rack loading without dirty-to-clean separation, correct racks, approved chemicals, and required PPE.
- Skipping scraping, washing, rinsing, sanitizing, testing, or air-drying steps.
- Stacking or storing wet, chipped, soiled, or contaminated wares.
- Continuing after chemical, temperature, pressure, drainage, machine, or breakage failure.
- Ending without cleaning the area, documenting checks, and manager verification.

RESTAURANT-SPECIFIC CUSTOMIZATION:

- Dish machine, sink, chemical, water, rack, or warewashing standard: _____
- Required temperature, sanitizer concentration, pressure, or test method: _____
- Dirty-to-clean flow, air-dry, storage, breakage, or utensil-separation control: _____
- Machine-failure fallback, manager escalation, or service-call contact: _____
- PPE, chemical label/SDS, food code, or manufacturer requirement reviewed: _____
- Restaurant-specific dish-pit layout, staffing, route, or closing 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. Clean Dish Air-Drying SOP

SOP ID	V2-105	**VERSION**	1.0
EFFECTIVE DATE	_____	**OWNER**	_____
APPROVED BY	_____	**NEXT REVIEW**	_____

PURPOSE: To air-dry clean wares completely in a protected area without towel drying, stacking wet items, or recontaminating food-contact surfaces.

APPLIES TO: Dish employees, utility employees, kitchen leads, trainers, and managers.

RESPONSIBILITY: Dish employees follow the approved sequence. Management verifies chemicals, temperatures, air-drying, storage, and corrective action.

WHEN USED: During opening, active warewashing, chemical or temperature checks, storage, cleaning, and closing.

REQUIRED MATERIALS / INFORMATION:

- Current warewashing procedure and machine instructions
- Approved detergent, sanitizer, and test supplies
- Racks, brushes, scrapers, and protective equipment
- Temperature or chemical monitoring log
- Manager and maintenance contact information

CRITICAL STANDARDS:

- Items move from dirty to clean without cross-contamination.
- Required wash, rinse, sanitize, temperature, concentration, and contact-time controls are verified.
- Clean items air-dry completely and are stored protected from contamination.
- Machine, chemical, plumbing, or cleanliness failures stop affected use until corrected.

PROCEDURE:

1. Inspect the dirty-to-clean flow, sinks, machine, chemicals, drains, racks, tools, and clean storage.
2. Put on required PPE and prepare approved detergent, sanitizer, test supplies, and water conditions.
3. Separate sharp, fragile, chemical, heavily soiled, and special-handling items.
4. Place sanitized items on clean racks with drainage and airflow.
5. Keep hands, towels, nesting, stacking, and dirty splash from recontaminating wet surfaces.
6. Allow complete air-drying before handling or storage.
7. Rewash and sanitize any item touched, towel-dried, nested wet, or contaminated.
8. Inspect finished items and return only clean, dry, intact ware to protected storage.
9. Correct failed temperature, chemical, soil, damage, plumbing, or machine conditions.
10. Clean and reset the area and complete the required log and manager verification.

105. Clean Dish Air-Drying SOP - VERIFICATION & CUSTOMIZATION

MANAGER VERIFICATION:

☐ The employee can identify the dirty-to-clean flow, wash/rinse/sanitize control, chemical or temperature limit, and failure escalation for clean dish air-drying.
☐ Put on required PPE and prepare approved detergent, sanitizer, test supplies, and water conditions.
☐ Place sanitized items on clean racks with drainage and airflow.
☐ Allow complete air-drying before handling or storage.
☐ Inspect finished items and return only clean, dry, intact ware to protected storage.
☐ Clean and reset the area and complete the required log and manager verification.

COMMON MISTAKES TO AVOID:

• Performing clean dish air-drying without dirty-to-clean separation, correct racks, approved chemicals, and required PPE.
• Skipping scraping, washing, rinsing, sanitizing, testing, or air-drying steps.
• Stacking or storing wet, chipped, soiled, or contaminated wares.
• Continuing after chemical, temperature, pressure, drainage, machine, or breakage failure.
• Ending without cleaning the area, documenting checks, and manager verification.

RESTAURANT-SPECIFIC CUSTOMIZATION:

• Dish machine, sink, chemical, water, rack, or warewashing standard: _____
• Required temperature, sanitizer concentration, pressure, or test method: _____
• Dirty-to-clean flow, air-dry, storage, breakage, or utensil-separation control: _____
• Machine-failure fallback, manager escalation, or service-call contact: _____
• PPE, chemical label/SDS, food code, or manufacturer requirement reviewed: _____
• Restaurant-specific dish-pit layout, staffing, route, or closing 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. Clean Dish Storage SOP

SOP ID	V2-106	**VERSION**	1.0
EFFECTIVE DATE	_____	**OWNER**	_____
APPROVED BY	_____	**NEXT REVIEW**	_____

PURPOSE: To store clean dishes and utensils dry, protected, inverted or covered as appropriate, and separated from dirty or contaminated areas.

APPLIES TO: Dish employees, utility employees, kitchen leads, trainers, and managers.

RESPONSIBILITY: Dish employees follow the approved sequence. Management verifies chemicals, temperatures, air-drying, storage, and corrective action.

WHEN USED: During opening, active warewashing, chemical or temperature checks, storage, cleaning, and closing.

REQUIRED MATERIALS / INFORMATION:

- Current warewashing procedure and machine instructions
- Approved detergent, sanitizer, and test supplies
- Racks, brushes, scrapers, and protective equipment
- Temperature or chemical monitoring log
- Manager and maintenance contact information

CRITICAL STANDARDS:

- Items move from dirty to clean without cross-contamination.
- Required wash, rinse, sanitize, temperature, concentration, and contact-time controls are verified.
- Clean items air-dry completely and are stored protected from contamination.
- Machine, chemical, plumbing, or cleanliness failures stop affected use until corrected.

PROCEDURE:

1. Inspect the dirty-to-clean flow, sinks, machine, chemicals, drains, racks, tools, and clean storage.
2. Put on required PPE and prepare approved detergent, sanitizer, test supplies, and water conditions.
3. Separate sharp, fragile, chemical, heavily soiled, and special-handling items.
4. Confirm items are clean, dry, intact, and cool enough for storage.
5. Store inverted or covered as appropriate with food-contact surfaces protected.
6. Separate chemicals, personal items, dirty ware, floors, drains, and splash zones.
7. Remove damaged, soiled, wet-stacked, or improperly stored items for reprocessing.
8. Inspect finished items and return only clean, dry, intact ware to protected storage.
9. Correct failed temperature, chemical, soil, damage, plumbing, or machine conditions.
10. Clean and reset the area and complete the required log and manager verification.

106. Clean Dish Storage SOP - VERIFICATION & CUSTOMIZATION

MANAGER VERIFICATION:

☐ The employee can identify the dirty-to-clean flow, wash/rinse/sanitize control, chemical or temperature limit, and failure escalation for clean dish storage.
☐ Put on required PPE and prepare approved detergent, sanitizer, test supplies, and water conditions.
☐ Confirm items are clean, dry, intact, and cool enough for storage.
☐ Separate chemicals, personal items, dirty ware, floors, drains, and splash zones.
☐ Inspect finished items and return only clean, dry, intact ware to protected storage.
☐ Clean and reset the area and complete the required log and manager verification.

COMMON MISTAKES TO AVOID:

- Performing clean dish storage without dirty-to-clean separation, correct racks, approved chemicals, and required PPE.
- Skipping scraping, washing, rinsing, sanitizing, testing, or air-drying steps.
- Stacking or storing wet, chipped, soiled, or contaminated wares.
- Continuing after chemical, temperature, pressure, drainage, machine, or breakage failure.
- Ending without cleaning the area, documenting checks, and manager verification.

RESTAURANT-SPECIFIC CUSTOMIZATION:

- Dish machine, sink, chemical, water, rack, or warewashing standard: _____
- Required temperature, sanitizer concentration, pressure, or test method: _____
- Dirty-to-clean flow, air-dry, storage, breakage, or utensil-separation control: _____
- Machine-failure fallback, manager escalation, or service-call contact: _____
- PPE, chemical label/SDS, food code, or manufacturer requirement reviewed: _____
- Restaurant-specific dish-pit layout, staffing, route, or closing 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. Trash Removal from Dish Area SOP

SOP ID	V2-107	**VERSION**	1.0
EFFECTIVE DATE	_____	**OWNER**	_____
APPROVED BY	_____	**NEXT REVIEW**	_____

PURPOSE: To remove trash safely, cleanly, and according to restaurant standards.

APPLIES TO: Dishwasher, busser, cook, prep cook, server, bartender, manager, or assigned employee.

RESPONSIBILITY: Dish employees follow the approved sequence. Management verifies chemicals, temperatures, air-drying, storage, and corrective action.

WHEN USED: When trash reaches the approved limit, during scheduled removal periods, after rushes, at closing, or whenever waste creates odor, contamination, pest, or safety risk.

REQUIRED MATERIALS / INFORMATION:

- Trash bags
- Gloves if required
- Trash cart if used
- Dumpster access
- Broom

CRITICAL STANDARDS:

- Trash is removed before overflow, disposed of properly, and the area is left clean and safe.
- Do not overfill bags.
- Use caution with heavy bags.
- Watch for broken glass or sharp items.

PROCEDURE:

1. Check trash level.
2. Replace trash before it overflows.
3. Tie bag securely.
4. Use proper lifting technique.
5. Check for leaks or sharp items.
6. Carry or cart trash to approved disposal area.
7. Place trash in dumpster or approved container.
8. Close dumpster lid if required.
9. Clean trash can area if needed.
10. Replace liner. Wash hands after trash handling. Report broken glass, pest concerns, overflowing dumpsters, or unsafe.

107. Trash Removal from Dish Area SOP - VERIFICATION & CUSTOMIZATION

MANAGER VERIFICATION:

☐ The employee can identify the dirty-to-clean flow, wash/rinse/sanitize control, chemical or temperature limit, and failure escalation for trash removal from dish area.
☐ Replace trash before it overflows.
☐ Use proper lifting technique.
☐ Carry or cart trash to approved disposal area.
☐ Close dumpster lid if required.
☐ Replace liner. Wash hands after trash handling. Report broken glass, pest concerns, overflowing dumpsters, or unsafe.

COMMON MISTAKES TO AVOID:

- Performing trash removal from dish area without dirty-to-clean separation, correct racks, approved chemicals, and required PPE.
- Skipping scraping, washing, rinsing, sanitizing, testing, or air-drying steps.
- Stacking or storing wet, chipped, soiled, or contaminated wares.
- Continuing after chemical, temperature, pressure, drainage, machine, or breakage failure.
- Ending without cleaning the area, documenting checks, and manager verification.

RESTAURANT-SPECIFIC CUSTOMIZATION:

- Dish machine, sink, chemical, water, rack, or warewashing standard: _____
- Required temperature, sanitizer concentration, pressure, or test method: _____
- Dirty-to-clean flow, air-dry, storage, breakage, or utensil-separation control: _____
- Machine-failure fallback, manager escalation, or service-call contact: _____
- PPE, chemical label/SDS, food code, or manufacturer requirement reviewed: _____
- Restaurant-specific dish-pit layout, staffing, route, or closing 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. Dish Machine Chemical Check SOP

SOP ID	V2-108	**VERSION**	1.0
EFFECTIVE DATE	_____	**OWNER**	_____
APPROVED BY	_____	**NEXT REVIEW**	_____

PURPOSE: To verify dish-machine chemicals, concentration, supply, feed lines, and test results before and during use and stop operation when control is lost.

APPLIES TO: Dish employees, utility employees, kitchen leads, trainers, and managers.

RESPONSIBILITY: Dish employees follow the approved sequence. Management verifies chemicals, temperatures, air-drying, storage, and corrective action.

WHEN USED: During opening, active warewashing, chemical or temperature checks, storage, cleaning, and closing.

REQUIRED MATERIALS / INFORMATION:

- Current warewashing procedure and machine instructions
- Approved detergent, sanitizer, and test supplies
- Racks, brushes, scrapers, and protective equipment
- Temperature or chemical monitoring log
- Manager and maintenance contact information

CRITICAL STANDARDS:

- Items move from dirty to clean without cross-contamination.
- Required wash, rinse, sanitize, temperature, concentration, and contact-time controls are verified.
- Clean items air-dry completely and are stored protected from contamination.
- Machine, chemical, plumbing, or cleanliness failures stop affected use until corrected.

PROCEDURE:

1. Review the machine chemical requirements, product labels, SDS, test method, and approved operating range.
2. Confirm detergent, rinse aid, and sanitizer containers are correct, connected, labeled, upright, and not empty.
3. Inspect pickup tubes, caps, lines, pumps, alarms, and injection points for leaks, air gaps, kinks, or damage.
4. Run the approved priming or test cycle according to manufacturer instructions.
5. Test the final rinse or sanitizer using the approved strip, device, location, and timing.
6. Record the actual result and do not estimate from smell, color, or machine display alone.
7. Stop warewashing when chemical delivery or required results are outside the approved limit.
8. Notify the manager and use the approved three-compartment-sink fallback only when it can be controlled safely.
9. Replace chemicals or request service only through trained and authorized employees.
10. Retest, document corrective action, and obtain manager release before returning the machine to service.

108. Dish Machine Chemical Check SOP - VERIFICATION & CUSTOMIZATION

MANAGER VERIFICATION:

☐ The employee can identify the dirty-to-clean flow, wash/rinse/sanitize control, chemical or temperature limit, and failure escalation for dish machine chemical check.

☐ Confirm detergent, rinse aid, and sanitizer containers are correct, connected, labeled, upright, and not empty.

☐ Run the approved priming or test cycle according to manufacturer instructions.

☐ Record the actual result and do not estimate from smell, color, or machine display alone.

☐ Notify the manager and use the approved three-compartment-sink fallback only when it can be controlled safely.

☐ Retest, document corrective action, and obtain manager release before returning the machine to service.

COMMON MISTAKES TO AVOID:

- Performing dish machine chemical check without dirty-to-clean separation, correct racks, approved chemicals, and required PPE.
- Skipping scraping, washing, rinsing, sanitizing, testing, or air-drying steps.
- Stacking or storing wet, chipped, soiled, or contaminated wares.
- Continuing after chemical, temperature, pressure, drainage, machine, or breakage failure.
- Ending without cleaning the area, documenting checks, and manager verification.

RESTAURANT-SPECIFIC CUSTOMIZATION:

- Dish machine, sink, chemical, water, rack, or warewashing standard: _____
- Required temperature, sanitizer concentration, pressure, or test method: _____
- Dirty-to-clean flow, air-dry, storage, breakage, or utensil-separation control: _____
- Machine-failure fallback, manager escalation, or service-call contact: _____
- PPE, chemical label/SDS, food code, or manufacturer requirement reviewed: _____
- Restaurant-specific dish-pit layout, staffing, route, or closing 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. Dish Pit Cleaning SOP

SOP ID	V2-109	**VERSION**	1.0
EFFECTIVE DATE	_____	**OWNER**	_____
APPROVED BY	_____	**NEXT REVIEW**	_____

PURPOSE: To keep the dish pit clean, sanitary, organized, and safe during service and before closing.

APPLIES TO: Dishwasher, kitchen lead, manager, or assigned cleaning employee.

RESPONSIBILITY: Dish employees follow the approved sequence. Management verifies chemicals, temperatures, air-drying, storage, and corrective action.

WHEN USED: Before service, during required maintenance periods, after rushes, at closing, and whenever the dish area becomes soiled, unsafe, odorous, or difficult to operate.

REQUIRED MATERIALS / INFORMATION:

- Approved cleaner
- Approved sanitizer
- Brushes
- Scrub pads
- Broom

CRITICAL STANDARDS:

- The dish pit stays organized, clean, safe, and sanitary throughout the shift and is fully cleaned before closing.
- Use chemicals according to label and policy.
- Do not mix chemicals.
- Keep floors as dry as possible.

PROCEDURE:

1. Remove trash, food scraps, and clutter from the area.
2. Keep the dirty dish area organized.
3. Keep the clean landing area clear and protected.
4. Wipe and clean work surfaces as needed.
5. Clean sprayer, sink edges, and splash areas.
6. Remove food buildup from drains or traps according to procedure.
7. Sweep food and debris from floors when safe.
8. Mop or squeegee wet areas as needed.
9. Clean around trash cans.
10. Clean the machine exterior and surrounding area and report leaks, odors, pests, broken glass, chemical problems, or unsafe conditions.

109. Dish Pit Cleaning SOP - VERIFICATION & CUSTOMIZATION

MANAGER VERIFICATION:

☐ The employee can identify the dirty-to-clean flow, wash/rinse/sanitize control, chemical or temperature limit, and failure escalation for dish pit cleaning.
☐ Keep the dirty dish area organized.
☐ Wipe and clean work surfaces as needed.
☐ Remove food buildup from drains or traps according to procedure.
☐ Mop or squeegee wet areas as needed.
☐ Clean the machine exterior and surrounding area and report leaks, odors, pests, broken glass, chemical problems, or unsafe conditions.

COMMON MISTAKES TO AVOID:

- Performing dish pit cleaning without dirty-to-clean separation, correct racks, approved chemicals, and required PPE.
- Skipping scraping, washing, rinsing, sanitizing, testing, or air-drying steps.
- Stacking or storing wet, chipped, soiled, or contaminated wares.
- Continuing after chemical, temperature, pressure, drainage, machine, or breakage failure.
- Ending without cleaning the area, documenting checks, and manager verification.

RESTAURANT-SPECIFIC CUSTOMIZATION:

- Dish machine, sink, chemical, water, rack, or warewashing standard: _____
- Required temperature, sanitizer concentration, pressure, or test method: _____
- Dirty-to-clean flow, air-dry, storage, breakage, or utensil-separation control: _____
- Machine-failure fallback, manager escalation, or service-call contact: _____
- PPE, chemical label/SDS, food code, or manufacturer requirement reviewed: _____
- Restaurant-specific dish-pit layout, staffing, route, or closing 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. Dish Pit Closing SOP

SOP ID	V2-110	**VERSION**	1.0
EFFECTIVE DATE	_____	**OWNER**	_____
APPROVED BY	_____	**NEXT REVIEW**	_____

PURPOSE: To close dish pit through a verified sequence that protects food, equipment, chemicals, records, and next-shift readiness.

APPLIES TO: Dish employees, utility employees, kitchen leads, trainers, and managers.

RESPONSIBILITY: Dish employees follow the approved sequence. Management verifies chemicals, temperatures, air-drying, storage, and corrective action.

WHEN USED: During opening, active warewashing, chemical or temperature checks, storage, cleaning, and closing.

REQUIRED MATERIALS / INFORMATION:

- Current warewashing procedure and machine instructions
- Approved detergent, sanitizer, and test supplies
- Racks, brushes, scrapers, and protective equipment
- Temperature or chemical monitoring log
- Manager and maintenance contact information

CRITICAL STANDARDS:

- Items move from dirty to clean without cross-contamination.
- Required wash, rinse, sanitize, temperature, concentration, and contact-time controls are verified.
- Clean items air-dry completely and are stored protected from contamination.
- Machine, chemical, plumbing, or cleanliness failures stop affected use until corrected.

PROCEDURE:

1. Inspect the dirty-to-clean flow, sinks, machine, chemicals, drains, racks, tools, and clean storage.
2. Put on required PPE and prepare approved detergent, sanitizer, test supplies, and water conditions.
3. Separate sharp, fragile, chemical, heavily soiled, and special-handling items.
4. Finish all ware and return clean items to protected storage.
5. Drain, disassemble, clean, rinse, and sanitize the machine, sinks, screens, arms, and removable parts.
6. Clean floors, walls, drains, carts, racks, trash areas, and chemical containers.
7. Reassemble, leave equipment in the approved state, and obtain manager verification.
8. Inspect finished items and return only clean, dry, intact ware to protected storage.
9. Correct failed temperature, chemical, soil, damage, plumbing, or machine conditions.
10. Clean and reset the area and complete the required log and manager verification.

110. Dish Pit Closing SOP - VERIFICATION & CUSTOMIZATION

MANAGER VERIFICATION:

☐ The employee can identify the dirty-to-clean flow, wash/rinse/sanitize control, chemical or temperature limit, and failure escalation for dish pit closing.
☐ Put on required PPE and prepare approved detergent, sanitizer, test supplies, and water conditions.
☐ Finish all ware and return clean items to protected storage.
☐ Clean floors, walls, drains, carts, racks, trash areas, and chemical containers.
☐ Inspect finished items and return only clean, dry, intact ware to protected storage.
☐ Clean and reset the area and complete the required log and manager verification.

COMMON MISTAKES TO AVOID:

• Performing dish pit closing without dirty-to-clean separation, correct racks, approved chemicals, and required PPE.
• Skipping scraping, washing, rinsing, sanitizing, testing, or air-drying steps.
• Stacking or storing wet, chipped, soiled, or contaminated wares.
• Continuing after chemical, temperature, pressure, drainage, machine, or breakage failure.
• Ending without cleaning the area, documenting checks, and manager verification.

RESTAURANT-SPECIFIC CUSTOMIZATION:

• Dish machine, sink, chemical, water, rack, or warewashing standard: _____
• Required temperature, sanitizer concentration, pressure, or test method: _____
• Dirty-to-clean flow, air-dry, storage, breakage, or utensil-separation control: _____
• Machine-failure fallback, manager escalation, or service-call contact: _____
• PPE, chemical label/SDS, food code, or manufacturer requirement reviewed: _____
• Restaurant-specific dish-pit layout, staffing, route, or closing 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

CLEANING & SANITATION

20 ready-to-customize SOPs

These SOPs control scheduled cleaning, dining and kitchen sanitation, restrooms, storage areas, high-touch surfaces, spills, bodily fluids, and chemical response.

111. Master Cleaning Schedule SOP

SOP ID	V2-111	**VERSION**	1.0
EFFECTIVE DATE	_____	**OWNER**	_____
APPROVED BY	_____	**NEXT REVIEW**	_____

PURPOSE: To maintain a complete master cleaning schedule with assigned areas, frequencies, methods, chemicals, verification, and documented completion.

APPLIES TO: Assigned cleaning employees, department employees, shift leads, and managers.

RESPONSIBILITY: The assigned employee cleans and sanitizes safely. Management verifies the area, chemical use, records, and unresolved hazards.

WHEN USED: At the scheduled frequency, after contamination or spills, and before the area is released for normal use.

REQUIRED MATERIALS / INFORMATION:

- Current cleaning schedule and area checklist
- Approved labeled chemicals and SDS access
- Required PPE, caution signs, and barriers
- Clean tools, cloths, brushes, and waste supplies
- Manager verification and issue log

CRITICAL STANDARDS:

- Employees use only approved chemicals, labels, dilution, PPE, and application methods.
- Food, utensils, guests, employees, and clean areas are protected during cleaning.
- Cleaning tools do not move contamination between restrooms, floors, food areas, and dining areas.
- The area is reopened only after hazards, residue, moisture, waste, and signage are resolved.

PROCEDURE:

1. Review the current master cleaning schedule by area, surface, equipment, frequency, method, and responsible position.
2. Confirm each task lists the approved cleaner or sanitizer, tools, PPE, contact time, and verification standard.
3. Assign daily, weekly, monthly, seasonal, and shutdown tasks around service and food-production risk.
4. Coordinate tasks that require equipment shutdown, vendor access, ladders, ventilation, or restricted areas.
5. Check completed work through direct inspection rather than accepting initials alone.
6. Reassign missed or failed tasks with an owner, deadline, and reinspection time.
7. Record chemical, equipment, pest, damage, drainage, and access issues discovered during cleaning.
8. Compare repeated failures with staffing, training, tools, schedule timing, and maintenance needs.
9. Update the schedule when menus, equipment, layout, regulations, or operating hours change.
10. Retain completion records and review overdue and recurring items at the manager checkpoint.

111. Master Cleaning Schedule SOP - VERIFICATION & CUSTOMIZATION

MANAGER VERIFICATION:

☐ The employee can identify the approved chemical or method, PPE, area-control step, contact time, and reopening standard for master cleaning schedule.
☐ Confirm each task lists the approved cleaner or sanitizer, tools, PPE, contact time, and verification standard.
☐ Coordinate tasks that require equipment shutdown, vendor access, ladders, ventilation, or restricted areas.
☐ Reassign missed or failed tasks with an owner, deadline, and reinspection time.
☐ Compare repeated failures with staffing, training, tools, schedule timing, and maintenance needs.
☐ Retain completion records and review overdue and recurring items at the manager checkpoint.

COMMON MISTAKES TO AVOID:

- Starting master cleaning schedule without closing the area, protecting food and guests, and gathering the approved chemical, tools, PPE, and signs.
- Using the wrong dilution, surface, temperature, contact time, or incompatible chemical.
- Moving soil from dirty areas onto clean areas or using the same tools across zones.
- Leaving wet floors, residue, waste, odors, blocked access, or unresolved damage.
- Reopening without inspection, required sanitation/disinfection, documentation, and manager release.

RESTAURANT-SPECIFIC CUSTOMIZATION:

- Approved cleaner, sanitizer, disinfectant, dilution, or contact-time standard: _____
- Area tools, PPE, warning signs, spill kit, or cleanup equipment: _____
- Cleaning frequency, master schedule, inspection, or reopening target: _____
- Food, guest, employee, ventilation, drainage, or access protection steps: _____
- Chemical label/SDS, health code, bloodborne-pathogen, or local disposal requirement reviewed: ____
- Restaurant-specific surface, zone, sequence, or corrective-action 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. Dining Room Cleaning SOP

SOP ID	V2-112	**VERSION**	1.0
EFFECTIVE DATE	_____	**OWNER**	_____
APPROVED BY	_____	**NEXT REVIEW**	_____

PURPOSE: To keep the dining room clean, organized, safe, and guest-ready before, during, and after service.

APPLIES TO: Servers, hosts, bussers, food runners, shift leads, managers, or assigned cleaning employee.

RESPONSIBILITY: The assigned employee cleans and sanitizes safely. Management verifies the area, chemical use, records, and unresolved hazards.

WHEN USED: Before opening

REQUIRED MATERIALS / INFORMATION:

- Approved cleaner
- Sanitizer if required
- Clean towels
- Broom
- Dustpan

CRITICAL STANDARDS:

- The dining room is clean, safe, organized, and ready for guests throughout the shift.
- Use approved cleaning chemicals.
- Do not spray chemicals near guests or food.
- Keep floors dry and safe.

PROCEDURE:

1. Check assigned dining room area.
2. Remove trash, crumbs, dirty dishes, and unnecessary items.
3. Clean tables according to restaurant standard.
4. Clean chairs, booths, and seating surfaces as needed.
5. Check floors under and around tables.
6. Reset tables according to restaurant standard.
7. Check menus, condiments, table tents, and guest-facing items if applicable.
8. Check windows, ledges, walls, and high-touch areas according to assignment.
9. Address spills immediately.
10. Remove trash as scheduled and report broken furniture, unsafe floors, pests, lighting problems, or guest-impacting conditions to the manager.

112. Dining Room Cleaning SOP - VERIFICATION & CUSTOMIZATION

MANAGER VERIFICATION:

☐ The employee can identify the approved chemical or method, PPE, area-control step, contact time, and reopening standard for dining room cleaning.
☐ Remove trash, crumbs, dirty dishes, and unnecessary items.
☐ Clean chairs, booths, and seating surfaces as needed.
☐ Reset tables according to restaurant standard.
☐ Check windows, ledges, walls, and high-touch areas according to assignment.
☐ Remove trash as scheduled and report broken furniture, unsafe floors, pests, lighting problems, or guest-impacting conditions to the manager.

COMMON MISTAKES TO AVOID:

• Starting dining room cleaning without closing the area, protecting food and guests, and gathering the approved chemical, tools, PPE, and signs.
• Using the wrong dilution, surface, temperature, contact time, or incompatible chemical.
• Moving soil from dirty areas onto clean areas or using the same tools across zones.
• Leaving wet floors, residue, waste, odors, blocked access, or unresolved damage.
• Reopening without inspection, required sanitation/disinfection, documentation, and manager release.

RESTAURANT-SPECIFIC CUSTOMIZATION:

• Approved cleaner, sanitizer, disinfectant, dilution, or contact-time standard: _____
• Area tools, PPE, warning signs, spill kit, or cleanup equipment: _____
• Cleaning frequency, master schedule, inspection, or reopening target: _____
• Food, guest, employee, ventilation, drainage, or access protection steps: _____
• Chemical label/SDS, health code, bloodborne-pathogen, or local disposal requirement reviewed: ____
• Restaurant-specific surface, zone, sequence, or corrective-action 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. Kitchen Floor Cleaning SOP

SOP ID	V2-113	**VERSION**	1.0
EFFECTIVE DATE	_____	**OWNER**	_____
APPROVED BY	_____	**NEXT REVIEW**	_____

PURPOSE: To keep kitchen floors clean, dry, safe, and free of food debris, grease, trash, and hazards.

APPLIES TO: Cooks, dishwashers, prep cooks, kitchen leads, managers, or assigned cleaning employee.

RESPONSIBILITY: The assigned employee cleans and sanitizes safely. Management verifies the area, chemical use, records, and unresolved hazards.

WHEN USED: Before opening if needed

REQUIRED MATERIALS / INFORMATION:

- Broom
- Dustpan
- Mop
- Mop bucket
- Approved floor cleaner / degreaser

CRITICAL STANDARDS:

- Kitchen floors are clean, safe, and free of food debris, grease buildup, trash, and standing water.
- Use wet floor signs when floors are wet.
- Use chemicals according to label and policy.
- Do not mix chemicals.

PROCEDURE:

1. Remove loose trash, food debris, and clutter from the floor.
2. Sweep assigned area.
3. Scrape stuck debris if needed and safe.
4. Place wet floor sign when mopping or when floor is wet.
5. Prepare mop bucket and cleaner according to policy.
6. Mop floor thoroughly.
7. Focus on corners, under equipment edges if assigned, and high-traffic areas.
8. Remove grease buildup using approved method.
9. Allow floor to dry or squeegee according to procedure.
10. Return cleaning tools to proper location. Empty and clean mop bucket according to policy. Report damaged floors, standing.

113. Kitchen Floor Cleaning SOP - VERIFICATION & CUSTOMIZATION

MANAGER VERIFICATION:

☐ The employee can identify the approved chemical or method, PPE, area-control step, contact time, and reopening standard for kitchen floor cleaning.
☐ Sweep assigned area.
☐ Place wet floor sign when mopping or when floor is wet.
☐ Mop floor thoroughly.
☐ Remove grease buildup using approved method.
☐ Return cleaning tools to proper location. Empty and clean mop bucket according to policy. Report damaged floors, standing.

COMMON MISTAKES TO AVOID:

• Starting kitchen floor cleaning without closing the area, protecting food and guests, and gathering the approved chemical, tools, PPE, and signs.
• Using the wrong dilution, surface, temperature, contact time, or incompatible chemical.
• Moving soil from dirty areas onto clean areas or using the same tools across zones.
• Leaving wet floors, residue, waste, odors, blocked access, or unresolved damage.
• Reopening without inspection, required sanitation/disinfection, documentation, and manager release.

RESTAURANT-SPECIFIC CUSTOMIZATION:

• Approved cleaner, sanitizer, disinfectant, dilution, or contact-time standard: _____
• Area tools, PPE, warning signs, spill kit, or cleanup equipment: _____
• Cleaning frequency, master schedule, inspection, or reopening target: _____
• Food, guest, employee, ventilation, drainage, or access protection steps: _____
• Chemical label/SDS, health code, bloodborne-pathogen, or local disposal requirement reviewed: ____
• Restaurant-specific surface, zone, sequence, or corrective-action 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. Restroom Check SOP

SOP ID	V2-114	**VERSION**	1.0
EFFECTIVE DATE	_____	**OWNER**	_____
APPROVED BY	_____	**NEXT REVIEW**	_____

PURPOSE: To make sure restrooms are clean, stocked, safe, and guest-ready throughout the shift.

APPLIES TO: Host, server, busser, bartender, cleaner, shift lead, manager, or assigned employee.

RESPONSIBILITY: The assigned employee cleans and sanitizes safely. Management verifies the area, chemical use, records, and unresolved hazards.

WHEN USED: Before opening

REQUIRED MATERIALS / INFORMATION:

- Restroom Checklist
- Gloves if required
- Approved cleaner
- Paper towels
- Toilet paper

CRITICAL STANDARDS:

- Restrooms are clean, stocked, odor-controlled, safe, and ready for guests.
- Use chemicals according to label and policy.
- Do not mix chemicals.
- Wear gloves if required.

PROCEDURE:

1. Knock or announce according to restaurant policy before entering.
2. Check restroom smell, appearance, and safety.
3. Check toilet paper.
4. Check soap.
5. Check paper towels or hand dryer.
6. Check trash level.
7. Check sinks, counters, mirrors, toilets, urinals, floors, and doors.
8. Clean minor issues if trained and assigned.
9. Restock supplies as needed.
10. Remove trash if needed. Place wet floor sign if floor is wet. Report major messes, plumbing problems, broken fixtures.

114. Restroom Check SOP - VERIFICATION & CUSTOMIZATION

MANAGER VERIFICATION:

☐ The employee can identify the approved chemical or method, PPE, area-control step, contact time, and reopening standard for restroom check.
☐ Check restroom smell, appearance, and safety.
☐ Check soap.
☐ Check trash level.
☐ Clean minor issues if trained and assigned.
☐ Remove trash if needed. Place wet floor sign if floor is wet. Report major messes, plumbing problems, broken fixtures.

COMMON MISTAKES TO AVOID:

- Starting restroom check without closing the area, protecting food and guests, and gathering the approved chemical, tools, PPE, and signs.
- Using the wrong dilution, surface, temperature, contact time, or incompatible chemical.
- Moving soil from dirty areas onto clean areas or using the same tools across zones.
- Leaving wet floors, residue, waste, odors, blocked access, or unresolved damage.
- Reopening without inspection, required sanitation/disinfection, documentation, and manager release.

RESTAURANT-SPECIFIC CUSTOMIZATION:

- Approved cleaner, sanitizer, disinfectant, dilution, or contact-time standard: _____
- Area tools, PPE, warning signs, spill kit, or cleanup equipment: _____
- Cleaning frequency, master schedule, inspection, or reopening target: _____
- Food, guest, employee, ventilation, drainage, or access protection steps: _____
- Chemical label/SDS, health code, bloodborne-pathogen, or local disposal requirement reviewed: ____
- Restaurant-specific surface, zone, sequence, or corrective-action 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. Restroom Deep Cleaning SOP

SOP ID	V2-115	**VERSION**	1.0
EFFECTIVE DATE	_____	**OWNER**	_____
APPROVED BY	_____	**NEXT REVIEW**	_____

PURPOSE: To complete restroom deep cleaning safely using the approved chemical, concentration, contact time, PPE, area control, food protection, and manager verification.

APPLIES TO: Assigned cleaning employees, department employees, shift leads, and managers.

RESPONSIBILITY: The assigned employee cleans and sanitizes safely. Management verifies the area, chemical use, records, and unresolved hazards.

WHEN USED: At the scheduled frequency, after contamination or spills, and before the area is released for normal use.

REQUIRED MATERIALS / INFORMATION:

- Current cleaning schedule and area checklist
- Approved labeled chemicals and SDS access
- Required PPE, caution signs, and barriers
- Clean tools, cloths, brushes, and waste supplies
- Manager verification and issue log

CRITICAL STANDARDS:

- Employees use only approved chemicals, labels, dilution, PPE, and application methods.
- Food, utensils, guests, employees, and clean areas are protected during cleaning.
- Cleaning tools do not move contamination between restrooms, floors, food areas, and dining areas.
- The area is reopened only after hazards, residue, moisture, waste, and signage are resolved.

PROCEDURE:

1. Close or control the restroom and post approved signs before beginning deep cleaning.
2. Put on required PPE and remove trash, liners, consumables, personal items, and removable debris.
3. Apply approved cleaner to toilets, urinals, partitions, sinks, fixtures, dispensers, doors, and high-touch points.
4. Allow required dwell time and use dedicated color-coded tools that never enter food areas.
5. Scrub bowls, undersides, grout, corners, vents, walls, bases, and hard-to-reach buildup.
6. Rinse or remove residue as required and disinfect approved surfaces at the labeled concentration and contact time.
7. Clean mirrors, stainless surfaces, dispensers, baby-changing equipment, and accessibility fixtures.
8. Clean and dry floors from the farthest point toward the exit and keep warning signs in place.
9. Restock supplies and report leaks, damage, pests, odors, lighting, ventilation, or accessibility problems.
10. Manager-inspect cleanliness, odor, dryness, supplies, and function before reopening.

115. Restroom Deep Cleaning SOP - VERIFICATION & CUSTOMIZATION

MANAGER VERIFICATION:

☐ The employee can identify the approved chemical or method, PPE, area-control step, contact time, and reopening standard for restroom deep cleaning.
☐ Put on required PPE and remove trash, liners, consumables, personal items, and removable debris.
☐ Allow required dwell time and use dedicated color-coded tools that never enter food areas.
☐ Rinse or remove residue as required and disinfect approved surfaces at the labeled concentration and contact time.
☐ Clean and dry floors from the farthest point toward the exit and keep warning signs in place.
☐ Manager-inspect cleanliness, odor, dryness, supplies, and function before reopening.

COMMON MISTAKES TO AVOID:

• Starting restroom deep cleaning without closing the area, protecting food and guests, and gathering the approved chemical, tools, PPE, and signs.
• Using the wrong dilution, surface, temperature, contact time, or incompatible chemical.
• Moving soil from dirty areas onto clean areas or using the same tools across zones.
• Leaving wet floors, residue, waste, odors, blocked access, or unresolved damage.
• Reopening without inspection, required sanitation/disinfection, documentation, and manager release.

RESTAURANT-SPECIFIC CUSTOMIZATION:

• Approved cleaner, sanitizer, disinfectant, dilution, or contact-time standard: _____
• Area tools, PPE, warning signs, spill kit, or cleanup equipment: _____
• Cleaning frequency, master schedule, inspection, or reopening target: _____
• Food, guest, employee, ventilation, drainage, or access protection steps: _____
• Chemical label/SDS, health code, bloodborne-pathogen, or local disposal requirement reviewed: ____
• Restaurant-specific surface, zone, sequence, or corrective-action 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.

116. Bar Area Deep Cleaning SOP

SOP ID	V2-116	**VERSION**	1.0
EFFECTIVE DATE	_____	**OWNER**	_____
APPROVED BY	_____	**NEXT REVIEW**	_____

PURPOSE: To complete scheduled deep cleaning of the bar area safely using the approved chemical, concentration, contact time, PPE, area control, food protection, and manager verification.

APPLIES TO: Assigned cleaning employees, department employees, shift leads, and managers.

RESPONSIBILITY: The assigned employee cleans and sanitizes safely. Management verifies the area, chemical use, records, and unresolved hazards.

WHEN USED: At the scheduled frequency, after contamination or spills, and before the area is released for normal use.

REQUIRED MATERIALS / INFORMATION:

- Current cleaning schedule and area checklist
- Approved labeled chemicals and SDS access
- Required PPE, caution signs, and barriers
- Clean tools, cloths, brushes, and waste supplies
- Manager verification and issue log

CRITICAL STANDARDS:

- Employees use only approved chemicals, labels, dilution, PPE, and application methods.
- Food, utensils, guests, employees, and clean areas are protected during cleaning.
- Cleaning tools do not move contamination between restrooms, floors, food areas, and dining areas.
- The area is reopened only after hazards, residue, moisture, waste, and signage are resolved.

PROCEDURE:

1. Protect or remove beverages, garnishes, ice, glassware, utensils, and clean supplies before chemical use.
2. Discard or store open product according to policy and remove trash, glass, fruit waste, and loose debris.
3. Wash, rinse, and sanitize food-contact surfaces, speed rails, wells, boards, tools, mats, and removable parts.
4. Clean taps, nozzles, drip trays, sinks, drains, blender areas, coolers, handles, shelves, and bottle surfaces.
5. Keep glass-cleaning tools separate and remove chipped or cracked glassware from service.
6. Clean nonfood-contact surfaces, equipment exteriors, POS areas, cabinets, walls, and splash zones.
7. Clean floors, under-counter areas, mats, drains, and hard-to-reach grease or syrup buildup.
8. Verify sanitizer, chemical labels, test strips, and protected storage of cleaning supplies.
9. Restock only after surfaces are clean, sanitized, dry, and free of chemical residue.
10. Record breakage, leaks, pests, equipment issues, line concerns, and manager verification.

116. Bar Area Deep Cleaning SOP - VERIFICATION & CUSTOMIZATION

MANAGER VERIFICATION:

☐ The employee can identify the approved chemical or method, PPE, area-control step, contact time, and reopening standard for bar cleaning.
☐ Discard or store open product according to policy and remove trash, glass, fruit waste, and loose debris.
☐ Clean taps, nozzles, drip trays, sinks, drains, blender areas, coolers, handles, shelves, and bottle surfaces.
☐ Clean nonfood-contact surfaces, equipment exteriors, POS areas, cabinets, walls, and splash zones.
☐ Verify sanitizer, chemical labels, test strips, and protected storage of cleaning supplies.
☐ Record breakage, leaks, pests, equipment issues, line concerns, and manager verification.

COMMON MISTAKES TO AVOID:

- Starting bar cleaning without closing the area, protecting food and guests, and gathering the approved chemical, tools, PPE, and signs.
- Using the wrong dilution, surface, temperature, contact time, or incompatible chemical.
- Moving soil from dirty areas onto clean areas or using the same tools across zones.
- Leaving wet floors, residue, waste, odors, blocked access, or unresolved damage.
- Reopening without inspection, required sanitation/disinfection, documentation, and manager release.

RESTAURANT-SPECIFIC CUSTOMIZATION:

- Approved cleaner, sanitizer, disinfectant, dilution, or contact-time standard: _____
- Area tools, PPE, warning signs, spill kit, or cleanup equipment: _____
- Cleaning frequency, master schedule, inspection, or reopening target: _____
- Food, guest, employee, ventilation, drainage, or access protection steps: _____
- Chemical label/SDS, health code, bloodborne-pathogen, or local disposal requirement reviewed: ____
- Restaurant-specific surface, zone, sequence, or corrective-action 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. Host Stand Cleaning SOP

SOP ID	V2-117	**VERSION**	1.0
EFFECTIVE DATE	_____	**OWNER**	_____
APPROVED BY	_____	**NEXT REVIEW**	_____

PURPOSE: To complete host stand cleaning safely using the approved chemical, concentration, contact time, PPE, area control, food protection, and manager verification.

APPLIES TO: Assigned cleaning employees, department employees, shift leads, and managers.

RESPONSIBILITY: The assigned employee cleans and sanitizes safely. Management verifies the area, chemical use, records, and unresolved hazards.

WHEN USED: At the scheduled frequency, after contamination or spills, and before the area is released for normal use.

REQUIRED MATERIALS / INFORMATION:

- Current cleaning schedule and area checklist
- Approved labeled chemicals and SDS access
- Required PPE, caution signs, and barriers
- Clean tools, cloths, brushes, and waste supplies
- Manager verification and issue log

CRITICAL STANDARDS:

- Employees use only approved chemicals, labels, dilution, PPE, and application methods.
- Food, utensils, guests, employees, and clean areas are protected during cleaning.
- Cleaning tools do not move contamination between restrooms, floors, food areas, and dining areas.
- The area is reopened only after hazards, residue, moisture, waste, and signage are resolved.

PROCEDURE:

1. Secure guest information, keys, radios, tablets, pagers, cash-related records, and lost property before cleaning.
2. Remove outdated signs, papers, menus, personal items, trash, and loose debris.
3. Clean and disinfect approved high-touch points including phones, tablets, pens, handles, counters, and pager surfaces.
4. Clean menu storage, shelves, drawers, podium surfaces, door glass, nearby rails, and waiting-area fixtures.
5. Protect electronics from overspray and use only manufacturer-approved products on screens and devices.
6. Clean floors, mats, corners, baseboards, entry glass, and the guest path without blocking access.
7. Inspect menus and guest materials and remove damaged, sticky, or outdated items.
8. Return devices and supplies to the approved layout and reconnect chargers and communication tools.
9. Report damaged doors, trip hazards, lighting, accessibility, pest, or equipment concerns.
10. Manager-verify security, cleanliness, organization, current materials, and guest readiness.

117. Host Stand Cleaning SOP - VERIFICATION & CUSTOMIZATION

MANAGER VERIFICATION:

☐ The employee can identify the approved chemical or method, PPE, area-control step, contact time, and reopening standard for host stand cleaning.

☐ Remove outdated signs, papers, menus, personal items, trash, and loose debris.

☐ Clean menu storage, shelves, drawers, podium surfaces, door glass, nearby rails, and waiting-area fixtures.

☐ Clean floors, mats, corners, baseboards, entry glass, and the guest path without blocking access.

☐ Return devices and supplies to the approved layout and reconnect chargers and communication tools.

☐ Manager-verify security, cleanliness, organization, current materials, and guest readiness.

COMMON MISTAKES TO AVOID:

- Starting host stand cleaning without closing the area, protecting food and guests, and gathering the approved chemical, tools, PPE, and signs.
- Using the wrong dilution, surface, temperature, contact time, or incompatible chemical.
- Moving soil from dirty areas onto clean areas or using the same tools across zones.
- Leaving wet floors, residue, waste, odors, blocked access, or unresolved damage.
- Reopening without inspection, required sanitation/disinfection, documentation, and manager release.

RESTAURANT-SPECIFIC CUSTOMIZATION:

- Approved cleaner, sanitizer, disinfectant, dilution, or contact-time standard: _____
- Area tools, PPE, warning signs, spill kit, or cleanup equipment: _____
- Cleaning frequency, master schedule, inspection, or reopening target: _____
- Food, guest, employee, ventilation, drainage, or access protection steps: _____
- Chemical label/SDS, health code, bloodborne-pathogen, or local disposal requirement reviewed: ____
- Restaurant-specific surface, zone, sequence, or corrective-action 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. Server Station Cleaning SOP

SOP ID	V2-118	**VERSION**	1.0
EFFECTIVE DATE	_____	**OWNER**	_____
APPROVED BY	_____	**NEXT REVIEW**	_____

PURPOSE: To complete server station cleaning safely using the approved chemical, concentration, contact time, PPE, area control, food protection, and manager verification.

APPLIES TO: Assigned cleaning employees, department employees, shift leads, and managers.

RESPONSIBILITY: The assigned employee cleans and sanitizes safely. Management verifies the area, chemical use, records, and unresolved hazards.

WHEN USED: At the scheduled frequency, after contamination or spills, and before the area is released for normal use.

REQUIRED MATERIALS / INFORMATION:

- Current cleaning schedule and area checklist
- Approved labeled chemicals and SDS access
- Required PPE, caution signs, and barriers
- Clean tools, cloths, brushes, and waste supplies
- Manager verification and issue log

CRITICAL STANDARDS:

- Employees use only approved chemicals, labels, dilution, PPE, and application methods.
- Food, utensils, guests, employees, and clean areas are protected during cleaning.
- Cleaning tools do not move contamination between restrooms, floors, food areas, and dining areas.
- The area is reopened only after hazards, residue, moisture, waste, and signage are resolved.

PROCEDURE:

1. Remove food, ice, beverages, utensils, linens, condiments, trash, and personal items from the server station.
2. Discard or store open product according to policy and separate clean serviceware from dirty items.
3. Wash, rinse, and sanitize counters, cutting or garnish areas, shelves, trays, pitchers, and food-contact tools.
4. Clean beverage nozzles, drip trays, ice-bin exteriors, handles, dispensers, POS devices, and high-touch points.
5. Protect ice and clean supplies from chemical spray and never place wiping tools in food or utensil areas.
6. Clean cabinets, doors, walls, baseboards, floors, mats, drains, and areas under equipment.
7. Inspect glassware, silverware, trays, and smallwares and remove damaged or soiled items.
8. Restock only approved quantities after surfaces are clean, sanitized, dry, and organized.
9. Report leaks, pests, damaged equipment, temperature, drainage, or recurring soil problems.
10. Manager-verify sanitation, supply levels, safe access, and readiness before release.

118. Server Station Cleaning SOP - VERIFICATION & CUSTOMIZATION

MANAGER VERIFICATION:

☐ The employee can identify the approved chemical or method, PPE, area-control step, contact time, and reopening standard for server station cleaning.
☐ Discard or store open product according to policy and separate clean serviceware from dirty items.
☐ Clean beverage nozzles, drip trays, ice-bin exteriors, handles, dispensers, POS devices, and high-touch points.
☐ Clean cabinets, doors, walls, baseboards, floors, mats, drains, and areas under equipment.
☐ Restock only approved quantities after surfaces are clean, sanitized, dry, and organized.
☐ Manager-verify sanitation, supply levels, safe access, and readiness before release.

COMMON MISTAKES TO AVOID:

- Starting server station cleaning without closing the area, protecting food and guests, and gathering the approved chemical, tools, PPE, and signs.
- Using the wrong dilution, surface, temperature, contact time, or incompatible chemical.
- Moving soil from dirty areas onto clean areas or using the same tools across zones.
- Leaving wet floors, residue, waste, odors, blocked access, or unresolved damage.
- Reopening without inspection, required sanitation/disinfection, documentation, and manager release.

RESTAURANT-SPECIFIC CUSTOMIZATION:

- Approved cleaner, sanitizer, disinfectant, dilution, or contact-time standard: _____
- Area tools, PPE, warning signs, spill kit, or cleanup equipment: _____
- Cleaning frequency, master schedule, inspection, or reopening target: _____
- Food, guest, employee, ventilation, drainage, or access protection steps: _____
- Chemical label/SDS, health code, bloodborne-pathogen, or local disposal requirement reviewed: ____
- Restaurant-specific surface, zone, sequence, or corrective-action 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. Walk-In Cooler Cleaning SOP

SOP ID	V2-119	**VERSION**	1.0
EFFECTIVE DATE	_____	**OWNER**	_____
APPROVED BY	_____	**NEXT REVIEW**	_____

PURPOSE: To complete walk-in cooler cleaning safely using the approved chemical, concentration, contact time, PPE, area control, food protection, and manager verification.

APPLIES TO: Assigned cleaning employees, department employees, shift leads, and managers.

RESPONSIBILITY: The assigned employee cleans and sanitizes safely. Management verifies the area, chemical use, records, and unresolved hazards.

WHEN USED: At the scheduled frequency, after contamination or spills, and before the area is released for normal use.

REQUIRED MATERIALS / INFORMATION:

- Current cleaning schedule and area checklist
- Approved labeled chemicals and SDS access
- Required PPE, caution signs, and barriers
- Clean tools, cloths, brushes, and waste supplies
- Manager verification and issue log

CRITICAL STANDARDS:

- Employees use only approved chemicals, labels, dilution, PPE, and application methods.
- Food, utensils, guests, employees, and clean areas are protected during cleaning.
- Cleaning tools do not move contamination between restrooms, floors, food areas, and dining areas.
- The area is reopened only after hazards, residue, moisture, waste, and signage are resolved.

PROCEDURE:

1. Move or protect food in sections so required temperature control is maintained during cleaning.
2. Remove expired, leaking, spoiled, unlabeled, or manager-held product according to the disposition process.
3. Clean shelves, racks, walls, doors, gaskets, handles, fan guards, floors, drains, and condensate areas.
4. Use only approved chemicals and keep them away from exposed food and absorbent packaging.
5. Work from cleanest/highest areas downward and prevent dirty water from splashing product or containers.
6. Clean spills beneath containers and remove cardboard, broken packaging, standing water, and blocked airflow.
7. Rinse or remove residue as required and sanitize food-contact or high-touch surfaces.
8. Dry surfaces, return food to approved hierarchy, and restore labels, dates, spacing, and airflow.
9. Verify unit temperature and report leaks, ice, mold, pests, gasket, fan, drain, or door problems.
10. Record discarded product, corrections, maintenance needs, and manager verification.

119. Walk-In Cooler Cleaning SOP - VERIFICATION & CUSTOMIZATION

MANAGER VERIFICATION:

☐ The employee can identify the approved chemical or method, PPE, area-control step, contact time, and reopening standard for walk-in cooler cleaning.
☐ Remove expired, leaking, spoiled, unlabeled, or manager-held product according to the disposition process.
☐ Use only approved chemicals and keep them away from exposed food and absorbent packaging.
☐ Clean spills beneath containers and remove cardboard, broken packaging, standing water, and blocked airflow.
☐ Dry surfaces, return food to approved hierarchy, and restore labels, dates, spacing, and airflow.
☐ Record discarded product, corrections, maintenance needs, and manager verification.

COMMON MISTAKES TO AVOID:

• Placing product into walk-in cooler cleaning without verifying identity, label, date, condition, and approved location.
• Storing raw, ready-to-eat, allergen, chemical, or guest-use items in an unsafe relationship.
• Blocking airflow, drains, sprinklers, access, cleaning, or temperature monitoring.
• Leaving open, leaking, damaged, or unprotected containers in service.
• Failing to correct and document repeated organization, temperature, pest, or rotation problems.

RESTAURANT-SPECIFIC CUSTOMIZATION:

• Approved cleaner, sanitizer, disinfectant, dilution, or contact-time standard: _____
• Area tools, PPE, warning signs, spill kit, or cleanup equipment: _____
• Cleaning frequency, master schedule, inspection, or reopening target: _____
• Food, guest, employee, ventilation, drainage, or access protection steps: _____
• Chemical label/SDS, health code, bloodborne-pathogen, or local disposal requirement reviewed: ____
• Restaurant-specific surface, zone, sequence, or corrective-action 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. Walk-In Freezer Cleaning SOP

SOP ID	V2-120	**VERSION**	1.0
EFFECTIVE DATE	_____	**OWNER**	_____
APPROVED BY	_____	**NEXT REVIEW**	_____

PURPOSE: To complete walk-in freezer cleaning safely using the approved chemical, concentration, contact time, PPE, area control, food protection, and manager verification.

APPLIES TO: Assigned cleaning employees, department employees, shift leads, and managers.

RESPONSIBILITY: The assigned employee cleans and sanitizes safely. Management verifies the area, chemical use, records, and unresolved hazards.

WHEN USED: At the scheduled frequency, after contamination or spills, and before the area is released for normal use.

REQUIRED MATERIALS / INFORMATION:

- Current cleaning schedule and area checklist
- Approved labeled chemicals and SDS access
- Required PPE, caution signs, and barriers
- Clean tools, cloths, brushes, and waste supplies
- Manager verification and issue log

CRITICAL STANDARDS:

- Employees use only approved chemicals, labels, dilution, PPE, and application methods.
- Food, utensils, guests, employees, and clean areas are protected during cleaning.
- Cleaning tools do not move contamination between restrooms, floors, food areas, and dining areas.
- The area is reopened only after hazards, residue, moisture, waste, and signage are resolved.

PROCEDURE:

1. Plan product transfer or section-by-section cleaning so frozen food remains protected and frozen.
2. Remove damaged, thawed, leaking, unlabeled, freezer-burned, or manager-held product for evaluation.
3. Shut down or defrost only according to manufacturer and manager authorization.
4. Remove ice buildup with approved tools; never use knives, heat, or force that can damage coils or panels.
5. Clean shelves, walls, doors, gaskets, floors, fan guards, drains, and package-debris areas.
6. Use approved low-temperature cleaning methods and protect food and packaging from chemical exposure.
7. Dry surfaces fully to prevent new ice and restore racks, spacing, labels, dates, and storage hierarchy.
8. Return product promptly and verify doors close, gaskets seal, airflow is clear, and temperature recovers.
9. Report thawing, repeated frost, leaks, damaged panels, door, fan, alarm, or refrigeration problems.
10. Record product disposition, defrost time, temperature recovery, maintenance, and manager verification.

120. Walk-In Freezer Cleaning SOP - VERIFICATION & CUSTOMIZATION

MANAGER VERIFICATION:

☐ The employee can identify the approved chemical or method, PPE, area-control step, contact time, and reopening standard for walk-in freezer cleaning.
☐ Remove damaged, thawed, leaking, unlabeled, freezer-burned, or manager-held product for evaluation.
☐ Remove ice buildup with approved tools; never use knives, heat, or force that can damage coils or panels.
☐ Use approved low-temperature cleaning methods and protect food and packaging from chemical exposure.
☐ Return product promptly and verify doors close, gaskets seal, airflow is clear, and temperature recovers.
☐ Record product disposition, defrost time, temperature recovery, maintenance, and manager verification.

COMMON MISTAKES TO AVOID:

• Placing product into walk-in freezer cleaning without verifying identity, label, date, condition, and approved location.
• Storing raw, ready-to-eat, allergen, chemical, or guest-use items in an unsafe relationship.
• Blocking airflow, drains, sprinklers, access, cleaning, or temperature monitoring.
• Leaving open, leaking, damaged, or unprotected containers in service.
• Failing to correct and document repeated organization, temperature, pest, or rotation problems.

RESTAURANT-SPECIFIC CUSTOMIZATION:

• Approved cleaner, sanitizer, disinfectant, dilution, or contact-time standard: _____
• Area tools, PPE, warning signs, spill kit, or cleanup equipment: _____
• Cleaning frequency, master schedule, inspection, or reopening target: _____
• Food, guest, employee, ventilation, drainage, or access protection steps: _____
• Chemical label/SDS, health code, bloodborne-pathogen, or local disposal requirement reviewed: ____
• Restaurant-specific surface, zone, sequence, or corrective-action 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. Dry Storage Cleaning SOP

SOP ID	V2-121	**VERSION**	1.0
EFFECTIVE DATE	_____	**OWNER**	_____
APPROVED BY	_____	**NEXT REVIEW**	_____

PURPOSE: To clean dry storage while protecting food and packaging, maintaining labels and rotation, controlling chemicals, and restoring organized storage.

APPLIES TO: Assigned cleaning employees, department employees, shift leads, and managers.

RESPONSIBILITY: The assigned employee cleans and sanitizes safely. Management verifies the area, chemical use, records, and unresolved hazards.

WHEN USED: At the scheduled frequency, after contamination or spills, and before the area is released for normal use.

REQUIRED MATERIALS / INFORMATION:

- Current cleaning schedule and area checklist
- Approved labeled chemicals and SDS access
- Required PPE, caution signs, and barriers
- Clean tools, cloths, brushes, and waste supplies
- Manager verification and issue log

CRITICAL STANDARDS:

- Employees use only approved chemicals, labels, dilution, PPE, and application methods.
- Food, utensils, guests, employees, and clean areas are protected during cleaning.
- Cleaning tools do not move contamination between restrooms, floors, food areas, and dining areas.
- The area is reopened only after hazards, residue, moisture, waste, and signage are resolved.

PROCEDURE:

1. Remove or protect food, single-use items, packaging, and clean supplies before cleaning each storage section.
2. Discard or hold damaged, wet, contaminated, pest-affected, expired, or unidentified product.
3. Clean shelves, dunnage, containers, walls, corners, doors, vents, floors, and areas beneath racks.
4. Keep chemicals and janitorial supplies separated from food and food-contact items throughout the process.
5. Remove cardboard debris, dust, spills, webbing, droppings, moisture, and clutter without spreading contamination.
6. Use approved tools and chemicals and avoid saturating packaging or creating standing water.
7. Dry the area and inspect for pests, leaks, wall openings, damaged shelving, lighting, and blocked access.
8. Return product at approved height and spacing using FIFO, labels, dates, categories, and allergen controls.
9. Record discarded product and assign pest, building, vendor, or storage corrections.
10. Manager-verify cleanliness, dryness, organization, safe access, and traceability.

121. Dry Storage Cleaning SOP - VERIFICATION & CUSTOMIZATION

MANAGER VERIFICATION:

☐ The employee can identify the approved chemical or method, PPE, area-control step, contact time, and reopening standard for dry storage cleaning.
☐ Discard or hold damaged, wet, contaminated, pest-affected, expired, or unidentified product.
☐ Keep chemicals and janitorial supplies separated from food and food-contact items throughout the process.
☐ Use approved tools and chemicals and avoid saturating packaging or creating standing water.
☐ Return product at approved height and spacing using FIFO, labels, dates, categories, and allergen controls.
☐ Manager-verify cleanliness, dryness, organization, safe access, and traceability.

COMMON MISTAKES TO AVOID:

• Placing product into dry storage cleaning without verifying identity, label, date, condition, and approved location.
• Storing raw, ready-to-eat, allergen, chemical, or guest-use items in an unsafe relationship.
• Blocking airflow, drains, sprinklers, access, cleaning, or temperature monitoring.
• Leaving open, leaking, damaged, or unprotected containers in service.
• Failing to correct and document repeated organization, temperature, pest, or rotation problems.

RESTAURANT-SPECIFIC CUSTOMIZATION:

• Approved cleaner, sanitizer, disinfectant, dilution, or contact-time standard: _____
• Area tools, PPE, warning signs, spill kit, or cleanup equipment: _____
• Cleaning frequency, master schedule, inspection, or reopening target: _____
• Food, guest, employee, ventilation, drainage, or access protection steps: _____
• Chemical label/SDS, health code, bloodborne-pathogen, or local disposal requirement reviewed: ____
• Restaurant-specific surface, zone, sequence, or corrective-action 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. Trash Area Cleaning SOP

SOP ID	V2-122	**VERSION**	1.0
EFFECTIVE DATE	_____	**OWNER**	_____
APPROVED BY	_____	**NEXT REVIEW**	_____

PURPOSE: To keep the trash area clean, safe, odor-controlled, and pest-resistant.

APPLIES TO: Dishwasher, closing employee, kitchen lead, manager, or assigned cleaning employee.

RESPONSIBILITY: The assigned employee cleans and sanitizes safely. Management verifies the area, chemical use, records, and unresolved hazards.

WHEN USED: During closing, after heavy trash use, after spills or leaks, when odors appear, when trash overflows, or according to restaurant.

REQUIRED MATERIALS / INFORMATION:

- Trash bags
- Broom
- Mop or hose if approved
- Approved cleaner
- Gloves if required

CRITICAL STANDARDS:

- The trash area is free of loose trash, major spills, odors, overflow, and unsafe conditions.
- Use caution with heavy bags, broken glass, sharp items, grease, and leaking trash.
- Do not leave back doors unsecured.
- Wash hands after handling trash.

PROCEDURE:

1. Close or control the trash area and put on required PPE before moving or cleaning waste.
2. Tie, close, and move bags without overloading, dragging, leaking, or carrying them through exposed-food routes.
3. Remove loose waste, broken glass, cardboard, grease residue, and blocked access using approved tools.
4. Clean container lids, handles, walls, pads, gates, drains, and surrounding ground.
5. Apply approved cleaner or sanitizer and prevent runoff into unauthorized drains or neighboring areas.
6. Keep dumpster lids and doors closed and verify containers are not leaking, damaged, or overfilled.
7. Separate grease, recycling, cardboard, glass, chemicals, and regulated waste into approved streams.
8. Remove standing water and food residue that can attract pests or create slips and odors.
9. Report missed pickups, illegal dumping, pests, damaged enclosures, lighting, access, or drainage problems.
10. Wash hands, document completion, and obtain manager verification before reopening the route.

122. Trash Area Cleaning SOP - VERIFICATION & CUSTOMIZATION

MANAGER VERIFICATION:

☐ The employee can identify the approved chemical or method, PPE, area-control step, contact time, and reopening standard for trash area cleaning.
☐ Tie, close, and move bags without overloading, dragging, leaking, or carrying them through exposed-food routes.
☐ Clean container lids, handles, walls, pads, gates, drains, and surrounding ground.
☐ Keep dumpster lids and doors closed and verify containers are not leaking, damaged, or overfilled.
☐ Remove standing water and food residue that can attract pests or create slips and odors.
☐ Wash hands, document completion, and obtain manager verification before reopening the route.

COMMON MISTAKES TO AVOID:

- Starting trash area cleaning without closing the area, protecting food and guests, and gathering the approved chemical, tools, PPE, and signs.
- Using the wrong dilution, surface, temperature, contact time, or incompatible chemical.
- Moving soil from dirty areas onto clean areas or using the same tools across zones.
- Leaving wet floors, residue, waste, odors, blocked access, or unresolved damage.
- Reopening without inspection, required sanitation/disinfection, documentation, and manager release.

RESTAURANT-SPECIFIC CUSTOMIZATION:

- Approved cleaner, sanitizer, disinfectant, dilution, or contact-time standard: _____
- Area tools, PPE, warning signs, spill kit, or cleanup equipment: _____
- Cleaning frequency, master schedule, inspection, or reopening target: _____
- Food, guest, employee, ventilation, drainage, or access protection steps: _____
- Chemical label/SDS, health code, bloodborne-pathogen, or local disposal requirement reviewed: ____
- Restaurant-specific surface, zone, sequence, or corrective-action 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. Grease Area Cleaning SOP

SOP ID	V2-123	**VERSION**	1.0
EFFECTIVE DATE	_____	**OWNER**	_____
APPROVED BY	_____	**NEXT REVIEW**	_____

PURPOSE: To complete grease area cleaning safely using the approved chemical, concentration, contact time, PPE, area control, food protection, and manager verification.

APPLIES TO: Assigned cleaning employees, department employees, shift leads, and managers.

RESPONSIBILITY: The assigned employee cleans and sanitizes safely. Management verifies the area, chemical use, records, and unresolved hazards.

WHEN USED: At the scheduled frequency, after contamination or spills, and before the area is released for normal use.

REQUIRED MATERIALS / INFORMATION:

- Current cleaning schedule and area checklist
- Approved labeled chemicals and SDS access
- Required PPE, caution signs, and barriers
- Clean tools, cloths, brushes, and waste supplies
- Manager verification and issue log

CRITICAL STANDARDS:

- Employees use only approved chemicals, labels, dilution, PPE, and application methods.
- Food, utensils, guests, employees, and clean areas are protected during cleaning.
- Cleaning tools do not move contamination between restrooms, floors, food areas, and dining areas.
- The area is reopened only after hazards, residue, moisture, waste, and signage are resolved.

PROCEDURE:

1. Close or control the grease area and put on heat-, slip-, and chemical-appropriate PPE.
2. Verify used-oil containers, grease traps, filters, lids, valves, hoses, and surrounding drains are secure.
3. Allow hot grease or equipment to reach the approved handling condition before cleaning.
4. Scrape and collect grease with approved tools without using water on hot grease or creating splashes.
5. Apply only approved degreaser at the labeled dilution and protect food, ignition sources, and storm drains.
6. Clean floors, walls, equipment exteriors, containers, pads, handles, and transfer routes.
7. Remove residue and leave surfaces dry and slip-resistant; maintain warning signs until safe.
8. Secure used oil and grease waste and record any transfer, spill, overflow, or vendor issue.
9. Report leaks, blocked traps, damaged containers, pests, fire hazards, or unauthorized dumping.
10. Manager-verify cleanliness, containment, drainage, fire safety, and documentation.

123. Grease Area Cleaning SOP - VERIFICATION & CUSTOMIZATION

MANAGER VERIFICATION:

☐ The employee can identify the approved chemical or method, PPE, area-control step, contact time, and reopening standard for grease area cleaning.
☐ Verify used-oil containers, grease traps, filters, lids, valves, hoses, and surrounding drains are secure.
☐ Scrape and collect grease with approved tools without using water on hot grease or creating splashes.
☐ Clean floors, walls, equipment exteriors, containers, pads, handles, and transfer routes.
☐ Secure used oil and grease waste and record any transfer, spill, overflow, or vendor issue.
☐ Manager-verify cleanliness, containment, drainage, fire safety, and documentation.

COMMON MISTAKES TO AVOID:

- Starting grease area cleaning without closing the area, protecting food and guests, and gathering the approved chemical, tools, PPE, and signs.
- Using the wrong dilution, surface, temperature, contact time, or incompatible chemical.
- Moving soil from dirty areas onto clean areas or using the same tools across zones.
- Leaving wet floors, residue, waste, odors, blocked access, or unresolved damage.
- Reopening without inspection, required sanitation/disinfection, documentation, and manager release.

RESTAURANT-SPECIFIC CUSTOMIZATION:

- Approved cleaner, sanitizer, disinfectant, dilution, or contact-time standard: _____
- Area tools, PPE, warning signs, spill kit, or cleanup equipment: _____
- Cleaning frequency, master schedule, inspection, or reopening target: _____
- Food, guest, employee, ventilation, drainage, or access protection steps: _____
- Chemical label/SDS, health code, bloodborne-pathogen, or local disposal requirement reviewed: ____
- Restaurant-specific surface, zone, sequence, or corrective-action 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. Mop Sink and Janitorial Area Cleaning SOP

SOP ID	V2-124	**VERSION**	1.0
EFFECTIVE DATE	_____	**OWNER**	_____
APPROVED BY	_____	**NEXT REVIEW**	_____

PURPOSE: To complete mop sink and janitorial area cleaning safely using the approved chemical, concentration, contact time, PPE, area control, food protection, and manager verification.

APPLIES TO: Assigned cleaning employees, department employees, shift leads, and managers.

RESPONSIBILITY: The assigned employee cleans and sanitizes safely. Management verifies the area, chemical use, records, and unresolved hazards.

WHEN USED: At the scheduled frequency, after contamination or spills, and before the area is released for normal use.

REQUIRED MATERIALS / INFORMATION:

- Current cleaning schedule and area checklist
- Approved labeled chemicals and SDS access
- Required PPE, caution signs, and barriers
- Clean tools, cloths, brushes, and waste supplies
- Manager verification and issue log

CRITICAL STANDARDS:

- Employees use only approved chemicals, labels, dilution, PPE, and application methods.
- Food, utensils, guests, employees, and clean areas are protected during cleaning.
- Cleaning tools do not move contamination between restrooms, floors, food areas, and dining areas.
- The area is reopened only after hazards, residue, moisture, waste, and signage are resolved.

PROCEDURE:

1. Remove food equipment, clean utensils, and unrelated supplies from the janitorial area.
2. Put on required PPE and verify chemical containers are labeled, closed, compatible, and stored correctly.
3. Empty and rinse mop buckets and clean wringers, handles, brushes, squeegees, and dedicated tools.
4. Clean the mop sink basin, faucet, walls, backsplash, shelves, floor, and drain without splashing nearby areas.
5. Do not pour grease, food solids, hazardous chemicals, or incompatible mixtures into the sink.
6. Apply approved cleaner or disinfectant at the labeled dilution and contact time.
7. Rinse or remove residue as required and leave the basin, floor, and tools clean and dry.
8. Hang mops and tools to air-dry and keep chemicals below and separate from paper and clean equipment.
9. Report leaks, clogs, damaged backflow devices, unlabeled chemicals, pests, or ventilation problems.
10. Manager-verify chemical storage, drainage, dryness, sanitation, and restricted access.

124. Mop Sink and Janitorial Area Cleaning SOP - VERIFICATION & CUSTOMIZATION

MANAGER VERIFICATION:

☐ The employee can identify the approved chemical or method, PPE, area-control step, contact time, and reopening standard for mop sink and janitorial area cleaning.
☐ Put on required PPE and verify chemical containers are labeled, closed, compatible, and stored correctly.
☐ Clean the mop sink basin, faucet, walls, backsplash, shelves, floor, and drain without splashing nearby areas.
☐ Apply approved cleaner or disinfectant at the labeled dilution and contact time.
☐ Hang mops and tools to air-dry and keep chemicals below and separate from paper and clean equipment.
☐ Manager-verify chemical storage, drainage, dryness, sanitation, and restricted access.

COMMON MISTAKES TO AVOID:

- Starting mop sink and janitorial area cleaning without closing the area, protecting food and guests, and gathering the approved chemical, tools, PPE, and signs.
- Using the wrong dilution, surface, temperature, contact time, or incompatible chemical.
- Moving soil from dirty areas onto clean areas or using the same tools across zones.
- Leaving wet floors, residue, waste, odors, blocked access, or unresolved damage.
- Reopening without inspection, required sanitation/disinfection, documentation, and manager release.

RESTAURANT-SPECIFIC CUSTOMIZATION:

- Approved cleaner, sanitizer, disinfectant, dilution, or contact-time standard: _____
- Area tools, PPE, warning signs, spill kit, or cleanup equipment: _____
- Cleaning frequency, master schedule, inspection, or reopening target: _____
- Food, guest, employee, ventilation, drainage, or access protection steps: _____
- Chemical label/SDS, health code, bloodborne-pathogen, or local disposal requirement reviewed: ____
- Restaurant-specific surface, zone, sequence, or corrective-action 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. High-Touch Surface Disinfection SOP

SOP ID	V2-125	**VERSION**	1.0
EFFECTIVE DATE	_____	**OWNER**	_____
APPROVED BY	_____	**NEXT REVIEW**	_____

PURPOSE: To complete high-touch surface disinfection safely using the approved chemical, concentration, contact time, PPE, area control, food protection, and manager verification.

APPLIES TO: Assigned cleaning employees, department employees, shift leads, and managers.

RESPONSIBILITY: The assigned employee cleans and sanitizes safely. Management verifies the area, chemical use, records, and unresolved hazards.

WHEN USED: At the scheduled frequency, after contamination or spills, and before the area is released for normal use.

REQUIRED MATERIALS / INFORMATION:

- Current cleaning schedule and area checklist
- Approved labeled chemicals and SDS access
- Required PPE, caution signs, and barriers
- Clean tools, cloths, brushes, and waste supplies
- Manager verification and issue log

CRITICAL STANDARDS:

- Employees use only approved chemicals, labels, dilution, PPE, and application methods.
- Food, utensils, guests, employees, and clean areas are protected during cleaning.
- Cleaning tools do not move contamination between restrooms, floors, food areas, and dining areas.
- The area is reopened only after hazards, residue, moisture, waste, and signage are resolved.

PROCEDURE:

1. Identify high-touch surfaces, required frequency, approved product, compatible material, and area-control needs.
2. Clean visible soil before disinfection; disinfectant is not a substitute for required cleaning.
3. Put on required PPE and prevent spray or chemical contact with food, ice, utensils, guests, and electronics.
4. Apply the product at the labeled concentration and fully wet the approved surface.
5. Maintain the required contact time without wiping the surface dry too soon.
6. Rinse food-contact surfaces when the label requires it and allow surfaces to air-dry as directed.
7. Use separate cloths or tools by zone and replace contaminated solution or materials promptly.
8. Include handles, switches, railings, devices, payment surfaces, doors, dispensers, and shared equipment as assigned.
9. Stop and report chemical reaction, damaged surface, exposure, missing label/SDS, or inadequate ventilation.
10. Record completion and manager-verify coverage, contact time, residue control, and safe reopening.

125. High-Touch Surface Disinfection SOP - VERIFICATION & CUSTOMIZATION

MANAGER VERIFICATION:

☐ The employee can identify the approved chemical or method, PPE, area-control step, contact time, and reopening standard for high-touch surface disinfection.
☐ Clean visible soil before disinfection; disinfectant is not a substitute for required cleaning.
☐ Apply the product at the labeled concentration and fully wet the approved surface.
☐ Rinse food-contact surfaces when the label requires it and allow surfaces to air-dry as directed.
☐ Include handles, switches, railings, devices, payment surfaces, doors, dispensers, and shared equipment as assigned.
☐ Record completion and manager-verify coverage, contact time, residue control, and safe reopening.

COMMON MISTAKES TO AVOID:

- Starting high-touch surface disinfection without closing the area, protecting food and guests, and gathering the approved chemical, tools, PPE, and signs.
- Using the wrong dilution, surface, temperature, contact time, or incompatible chemical.
- Moving soil from dirty areas onto clean areas or using the same tools across zones.
- Leaving wet floors, residue, waste, odors, blocked access, or unresolved damage.
- Reopening without inspection, required sanitation/disinfection, documentation, and manager release.

RESTAURANT-SPECIFIC CUSTOMIZATION:

- Approved cleaner, sanitizer, disinfectant, dilution, or contact-time standard: _____
- Area tools, PPE, warning signs, spill kit, or cleanup equipment: _____
- Cleaning frequency, master schedule, inspection, or reopening target: _____
- Food, guest, employee, ventilation, drainage, or access protection steps: _____
- Chemical label/SDS, health code, bloodborne-pathogen, or local disposal requirement reviewed: ____
- Restaurant-specific surface, zone, sequence, or corrective-action 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. Broken Glass Cleanup SOP

SOP ID	V2-126	**VERSION**	1.0
EFFECTIVE DATE	_____	**OWNER**	_____
APPROVED BY	_____	**NEXT REVIEW**	_____

PURPOSE: To make sure broken glass is handled safely, cleaned completely, and documented when needed.

APPLIES TO: Any employee who discovers broken glass, with manager involvement when needed.

RESPONSIBILITY: The assigned employee cleans and sanitizes safely. Management verifies the area, chemical use, records, and unresolved hazards.

WHEN USED: Any time glass breaks in the dining room, bar, kitchen, dish pit, ice bin, service station, storage area, restroom, walkway, or trash.

REQUIRED MATERIALS / INFORMATION:

- Broom
- Dustpan
- Broken glass container if used
- Gloves if required
- Wet floor sign if needed

CRITICAL STANDARDS:

- Broken glass is cleaned safely, fully removed, disposed of properly, and reported when required.
- Do not pick up broken glass with bare hands.
- Do not use towels to wipe broken glass.
- Do not place broken glass loose in regular trash unless approved by policy.

PROCEDURE:

1. Stop and secure the area.
2. Keep guests and employees away from the broken glass.
3. Notify a manager if the break is in a guest area, food area, ice area, or walkway.
4. Use approved tools to clean up glass.
5. Check surrounding area carefully for small pieces.
6. Dispose of glass according to restaurant policy.
7. If glass broke near food, ice, or clean items, follow discard or inspection procedure.
8. Clean the area after glass is removed.
9. Report injury immediately if anyone is cut or hurt.
10. Complete incident documentation if required.

126. Broken Glass Cleanup SOP - VERIFICATION & CUSTOMIZATION

MANAGER VERIFICATION:

☐ The employee can identify the approved chemical or method, PPE, area-control step, contact time, and reopening standard for broken glass cleanup.
☐ Keep guests and employees away from the broken glass.
☐ Use approved tools to clean up glass.
☐ Dispose of glass according to restaurant policy.
☐ Clean the area after glass is removed.
☐ Complete incident documentation if required.

COMMON MISTAKES TO AVOID:

• Picking up glass with bare hands or using food-contact towels, utensils, or ice scoops.
• Failing to stop service and discard exposed food, ice, and single-use items.
• Sweeping glass toward guests, drains, equipment, or food areas.
• Reopening before flashlight inspection, cleaning, and manager verification.
• Discarding glass without the approved rigid container and incident record.

RESTAURANT-SPECIFIC CUSTOMIZATION:

• Approved cleaner, sanitizer, disinfectant, dilution, or contact-time standard: _____
• Area tools, PPE, warning signs, spill kit, or cleanup equipment: _____
• Cleaning frequency, master schedule, inspection, or reopening target: _____
• Food, guest, employee, ventilation, drainage, or access protection steps: _____
• Chemical label/SDS, health code, bloodborne-pathogen, or local disposal requirement reviewed: ____
• Restaurant-specific surface, zone, sequence, or corrective-action 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. Spill Cleanup SOP

SOP ID	V2-127	**VERSION**	1.0
EFFECTIVE DATE	_____	**OWNER**	_____
APPROVED BY	_____	**NEXT REVIEW**	_____

PURPOSE: To make sure spills are cleaned quickly, safely, and completely.

APPLIES TO: Any employee who sees or causes a spill, with manager support when needed.

RESPONSIBILITY: The assigned employee cleans and sanitizes safely. Management verifies the area, chemical use, records, and unresolved hazards.

WHEN USED: Any time there is a spill in the dining room, kitchen, bar, dish pit, restroom, walkway, storage area, entrance, or back area.

REQUIRED MATERIALS / INFORMATION:

- Wet floor sign
- Towels
- Mop
- Bucket
- Approved cleaner

CRITICAL STANDARDS:

- Spills are addressed immediately, cleaned completely, and the area is made safe before normal traffic resumes.
- Place wet floor sign when required.
- Do not leave spill unattended.
- Use correct cleaning chemical.

PROCEDURE:

1. Stop and identify the spill.
2. Warn nearby guests or employees.
3. Place wet floor sign or block off area if needed.
4. Get proper cleanup supplies.
5. Clean spill completely.
6. Use approved cleaner if required.
7. Dry area as much as possible.
8. Check surrounding area for tracking or spread.
9. Remove cleanup materials properly.
10. Wash hands after cleanup and notify the manager when the spill caused injury risk, guest impact, chemical exposure, product loss, or a repeated facility problem.

127. Spill Cleanup SOP - VERIFICATION & CUSTOMIZATION

MANAGER VERIFICATION:

☐ The employee can identify the approved chemical or method, PPE, area-control step, contact time, and reopening standard for spill cleanup.
☐ Warn nearby guests or employees.
☐ Get proper cleanup supplies.
☐ Use approved cleaner if required.
☐ Check surrounding area for tracking or spread.
☐ Wash hands after cleanup and notify the manager when the spill caused injury risk, guest impact, chemical exposure, product loss, or a repeated facility problem.

COMMON MISTAKES TO AVOID:

- Starting spill cleanup without closing the area, protecting food and guests, and gathering the approved chemical, tools, PPE, and signs.
- Using the wrong dilution, surface, temperature, contact time, or incompatible chemical.
- Moving soil from dirty areas onto clean areas or using the same tools across zones.
- Leaving wet floors, residue, waste, odors, blocked access, or unresolved damage.
- Reopening without inspection, required sanitation/disinfection, documentation, and manager release.

RESTAURANT-SPECIFIC CUSTOMIZATION:

- Approved cleaner, sanitizer, disinfectant, dilution, or contact-time standard: _____
- Area tools, PPE, warning signs, spill kit, or cleanup equipment: _____
- Cleaning frequency, master schedule, inspection, or reopening target: _____
- Food, guest, employee, ventilation, drainage, or access protection steps: _____
- Chemical label/SDS, health code, bloodborne-pathogen, or local disposal requirement reviewed: ____
- Restaurant-specific surface, zone, sequence, or corrective-action 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. Bodily Fluid Cleanup SOP

SOP ID	V2-128	**VERSION**	1.0
EFFECTIVE DATE	_____	**OWNER**	_____
APPROVED BY	_____	**NEXT REVIEW**	_____

PURPOSE: To complete bodily fluid cleanup safely using the approved chemical, concentration, contact time, PPE, area control, food protection, and manager verification.

APPLIES TO: Assigned cleaning employees, department employees, shift leads, and managers.

RESPONSIBILITY: The assigned employee cleans and sanitizes safely. Management verifies the area, chemical use, records, and unresolved hazards.

WHEN USED: At the scheduled frequency, after contamination or spills, and before the area is released for normal use.

REQUIRED MATERIALS / INFORMATION:

- Current cleaning schedule and area checklist
- Approved labeled chemicals and SDS access
- Required PPE, caution signs, and barriers
- Clean tools, cloths, brushes, and waste supplies
- Manager verification and issue log

CRITICAL STANDARDS:

- Employees use only approved chemicals, labels, dilution, PPE, and application methods.
- Food, utensils, guests, employees, and clean areas are protected during cleaning.
- Cleaning tools do not move contamination between restrooms, floors, food areas, and dining areas.
- The area is reopened only after hazards, residue, moisture, waste, and signage are resolved.

PROCEDURE:

1. Review the current schedule, area standard, chemical label, SDS, PPE, and required contact time.
2. Place signs or barriers and protect guests, food, clean utensils, equipment, and unaffected areas.
3. Remove loose soil and waste using tools assigned to the correct sanitation zone.
4. Block access and put on approved PPE before approaching bodily fluids.
5. Use the designated kit and follow the approved cleanup and disinfectant contact-time procedure.
6. Bag contaminated materials and dispose of them according to policy without compressing or sorting.
7. Remove PPE safely, wash hands, secure the kit, and document exposure or follow-up.
8. Inspect for soil, residue, moisture, odor, damage, pests, and missed high-touch points.
9. Remove tools, waste, PPE, signs, and barriers only when the area is safe and dry.
10. Complete the schedule or issue log and obtain manager verification.

128. Bodily Fluid Cleanup SOP - VERIFICATION & CUSTOMIZATION

MANAGER VERIFICATION:

☐ The employee can identify the approved chemical or method, PPE, area-control step, contact time, and reopening standard for bodily fluid cleanup.
☐ Place signs or barriers and protect guests, food, clean utensils, equipment, and unaffected areas.
☐ Block access and put on approved PPE before approaching bodily fluids.
☐ Bag contaminated materials and dispose of them according to policy without compressing or sorting.
☐ Inspect for soil, residue, moisture, odor, damage, pests, and missed high-touch points.
☐ Complete the schedule or issue log and obtain manager verification.

COMMON MISTAKES TO AVOID:

• Allowing untrained employees or guests into the contaminated area.
• Cleaning without required PPE, approved disinfectant, contact time, and disposal controls.
• Using food-preparation tools or returning contaminated supplies to service.
• Failing to protect food, equipment, and adjacent traffic from splashing or transfer.
• Reopening before final disinfection, waste removal, handwashing, and manager verification.

RESTAURANT-SPECIFIC CUSTOMIZATION:

• Approved cleaner, sanitizer, disinfectant, dilution, or contact-time standard: _____
• Area tools, PPE, warning signs, spill kit, or cleanup equipment: _____
• Cleaning frequency, master schedule, inspection, or reopening target: _____
• Food, guest, employee, ventilation, drainage, or access protection steps: _____
• Chemical label/SDS, health code, bloodborne-pathogen, or local disposal requirement reviewed: ____
• Restaurant-specific surface, zone, sequence, or corrective-action 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. Chemical Safety SOP

SOP ID	V2-129	**VERSION**	1.0
EFFECTIVE DATE	_____	**OWNER**	_____
APPROVED BY	_____	**NEXT REVIEW**	_____

PURPOSE: To store, label, dilute, use, and dispose of chemicals safely according to the product label, SDS, PPE, food-protection, and access requirements.

APPLIES TO: Trained employees, managers, and designated spill-response or maintenance contacts.

RESPONSIBILITY: Employees isolate the area and avoid unapproved cleanup. Management directs response using the label, SDS, PPE, and required reporting.

WHEN USED: Whenever a chemical is handled, stored, spilled, misused, released, or associated with possible exposure.

REQUIRED MATERIALS / INFORMATION:

- Chemical label, SDS, and emergency instructions
- Required PPE and spill-control materials
- Caution signs, barriers, and ventilation controls
- Emergency, poison-control, vendor, and manager contacts
- Incident and disposal documentation

CRITICAL STANDARDS:

- The area is isolated and the product label and SDS direct the response.
- Employees do not mix chemicals or perform cleanup beyond their training and PPE.
- Food, utensils, drains, ventilation, and occupied areas are protected.
- Exposure, release, disposal, and required outside notification are documented.

PROCEDURE:

1. Keep people away and notify management before approaching the release or exposure.
2. Identify the product from the label or records without touching or smelling unknown material.
3. Review the SDS and emergency instructions and obtain only the required PPE and spill materials.
4. Restrict access and identify the chemical, label, hazard, quantity, and exposure from a safe position.
5. Notify management and use the SDS and emergency instructions to select PPE and response limits.
6. Contain and clean only within training; protect food, drains, ventilation, and occupied areas.
7. Dispose of material properly and document exposure, cleanup, notification, and follow-up.
8. Arrange approved disposal, ventilation, decontamination, medical evaluation, or outside response.
9. Restock and secure chemicals and keep the area closed until management confirms it is safe.
10. Document product, quantity, exposure, response, contacts, disposal, and corrective action.

129. Chemical Safety SOP - VERIFICATION & CUSTOMIZATION

MANAGER VERIFICATION:

☐ The employee can identify the approved chemical or method, PPE, area-control step, contact time, and reopening standard for chemical safety.
☐ Identify the product from the label or records without touching or smelling unknown material.
☐ Restrict access and identify the chemical, label, hazard, quantity, and exposure from a safe position.
☐ Contain and clean only within training; protect food, drains, ventilation, and occupied areas.
☐ Arrange approved disposal, ventilation, decontamination, medical evaluation, or outside response.
☐ Document product, quantity, exposure, response, contacts, disposal, and corrective action.

COMMON MISTAKES TO AVOID:

• Responding to chemical safety without the product label, SDS, PPE, ventilation, and approved spill method.
• Mixing chemicals, using food containers, or applying an unapproved neutralizer.
• Allowing guests, food, utensils, drains, or ignition sources into the affected area.
• Cleaning beyond training instead of evacuating and contacting emergency or hazardous-material support.
• Reopening without disposal, decontamination, documentation, and manager verification.

RESTAURANT-SPECIFIC CUSTOMIZATION:

• Approved cleaner, sanitizer, disinfectant, dilution, or contact-time standard: _____
• Area tools, PPE, warning signs, spill kit, or cleanup equipment: _____
• Cleaning frequency, master schedule, inspection, or reopening target: _____
• Food, guest, employee, ventilation, drainage, or access protection steps: _____
• Chemical label/SDS, health code, bloodborne-pathogen, or local disposal requirement reviewed: ____
• Restaurant-specific surface, zone, sequence, or corrective-action 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. Chemical Spill Response SOP

SOP ID	V2-130	**VERSION**	1.0
EFFECTIVE DATE	_____	**OWNER**	_____
APPROVED BY	_____	**NEXT REVIEW**	_____

PURPOSE: To respond safely when a cleaning chemical spills, leaks, or creates exposure risk.

APPLIES TO: Manager on duty leads response. Trained employees may assist according to policy.

RESPONSIBILITY: Employees isolate the area and avoid unapproved cleanup. Management directs response using the label, SDS, PPE, and required reporting.

WHEN USED: Any time chemicals spill, leak, mix accidentally, splash on a person, create fumes, or contaminate an area.

REQUIRED MATERIALS / INFORMATION:

- Chemical label
- Safety data sheet if required
- Gloves / protective equipment if required
- Spill cleanup supplies
- Phone

CRITICAL STANDARDS:

- Chemical spill is isolated, handled safely, cleaned according to policy, and documented when required.
- Do not mix chemicals.
- Do not clean unknown chemicals without manager direction.
- Move food and people away from affected area.

PROCEDURE:

1. Move away from spill if unsafe.
2. Notify manager immediately.
3. Keep guests and employees away.
4. Identify chemical if safe.
5. Follow label and safety guidance.
6. Use required protective equipment if trained.
7. Clean spill only if safe and allowed.
8. Remove contaminated food, tools, or supplies according to policy.
9. Ventilate area if directed and safe.
10. Document spill and exposure if applicable.

130. Chemical Spill Response SOP - VERIFICATION & CUSTOMIZATION

MANAGER VERIFICATION:

☐ The employee can identify the approved chemical or method, PPE, area-control step, contact time, and reopening standard for chemical spill response.
☐ Notify manager immediately.
☐ Identify chemical if safe.
☐ Use required protective equipment if trained.
☐ Remove contaminated food, tools, or supplies according to policy.
☐ Document spill and exposure if applicable.

COMMON MISTAKES TO AVOID:

- Responding to chemical spill response without the product label, SDS, PPE, ventilation, and approved spill method.
- Mixing chemicals, using food containers, or applying an unapproved neutralizer.
- Allowing guests, food, utensils, drains, or ignition sources into the affected area.
- Cleaning beyond training instead of evacuating and contacting emergency or hazardous-material support.
- Reopening without disposal, decontamination, documentation, and manager verification.

RESTAURANT-SPECIFIC CUSTOMIZATION:

- Approved cleaner, sanitizer, disinfectant, dilution, or contact-time standard: _____
- Area tools, PPE, warning signs, spill kit, or cleanup equipment: _____
- Cleaning frequency, master schedule, inspection, or reopening target: _____
- Food, guest, employee, ventilation, drainage, or access protection steps: _____
- Chemical label/SDS, health code, bloodborne-pathogen, or local disposal requirement reviewed: ____
- Restaurant-specific surface, zone, sequence, or corrective-action 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

EQUIPMENT & PREVENTIVE MAINTENANCE

15 ready-to-customize SOPs

These SOPs control equipment inspections, shutdown, cleaning, refrigeration, failures, preventive maintenance, smallwares, knives, and unsafe-equipment lockout.

131. Equipment Opening Inspection SOP

SOP ID	V2-131	**VERSION**	1.0
EFFECTIVE DATE	_____	**OWNER**	_____
APPROVED BY	_____	**NEXT REVIEW**	_____

PURPOSE: To inspect equipment before opening for cleanliness, guards, utilities, damage, operating condition, food-safety impact, and required service restrictions.

APPLIES TO: Trained equipment users, kitchen leads, maintenance contacts, and managers.

RESPONSIBILITY: The operator uses and cleans equipment as approved. Management removes unsafe equipment from service and controls repair and return.

WHEN USED: Before use, during operation, at shutdown or cleaning, and whenever damage, failure, or unsafe performance is observed.

REQUIRED MATERIALS / INFORMATION:

- Manufacturer instructions and current equipment SOP
- Required cleaning tools, chemicals, and PPE
- Lockout or out-of-service tags
- Inspection and preventive-maintenance log
- Manager, service, and vendor contacts

CRITICAL STANDARDS:

- Only trained employees use, clean, adjust, or inspect equipment.
- Guards, cords, gas, heat, blades, pressure, chemicals, and moving parts are controlled.
- Unsafe equipment is shut down, tagged, and not returned to use without authorization.
- Cleaning, service, failure, and preventive-maintenance records are completed accurately.

PROCEDURE:

1. Review the equipment opening checklist, overnight notes, maintenance holds, service tags, and manufacturer instructions.
2. Inspect cords, plugs, gas connections, hoses, guards, doors, seals, blades, controls, vents, casters, and mounting points.
3. Confirm the area is clean, dry, unobstructed, ventilated, and free of leaks, grease buildup, pests, or stored items.
4. Verify utilities, suppression systems, drains, filters, water, and required clearances before startup.
5. Check that safety devices, shields, interlocks, thermostats, alarms, and emergency shutoffs are present and functional.
6. Start equipment only in the approved sequence and observe sound, odor, heat, pressure, vibration, flame, and display behavior.
7. Verify operating temperature or performance before loading food or assigning production.
8. Stop, disconnect when authorized, tag out, and notify management when any unsafe or abnormal condition is found.
9. Record the inspection result, defect, temporary restriction, service request, and person responsible.
10. Obtain manager release before employees use equipment that was previously out of service or repaired.

131. Equipment Opening Inspection SOP - VERIFICATION & CUSTOMIZATION

MANAGER VERIFICATION:

☐ The employee can identify the manufacturer instruction, shutdown control, performance limit, authorized service role, and release requirement for equipment opening inspection.

☐ Inspect cords, plugs, gas connections, hoses, guards, doors, seals, blades, controls, vents, casters, and mounting points.

☐ Verify utilities, suppression systems, drains, filters, water, and required clearances before startup.

☐ Start equipment only in the approved sequence and observe sound, odor, heat, pressure, vibration, flame, and display behavior.

☐ Stop, disconnect when authorized, tag out, and notify management when any unsafe or abnormal condition is found.

☐ Obtain manager release before employees use equipment that was previously out of service or repaired.

COMMON MISTAKES TO AVOID:

- Performing equipment opening inspection without manufacturer instructions, training, PPE, shutdown control, and an out-of-service process.
- Cleaning, adjusting, or reaching into energized, hot, pressurized, bladed, or moving equipment.
- Restarting after abnormal sound, odor, flame, leak, temperature, guard, cord, or control failure.
- Allowing an unqualified employee to repair or bypass a safety device.
- Returning equipment to service without testing, records, and manager or authorized-service release.

RESTAURANT-SPECIFIC CUSTOMIZATION:

- Equipment make/model, manufacturer instruction, and approved SOP: _____
- Shutdown, disconnect, lockout, tag, guard, heat, blade, or pressure control: _____
- Temperature, performance, cleaning, filter, calibration, or inspection limit: _____
- Authorized user, service vendor, maintenance contact, or repair approval: _____
- Manufacturer, fire, electrical, gas, OSHA, or local code requirement reviewed: _____
- Restaurant-specific equipment, smallwares, preventive-maintenance, or restart 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. Equipment Shutdown SOP

SOP ID	V2-132	**VERSION**	1.0
EFFECTIVE DATE	_____	**OWNER**	_____
APPROVED BY	_____	**NEXT REVIEW**	_____

PURPOSE: To shut down equipment in the approved sequence so heat, pressure, gas, electricity, water, moving parts, product, and cleaning risks are controlled.

APPLIES TO: Trained equipment users, kitchen leads, maintenance contacts, and managers.

RESPONSIBILITY: The operator uses and cleans equipment as approved. Management removes unsafe equipment from service and controls repair and return.

WHEN USED: Before use, during operation, at shutdown or cleaning, and whenever damage, failure, or unsafe performance is observed.

REQUIRED MATERIALS / INFORMATION:

- Manufacturer instructions and current equipment SOP
- Required cleaning tools, chemicals, and PPE
- Lockout or out-of-service tags
- Inspection and preventive-maintenance log
- Manager, service, and vendor contacts

CRITICAL STANDARDS:

- Only trained employees use, clean, adjust, or inspect equipment.
- Guards, cords, gas, heat, blades, pressure, chemicals, and moving parts are controlled.
- Unsafe equipment is shut down, tagged, and not returned to use without authorization.
- Cleaning, service, failure, and preventive-maintenance records are completed accurately.

PROCEDURE:

1. Review the approved shutdown sequence, manufacturer instructions, production status, and equipment that must remain operating.
2. Stop feeding product and allow the current cycle, pressure, heat, or moving parts to reach the approved safe state.
3. Remove, protect, cool, hold, or discard food according to the product and time-temperature requirements.
4. Turn controls off in the correct order and close gas, water, steam, or other utilities only when authorized.
5. Disconnect power or apply lockout/tagout only through trained and authorized employees.
6. Allow equipment to cool and depressurize before cleaning, disassembly, or access.
7. Remove approved parts and complete required cleaning, draining, filtering, or sanitation.
8. Reassemble or leave components in the approved drying or service position.
9. Inspect for leaks, damage, abnormal wear, residue, and conditions requiring an out-of-service tag.
10. Record shutdown, exceptions, maintenance needs, and manager verification.

132. Equipment Shutdown SOP - VERIFICATION & CUSTOMIZATION

MANAGER VERIFICATION:

☐ The employee can identify the manufacturer instruction, shutdown control, performance limit, authorized service role, and release requirement for equipment shutdown.
☐ Stop feeding product and allow the current cycle, pressure, heat, or moving parts to reach the approved safe state.
☐ Turn controls off in the correct order and close gas, water, steam, or other utilities only when authorized.
☐ Allow equipment to cool and depressurize before cleaning, disassembly, or access.
☐ Reassemble or leave components in the approved drying or service position.
☐ Record shutdown, exceptions, maintenance needs, and manager verification.

COMMON MISTAKES TO AVOID:

• Performing equipment shutdown without manufacturer instructions, training, PPE, shutdown control, and an out-of-service process.
• Cleaning, adjusting, or reaching into energized, hot, pressurized, bladed, or moving equipment.
• Restarting after abnormal sound, odor, flame, leak, temperature, guard, cord, or control failure.
• Allowing an unqualified employee to repair or bypass a safety device.
• Returning equipment to service without testing, records, and manager or authorized-service release.

RESTAURANT-SPECIFIC CUSTOMIZATION:

• Equipment make/model, manufacturer instruction, and approved SOP: _____
• Shutdown, disconnect, lockout, tag, guard, heat, blade, or pressure control: _____
• Temperature, performance, cleaning, filter, calibration, or inspection limit: _____
• Authorized user, service vendor, maintenance contact, or repair approval: _____
• Manufacturer, fire, electrical, gas, OSHA, or local code requirement reviewed: _____
• Restaurant-specific equipment, smallwares, preventive-maintenance, or restart 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. Fryer Filtering and Cleaning SOP

SOP ID	V2-133	**VERSION**	1.0
EFFECTIVE DATE	_____	**OWNER**	_____
APPROVED BY	_____	**NEXT REVIEW**	_____

PURPOSE: To filter and clean fryers safely while controlling hot oil, burns, ignition, product quality, waste oil, equipment condition, and documentation.

APPLIES TO: Trained equipment users, kitchen leads, maintenance contacts, and managers.

RESPONSIBILITY: The operator uses and cleans equipment as approved. Management removes unsafe equipment from service and controls repair and return.

WHEN USED: Before use, during operation, at shutdown or cleaning, and whenever damage, failure, or unsafe performance is observed.

REQUIRED MATERIALS / INFORMATION:

- Manufacturer instructions and current equipment SOP
- Required cleaning tools, chemicals, and PPE
- Lockout or out-of-service tags
- Inspection and preventive-maintenance log
- Manager, service, and vendor contacts

CRITICAL STANDARDS:

- Only trained employees use, clean, adjust, or inspect equipment.
- Guards, cords, gas, heat, blades, pressure, chemicals, and moving parts are controlled.
- Unsafe equipment is shut down, tagged, and not returned to use without authorization.
- Cleaning, service, failure, and preventive-maintenance records are completed accurately.

PROCEDURE:

1. Follow the fryer manufacturer instructions and confirm the unit is cool enough and safe for filtering.
2. Put on required PPE, secure the area, remove nearby water, and verify the correct filter equipment and oil container.
3. Turn off or place the fryer in the approved filter mode; never drain hot oil into an unapproved container.
4. Remove baskets and skim loose debris without splashing or contacting hot surfaces.
5. Drain oil through the approved filter system while monitoring hoses, valves, seals, and container capacity.
6. Clean crumbs and sediment from the fry pot using approved tools; do not use water on hot oil or energized components.
7. Inspect oil quality, level, odor, color, and service life and obtain approval before topping off or discarding.
8. Return filtered oil, close valves, verify correct level, and restart only according to manufacturer instructions.
9. Wipe exterior surfaces, clean the floor, store filter tools, and move used oil through the approved route.
10. Record filtering, oil change, defect, spill, burn, or service need and obtain manager verification.

133. Fryer Filtering and Cleaning SOP - VERIFICATION & CUSTOMIZATION

MANAGER VERIFICATION:

☐ The employee can identify the manufacturer instruction, shutdown control, performance limit, authorized service role, and release requirement for fryer filtering and cleaning.

☐ Put on required PPE, secure the area, remove nearby water, and verify the correct filter equipment and oil container.

☐ Remove baskets and skim loose debris without splashing or contacting hot surfaces.

☐ Clean crumbs and sediment from the fry pot using approved tools; do not use water on hot oil or energized components.

☐ Return filtered oil, close valves, verify correct level, and restart only according to manufacturer instructions.

☐ Record filtering, oil change, defect, spill, burn, or service need and obtain manager verification.

COMMON MISTAKES TO AVOID:

- Performing fryer filtering and cleaning without manufacturer instructions, training, PPE, shutdown control, and an out-of-service process.
- Cleaning, adjusting, or reaching into energized, hot, pressurized, bladed, or moving equipment.
- Restarting after abnormal sound, odor, flame, leak, temperature, guard, cord, or control failure.
- Allowing an unqualified employee to repair or bypass a safety device.
- Returning equipment to service without testing, records, and manager or authorized-service release.

RESTAURANT-SPECIFIC CUSTOMIZATION:

- Equipment make/model, manufacturer instruction, and approved SOP: _____
- Shutdown, disconnect, lockout, tag, guard, heat, blade, or pressure control: _____
- Temperature, performance, cleaning, filter, calibration, or inspection limit: _____
- Authorized user, service vendor, maintenance contact, or repair approval: _____
- Manufacturer, fire, electrical, gas, OSHA, or local code requirement reviewed: _____
- Restaurant-specific equipment, smallwares, preventive-maintenance, or restart 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. Flat-Top Cleaning SOP

SOP ID	V2-134	**VERSION**	1.0
EFFECTIVE DATE	_____	**OWNER**	_____
APPROVED BY	_____	**NEXT REVIEW**	_____

PURPOSE: To clean the flat-top safely after controlled cooldown using approved tools and chemicals without damaging the surface or contaminating food areas.

APPLIES TO: Trained equipment users, kitchen leads, maintenance contacts, and managers.

RESPONSIBILITY: The operator uses and cleans equipment as approved. Management removes unsafe equipment from service and controls repair and return.

WHEN USED: Before use, during operation, at shutdown or cleaning, and whenever damage, failure, or unsafe performance is observed.

REQUIRED MATERIALS / INFORMATION:

- Manufacturer instructions and current equipment SOP
- Required cleaning tools, chemicals, and PPE
- Lockout or out-of-service tags
- Inspection and preventive-maintenance log
- Manager, service, and vendor contacts

CRITICAL STANDARDS:

- Only trained employees use, clean, adjust, or inspect equipment.
- Guards, cords, gas, heat, blades, pressure, chemicals, and moving parts are controlled.
- Unsafe equipment is shut down, tagged, and not returned to use without authorization.
- Cleaning, service, failure, and preventive-maintenance records are completed accurately.

PROCEDURE:

1. Follow manufacturer instructions and allow the flat-top to reach the approved cleaning temperature or cool-down state.
2. Put on required PPE, post the area, remove food, and protect nearby clean surfaces and ingredients.
3. Scrape food residue and grease toward the trough using an approved scraper held away from the body.
4. Empty and clean the grease drawer or trough without overfilling, spilling, or mixing water with hot grease.
5. Apply only the approved cleaner or method; never use chemicals or abrasives prohibited by the manufacturer.
6. Scrub the cooking surface, corners, splash guards, front edge, knobs, and surrounding nonfood-contact areas.
7. Remove residue and rinse or wipe as required so no chemical or debris remains on the cooking surface.
8. Dry, season, or protect the surface according to the approved process and reinstall clean components.
9. Clean the floor and nearby wall surfaces and report warping, cracks, hot spots, loose controls, or gas concerns.
10. Record completion and obtain manager verification before the unit is returned to service.

134. Flat-Top Cleaning SOP - VERIFICATION & CUSTOMIZATION

MANAGER VERIFICATION:

☐ The employee can identify the manufacturer instruction, shutdown control, performance limit, authorized service role, and release requirement for flat-top cleaning.
☐ Put on required PPE, post the area, remove food, and protect nearby clean surfaces and ingredients.
☐ Empty and clean the grease drawer or trough without overfilling, spilling, or mixing water with hot grease.
☐ Scrub the cooking surface, corners, splash guards, front edge, knobs, and surrounding nonfood-contact areas.
☐ Dry, season, or protect the surface according to the approved process and reinstall clean components.
☐ Record completion and obtain manager verification before the unit is returned to service.

COMMON MISTAKES TO AVOID:

- Performing flat-top cleaning without manufacturer instructions, training, PPE, shutdown control, and an out-of-service process.
- Cleaning, adjusting, or reaching into energized, hot, pressurized, bladed, or moving equipment.
- Restarting after abnormal sound, odor, flame, leak, temperature, guard, cord, or control failure.
- Allowing an unqualified employee to repair or bypass a safety device.
- Returning equipment to service without testing, records, and manager or authorized-service release.

RESTAURANT-SPECIFIC CUSTOMIZATION:

- Equipment make/model, manufacturer instruction, and approved SOP: _____
- Shutdown, disconnect, lockout, tag, guard, heat, blade, or pressure control: _____
- Temperature, performance, cleaning, filter, calibration, or inspection limit: _____
- Authorized user, service vendor, maintenance contact, or repair approval: _____
- Manufacturer, fire, electrical, gas, OSHA, or local code requirement reviewed: _____
- Restaurant-specific equipment, smallwares, preventive-maintenance, or restart 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. Grill Cleaning SOP

SOP ID	V2-135	**VERSION**	1.0
EFFECTIVE DATE	_____	**OWNER**	_____
APPROVED BY	_____	**NEXT REVIEW**	_____

PURPOSE: To clean grills safely by controlling heat, grease, sharp tools, chemicals, removable parts, waste, and final equipment readiness.

APPLIES TO: Trained equipment users, kitchen leads, maintenance contacts, and managers.

RESPONSIBILITY: The operator uses and cleans equipment as approved. Management removes unsafe equipment from service and controls repair and return.

WHEN USED: Before use, during operation, at shutdown or cleaning, and whenever damage, failure, or unsafe performance is observed.

REQUIRED MATERIALS / INFORMATION:

- Manufacturer instructions and current equipment SOP
- Required cleaning tools, chemicals, and PPE
- Lockout or out-of-service tags
- Inspection and preventive-maintenance log
- Manager, service, and vendor contacts

CRITICAL STANDARDS:

- Only trained employees use, clean, adjust, or inspect equipment.
- Guards, cords, gas, heat, blades, pressure, chemicals, and moving parts are controlled.
- Unsafe equipment is shut down, tagged, and not returned to use without authorization.
- Cleaning, service, failure, and preventive-maintenance records are completed accurately.

PROCEDURE:

1. Follow manufacturer instructions, shut down the grill as required, and confirm a safe cleaning condition.
2. Put on required PPE, ventilate the area, remove food, and protect nearby clean equipment and ingredients.
3. Remove grates, racks, shields, trays, and grease components only when safe and approved.
4. Scrape carbon and food residue with approved tools; avoid damaging coatings, burners, sensors, or igniters.
5. Clean grates and removable parts using the approved chemical, soak, rinse, and drying process.
6. Clean burner covers, drip areas, splash guards, knobs, exterior surfaces, and grease collection points.
7. Do not introduce water or chemical into burners, gas openings, electrical parts, or hot grease.
8. Reassemble correctly, verify guards and parts, and test ignition or operation according to manufacturer instructions.
9. Clean surrounding floors and walls and report flame, gas, heat, structural, or control problems.
10. Record completion and obtain manager verification before the grill returns to service.

135. Grill Cleaning SOP - VERIFICATION & CUSTOMIZATION

MANAGER VERIFICATION:

☐ The employee can identify the manufacturer instruction, shutdown control, performance limit, authorized service role, and release requirement for grill cleaning.
☐ Put on required PPE, ventilate the area, remove food, and protect nearby clean equipment and ingredients.
☐ Scrape carbon and food residue with approved tools; avoid damaging coatings, burners, sensors, or igniters.
☐ Clean burner covers, drip areas, splash guards, knobs, exterior surfaces, and grease collection points.
☐ Reassemble correctly, verify guards and parts, and test ignition or operation according to manufacturer instructions.
☐ Record completion and obtain manager verification before the grill returns to service.

COMMON MISTAKES TO AVOID:

• Performing grill cleaning without manufacturer instructions, training, PPE, shutdown control, and an out-of-service process.
• Cleaning, adjusting, or reaching into energized, hot, pressurized, bladed, or moving equipment.
• Restarting after abnormal sound, odor, flame, leak, temperature, guard, cord, or control failure.
• Allowing an unqualified employee to repair or bypass a safety device.
• Returning equipment to service without testing, records, and manager or authorized-service release.

RESTAURANT-SPECIFIC CUSTOMIZATION:

• Equipment make/model, manufacturer instruction, and approved SOP: _____
• Shutdown, disconnect, lockout, tag, guard, heat, blade, or pressure control: _____
• Temperature, performance, cleaning, filter, calibration, or inspection limit: _____
• Authorized user, service vendor, maintenance contact, or repair approval: _____
• Manufacturer, fire, electrical, gas, OSHA, or local code requirement reviewed: _____
• Restaurant-specific equipment, smallwares, preventive-maintenance, or restart 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.

136. Oven Cleaning SOP

SOP ID	V2-136	**VERSION**	1.0
EFFECTIVE DATE	_____	**OWNER**	_____
APPROVED BY	_____	**NEXT REVIEW**	_____

PURPOSE: To clean ovens safely according to manufacturer instructions while controlling heat, electricity or gas, chemicals, removable parts, residue, and restart approval.

APPLIES TO: Trained equipment users, kitchen leads, maintenance contacts, and managers.

RESPONSIBILITY: The operator uses and cleans equipment as approved. Management removes unsafe equipment from service and controls repair and return.

WHEN USED: Before use, during operation, at shutdown or cleaning, and whenever damage, failure, or unsafe performance is observed.

REQUIRED MATERIALS / INFORMATION:

- Manufacturer instructions and current equipment SOP
- Required cleaning tools, chemicals, and PPE
- Lockout or out-of-service tags
- Inspection and preventive-maintenance log
- Manager, service, and vendor contacts

CRITICAL STANDARDS:

- Only trained employees use, clean, adjust, or inspect equipment.
- Guards, cords, gas, heat, blades, pressure, chemicals, and moving parts are controlled.
- Unsafe equipment is shut down, tagged, and not returned to use without authorization.
- Cleaning, service, failure, and preventive-maintenance records are completed accurately.

PROCEDURE:

1. Follow manufacturer instructions, shut down the oven, and allow it to reach the approved cleaning condition.
2. Put on required PPE, post the area, remove food, racks, pans, stones, and loose debris as permitted.
3. Select only the approved oven cleaner or self-clean cycle and protect sensors, lights, gaskets, and electrical components.
4. Apply cleaner to approved surfaces without overspray onto food, utensils, floors, or adjacent equipment.
5. Allow required dwell time while maintaining ventilation and preventing unauthorized use.
6. Scrub interior surfaces, racks, doors, glass, handles, and exterior controls using approved non-damaging tools.
7. Remove all chemical residue and rinse or wipe according to the product label and manufacturer instructions.
8. Dry and reinstall components, inspect gaskets and doors, and complete any required burn-off before food use.
9. Report damaged seals, controls, heating elements, gas odor, uneven heat, or failed self-clean operation.
10. Record completion and manager verification before the oven returns to service.

136. Oven Cleaning SOP - VERIFICATION & CUSTOMIZATION

MANAGER VERIFICATION:

☐ The employee can identify the manufacturer instruction, shutdown control, performance limit, authorized service role, and release requirement for oven cleaning.
☐ Put on required PPE, post the area, remove food, racks, pans, stones, and loose debris as permitted.
☐ Apply cleaner to approved surfaces without overspray onto food, utensils, floors, or adjacent equipment.
☐ Scrub interior surfaces, racks, doors, glass, handles, and exterior controls using approved non-damaging tools.
☐ Dry and reinstall components, inspect gaskets and doors, and complete any required burn-off before food use.
☐ Record completion and manager verification before the oven returns to service.

COMMON MISTAKES TO AVOID:

- Performing oven cleaning without manufacturer instructions, training, PPE, shutdown control, and an out-of-service process.
- Cleaning, adjusting, or reaching into energized, hot, pressurized, bladed, or moving equipment.
- Restarting after abnormal sound, odor, flame, leak, temperature, guard, cord, or control failure.
- Allowing an unqualified employee to repair or bypass a safety device.
- Returning equipment to service without testing, records, and manager or authorized-service release.

RESTAURANT-SPECIFIC CUSTOMIZATION:

- Equipment make/model, manufacturer instruction, and approved SOP: _____
- Shutdown, disconnect, lockout, tag, guard, heat, blade, or pressure control: _____
- Temperature, performance, cleaning, filter, calibration, or inspection limit: _____
- Authorized user, service vendor, maintenance contact, or repair approval: _____
- Manufacturer, fire, electrical, gas, OSHA, or local code requirement reviewed: _____
- Restaurant-specific equipment, smallwares, preventive-maintenance, or restart 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. Ice Machine Cleaning SOP

SOP ID	V2-137	**VERSION**	1.0
EFFECTIVE DATE	_____	**OWNER**	_____
APPROVED BY	_____	**NEXT REVIEW**	_____

PURPOSE: To clean and sanitize the ice machine on the approved schedule while protecting ice, water-contact surfaces, filters, chemicals, and restart verification.

APPLIES TO: Trained equipment users, kitchen leads, maintenance contacts, and managers.

RESPONSIBILITY: The operator uses and cleans equipment as approved. Management removes unsafe equipment from service and controls repair and return.

WHEN USED: Before use, during operation, at shutdown or cleaning, and whenever damage, failure, or unsafe performance is observed.

REQUIRED MATERIALS / INFORMATION:

- Manufacturer instructions and current equipment SOP
- Required cleaning tools, chemicals, and PPE
- Lockout or out-of-service tags
- Inspection and preventive-maintenance log
- Manager, service, and vendor contacts

CRITICAL STANDARDS:

- Only trained employees use, clean, adjust, or inspect equipment.
- Guards, cords, gas, heat, blades, pressure, chemicals, and moving parts are controlled.
- Unsafe equipment is shut down, tagged, and not returned to use without authorization.
- Cleaning, service, failure, and preventive-maintenance records are completed accurately.

PROCEDURE:

1. Follow the manufacturer cleaning and sanitation procedure and place the ice machine out of service.
2. Protect or discard ice as required; never clean over usable ice or place tools inside the bin.
3. Wash hands, put on required PPE, and gather the approved cleaner, sanitizer, brushes, and test materials.
4. Turn off water or power only as instructed and remove approved parts without damaging sensors, tubes, or seals.
5. Remove scale, slime, soil, and mineral buildup from food-contact and water-contact components.
6. Rinse completely and sanitize the machine, bin, scoop holder, chute, and removable parts at the approved concentration and contact time.
7. Allow surfaces to air-dry when required and reassemble all parts correctly.
8. Restart the machine, discard the required initial ice, and verify water flow, drainage, temperature, and ice quality.
9. Store the scoop correctly and report leaks, mold, recurring buildup, damaged parts, or treatment-system problems.
10. Record the cleaning date, chemical, concentration, employee, and manager verification.

137. Ice Machine Cleaning SOP - VERIFICATION & CUSTOMIZATION

MANAGER VERIFICATION:

☐ The employee can identify the manufacturer instruction, shutdown control, performance limit, authorized service role, and release requirement for ice machine cleaning.

☐ Protect or discard ice as required; never clean over usable ice or place tools inside the bin.

☐ Turn off water or power only as instructed and remove approved parts without damaging sensors, tubes, or seals.

☐ Rinse completely and sanitize the machine, bin, scoop holder, chute, and removable parts at the approved concentration and contact time.

☐ Restart the machine, discard the required initial ice, and verify water flow, drainage, temperature, and ice quality.

☐ Record the cleaning date, chemical, concentration, employee, and manager verification.

COMMON MISTAKES TO AVOID:

- Performing ice machine cleaning without manufacturer instructions, training, PPE, shutdown control, and an out-of-service process.
- Cleaning, adjusting, or reaching into energized, hot, pressurized, bladed, or moving equipment.
- Restarting after abnormal sound, odor, flame, leak, temperature, guard, cord, or control failure.
- Allowing an unqualified employee to repair or bypass a safety device.
- Returning equipment to service without testing, records, and manager or authorized-service release.

RESTAURANT-SPECIFIC CUSTOMIZATION:

- Equipment make/model, manufacturer instruction, and approved SOP: _____
- Shutdown, disconnect, lockout, tag, guard, heat, blade, or pressure control: _____
- Temperature, performance, cleaning, filter, calibration, or inspection limit: _____
- Authorized user, service vendor, maintenance contact, or repair approval: _____
- Manufacturer, fire, electrical, gas, OSHA, or local code requirement reviewed: _____
- Restaurant-specific equipment, smallwares, preventive-maintenance, or restart 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. Refrigeration Temperature Review SOP

SOP ID	V2-138	**VERSION**	1.0
EFFECTIVE DATE	_____	**OWNER**	_____
APPROVED BY	_____	**NEXT REVIEW**	_____

PURPOSE: To review refrigeration temperatures, product conditions, alarms, doors, airflow, records, and corrective actions before food safety is lost.

APPLIES TO: Trained equipment users, kitchen leads, maintenance contacts, and managers.

RESPONSIBILITY: The operator uses and cleans equipment as approved. Management removes unsafe equipment from service and controls repair and return.

WHEN USED: Before use, during operation, at shutdown or cleaning, and whenever damage, failure, or unsafe performance is observed.

REQUIRED MATERIALS / INFORMATION:

- Manufacturer instructions and current equipment SOP
- Required cleaning tools, chemicals, and PPE
- Lockout or out-of-service tags
- Inspection and preventive-maintenance log
- Manager, service, and vendor contacts

CRITICAL STANDARDS:

- Only trained employees use, clean, adjust, or inspect equipment.
- Guards, cords, gas, heat, blades, pressure, chemicals, and moving parts are controlled.
- Unsafe equipment is shut down, tagged, and not returned to use without authorization.
- Cleaning, service, failure, and preventive-maintenance records are completed accurately.

PROCEDURE:

1. Identify every refrigeration unit, assigned temperature limit, product type, and required review time.
2. Inspect doors, gaskets, airflow, fan operation, displays, alarms, condensation, ice, and unit loading.
3. Read the unit display and measure representative food temperatures with a clean calibrated thermometer.
4. Record actual unit and product temperatures, time, employee, and any recent door, delivery, or defrost activity.
5. Recheck unexpected readings and verify the thermometer before concluding that the unit failed.
6. Move or protect food only through the approved alternate refrigeration or ice-control process.
7. Evaluate affected product using documented time, temperature, and product history under manager authority.
8. Adjust loading or door use only when safe; do not alter controls or repair equipment without authorization.
9. Contact service for repeated or material failure and record food disposition and corrective action.
10. Verify recovery and sustained control before returning the unit to normal use.

138. Refrigeration Temperature Review SOP - VERIFICATION & CUSTOMIZATION

MANAGER VERIFICATION:

☐ The employee can identify the manufacturer instruction, shutdown control, performance limit, authorized service role, and release requirement for refrigeration temperature review.
☐ Inspect doors, gaskets, airflow, fan operation, displays, alarms, condensation, ice, and unit loading.
☐ Record actual unit and product temperatures, time, employee, and any recent door, delivery, or defrost activity.
☐ Move or protect food only through the approved alternate refrigeration or ice-control process.
☐ Adjust loading or door use only when safe; do not alter controls or repair equipment without authorization.
☐ Verify recovery and sustained control before returning the unit to normal use.

COMMON MISTAKES TO AVOID:

- Performing refrigeration temperature review without manufacturer instructions, training, PPE, shutdown control, and an out-of-service process.
- Cleaning, adjusting, or reaching into energized, hot, pressurized, bladed, or moving equipment.
- Restarting after abnormal sound, odor, flame, leak, temperature, guard, cord, or control failure.
- Allowing an unqualified employee to repair or bypass a safety device.
- Returning equipment to service without testing, records, and manager or authorized-service release.

RESTAURANT-SPECIFIC CUSTOMIZATION:

- Equipment make/model, manufacturer instruction, and approved SOP: _____
- Shutdown, disconnect, lockout, tag, guard, heat, blade, or pressure control: _____
- Temperature, performance, cleaning, filter, calibration, or inspection limit: _____
- Authorized user, service vendor, maintenance contact, or repair approval: _____
- Manufacturer, fire, electrical, gas, OSHA, or local code requirement reviewed: _____
- Restaurant-specific equipment, smallwares, preventive-maintenance, or restart 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. Refrigeration Failure SOP

SOP ID	V2-139	**VERSION**	1.0
EFFECTIVE DATE	_____	**OWNER**	_____
APPROVED BY	_____	**NEXT REVIEW**	_____

PURPOSE: To respond to refrigeration failure by protecting product, verifying temperatures and time, restricting access, arranging repair, and documenting disposition.

APPLIES TO: Trained equipment users, kitchen leads, maintenance contacts, and managers.

RESPONSIBILITY: The operator uses and cleans equipment as approved. Management removes unsafe equipment from service and controls repair and return.

WHEN USED: Before use, during operation, at shutdown or cleaning, and whenever damage, failure, or unsafe performance is observed.

REQUIRED MATERIALS / INFORMATION:

- Manufacturer instructions and current equipment SOP
- Required cleaning tools, chemicals, and PPE
- Lockout or out-of-service tags
- Inspection and preventive-maintenance log
- Manager, service, and vendor contacts

CRITICAL STANDARDS:

- Only trained employees use, clean, adjust, or inspect equipment.
- Guards, cords, gas, heat, blades, pressure, chemicals, and moving parts are controlled.
- Unsafe equipment is shut down, tagged, and not returned to use without authorization.
- Cleaning, service, failure, and preventive-maintenance records are completed accurately.

PROCEDURE:

1. Review manufacturer instructions, the current SOP, service history, and authorized task.
2. Inspect the work area and control heat, electricity, gas, water, blades, pressure, chemicals, and moving parts.
3. Shut down, cool, unplug, isolate, or tag equipment as required before contact.
4. Confirm actual product temperatures, duration, door status, load, airflow, and equipment condition.
5. Keep doors closed, move food only to verified cold storage, and protect product from contamination.
6. Tag the unit out of service when it cannot hold safely and contact approved service.
7. Evaluate and document every affected food item, time, temperature, movement, and disposition.
8. Clean and sanitize as required, reassemble correctly, and test only within authorization.
9. Record condition, service, parts, food impact, downtime, and release decision.
10. Return equipment to use only after manager or qualified service approval.

139. Refrigeration Failure SOP - VERIFICATION & CUSTOMIZATION

MANAGER VERIFICATION:

☐ The employee can identify the manufacturer instruction, shutdown control, performance limit, authorized service role, and release requirement for refrigeration failure.
☐ Inspect the work area and control heat, electricity, gas, water, blades, pressure, chemicals, and moving parts.
☐ Confirm actual product temperatures, duration, door status, load, airflow, and equipment condition.
☐ Tag the unit out of service when it cannot hold safely and contact approved service.
☐ Clean and sanitize as required, reassemble correctly, and test only within authorization.
☐ Return equipment to use only after manager or qualified service approval.

COMMON MISTAKES TO AVOID:

• Performing refrigeration failure without manufacturer instructions, training, PPE, shutdown control, and an out-of-service process.
• Cleaning, adjusting, or reaching into energized, hot, pressurized, bladed, or moving equipment.
• Restarting after abnormal sound, odor, flame, leak, temperature, guard, cord, or control failure.
• Allowing an unqualified employee to repair or bypass a safety device.
• Returning equipment to service without testing, records, and manager or authorized-service release.

RESTAURANT-SPECIFIC CUSTOMIZATION:

• Equipment make/model, manufacturer instruction, and approved SOP: _____
• Shutdown, disconnect, lockout, tag, guard, heat, blade, or pressure control: _____
• Temperature, performance, cleaning, filter, calibration, or inspection limit: _____
• Authorized user, service vendor, maintenance contact, or repair approval: _____
• Manufacturer, fire, electrical, gas, OSHA, or local code requirement reviewed: _____
• Restaurant-specific equipment, smallwares, preventive-maintenance, or restart 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. Dishwasher Machine Failure SOP

SOP ID	V2-140	**VERSION**	1.0
EFFECTIVE DATE	_____	**OWNER**	_____
APPROVED BY	_____	**NEXT REVIEW**	_____

PURPOSE: To provide a clear process when the dish machine stops working or cannot safely clean and sanitize items.

APPLIES TO: Dishwasher, kitchen lead, manager, or assigned employee.

RESPONSIBILITY: The operator uses and cleans equipment as approved. Management removes unsafe equipment from service and controls repair and return.

WHEN USED: Any time the dish machine fails, loses heat, loses sanitizer, leaks, stops cycling, or does not clean items properly.

REQUIRED MATERIALS / INFORMATION:

- Three-compartment sink
- Test strips if required
- Dish machine support contact
- Maintenance contact
- Backup dish procedure

CRITICAL STANDARDS:

- Unsafe dish machine use stops, backup sanitation process begins if approved, and service/repair is documented.
- Do not use the dish machine if it is not cleaning or sanitizing properly.
- Use approved backup warewashing procedure.
- Do not serve guests with unclean or unsanitized items.

PROCEDURE:

1. Stop using the machine if it is not working safely.
2. Notify manager immediately.
3. Check issue according to training.
4. Contact maintenance or service provider if required.
5. Switch to approved three-compartment sink process if allowed.
6. Prioritize essential items.
7. Communicate delays to FOH and BOH.
8. Monitor sanitizer and manual wash process.
9. Do not resume machine use until approved.
10. Document issue and repair follow-up.

140. Dishwasher Machine Failure SOP - VERIFICATION & CUSTOMIZATION

MANAGER VERIFICATION:

☐ The employee can identify the manufacturer instruction, shutdown control, performance limit, authorized service role, and release requirement for dishwasher machine failure.
☐ Notify manager immediately.
☐ Contact maintenance or service provider if required.
☐ Prioritize essential items.
☐ Monitor sanitizer and manual wash process.
☐ Document issue and repair follow-up.

COMMON MISTAKES TO AVOID:

- Performing dishwasher machine failure without manufacturer instructions, training, PPE, shutdown control, and an out-of-service process.
- Cleaning, adjusting, or reaching into energized, hot, pressurized, bladed, or moving equipment.
- Restarting after abnormal sound, odor, flame, leak, temperature, guard, cord, or control failure.
- Allowing an unqualified employee to repair or bypass a safety device.
- Returning equipment to service without testing, records, and manager or authorized-service release.

RESTAURANT-SPECIFIC CUSTOMIZATION:

- Equipment make/model, manufacturer instruction, and approved SOP: _____
- Shutdown, disconnect, lockout, tag, guard, heat, blade, or pressure control: _____
- Temperature, performance, cleaning, filter, calibration, or inspection limit: _____
- Authorized user, service vendor, maintenance contact, or repair approval: _____
- Manufacturer, fire, electrical, gas, OSHA, or local code requirement reviewed: _____
- Restaurant-specific equipment, smallwares, preventive-maintenance, or restart 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. Equipment Failure SOP

SOP ID	V2-141	**VERSION**	1.0
EFFECTIVE DATE	_____	**OWNER**	_____
APPROVED BY	_____	**NEXT REVIEW**	_____

PURPOSE: To respond safely and quickly when restaurant equipment fails.

APPLIES TO: Manager on duty, kitchen lead, bartender, cook, or assigned employee.

RESPONSIBILITY: The operator uses and cleans equipment as approved. Management removes unsafe equipment from service and controls repair and return.

WHEN USED: Any time major equipment stops working, becomes unsafe, leaks, smokes, overheats, fails to hold temperature, or affects operations.

REQUIRED MATERIALS / INFORMATION:

- Maintenance contact
- Equipment log
- Out-of-service sign if used
- Backup process
- Manager Incident Form

CRITICAL STANDARDS:

- Unsafe equipment is removed from use, impact is controlled, repair is requested, and follow-up is documented.
- Do not use unsafe equipment.
- Turn off or unplug only if trained and safe.
- Report smoke, electrical smells, gas concerns, or overheating immediately.

PROCEDURE:

1. Stop using unsafe equipment.
2. Notify manager immediately.
3. Identify equipment and issue.
4. Determine food safety, service, or safety impact.
5. Mark equipment out of service if needed.
6. Contact maintenance or ownership.
7. Create backup plan if possible.
8. Communicate impact to employees.
9. Document issue and repair status.
10. Do not return equipment to use until approved.

141. Equipment Failure SOP - VERIFICATION & CUSTOMIZATION

MANAGER VERIFICATION:

☐ The employee can identify the manufacturer instruction, shutdown control, performance limit, authorized service role, and release requirement for equipment failure.
☐ Notify manager immediately.
☐ Determine food safety, service, or safety impact.
☐ Contact maintenance or ownership.
☐ Communicate impact to employees.
☐ Do not return equipment to use until approved.

COMMON MISTAKES TO AVOID:

- Performing equipment failure without manufacturer instructions, training, PPE, shutdown control, and an out-of-service process.
- Cleaning, adjusting, or reaching into energized, hot, pressurized, bladed, or moving equipment.
- Restarting after abnormal sound, odor, flame, leak, temperature, guard, cord, or control failure.
- Allowing an unqualified employee to repair or bypass a safety device.
- Returning equipment to service without testing, records, and manager or authorized-service release.

RESTAURANT-SPECIFIC CUSTOMIZATION:

- Equipment make/model, manufacturer instruction, and approved SOP: _____
- Shutdown, disconnect, lockout, tag, guard, heat, blade, or pressure control: _____
- Temperature, performance, cleaning, filter, calibration, or inspection limit: _____
- Authorized user, service vendor, maintenance contact, or repair approval: _____
- Manufacturer, fire, electrical, gas, OSHA, or local code requirement reviewed: _____
- Restaurant-specific equipment, smallwares, preventive-maintenance, or restart 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. Preventive Maintenance Log SOP

SOP ID	V2-142	**VERSION**	1.0
EFFECTIVE DATE	_____	**OWNER**	_____
APPROVED BY	_____	**NEXT REVIEW**	_____

PURPOSE: To maintain a preventive-maintenance log that identifies equipment, required work, frequency, completion, service provider, cost, and follow-up status.

APPLIES TO: Trained equipment users, kitchen leads, maintenance contacts, and managers.

RESPONSIBILITY: The operator uses and cleans equipment as approved. Management removes unsafe equipment from service and controls repair and return.

WHEN USED: Before use, during operation, at shutdown or cleaning, and whenever damage, failure, or unsafe performance is observed.

REQUIRED MATERIALS / INFORMATION:

- Manufacturer instructions and current equipment SOP
- Required cleaning tools, chemicals, and PPE
- Lockout or out-of-service tags
- Inspection and preventive-maintenance log
- Manager, service, and vendor contacts

CRITICAL STANDARDS:

- Only trained employees use, clean, adjust, or inspect equipment.
- Guards, cords, gas, heat, blades, pressure, chemicals, and moving parts are controlled.
- Unsafe equipment is shut down, tagged, and not returned to use without authorization.
- Cleaning, service, failure, and preventive-maintenance records are completed accurately.

PROCEDURE:

1. Review manufacturer intervals, service history, inspections, warranty requirements, and recurring equipment failures.
2. List each equipment asset, location, model, identifier, responsible manager, and authorized service provider.
3. Schedule cleaning, lubrication, filter, calibration, inspection, replacement, and professional-service tasks.
4. Coordinate shutdown, product relocation, access, permits, and service timing to protect operations and safety.
5. Record work performed, parts used, readings, technician, cost, findings, and recommended follow-up.
6. Verify that guards, panels, utilities, controls, alarms, and safety devices are restored after service.
7. Test equipment under the approved operating condition before releasing it to employees.
8. Tag unresolved defects and define operating restrictions, repair deadline, and alternate process.
9. Review overdue work and repeated failures with ownership, purchasing, and department leaders.
10. Retain service records and update the next-due date and SOP when equipment or instructions change.

142. Preventive Maintenance Log SOP - VERIFICATION & CUSTOMIZATION

MANAGER VERIFICATION:

☐ The employee can identify the manufacturer instruction, shutdown control, performance limit, authorized service role, and release requirement for preventive maintenance log.
☐ List each equipment asset, location, model, identifier, responsible manager, and authorized service provider.
☐ Coordinate shutdown, product relocation, access, permits, and service timing to protect operations and safety.
☐ Verify that guards, panels, utilities, controls, alarms, and safety devices are restored after service.
☐ Tag unresolved defects and define operating restrictions, repair deadline, and alternate process.
☐ Retain service records and update the next-due date and SOP when equipment or instructions change.

COMMON MISTAKES TO AVOID:

- Performing preventive maintenance log without manufacturer instructions, training, PPE, shutdown control, and an out-of-service process.
- Cleaning, adjusting, or reaching into energized, hot, pressurized, bladed, or moving equipment.
- Restarting after abnormal sound, odor, flame, leak, temperature, guard, cord, or control failure.
- Allowing an unqualified employee to repair or bypass a safety device.
- Returning equipment to service without testing, records, and manager or authorized-service release.

RESTAURANT-SPECIFIC CUSTOMIZATION:

- Equipment make/model, manufacturer instruction, and approved SOP: _____
- Shutdown, disconnect, lockout, tag, guard, heat, blade, or pressure control: _____
- Temperature, performance, cleaning, filter, calibration, or inspection limit: _____
- Authorized user, service vendor, maintenance contact, or repair approval: _____
- Manufacturer, fire, electrical, gas, OSHA, or local code requirement reviewed: _____
- Restaurant-specific equipment, smallwares, preventive-maintenance, or restart 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. Smallwares Inspection SOP

SOP ID	V2-143	**VERSION**	1.0
EFFECTIVE DATE	_____	**OWNER**	_____
APPROVED BY	_____	**NEXT REVIEW**	_____

PURPOSE: To inspect smallwares for cleanliness, damage, correct quantity, safe storage, and removal or replacement of unsafe items.

APPLIES TO: Trained equipment users, kitchen leads, maintenance contacts, and managers.

RESPONSIBILITY: The operator uses and cleans equipment as approved. Management removes unsafe equipment from service and controls repair and return.

WHEN USED: Before use, during operation, at shutdown or cleaning, and whenever damage, failure, or unsafe performance is observed.

REQUIRED MATERIALS / INFORMATION:

- Manufacturer instructions and current equipment SOP
- Required cleaning tools, chemicals, and PPE
- Lockout or out-of-service tags
- Inspection and preventive-maintenance log
- Manager, service, and vendor contacts

CRITICAL STANDARDS:

- Only trained employees use, clean, adjust, or inspect equipment.
- Guards, cords, gas, heat, blades, pressure, chemicals, and moving parts are controlled.
- Unsafe equipment is shut down, tagged, and not returned to use without authorization.
- Cleaning, service, failure, and preventive-maintenance records are completed accurately.

PROCEDURE:

1. Gather knives, utensils, pans, boards, containers, scoops, racks, and other assigned smallwares for inspection.
2. Separate clean items from dirty, damaged, unapproved, or employee-owned items.
3. Inspect for cracks, chips, sharp edges, rust, loose handles, worn coatings, warping, missing parts, and difficult-to-clean surfaces.
4. Verify food-contact items are clean, dry, odor-free, and made of approved material.
5. Check that measuring, portioning, and temperature tools are accurate and matched to the intended use.
6. Remove damaged items from service immediately and place them in the approved hold or disposal area.
7. Record the item, quantity, defect, station, and replacement or repair need.
8. Restock each station to the approved par without mixing damaged or unverified items back into service.
9. Escalate repeated breakage, shortage, unsafe substitutions, or purchasing concerns to management.
10. Complete the smallwares count and manager verification before opening or shift release.

143. Smallwares Inspection SOP - VERIFICATION & CUSTOMIZATION

MANAGER VERIFICATION:

☐ The employee can identify the manufacturer instruction, shutdown control, performance limit, authorized service role, and release requirement for smallwares inspection.
☐ Separate clean items from dirty, damaged, unapproved, or employee-owned items.
☐ Verify food-contact items are clean, dry, odor-free, and made of approved material.
☐ Remove damaged items from service immediately and place them in the approved hold or disposal area.
☐ Restock each station to the approved par without mixing damaged or unverified items back into service.
☐ Complete the smallwares count and manager verification before opening or shift release.

COMMON MISTAKES TO AVOID:

- Performing smallwares inspection without manufacturer instructions, training, PPE, shutdown control, and an out-of-service process.
- Cleaning, adjusting, or reaching into energized, hot, pressurized, bladed, or moving equipment.
- Restarting after abnormal sound, odor, flame, leak, temperature, guard, cord, or control failure.
- Allowing an unqualified employee to repair or bypass a safety device.
- Returning equipment to service without testing, records, and manager or authorized-service release.

RESTAURANT-SPECIFIC CUSTOMIZATION:

- Equipment make/model, manufacturer instruction, and approved SOP: _____
- Shutdown, disconnect, lockout, tag, guard, heat, blade, or pressure control: _____
- Temperature, performance, cleaning, filter, calibration, or inspection limit: _____
- Authorized user, service vendor, maintenance contact, or repair approval: _____
- Manufacturer, fire, electrical, gas, OSHA, or local code requirement reviewed: _____
- Restaurant-specific equipment, smallwares, preventive-maintenance, or restart 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. Knife Safety and Storage SOP

SOP ID	V2-144	**VERSION**	1.0
EFFECTIVE DATE	_____	**OWNER**	_____
APPROVED BY	_____	**NEXT REVIEW**	_____

PURPOSE: To use, transport, clean, and store knives safely with approved cutting surfaces, handling methods, racks or sheaths, and damage controls.

APPLIES TO: Trained equipment users, kitchen leads, maintenance contacts, and managers.

RESPONSIBILITY: The operator uses and cleans equipment as approved. Management removes unsafe equipment from service and controls repair and return.

WHEN USED: Before use, during operation, at shutdown or cleaning, and whenever damage, failure, or unsafe performance is observed.

REQUIRED MATERIALS / INFORMATION:

- Manufacturer instructions and current equipment SOP
- Required cleaning tools, chemicals, and PPE
- Lockout or out-of-service tags
- Inspection and preventive-maintenance log
- Manager, service, and vendor contacts

CRITICAL STANDARDS:

- Only trained employees use, clean, adjust, or inspect equipment.
- Guards, cords, gas, heat, blades, pressure, chemicals, and moving parts are controlled.
- Unsafe equipment is shut down, tagged, and not returned to use without authorization.
- Cleaning, service, failure, and preventive-maintenance records are completed accurately.

PROCEDURE:

1. Use only approved knives matched to the task and inspect the blade, tip, handle, rivets, and guard before use.
2. Select a stable approved cutting board and place a damp towel or nonslip base underneath when required.
3. Keep the cutting area clear, use required cut-resistant PPE, and maintain a controlled body position.
4. Cut away from the body with the guiding hand protected and fingers curled out of the blade path.
5. Do not catch a falling knife, carry it hidden, leave it in a sink, or place it under towels or food.
6. Carry a knife point down at the side and announce movement through crowded or blind areas.
7. Clean one knife at a time using the approved method and never reach into cloudy or filled sinks.
8. Sharpen or hone only with training and approved equipment and remove damaged knives from service.
9. Store clean dry knives in the approved rack, sheath, or secured location with blades protected.
10. Report cuts, near misses, damage, loss, and unauthorized knives and obtain manager follow-up.

144. Knife Safety and Storage SOP - VERIFICATION & CUSTOMIZATION

MANAGER VERIFICATION:

☐ The employee can identify the manufacturer instruction, shutdown control, performance limit, authorized service role, and release requirement for knife safety and storage.

☐ Select a stable approved cutting board and place a damp towel or nonslip base underneath when required.

☐ Cut away from the body with the guiding hand protected and fingers curled out of the blade path.

☐ Carry a knife point down at the side and announce movement through crowded or blind areas.

☐ Sharpen or hone only with training and approved equipment and remove damaged knives from service.

☐ Report cuts, near misses, damage, loss, and unauthorized knives and obtain manager follow-up.

COMMON MISTAKES TO AVOID:

- Performing knife safety and storage without manufacturer instructions, training, PPE, shutdown control, and an out-of-service process.
- Cleaning, adjusting, or reaching into energized, hot, pressurized, bladed, or moving equipment.
- Restarting after abnormal sound, odor, flame, leak, temperature, guard, cord, or control failure.
- Allowing an unqualified employee to repair or bypass a safety device.
- Returning equipment to service without testing, records, and manager or authorized-service release.

RESTAURANT-SPECIFIC CUSTOMIZATION:

- Equipment make/model, manufacturer instruction, and approved SOP: _____
- Shutdown, disconnect, lockout, tag, guard, heat, blade, or pressure control: _____
- Temperature, performance, cleaning, filter, calibration, or inspection limit: _____
- Authorized user, service vendor, maintenance contact, or repair approval: _____
- Manufacturer, fire, electrical, gas, OSHA, or local code requirement reviewed: _____
- Restaurant-specific equipment, smallwares, preventive-maintenance, or restart 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. Unsafe Equipment Lockout and Manager Escalation SOP

SOP ID	V2-145	**VERSION**	1.0
EFFECTIVE DATE	_____	**OWNER**	_____
APPROVED BY	_____	**NEXT REVIEW**	_____

PURPOSE: To remove unsafe equipment from service immediately through clear lockout identification, access control, manager notification, repair tracking, and approved release.

APPLIES TO: Trained equipment users, kitchen leads, maintenance contacts, and managers.

RESPONSIBILITY: The operator uses and cleans equipment as approved. Management removes unsafe equipment from service and controls repair and return.

WHEN USED: Before use, during operation, at shutdown or cleaning, and whenever damage, failure, or unsafe performance is observed.

REQUIRED MATERIALS / INFORMATION:

- Manufacturer instructions and current equipment SOP
- Required cleaning tools, chemicals, and PPE
- Lockout or out-of-service tags
- Inspection and preventive-maintenance log
- Manager, service, and vendor contacts

CRITICAL STANDARDS:

- Only trained employees use, clean, adjust, or inspect equipment.
- Guards, cords, gas, heat, blades, pressure, chemicals, and moving parts are controlled.
- Unsafe equipment is shut down, tagged, and not returned to use without authorization.
- Cleaning, service, failure, and preventive-maintenance records are completed accurately.

PROCEDURE:

1. Review manufacturer instructions, the current SOP, service history, and authorized task.
2. Inspect the work area and control heat, electricity, gas, water, blades, pressure, chemicals, and moving parts.
3. Shut down, cool, unplug, isolate, or tag equipment as required before contact.
4. Stop use, disconnect or isolate energy when trained and safe, and keep others away.
5. Attach an out-of-service tag that identifies equipment, hazard, time, and reporting employee.
6. Notify management and prevent removal of the tag except through the authorized repair and release process.
7. Document repair, testing, sanitation, and manager approval before return to service.
8. Clean and sanitize as required, reassemble correctly, and test only within authorization.
9. Record condition, service, parts, food impact, downtime, and release decision.
10. Return equipment to use only after manager or qualified service approval.

145. Unsafe Equipment Lockout and Manager Escalation SOP - VERIFICATION & CUSTOMIZATION

MANAGER VERIFICATION:

☐ The employee can identify the manufacturer instruction, shutdown control, performance limit, authorized service role, and release requirement for unsafe equipment lockout and manager escalation.
☐ Inspect the work area and control heat, electricity, gas, water, blades, pressure, chemicals, and moving parts.
☐ Stop use, disconnect or isolate energy when trained and safe, and keep others away.
☐ Notify management and prevent removal of the tag except through the authorized repair and release process.
☐ Clean and sanitize as required, reassemble correctly, and test only within authorization.
☐ Return equipment to use only after manager or qualified service approval.

COMMON MISTAKES TO AVOID:

- Performing unsafe equipment lockout and manager escalation without manufacturer instructions, training, PPE, shutdown control, and an out-of-service process.
- Cleaning, adjusting, or reaching into energized, hot, pressurized, bladed, or moving equipment.
- Restarting after abnormal sound, odor, flame, leak, temperature, guard, cord, or control failure.
- Allowing an unqualified employee to repair or bypass a safety device.
- Returning equipment to service without testing, records, and manager or authorized-service release.

RESTAURANT-SPECIFIC CUSTOMIZATION:

- Equipment make/model, manufacturer instruction, and approved SOP: _____
- Shutdown, disconnect, lockout, tag, guard, heat, blade, or pressure control: _____
- Temperature, performance, cleaning, filter, calibration, or inspection limit: _____
- Authorized user, service vendor, maintenance contact, or repair approval: _____
- Manufacturer, fire, electrical, gas, OSHA, or local code requirement reviewed: _____
- Restaurant-specific equipment, smallwares, preventive-maintenance, or restart 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

FACILITY, WASTE & PEST CONTROL

15 ready-to-customize SOPs

These SOPs control exterior and entry safety, patios, lighting, ventilation, plumbing, waste, oil, dumpsters, pests, and vendor access.

146. Building Exterior Walkthrough SOP

SOP ID	V2-146	**VERSION**	1.0
EFFECTIVE DATE	_____	**OWNER**	_____
APPROVED BY	_____	**NEXT REVIEW**	_____

PURPOSE: To inspect the building exterior for lighting, access, damage, drainage, waste, pest evidence, security, and conditions requiring correction or vendor support.

APPLIES TO: Opening or closing employees, utility employees, managers, and approved contractors.

RESPONSIBILITY: The assigned employee inspects and reports conditions. Management assigns correction, restricts unsafe areas, and verifies completion.

WHEN USED: During opening and closing inspections and whenever a building, utility, access, or environmental condition changes.

REQUIRED MATERIALS / INFORMATION:

- Current facility inspection or opening checklist
- Flashlight, caution signs, barriers, and PPE
- Maintenance and vendor contact information
- Photo, work-order, or issue documentation
- Manager communication

CRITICAL STANDARDS:

- Guest and employee access is restricted whenever a condition is unsafe.
- Utilities, exits, lighting, ventilation, plumbing, surfaces, and access routes are kept serviceable.
- Temporary controls do not replace timely repair.
- Management records the condition, owner, deadline, vendor status, and final verification.

PROCEDURE:

1. Walk the full building perimeter before opening, at the scheduled review, and before final lock-up.
2. Inspect doors, windows, walls, roofline, utility entries, vents, locks, cameras, and signs of forced access.
3. Check sidewalks, curbs, ramps, stairs, handrails, drainage, mats, and accessible routes for hazards.
4. Look for broken glass, needles, waste, standing water, ice, grease, pests, graffiti, and unauthorized storage.
5. Verify exterior lighting, address numbers, exits, fire lanes, utility areas, and emergency access remain clear.
6. Inspect grease, dumpster, delivery, propane, gas, electrical, and employee-entry zones for leaks or damage.
7. Do not enter or disturb an area that suggests crime, fire, gas, electrical, structural, or hazardous-material danger.
8. Correct minor housekeeping issues and isolate larger hazards with barriers or restricted access.
9. Contact management, property, vendor, utility, security, police, or emergency services as appropriate.
10. Record findings, photos, owner, deadline, temporary control, and reinspection.

146. Building Exterior Walkthrough SOP - VERIFICATION & CUSTOMIZATION

MANAGER VERIFICATION:

☐ The employee can identify the inspected area, safety or environmental limit, vendor or manager contact, record, and recheck for building exterior walkthrough.

☐ Inspect doors, windows, walls, roofline, utility entries, vents, locks, cameras, and signs of forced access.

☐ Look for broken glass, needles, waste, standing water, ice, grease, pests, graffiti, and unauthorized storage.

☐ Inspect grease, dumpster, delivery, propane, gas, electrical, and employee-entry zones for leaks or damage.

☐ Correct minor housekeeping issues and isolate larger hazards with barriers or restricted access.

☐ Record findings, photos, owner, deadline, temporary control, and reinspection.

COMMON MISTAKES TO AVOID:

- Completing building exterior walkthrough from a desk or checklist without inspecting the actual area and surrounding conditions.
- Leaving a hazard, leak, pest source, waste problem, access issue, or vendor action without an owner and deadline.
- Allowing contractors or waste movement to contaminate food areas or bypass access controls.
- Failing to protect guests, employees, traffic, drainage, lighting, and emergency access.
- Closing the record without reinspection, documentation, and manager verification.

RESTAURANT-SPECIFIC CUSTOMIZATION:

- Facility area, route, vendor, waste stream, pest zone, or inspection map: _____
- Required tools, PPE, locks, lighting, signage, containers, or service contacts: _____
- Inspection, pickup, cleaning, response, or contractor-access schedule: _____
- Safety, accessibility, environmental, waste, plumbing, or pest threshold: _____
- Local code, lease, insurance, environmental, or licensed-vendor requirement reviewed: _____
- Restaurant-specific exterior, patio, dumpster, utility, or contractor 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. Parking Lot and Entry Safety SOP

SOP ID	V2-147	**VERSION**	1.0
EFFECTIVE DATE	_____	**OWNER**	_____
APPROVED BY	_____	**NEXT REVIEW**	_____

PURPOSE: To keep parking and entry areas safe, lighted, accessible, unobstructed, and free of hazards that could injure guests or employees.

APPLIES TO: Opening or closing employees, utility employees, managers, and approved contractors.

RESPONSIBILITY: The assigned employee inspects and reports conditions. Management assigns correction, restricts unsafe areas, and verifies completion.

WHEN USED: During opening and closing inspections and whenever a building, utility, access, or environmental condition changes.

REQUIRED MATERIALS / INFORMATION:

- Current facility inspection or opening checklist
- Flashlight, caution signs, barriers, and PPE
- Maintenance and vendor contact information
- Photo, work-order, or issue documentation
- Manager communication

CRITICAL STANDARDS:

- Guest and employee access is restricted whenever a condition is unsafe.
- Utilities, exits, lighting, ventilation, plumbing, surfaces, and access routes are kept serviceable.
- Temporary controls do not replace timely repair.
- Management records the condition, owner, deadline, vendor status, and final verification.

PROCEDURE:

1. Inspect the parking lot and entry routes for traffic, pedestrian, lighting, surface, weather, and security conditions.
2. Check potholes, curbs, wheel stops, ramps, stairs, crosswalks, drains, ice, water, grease, and loose debris.
3. Verify accessible spaces, access aisles, curb ramps, and entry paths are clear and not used for storage or delivery.
4. Confirm signs, lane markings, speed controls, exterior lights, cameras, and emergency access are visible and working.
5. Remove or isolate broken glass, trip hazards, abandoned items, and spills without entering vehicle danger.
6. Coordinate deliveries, employee parking, rideshare, curbside, and guest pickup so routes do not conflict.
7. Do not direct employees into active traffic, severe weather, criminal activity, or unsafe cleanup conditions.
8. Notify property management, vendors, towing, utility, security, or emergency services when needed.
9. Communicate temporary closures or alternate routes to hosts, curbside staff, employees, and guests.
10. Document the hazard, location, temporary control, responsible party, and reinspection.

147. Parking Lot and Entry Safety SOP - VERIFICATION & CUSTOMIZATION

MANAGER VERIFICATION:

□ The employee can identify the inspected area, safety or environmental limit, vendor or manager contact, record, and recheck for parking lot and entry safety.
□ Check potholes, curbs, wheel stops, ramps, stairs, crosswalks, drains, ice, water, grease, and loose debris.
□ Confirm signs, lane markings, speed controls, exterior lights, cameras, and emergency access are visible and working.
□ Coordinate deliveries, employee parking, rideshare, curbside, and guest pickup so routes do not conflict.
□ Notify property management, vendors, towing, utility, security, or emergency services when needed.
□ Document the hazard, location, temporary control, responsible party, and reinspection.

COMMON MISTAKES TO AVOID:

• Completing parking lot and entry safety from a desk or checklist without inspecting the actual area and surrounding conditions.
• Leaving a hazard, leak, pest source, waste problem, access issue, or vendor action without an owner and deadline.
• Allowing contractors or waste movement to contaminate food areas or bypass access controls.
• Failing to protect guests, employees, traffic, drainage, lighting, and emergency access.
• Closing the record without reinspection, documentation, and manager verification.

RESTAURANT-SPECIFIC CUSTOMIZATION:

• Facility area, route, vendor, waste stream, pest zone, or inspection map: _____
• Required tools, PPE, locks, lighting, signage, containers, or service contacts: _____
• Inspection, pickup, cleaning, response, or contractor-access schedule: _____
• Safety, accessibility, environmental, waste, plumbing, or pest threshold: _____
• Local code, lease, insurance, environmental, or licensed-vendor requirement reviewed: _____
• Restaurant-specific exterior, patio, dumpster, utility, or contractor 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. Patio Opening and Closing SOP

SOP ID	V2-148	**VERSION**	1.0
EFFECTIVE DATE	_____	**OWNER**	_____
APPROVED BY	_____	**NEXT REVIEW**	_____

PURPOSE: To open and close the patio through verified furniture, cleanliness, weather, lighting, access, service, safety, and security checks.

APPLIES TO: Opening or closing employees, utility employees, managers, and approved contractors.

RESPONSIBILITY: The assigned employee inspects and reports conditions. Management assigns correction, restricts unsafe areas, and verifies completion.

WHEN USED: During opening and closing inspections and whenever a building, utility, access, or environmental condition changes.

REQUIRED MATERIALS / INFORMATION:

- Current facility inspection or opening checklist
- Flashlight, caution signs, barriers, and PPE
- Maintenance and vendor contact information
- Photo, work-order, or issue documentation
- Manager communication

CRITICAL STANDARDS:

- Guest and employee access is restricted whenever a condition is unsafe.
- Utilities, exits, lighting, ventilation, plumbing, surfaces, and access routes are kept serviceable.
- Temporary controls do not replace timely repair.
- Management records the condition, owner, deadline, vendor status, and final verification.

PROCEDURE:

1. Review weather, temperature, wind, lighting, staffing, reservations, occupancy, and local patio restrictions.
2. Inspect the surface, railings, gates, umbrellas, heaters, furniture, planters, exits, and accessible route.
3. Secure or remove unstable, wet, damaged, hot, sharp, or wind-sensitive items before seating guests.
4. Verify tables and chairs are clean, level, spaced, and arranged within approved capacity and egress.
5. Test approved lighting, fans, heaters, music, POS, communication, and service-station equipment.
6. Establish weather-monitoring, closing authority, guest-relocation, and employee communication responsibilities.
7. Stop seating and clear the patio for lightning, dangerous wind, extreme temperature, smoke, flooding, or another unsafe condition.
8. During closing, account for guests and checks and move food, alcohol, cash, devices, and supplies indoors.
9. Shut off and secure heaters, umbrellas, gates, furniture, lighting, and equipment according to policy.
10. Document damage, weather closure, guest relocation, maintenance, and manager verification.

148. Patio Opening and Closing SOP - VERIFICATION & CUSTOMIZATION

MANAGER VERIFICATION:

☐ The employee can identify the inspected area, safety or environmental limit, vendor or manager contact, record, and recheck for patio opening and closing.

☐ Inspect the surface, railings, gates, umbrellas, heaters, furniture, planters, exits, and accessible route.

☐ Verify tables and chairs are clean, level, spaced, and arranged within approved capacity and egress.

☐ Establish weather-monitoring, closing authority, guest-relocation, and employee communication responsibilities.

☐ During closing, account for guests and checks and move food, alcohol, cash, devices, and supplies indoors.

☐ Document damage, weather closure, guest relocation, maintenance, and manager verification.

COMMON MISTAKES TO AVOID:

- Completing patio opening and closing from a desk or checklist without inspecting the actual area and surrounding conditions.
- Leaving a hazard, leak, pest source, waste problem, access issue, or vendor action without an owner and deadline.
- Allowing contractors or waste movement to contaminate food areas or bypass access controls.
- Failing to protect guests, employees, traffic, drainage, lighting, and emergency access.
- Closing the record without reinspection, documentation, and manager verification.

RESTAURANT-SPECIFIC CUSTOMIZATION:

- Facility area, route, vendor, waste stream, pest zone, or inspection map: _____
- Required tools, PPE, locks, lighting, signage, containers, or service contacts: _____
- Inspection, pickup, cleaning, response, or contractor-access schedule: _____
- Safety, accessibility, environmental, waste, plumbing, or pest threshold: _____
- Local code, lease, insurance, environmental, or licensed-vendor requirement reviewed: _____
- Restaurant-specific exterior, patio, dumpster, utility, or contractor 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. Restroom Supply Control SOP

SOP ID	V2-149	**VERSION**	1.0
EFFECTIVE DATE	_____	**OWNER**	_____
APPROVED BY	_____	**NEXT REVIEW**	_____

PURPOSE: To keep restrooms supplied with soap, hand-drying materials, tissue, liners, and other required items and escalate any condition that prevents safe use.

APPLIES TO: Opening or closing employees, utility employees, managers, and approved contractors.

RESPONSIBILITY: The assigned employee inspects and reports conditions. Management assigns correction, restricts unsafe areas, and verifies completion.

WHEN USED: During opening and closing inspections and whenever a building, utility, access, or environmental condition changes.

REQUIRED MATERIALS / INFORMATION:

- Current facility inspection or opening checklist
- Flashlight, caution signs, barriers, and PPE
- Maintenance and vendor contact information
- Photo, work-order, or issue documentation
- Manager communication

CRITICAL STANDARDS:

- Guest and employee access is restricted whenever a condition is unsafe.
- Utilities, exits, lighting, ventilation, plumbing, surfaces, and access routes are kept serviceable.
- Temporary controls do not replace timely repair.
- Management records the condition, owner, deadline, vendor status, and final verification.

PROCEDURE:

1. Review the restroom supply par, approved products, dispenser types, storage location, and check frequency.
2. Inspect toilet tissue, towels or dryers, soap, sanitizer when provided, liners, seat covers, and baby-changing supplies.
3. Refill only clean approved product without touching dispensing surfaces with dirty hands or packages.
4. Do not place supplies on floors, toilets, sinks, trash lids, or chemical-storage shelves.
5. Check dispensers for jams, damage, leaks, sharp edges, loose mounting, and accessibility.
6. Keep backup stock secured, dry, labeled, and separate from chemicals and employee personal items.
7. Record unusually high use, theft, recurring shortages, vendor substitutions, and dispenser failures.
8. Notify the manager immediately when soap, hand drying, toilet function, or another required condition cannot be maintained.
9. Restrict a fixture or restroom when supplies or equipment create an unsafe or unusable condition.
10. Complete the check log and manager verification before reopening or ending the shift.

149. Restroom Supply Control SOP - VERIFICATION & CUSTOMIZATION

MANAGER VERIFICATION:

☐ The employee can identify the inspected area, safety or environmental limit, vendor or manager contact, record, and recheck for restroom supply control.

☐ Inspect toilet tissue, towels or dryers, soap, sanitizer when provided, liners, seat covers, and baby-changing supplies.

☐ Do not place supplies on floors, toilets, sinks, trash lids, or chemical-storage shelves.

☐ Keep backup stock secured, dry, labeled, and separate from chemicals and employee personal items.

☐ Notify the manager immediately when soap, hand drying, toilet function, or another required condition cannot be maintained.

☐ Complete the check log and manager verification before reopening or ending the shift.

COMMON MISTAKES TO AVOID:

- Completing restroom supply control from a desk or checklist without inspecting the actual area and surrounding conditions.
- Leaving a hazard, leak, pest source, waste problem, access issue, or vendor action without an owner and deadline.
- Allowing contractors or waste movement to contaminate food areas or bypass access controls.
- Failing to protect guests, employees, traffic, drainage, lighting, and emergency access.
- Closing the record without reinspection, documentation, and manager verification.

RESTAURANT-SPECIFIC CUSTOMIZATION:

- Facility area, route, vendor, waste stream, pest zone, or inspection map: _____
- Required tools, PPE, locks, lighting, signage, containers, or service contacts: _____
- Inspection, pickup, cleaning, response, or contractor-access schedule: _____
- Safety, accessibility, environmental, waste, plumbing, or pest threshold: _____
- Local code, lease, insurance, environmental, or licensed-vendor requirement reviewed: _____
- Restaurant-specific exterior, patio, dumpster, utility, or contractor 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. Lighting and Signage Check SOP

SOP ID	V2-150	**VERSION**	1.0
EFFECTIVE DATE	_____	**OWNER**	_____
APPROVED BY	_____	**NEXT REVIEW**	_____

PURPOSE: To verify interior and exterior lighting and required signage are working, visible, current, safely mounted, and corrected or reported promptly.

APPLIES TO: Opening or closing employees, utility employees, managers, and approved contractors.

RESPONSIBILITY: The assigned employee inspects and reports conditions. Management assigns correction, restricts unsafe areas, and verifies completion.

WHEN USED: During opening and closing inspections and whenever a building, utility, access, or environmental condition changes.

REQUIRED MATERIALS / INFORMATION:

- Current facility inspection or opening checklist
- Flashlight, caution signs, barriers, and PPE
- Maintenance and vendor contact information
- Photo, work-order, or issue documentation
- Manager communication

CRITICAL STANDARDS:

- Guest and employee access is restricted whenever a condition is unsafe.
- Utilities, exits, lighting, ventilation, plumbing, surfaces, and access routes are kept serviceable.
- Temporary controls do not replace timely repair.
- Management records the condition, owner, deadline, vendor status, and final verification.

PROCEDURE:

1. Review opening hours, exterior and interior sign requirements, emergency lighting, and scheduled lighting zones.
2. Walk guest, employee, parking, kitchen, storage, restroom, stair, exit, and exterior areas.
3. Verify required lights, exit signs, address signs, menu boards, warning signs, and accessibility signs are visible and working.
4. Replace lamps or reset controls only when trained, authorized, and able to do so safely.
5. Do not use chairs, boxes, or unapproved ladders and do not open electrical panels without authority.
6. Remove outdated, damaged, misleading, handwritten, or obstructed signs from guest view.
7. Confirm temporary hazard and closure signs are placed where they provide useful warning without blocking access.
8. Escalate dark parking areas, failed exit signs, exposed wiring, repeated breaker trips, or unsafe fixtures.
9. Assign repair, temporary lighting, route restriction, or property-management follow-up.
10. Record the failed location, temporary control, work order, deadline, and recheck.

150. Lighting and Signage Check SOP - VERIFICATION & CUSTOMIZATION

MANAGER VERIFICATION:

☐ The employee can identify the inspected area, safety or environmental limit, vendor or manager contact, record, and recheck for lighting and signage check.
☐ Walk guest, employee, parking, kitchen, storage, restroom, stair, exit, and exterior areas.
☐ Replace lamps or reset controls only when trained, authorized, and able to do so safely.
☐ Remove outdated, damaged, misleading, handwritten, or obstructed signs from guest view.
☐ Escalate dark parking areas, failed exit signs, exposed wiring, repeated breaker trips, or unsafe fixtures.
☐ Record the failed location, temporary control, work order, deadline, and recheck.

COMMON MISTAKES TO AVOID:

- Completing lighting and signage check from a desk or checklist without inspecting the actual area and surrounding conditions.
- Leaving a hazard, leak, pest source, waste problem, access issue, or vendor action without an owner and deadline.
- Allowing contractors or waste movement to contaminate food areas or bypass access controls.
- Failing to protect guests, employees, traffic, drainage, lighting, and emergency access.
- Closing the record without reinspection, documentation, and manager verification.

RESTAURANT-SPECIFIC CUSTOMIZATION:

- Facility area, route, vendor, waste stream, pest zone, or inspection map: _____
- Required tools, PPE, locks, lighting, signage, containers, or service contacts: _____
- Inspection, pickup, cleaning, response, or contractor-access schedule: _____
- Safety, accessibility, environmental, waste, plumbing, or pest threshold: _____
- Local code, lease, insurance, environmental, or licensed-vendor requirement reviewed: _____
- Restaurant-specific exterior, patio, dumpster, utility, or contractor 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. HVAC Comfort and Ventilation Check SOP

SOP ID	V2-151	**VERSION**	1.0
EFFECTIVE DATE	_____	**OWNER**	_____
APPROVED BY	_____	**NEXT REVIEW**	_____

PURPOSE: To maintain safe and comfortable HVAC and ventilation conditions by checking temperatures, airflow, odors, hoods, exhaust, complaints, and dangerous-atmosphere triggers.

APPLIES TO: Opening or closing employees, utility employees, managers, and approved contractors.

RESPONSIBILITY: The assigned employee inspects and reports conditions. Management assigns correction, restricts unsafe areas, and verifies completion.

WHEN USED: During opening and closing inspections and whenever a building, utility, access, or environmental condition changes.

REQUIRED MATERIALS / INFORMATION:

- Current facility inspection or opening checklist
- Flashlight, caution signs, barriers, and PPE
- Maintenance and vendor contact information
- Photo, work-order, or issue documentation
- Manager communication

CRITICAL STANDARDS:

- Guest and employee access is restricted whenever a condition is unsafe.
- Utilities, exits, lighting, ventilation, plumbing, surfaces, and access routes are kept serviceable.
- Temporary controls do not replace timely repair.
- Management records the condition, owner, deadline, vendor status, and final verification.

PROCEDURE:

1. Review indoor temperature, humidity, odor, smoke, condensation, hood, makeup-air, and guest or employee complaints.
2. Check thermostats, vents, returns, filters, doors, fans, kitchen hoods, restroom exhaust, and known problem areas.
3. Verify kitchen ventilation operates before heat-, smoke-, steam-, or gas-producing equipment is used.
4. Keep vents and returns clear and do not alter controls, filters, dampers, or equipment without authorization.
5. Separate comfort concerns from smoke, gas, carbon monoxide, refrigerant, electrical, or fire hazards.
6. Stop affected equipment and evacuate or contact emergency services when a dangerous atmosphere is suspected.
7. Adjust approved settings or service zones only within manager authority and monitor the result.
8. Communicate realistic limitations and seating or work-area changes to employees and guests.
9. Contact the landlord or qualified HVAC service provider for repeated or material failure.
10. Record readings, complaints, equipment status, actions, service contact, and recheck.

151. HVAC Comfort and Ventilation Check SOP - VERIFICATION & CUSTOMIZATION

MANAGER VERIFICATION:

☐ The employee can identify the inspected area, safety or environmental limit, vendor or manager contact, record, and recheck for HVAC comfort and ventilation check.

☐ Check thermostats, vents, returns, filters, doors, fans, kitchen hoods, restroom exhaust, and known problem areas.

☐ Keep vents and returns clear and do not alter controls, filters, dampers, or equipment without authorization.

☐ Stop affected equipment and evacuate or contact emergency services when a dangerous atmosphere is suspected.

☐ Communicate realistic limitations and seating or work-area changes to employees and guests.

☐ Record readings, complaints, equipment status, actions, service contact, and recheck.

COMMON MISTAKES TO AVOID:

- Completing HVAC comfort and ventilation check from a desk or checklist without inspecting the actual area and surrounding conditions.
- Leaving a hazard, leak, pest source, waste problem, access issue, or vendor action without an owner and deadline.
- Allowing contractors or waste movement to contaminate food areas or bypass access controls.
- Failing to protect guests, employees, traffic, drainage, lighting, and emergency access.
- Closing the record without reinspection, documentation, and manager verification.

RESTAURANT-SPECIFIC CUSTOMIZATION:

- Facility area, route, vendor, waste stream, pest zone, or inspection map: _____
- Required tools, PPE, locks, lighting, signage, containers, or service contacts: _____
- Inspection, pickup, cleaning, response, or contractor-access schedule: _____
- Safety, accessibility, environmental, waste, plumbing, or pest threshold: _____
- Local code, lease, insurance, environmental, or licensed-vendor requirement reviewed: _____
- Restaurant-specific exterior, patio, dumpster, utility, or contractor 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. Plumbing Leak Response SOP

SOP ID	V2-152	**VERSION**	1.0
EFFECTIVE DATE	_____	**OWNER**	_____
APPROVED BY	_____	**NEXT REVIEW**	_____

PURPOSE: To control plumbing leaks quickly by identifying the source, protecting people and food, restricting affected areas, stopping water when authorized, and arranging repair.

APPLIES TO: Opening or closing employees, utility employees, managers, and approved contractors.

RESPONSIBILITY: The assigned employee inspects and reports conditions. Management assigns correction, restricts unsafe areas, and verifies completion.

WHEN USED: During opening and closing inspections and whenever a building, utility, access, or environmental condition changes.

REQUIRED MATERIALS / INFORMATION:

- Current facility inspection or opening checklist
- Flashlight, caution signs, barriers, and PPE
- Maintenance and vendor contact information
- Photo, work-order, or issue documentation
- Manager communication

CRITICAL STANDARDS:

- Guest and employee access is restricted whenever a condition is unsafe.
- Utilities, exits, lighting, ventilation, plumbing, surfaces, and access routes are kept serviceable.
- Temporary controls do not replace timely repair.
- Management records the condition, owner, deadline, vendor status, and final verification.

PROCEDURE:

1. Identify the source, location, flow, water condition, electrical exposure, food impact, and whether the leak is controlled.
2. Stop nearby work and protect guests and employees with barriers and wet-floor controls.
3. Shut off the local fixture or water supply only when trained and authorized.
4. Move or protect food, packaging, utensils, chemicals, records, and electrical equipment from water exposure.
5. Do not use contaminated water, ceiling water, sewage, or unknown leakage for any cleaning or food process.
6. Contact management, property, plumber, utility, or emergency services based on severity.
7. Collect water only with approved containers and prevent flow into food areas, electrical systems, and public routes.
8. Discard or hold affected food and single-use items and clean and sanitize exposed areas after repair.
9. Verify plumbing, water quality, floors, walls, ceilings, equipment, and slip hazards before reopening.
10. Document the leak, cause, damage, product disposition, repair, sanitation, and follow-up.

152. Plumbing Leak Response SOP - VERIFICATION & CUSTOMIZATION

MANAGER VERIFICATION:

☐ The employee can identify the inspected area, safety or environmental limit, vendor or manager contact, record, and recheck for plumbing leak response.
☐ Stop nearby work and protect guests and employees with barriers and wet-floor controls.
☐ Move or protect food, packaging, utensils, chemicals, records, and electrical equipment from water exposure.
☐ Contact management, property, plumber, utility, or emergency services based on severity.
☐ Discard or hold affected food and single-use items and clean and sanitize exposed areas after repair.
☐ Document the leak, cause, damage, product disposition, repair, sanitation, and follow-up.

COMMON MISTAKES TO AVOID:

- Completing plumbing leak response from a desk or checklist without inspecting the actual area and surrounding conditions.
- Leaving a hazard, leak, pest source, waste problem, access issue, or vendor action without an owner and deadline.
- Allowing contractors or waste movement to contaminate food areas or bypass access controls.
- Failing to protect guests, employees, traffic, drainage, lighting, and emergency access.
- Closing the record without reinspection, documentation, and manager verification.

RESTAURANT-SPECIFIC CUSTOMIZATION:

- Facility area, route, vendor, waste stream, pest zone, or inspection map: _____
- Required tools, PPE, locks, lighting, signage, containers, or service contacts: _____
- Inspection, pickup, cleaning, response, or contractor-access schedule: _____
- Safety, accessibility, environmental, waste, plumbing, or pest threshold: _____
- Local code, lease, insurance, environmental, or licensed-vendor requirement reviewed: _____
- Restaurant-specific exterior, patio, dumpster, utility, or contractor 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. Flooding and Plumbing Backup SOP

SOP ID	V2-153	**VERSION**	1.0
EFFECTIVE DATE	_____	**OWNER**	_____
APPROVED BY	_____	**NEXT REVIEW**	_____

PURPOSE: To respond safely to flooding, sewage backup, major leaks, overflowing drains, or plumbing failure.

APPLIES TO: Manager on duty leads response. Employees follow direction.

RESPONSIBILITY: The assigned employee inspects and reports conditions. Management assigns correction, restricts unsafe areas, and verifies completion.

WHEN USED: Any time water leaks, drains overflow, sewage backs up, restrooms fail, floors flood, or plumbing creates unsafe conditions.

REQUIRED MATERIALS / INFORMATION:

- Emergency contact list
- Plumber / maintenance contact
- Wet floor signs
- Mop / squeegee if safe
- Gloves / protective equipment if required

CRITICAL STANDARDS:

- Affected area is isolated, contamination risk is controlled, proper help is contacted, and the area is reopened only.
- Do not walk through contaminated water unless trained and protected.
- Stop service in affected unsafe areas.
- Protect food, clean dishes, utensils, and equipment.

PROCEDURE:

1. Identify source and affected area if safe.
2. Notify manager immediately.
3. Keep guests and employees away from affected area.
4. Stop food prep or service in affected areas if needed.
5. Protect food, clean items, and equipment.
6. Use wet floor signs or block area.
7. Contact plumber, maintenance, ownership, or emergency support.
8. Contact health department if required.
9. Clean only according to approved procedure.
10. Do not reopen area until safe and approved. Document incident and follow-up.

153. Flooding and Plumbing Backup SOP - VERIFICATION & CUSTOMIZATION

MANAGER VERIFICATION:

☐ The employee can identify the inspected area, safety or environmental limit, vendor or manager contact, record, and recheck for flooding and plumbing backup.
☐ Notify manager immediately.
☐ Stop food prep or service in affected areas if needed.
☐ Use wet floor signs or block area.
☐ Contact health department if required.
☐ Do not reopen area until safe and approved. Document incident and follow-up.

COMMON MISTAKES TO AVOID:

- Completing flooding and plumbing backup from a desk or checklist without inspecting the actual area and surrounding conditions.
- Leaving a hazard, leak, pest source, waste problem, access issue, or vendor action without an owner and deadline.
- Allowing contractors or waste movement to contaminate food areas or bypass access controls.
- Failing to protect guests, employees, traffic, drainage, lighting, and emergency access.
- Closing the record without reinspection, documentation, and manager verification.

RESTAURANT-SPECIFIC CUSTOMIZATION:

- Facility area, route, vendor, waste stream, pest zone, or inspection map: _____
- Required tools, PPE, locks, lighting, signage, containers, or service contacts: _____
- Inspection, pickup, cleaning, response, or contractor-access schedule: _____
- Safety, accessibility, environmental, waste, plumbing, or pest threshold: _____
- Local code, lease, insurance, environmental, or licensed-vendor requirement reviewed: _____
- Restaurant-specific exterior, patio, dumpster, utility, or contractor 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. Waste Separation SOP

SOP ID	V2-154	**VERSION**	1.0
EFFECTIVE DATE	_____	**OWNER**	_____
APPROVED BY	_____	**NEXT REVIEW**	_____

PURPOSE: To separate waste, recycling, cardboard, food, oil, chemicals, and other streams according to restaurant policy and local requirements.

APPLIES TO: Utility, dish, prep, kitchen, closing, and management employees.

RESPONSIBILITY: Employees separate and move waste safely. Management verifies containment, vendor requirements, records, and site condition.

WHEN USED: During collection, separation, transport, storage, vendor pickup, spill response, and closing verification.

REQUIRED MATERIALS / INFORMATION:

- Approved containers, liners, lids, and labels
- Required PPE and spill-cleanup materials
- Carts, dollies, or used-oil transfer tools
- Waste, recycling, or vendor schedule
- Manager verification record

CRITICAL STANDARDS:

- Waste, cardboard, grease, oil, recycling, and food are separated as required.
- Containers remain covered, leak-free, labeled, and located away from food and clean equipment.
- Employees use safe lifting, transport, and spill controls.
- Management verifies vendor service, site condition, and required records.

PROCEDURE:

1. Identify each approved waste stream including landfill, recycling, cardboard, glass, compost, grease, chemicals, and regulated waste.
2. Confirm containers are correctly labeled, lined, located, intact, and not used for food or clean supplies.
3. Remove liquids, food residue, contaminants, and prohibited materials as required before separation.
4. Place each item into the correct stream without reaching into bags or compacting by hand.
5. Keep broken glass, sharps, chemicals, batteries, lamps, and hazardous items in their approved containers.
6. Do not overfill containers or allow waste to block exits, fire equipment, drains, or food routes.
7. Move waste through the approved route and schedule to prevent guest, food, and clean-item exposure.
8. Correct contamination of recycling or compost streams before pickup when safe.
9. Record unusual volume, prohibited items, vendor rejection, spill, injury, or recurring sorting failure.
10. Clean the area, replace liners, wash hands, and obtain manager verification.

154. Waste Separation SOP - VERIFICATION & CUSTOMIZATION

MANAGER VERIFICATION:

☐ The employee can identify the inspected area, safety or environmental limit, vendor or manager contact, record, and recheck for waste separation.
☐ Confirm containers are correctly labeled, lined, located, intact, and not used for food or clean supplies.
☐ Place each item into the correct stream without reaching into bags or compacting by hand.
☐ Do not overfill containers or allow waste to block exits, fire equipment, drains, or food routes.
☐ Correct contamination of recycling or compost streams before pickup when safe.
☐ Clean the area, replace liners, wash hands, and obtain manager verification.

COMMON MISTAKES TO AVOID:

• Completing waste separation from a desk or checklist without inspecting the actual area and surrounding conditions.
• Leaving a hazard, leak, pest source, waste problem, access issue, or vendor action without an owner and deadline.
• Allowing contractors or waste movement to contaminate food areas or bypass access controls.
• Failing to protect guests, employees, traffic, drainage, lighting, and emergency access.
• Closing the record without reinspection, documentation, and manager verification.

RESTAURANT-SPECIFIC CUSTOMIZATION:

• Facility area, route, vendor, waste stream, pest zone, or inspection map: _____
• Required tools, PPE, locks, lighting, signage, containers, or service contacts: _____
• Inspection, pickup, cleaning, response, or contractor-access schedule: _____
• Safety, accessibility, environmental, waste, plumbing, or pest threshold: _____
• Local code, lease, insurance, environmental, or licensed-vendor requirement reviewed: _____
• Restaurant-specific exterior, patio, dumpster, utility, or contractor 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. Cardboard Breakdown and Recycling SOP

SOP ID	V2-155	**VERSION**	1.0
EFFECTIVE DATE	_____	**OWNER**	_____
APPROVED BY	_____	**NEXT REVIEW**	_____

PURPOSE: To break down and store cardboard safely without blocking exits, contaminating food areas, attracting pests, or exceeding recycling capacity.

APPLIES TO: Utility, dish, prep, kitchen, closing, and management employees.

RESPONSIBILITY: Employees separate and move waste safely. Management verifies containment, vendor requirements, records, and site condition.

WHEN USED: During collection, separation, transport, storage, vendor pickup, spill response, and closing verification.

REQUIRED MATERIALS / INFORMATION:

- Approved containers, liners, lids, and labels
- Required PPE and spill-cleanup materials
- Carts, dollies, or used-oil transfer tools
- Waste, recycling, or vendor schedule
- Manager verification record

CRITICAL STANDARDS:

- Waste, cardboard, grease, oil, recycling, and food are separated as required.
- Containers remain covered, leak-free, labeled, and located away from food and clean equipment.
- Employees use safe lifting, transport, and spill controls.
- Management verifies vendor service, site condition, and required records.

PROCEDURE:

1. Remove food, grease, plastic liners, waxed material, and other nonaccepted contents from cardboard.
2. Keep boxes away from food preparation, clean storage, exits, electrical panels, and ignition sources.
3. Break boxes down using the approved safe method and cutting tool away from the body.
4. Flatten cardboard fully and remove or control staples, bands, and sharp edges.
5. Stack or bale within the approved height, weight, capacity, and equipment rules.
6. Keep the storage area dry and inspect for pests, moisture, product residue, and hidden trash.
7. Do not climb, jump on, or hand-compress cardboard in compactors or balers.
8. Operate balers or compactors only with training, guards, interlocks, and lockout procedures.
9. Move cardboard at the scheduled time and secure exterior containers against wind and unauthorized access.
10. Record equipment, vendor, pest, injury, overflow, or contamination problems and manager follow-up.

155. Cardboard Breakdown and Recycling SOP - VERIFICATION & CUSTOMIZATION

MANAGER VERIFICATION:

☐ The employee can identify the inspected area, safety or environmental limit, vendor or manager contact, record, and recheck for cardboard breakdown and recycling.
☐ Keep boxes away from food preparation, clean storage, exits, electrical panels, and ignition sources.
☐ Flatten cardboard fully and remove or control staples, bands, and sharp edges.
☐ Keep the storage area dry and inspect for pests, moisture, product residue, and hidden trash.
☐ Operate balers or compactors only with training, guards, interlocks, and lockout procedures.
☐ Record equipment, vendor, pest, injury, overflow, or contamination problems and manager follow-up.

COMMON MISTAKES TO AVOID:

- Completing cardboard breakdown and recycling from a desk or checklist without inspecting the actual area and surrounding conditions.
- Leaving a hazard, leak, pest source, waste problem, access issue, or vendor action without an owner and deadline.
- Allowing contractors or waste movement to contaminate food areas or bypass access controls.
- Failing to protect guests, employees, traffic, drainage, lighting, and emergency access.
- Closing the record without reinspection, documentation, and manager verification.

RESTAURANT-SPECIFIC CUSTOMIZATION:

- Facility area, route, vendor, waste stream, pest zone, or inspection map: _____
- Required tools, PPE, locks, lighting, signage, containers, or service contacts: _____
- Inspection, pickup, cleaning, response, or contractor-access schedule: _____
- Safety, accessibility, environmental, waste, plumbing, or pest threshold: _____
- Local code, lease, insurance, environmental, or licensed-vendor requirement reviewed: _____
- Restaurant-specific exterior, patio, dumpster, utility, or contractor 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.

156. Used Oil Handling SOP

SOP ID	V2-156	**VERSION**	1.0
EFFECTIVE DATE	_____	**OWNER**	_____
APPROVED BY	_____	**NEXT REVIEW**	_____

PURPOSE: To transfer used cooking oil safely into approved containers while preventing burns, spills, drain contamination, unauthorized access, and unrecorded loss.

APPLIES TO: Utility, dish, prep, kitchen, closing, and management employees.

RESPONSIBILITY: Employees separate and move waste safely. Management verifies containment, vendor requirements, records, and site condition.

WHEN USED: During collection, separation, transport, storage, vendor pickup, spill response, and closing verification.

REQUIRED MATERIALS / INFORMATION:

- Approved containers, liners, lids, and labels
- Required PPE and spill-cleanup materials
- Carts, dollies, or used-oil transfer tools
- Waste, recycling, or vendor schedule
- Manager verification record

CRITICAL STANDARDS:

- Waste, cardboard, grease, oil, recycling, and food are separated as required.
- Containers remain covered, leak-free, labeled, and located away from food and clean equipment.
- Employees use safe lifting, transport, and spill controls.
- Management verifies vendor service, site condition, and required records.

PROCEDURE:

1. Confirm the approved used-oil container, capacity, lid, transfer route, pickup schedule, and spill supplies.
2. Allow oil to reach the approved handling condition and wear required heat-, slip-, and splash-resistant PPE.
3. Use only approved closed containers, carts, hoses, and fittings; never use open buckets through guest or crowded routes.
4. Keep water, ice, chemicals, food debris, and incompatible materials out of used oil.
5. Move oil slowly through the designated route and stop if the floor, container, valve, or path is unsafe.
6. Transfer oil without overfilling, splashing, or leaving lids and valves unsecured.
7. Clean drips immediately using the approved grease-spill method and keep drains protected.
8. Record quantity, date, employee, pickup, spill, loss, or vendor issue when required.
9. Report leaks, damage, overflow, theft, pests, or unsafe vendor equipment.
10. Secure the area, wash hands, and obtain manager verification of containment and documentation.

156. Used Oil Handling SOP - VERIFICATION & CUSTOMIZATION

MANAGER VERIFICATION:

☐ The employee can identify the inspected area, safety or environmental limit, vendor or manager contact, record, and recheck for used oil handling.

☐ Allow oil to reach the approved handling condition and wear required heat-, slip-, and splash-resistant PPE.

☐ Keep water, ice, chemicals, food debris, and incompatible materials out of used oil.

☐ Transfer oil without overfilling, splashing, or leaving lids and valves unsecured.

☐ Record quantity, date, employee, pickup, spill, loss, or vendor issue when required.

☐ Secure the area, wash hands, and obtain manager verification of containment and documentation.

COMMON MISTAKES TO AVOID:

- Completing used oil handling from a desk or checklist without inspecting the actual area and surrounding conditions.
- Leaving a hazard, leak, pest source, waste problem, access issue, or vendor action without an owner and deadline.
- Allowing contractors or waste movement to contaminate food areas or bypass access controls.
- Failing to protect guests, employees, traffic, drainage, lighting, and emergency access.
- Closing the record without reinspection, documentation, and manager verification.

RESTAURANT-SPECIFIC CUSTOMIZATION:

- Facility area, route, vendor, waste stream, pest zone, or inspection map: _____
- Required tools, PPE, locks, lighting, signage, containers, or service contacts: _____
- Inspection, pickup, cleaning, response, or contractor-access schedule: _____
- Safety, accessibility, environmental, waste, plumbing, or pest threshold: _____
- Local code, lease, insurance, environmental, or licensed-vendor requirement reviewed: _____
- Restaurant-specific exterior, patio, dumpster, utility, or contractor 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. Dumpster and Trash Area Control SOP

SOP ID	V2-157	**VERSION**	1.0
EFFECTIVE DATE	_____	**OWNER**	_____
APPROVED BY	_____	**NEXT REVIEW**	_____

PURPOSE: To keep dumpster and trash areas closed, clean, drained, pest-resistant, accessible to approved vendors, and separated from food and guest traffic.

APPLIES TO: Utility, dish, prep, kitchen, closing, and management employees.

RESPONSIBILITY: Employees separate and move waste safely. Management verifies containment, vendor requirements, records, and site condition.

WHEN USED: During collection, separation, transport, storage, vendor pickup, spill response, and closing verification.

REQUIRED MATERIALS / INFORMATION:

- Approved containers, liners, lids, and labels
- Required PPE and spill-cleanup materials
- Carts, dollies, or used-oil transfer tools
- Waste, recycling, or vendor schedule
- Manager verification record

CRITICAL STANDARDS:

- Waste, cardboard, grease, oil, recycling, and food are separated as required.
- Containers remain covered, leak-free, labeled, and located away from food and clean equipment.
- Employees use safe lifting, transport, and spill controls.
- Management verifies vendor service, site condition, and required records.

PROCEDURE:

1. Inspect dumpster and trash containers, lids, gates, locks, pads, drains, lighting, and surrounding access.
2. Verify bags are tied, containers are not overfilled, and waste is separated into approved streams.
3. Keep lids and gates closed except during active use and prevent loose waste, leaks, and windblown debris.
4. Place bags inside containers without hand-compressing, climbing, or leaving waste on the ground.
5. Keep grease, chemicals, sharps, glass, pallets, and bulky items in their approved locations.
6. Clean spills and residue promptly and remove standing water and pest attractants.
7. Maintain clear fire, vehicle, vendor, and emergency access and prevent employee exposure to traffic.
8. Report missed pickups, illegal dumping, damaged containers, pests, odors, leaks, and drainage issues.
9. Contact the approved waste vendor or property manager and assign temporary controls when service fails.
10. Document inspection, corrective action, vendor contact, and manager verification.

157. Dumpster and Trash Area Control SOP - VERIFICATION & CUSTOMIZATION

MANAGER VERIFICATION:

☐ The employee can identify the inspected area, safety or environmental limit, vendor or manager contact, record, and recheck for dumpster and trash area control.
☐ Verify bags are tied, containers are not overfilled, and waste is separated into approved streams.
☐ Place bags inside containers without hand-compressing, climbing, or leaving waste on the ground.
☐ Clean spills and residue promptly and remove standing water and pest attractants.
☐ Report missed pickups, illegal dumping, damaged containers, pests, odors, leaks, and drainage issues.
☐ Document inspection, corrective action, vendor contact, and manager verification.

COMMON MISTAKES TO AVOID:

- Completing dumpster and trash area control from a desk or checklist without inspecting the actual area and surrounding conditions.
- Leaving a hazard, leak, pest source, waste problem, access issue, or vendor action without an owner and deadline.
- Allowing contractors or waste movement to contaminate food areas or bypass access controls.
- Failing to protect guests, employees, traffic, drainage, lighting, and emergency access.
- Closing the record without reinspection, documentation, and manager verification.

RESTAURANT-SPECIFIC CUSTOMIZATION:

- Facility area, route, vendor, waste stream, pest zone, or inspection map: _____
- Required tools, PPE, locks, lighting, signage, containers, or service contacts: _____
- Inspection, pickup, cleaning, response, or contractor-access schedule: _____
- Safety, accessibility, environmental, waste, plumbing, or pest threshold: _____
- Local code, lease, insurance, environmental, or licensed-vendor requirement reviewed: _____
- Restaurant-specific exterior, patio, dumpster, utility, or contractor 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. Pest Prevention SOP

SOP ID	V2-158	**VERSION**	1.0
EFFECTIVE DATE	_____	**OWNER**	_____
APPROVED BY	_____	**NEXT REVIEW**	_____

PURPOSE: To prevent pests by controlling food, water, shelter, entry points, waste, deliveries, cleaning, and timely licensed-vendor follow-up.

APPLIES TO: All employees, managers, and approved pest-control providers.

RESPONSIBILITY: Employees prevent access and report evidence. Management protects food, documents findings, and coordinates licensed treatment.

WHEN USED: During routine prevention checks and immediately when evidence, entry points, damage, or a sighting is found.

REQUIRED MATERIALS / INFORMATION:

- Pest-prevention checklist and sighting log
- Food-protection and cleaning supplies
- Flashlight and approved monitoring points
- Licensed pest-provider and manager contacts
- Photos or evidence record when safe

CRITICAL STANDARDS:

- Food, packaging, water, shelter, and entry points are controlled to prevent pests.
- Employees never apply unapproved pesticides or move pest evidence into food areas.
- Affected food and surfaces are protected, evaluated, cleaned, and documented.
- Management coordinates corrective action with an approved licensed provider.

PROCEDURE:

1. Review pest-control reports, prior sightings, service recommendations, and unresolved structural or sanitation issues.
2. Inspect exterior doors, sweeps, windows, drains, pipes, roof or wall openings, receiving points, and waste areas.
3. Keep food, packaging, and utensils off the floor, covered, dated, rotated, and protected from contamination.
4. Remove standing water, crumbs, grease, clutter, cardboard, and inaccessible buildup that provide food or shelter.
5. Maintain tight waste lids, clean dumpsters, dry mop areas, screened openings, and working door closures.
6. Inspect traps and monitoring devices only as authorized; do not move or apply pesticides without approval.
7. Correct or assign sanitation, storage, building, vendor, and maintenance actions with deadlines.
8. Train employees to report evidence immediately and never conceal, sweep away, or discard evidence before documentation.
9. Escalate active infestation, food contamination, or unsafe pesticide concerns to management and the licensed provider.
10. Record the inspection, findings, corrective actions, provider contact, and follow-up date.

158. Pest Prevention SOP - VERIFICATION & CUSTOMIZATION

MANAGER VERIFICATION:

☐ The employee can identify the inspected area, safety or environmental limit, vendor or manager contact, record, and recheck for pest prevention.

☐ Inspect exterior doors, sweeps, windows, drains, pipes, roof or wall openings, receiving points, and waste areas.

☐ Remove standing water, crumbs, grease, clutter, cardboard, and inaccessible buildup that provide food or shelter.

☐ Inspect traps and monitoring devices only as authorized; do not move or apply pesticides without approval.

☐ Train employees to report evidence immediately and never conceal, sweep away, or discard evidence before documentation.

☐ Record the inspection, findings, corrective actions, provider contact, and follow-up date.

COMMON MISTAKES TO AVOID:

- Completing pest prevention from a desk or checklist without inspecting the actual area and surrounding conditions.
- Leaving a hazard, leak, pest source, waste problem, access issue, or vendor action without an owner and deadline.
- Allowing contractors or waste movement to contaminate food areas or bypass access controls.
- Failing to protect guests, employees, traffic, drainage, lighting, and emergency access.
- Closing the record without reinspection, documentation, and manager verification.

RESTAURANT-SPECIFIC CUSTOMIZATION:

- Facility area, route, vendor, waste stream, pest zone, or inspection map: _____
- Required tools, PPE, locks, lighting, signage, containers, or service contacts: _____
- Inspection, pickup, cleaning, response, or contractor-access schedule: _____
- Safety, accessibility, environmental, waste, plumbing, or pest threshold: _____
- Local code, lease, insurance, environmental, or licensed-vendor requirement reviewed: _____
- Restaurant-specific exterior, patio, dumpster, utility, or contractor 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. Pest Sighting Documentation SOP

SOP ID	V2-159	**VERSION**	1.0
EFFECTIVE DATE	_____	**OWNER**	_____
APPROVED BY	_____	**NEXT REVIEW**	_____

PURPOSE: To document pest sightings and evidence accurately, protect affected food and areas, notify management, and support licensed pest-control correction.

APPLIES TO: All employees, managers, and approved pest-control providers.

RESPONSIBILITY: Employees prevent access and report evidence. Management protects food, documents findings, and coordinates licensed treatment.

WHEN USED: During routine prevention checks and immediately when evidence, entry points, damage, or a sighting is found.

REQUIRED MATERIALS / INFORMATION:

- Pest-prevention checklist and sighting log
- Food-protection and cleaning supplies
- Flashlight and approved monitoring points
- Licensed pest-provider and manager contacts
- Photos or evidence record when safe

CRITICAL STANDARDS:

- Food, packaging, water, shelter, and entry points are controlled to prevent pests.
- Employees never apply unapproved pesticides or move pest evidence into food areas.
- Affected food and surfaces are protected, evaluated, cleaned, and documented.
- Management coordinates corrective action with an approved licensed provider.

PROCEDURE:

1. Stop work in the immediate area and protect food, utensils, packaging, and guests from possible contamination.
2. Notify the manager and record the exact date, time, location, species or description, number, and observed behavior.
3. Photograph or preserve evidence when safe without touching droppings, insects, traps, or contaminated material unnecessarily.
4. Identify affected food, surfaces, packages, equipment, drains, openings, and nearby pest-monitoring devices.
5. Hold or discard contaminated product only under manager direction and document the quantity and reason.
6. Clean and sanitize the area after evidence is documented and according to pest-provider or health requirements.
7. Inspect adjacent areas for entry points, moisture, food sources, nesting, gnawing, droppings, or damaged packaging.
8. Contact the licensed pest-control provider and provide the sighting record and requested access.
9. Complete building, sanitation, storage, or vendor corrective actions and schedule reinspection.
10. Close the record only after management verifies corrective action and follow-up results.

159. Pest Sighting Documentation SOP - VERIFICATION & CUSTOMIZATION

MANAGER VERIFICATION:

☐ The employee can identify the inspected area, safety or environmental limit, vendor or manager contact, record, and recheck for pest sighting documentation.
☐ Notify the manager and record the exact date, time, location, species or description, number, and observed behavior.
☐ Identify affected food, surfaces, packages, equipment, drains, openings, and nearby pest-monitoring devices.
☐ Clean and sanitize the area after evidence is documented and according to pest-provider or health requirements.
☐ Contact the licensed pest-control provider and provide the sighting record and requested access.
☐ Close the record only after management verifies corrective action and follow-up results.

COMMON MISTAKES TO AVOID:

• Completing pest sighting documentation from a desk or checklist without inspecting the actual area and surrounding conditions.
• Leaving a hazard, leak, pest source, waste problem, access issue, or vendor action without an owner and deadline.
• Allowing contractors or waste movement to contaminate food areas or bypass access controls.
• Failing to protect guests, employees, traffic, drainage, lighting, and emergency access.
• Closing the record without reinspection, documentation, and manager verification.

RESTAURANT-SPECIFIC CUSTOMIZATION:

• Facility area, route, vendor, waste stream, pest zone, or inspection map: _____
• Required tools, PPE, locks, lighting, signage, containers, or service contacts: _____
• Inspection, pickup, cleaning, response, or contractor-access schedule: _____
• Safety, accessibility, environmental, waste, plumbing, or pest threshold: _____
• Local code, lease, insurance, environmental, or licensed-vendor requirement reviewed: _____
• Restaurant-specific exterior, patio, dumpster, utility, or contractor 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. Vendor and Contractor Access SOP

SOP ID	V2-160	**VERSION**	1.0
EFFECTIVE DATE	_____	**OWNER**	_____
APPROVED BY	_____	**NEXT REVIEW**	_____

PURPOSE: To control vendor and contractor access through identity verification, approved scope and schedule, escorts, food protection, safety rules, and completion records.

APPLIES TO: Opening or closing employees, utility employees, managers, and approved contractors.

RESPONSIBILITY: The assigned employee inspects and reports conditions. Management assigns correction, restricts unsafe areas, and verifies completion.

WHEN USED: During opening and closing inspections and whenever a building, utility, access, or environmental condition changes.

REQUIRED MATERIALS / INFORMATION:

- Current facility inspection or opening checklist
- Flashlight, caution signs, barriers, and PPE
- Maintenance and vendor contact information
- Photo, work-order, or issue documentation
- Manager communication

CRITICAL STANDARDS:

- Guest and employee access is restricted whenever a condition is unsafe.
- Utilities, exits, lighting, ventilation, plumbing, surfaces, and access routes are kept serviceable.
- Temporary controls do not replace timely repair.
- Management records the condition, owner, deadline, vendor status, and final verification.

PROCEDURE:

1. Review the inspection route, prior work orders, weather, events, and opening or closing status.
2. Inspect from a safe position and keep guests and employees away from immediate hazards.
3. Photograph or document the condition and notify the responsible manager.
4. Verify identity, company, purpose, appointment, authorization, and required credentials before access.
5. Sign the visitor in and explain restricted areas, hygiene, safety, escort, and emergency requirements.
6. Control keys, doors, roof, utility, office, food, and after-hours access throughout the visit.
7. Inspect completed work, recover credentials, record departure, and document damage or unfinished work.
8. Maintain barriers or restrictions until repair, cleaning, or approved temporary control is complete.
9. Reinspect actual conditions and verify safe access and normal operation.
10. Close the work order with evidence, dates, responsible parties, and remaining follow-up.

160. Vendor and Contractor Access SOP - VERIFICATION & CUSTOMIZATION

MANAGER VERIFICATION:

☐ The employee can identify the inspected area, safety or environmental limit, vendor or manager contact, record, and recheck for vendor and contractor access.
☐ Inspect from a safe position and keep guests and employees away from immediate hazards.
☐ Verify identity, company, purpose, appointment, authorization, and required credentials before access.
☐ Control keys, doors, roof, utility, office, food, and after-hours access throughout the visit.
☐ Maintain barriers or restrictions until repair, cleaning, or approved temporary control is complete.
☐ Close the work order with evidence, dates, responsible parties, and remaining follow-up.

COMMON MISTAKES TO AVOID:

- Completing vendor and contractor access from a desk or checklist without inspecting the actual area and surrounding conditions.
- Leaving a hazard, leak, pest source, waste problem, access issue, or vendor action without an owner and deadline.
- Allowing contractors or waste movement to contaminate food areas or bypass access controls.
- Failing to protect guests, employees, traffic, drainage, lighting, and emergency access.
- Closing the record without reinspection, documentation, and manager verification.

RESTAURANT-SPECIFIC CUSTOMIZATION:

- Facility area, route, vendor, waste stream, pest zone, or inspection map: _____
- Required tools, PPE, locks, lighting, signage, containers, or service contacts: _____
- Inspection, pickup, cleaning, response, or contractor-access schedule: _____
- Safety, accessibility, environmental, waste, plumbing, or pest threshold: _____
- Local code, lease, insurance, environmental, or licensed-vendor requirement reviewed: _____
- Restaurant-specific exterior, patio, dumpster, utility, or contractor 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

EMPLOYEE & GUEST SAFETY / EMERGENCY RESPONSE

10 ready-to-customize SOPs

These SOPs guide immediate response to injuries, choking, fire, gas, outages, severe weather, violence, robbery, and missing children.

161. Employee Injury SOP

SOP ID	V2-161	**VERSION**	1.0
EFFECTIVE DATE	_____	**OWNER**	_____
APPROVED BY	_____	**NEXT REVIEW**	_____

PURPOSE: To protect an injured employee, obtain appropriate emergency or medical help, secure the hazard, complete required reporting, and prevent recurrence.

APPLIES TO: Manager on duty leads the response. Employees notify the manager immediately when an injury happens.

RESPONSIBILITY: Employees protect life, notify management, and follow trained emergency actions. Management contacts responders, controls accountability, and documents.

WHEN USED: Any time an employee is cut, burned, falls, slips, strains, becomes ill, is exposed to chemicals, or is otherwise injured at work.

REQUIRED MATERIALS / INFORMATION:

- First aid kit
- Employee Injury Form
- Emergency contact information
- Phone
- Manager log

CRITICAL STANDARDS:

- Life-threatening or uncertain injuries receive immediate emergency help and care only within current training.
- The area, equipment, food, chemical, spill, or other hazard is secured to prevent additional injury.
- Required workers' compensation, OSHA, insurer, and company reporting is routed through authorized management.
- Medical privacy, good-faith reporting, nonretaliation, corrective action, and return-to-work routing are protected.

PROCEDURE:

1. Stop work, protect the injured employee from additional harm, and notify the manager immediately.
2. Call 911 for serious, life-threatening, or uncertain conditions and follow dispatcher instructions.
3. Provide first aid only within current training, available equipment, and company policy.
4. Do not move the employee unless remaining creates immediate danger or trained responders direct movement.
5. Isolate equipment, chemicals, food, broken glass, blood, spills, or other hazards that could cause another injury.
6. Arrange authorized medical evaluation or transportation and do not require the employee to drive when unsafe.
7. Preserve the scene, equipment, video, photos, witness information, and work records when appropriate.
8. Complete required injury, workers' compensation, OSHA, insurer, or company notifications through authorized management.
9. Protect private medical information and prohibit retaliation for good-faith reporting.
10. Assign corrective action, return-to-work routing, equipment release, sanitation, retraining, and follow-up.

161. Employee Injury SOP - VERIFICATION & CUSTOMIZATION

MANAGER VERIFICATION:

☐ Employees can state the alarm/reporting method, evacuation or shelter action, accountability point, responder contact, and prohibited actions for employee injury.

☐ Call 911 for serious, life-threatening, or uncertain conditions and follow dispatcher instructions.

☐ Do not move the employee unless remaining creates immediate danger or trained responders direct movement.

☐ Arrange authorized medical evaluation or transportation and do not require the employee to drive when unsafe.

☐ Complete required injury, workers' compensation, OSHA, insurer, or company notifications through authorized management.

☐ Assign corrective action, return-to-work routing, equipment release, sanitation, retraining, and follow-up.

COMMON MISTAKES TO AVOID:

- Moving the employee, providing care, or transporting them beyond training and policy.
- Leaving the original hazard exposed or allowing equipment back into service.
- Delaying emergency help, medical evaluation, or required reporting.
- Recording blame, diagnosis, or unnecessary medical details instead of objective facts.
- Failing to assign corrective action, return-to-work routing, and follow-up.

RESTAURANT-SPECIFIC CUSTOMIZATION:

- Emergency alarm, reporting method, code phrase, or communication system: _____
- Evacuation, shelter, assembly, accountability, or responder-access plan: _____
- 911, fire, police, utility, ownership, security, or medical contact: _____
- Trained responder role, employee assignment, or guest-assistance method: _____
- OSHA, fire code, emergency-service, insurance, or local authority requirement reviewed: _____
- Restaurant-specific exits, shelter areas, hazards, evidence, or recovery 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. Guest Injury SOP

SOP ID	V2-162	**VERSION**	1.0
EFFECTIVE DATE	_____	**OWNER**	_____
APPROVED BY	_____	**NEXT REVIEW**	_____

PURPOSE: To assist an injured guest promptly, secure and preserve the scene, protect private information, and complete authorized incident follow-up without admitting fault.

APPLIES TO: Manager on duty leads the response. Employees notify the manager immediately.

RESPONSIBILITY: Employees protect life, notify management, and follow trained emergency actions. Management contacts responders, controls accountability, and documents.

WHEN USED: Whenever a guest is injured, reports an injury, or alleges that an injury occurred in or near the restaurant.

REQUIRED MATERIALS / INFORMATION:

- Guest Injury Form
- Phone
- First aid kit
- Witness information
- Manager log

CRITICAL STANDARDS:

- The guest receives prompt assistance and emergency services when needed without argument, admission of fault, or unsupported promises.
- The scene and suspected hazard are secured, preserved, documented, and corrected before reopening.
- Witnesses, video, receipts, product, equipment, and statements are preserved objectively and separately.
- Private information and required ownership, insurer, security, property, or authority notifications are protected.

PROCEDURE:

1. Notify the manager and approach the guest calmly without admitting fault or debating responsibility.
2. Call 911 for serious, life-threatening, or uncertain conditions and follow dispatcher instructions.
3. Offer only assistance within training and policy; do not move the guest unless immediate danger requires it.
4. Secure the area and isolate the spill, object, furniture, equipment, food, chemical, or other suspected hazard.
5. Obtain the guest's name and contact information if voluntarily provided and record the exact reported location and time.
6. Identify witnesses separately and preserve video, photos, receipts, product, equipment, and scene information.
7. Do not ask the guest to sign a release, minimize symptoms, or promise payment or a specific outcome.
8. Notify ownership, insurer, security, property management, or authorities according to policy.
9. Complete objective incident documentation and protect medical, payment, and personal information.
10. Correct the hazard, verify the area before reopening, and assign guest and management follow-up.

162. Guest Injury SOP - VERIFICATION & CUSTOMIZATION

MANAGER VERIFICATION:

□ Employees can state the alarm/reporting method, evacuation or shelter action, accountability point, responder contact, and prohibited actions for guest injury.
□ Call 911 for serious, life-threatening, or uncertain conditions and follow dispatcher instructions.
□ Secure the area and isolate the spill, object, furniture, equipment, food, chemical, or other suspected hazard.
□ Identify witnesses separately and preserve video, photos, receipts, product, equipment, and scene information.
□ Notify ownership, insurer, security, property management, or authorities according to policy.
□ Correct the hazard, verify the area before reopening, and assign guest and management follow-up.

COMMON MISTAKES TO AVOID:

• Arguing, admitting fault, minimizing symptoms, or promising payment or a specific outcome.
• Cleaning or reopening the scene before evidence and the hazard are documented.
• Combining witness statements or failing to preserve video, receipts, product, or equipment.
• Exposing private guest information or discussing the incident publicly.
• Closing the record without hazard correction, required notification, and guest follow-up.

RESTAURANT-SPECIFIC CUSTOMIZATION:

• Emergency alarm, reporting method, code phrase, or communication system: _____
• Evacuation, shelter, assembly, accountability, or responder-access plan: _____
• 911, fire, police, utility, ownership, security, or medical contact: _____
• Trained responder role, employee assignment, or guest-assistance method: _____
• OSHA, fire code, emergency-service, insurance, or local authority requirement reviewed: _____
• Restaurant-specific exits, shelter areas, hazards, evidence, or recovery 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. Choking Emergency SOP

SOP ID	V2-163	**VERSION**	1.0
EFFECTIVE DATE	_____	**OWNER**	_____
APPROVED BY	_____	**NEXT REVIEW**	_____

PURPOSE: To coordinate an immediate, trained response to suspected choking while contacting emergency medical services and protecting the person until care is transferred.

APPLIES TO: All employees, managers, designated emergency leaders, and outside responders.

RESPONSIBILITY: Employees protect life, notify management, and follow trained emergency actions. Management contacts responders, controls accountability, and documents.

WHEN USED: Immediately when the emergency or safety condition is observed or reported.

REQUIRED MATERIALS / INFORMATION:

- Posted emergency address and 911 information
- Trained choking-response and CPR/AED procedures
- First-aid kit and AED location information
- Employee communication and responder-meeting assignment
- Guest incident and witness documentation form

CRITICAL STANDARDS:

- Emergency services and a trained responder are contacted immediately for severe or uncertain choking.
- Employees perform only actions included in current approved training or dispatcher instructions.
- The person is not left alone and is not given food, drink, or unapproved care during the emergency.
- Care transfers to responders and the incident is documented with relevant food, object, check, video, and witness information.

PROCEDURE:

1. Recognize possible choking, alert the manager, and call for a trained responder immediately.
2. Call 911 for severe or uncertain choking and provide the restaurant name, exact address, and location.
3. Follow current approved training and dispatcher instructions for a responsive adult, child, or infant.
4. Only trained responders perform choking care; untrained employees clear the area and guide emergency responders.
5. Do not give food or drink, perform blind finger sweeps, or use an unapproved technique.
6. If the person becomes unresponsive, trained responders follow current CPR/AED training and dispatcher instructions.
7. Send an employee to meet responders and bring first-aid or AED equipment if directed.
8. Note the time, known food or object, actions taken, and changes in condition without diagnosing.
9. Transfer care to emergency responders and preserve relevant food, object, check, video, and witness information.
10. Complete incident documentation, replace used emergency supplies, and assign manager follow-up.

163. Choking Emergency SOP - VERIFICATION & CUSTOMIZATION

MANAGER VERIFICATION:

☐ Employees can state the alarm/reporting method, evacuation or shelter action, accountability point, responder contact, and prohibited actions for choking emergency.
☐ Call 911 for severe or uncertain choking and provide the restaurant name, exact address, and location.
☐ Only trained responders perform choking care; untrained employees clear the area and guide emergency responders.
☐ If the person becomes unresponsive, trained responders follow current CPR/AED training and dispatcher instructions.
☐ Note the time, known food or object, actions taken, and changes in condition without diagnosing.
☐ Complete incident documentation, replace used emergency supplies, and assign manager follow-up.

COMMON MISTAKES TO AVOID:

- Delaying 911 or trained-response activation while searching for a manager.
- Performing an untrained or unapproved technique or giving food or drink.
- Leaving the person alone or crowding the area and blocking responders.
- Failing to follow dispatcher instructions when the person's condition changes.
- Discarding the object or failing to document actions, witnesses, and transfer of care.

RESTAURANT-SPECIFIC CUSTOMIZATION:

- Emergency alarm, reporting method, code phrase, or communication system: _____
- Evacuation, shelter, assembly, accountability, or responder-access plan: _____
- 911, fire, police, utility, ownership, security, or medical contact: _____
- Trained responder role, employee assignment, or guest-assistance method: _____
- OSHA, fire code, emergency-service, insurance, or local authority requirement reviewed: _____
- Restaurant-specific exits, shelter areas, hazards, evidence, or recovery 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. Fire SOP

SOP ID	V2-164	**VERSION**	1.0
EFFECTIVE DATE	_____	**OWNER**	_____
APPROVED BY	_____	**NEXT REVIEW**	_____

PURPOSE: To protect guests and employees during a fire through immediate alarm, emergency notification, evacuation, accountability, responder support, and controlled recovery.

APPLIES TO: All employees, managers, designated emergency leaders, and outside responders.

RESPONSIBILITY: Employees protect life, notify management, and follow trained emergency actions. Management contacts responders, controls accountability, and documents.

WHEN USED: Immediately when the emergency or safety condition is observed or reported.

REQUIRED MATERIALS / INFORMATION:

- Fire alarm and posted 911 information
- Current evacuation map and assembly locations
- Correctly classified fire extinguishers and kitchen Class K equipment
- Employee and guest accountability method
- Fire incident, utility, and reopening checklist

CRITICAL STANDARDS:

- Alarm, 911 notification, evacuation, and accountability are not delayed to protect cash, food, equipment, or property.
- Only trained employees may use the correct extinguisher on a small controllable fire with a clear exit.
- Guests and employees remain outside until fire officials authorize reentry.
- Managers account for people and provide responders with utility, chemical, equipment, suppression-system, and missing-person information.

PROCEDURE:

1. Activate the fire alarm, call 911, and state the restaurant name, exact address, and known fire location.
2. Direct guests and employees to approved exits and assembly points without delaying for cash, product, or personal property.
3. Shut off equipment or utilities only when trained, authorized, and able to do so without delaying evacuation.
4. Use an extinguisher only if trained, the fire is small and controllable, the correct extinguisher is available, and a clear exit remains behind the user.
5. Do not enter smoke, open hot doors, fight a spreading fire, use elevators, or block responder access.
6. Assist people with mobility, sensory, or communication needs using the approved evacuation plan.
7. Managers account for employees, guests, contractors, and known missing people at the assembly point.
8. Remain outside, prevent reentry, and follow fire-department instructions.
9. Tell responders about gas, fryers, suppression systems, chemicals, utilities, and anyone unaccounted for.
10. Notify ownership, preserve records, document the incident, and reopen only after official and management authorization.

164. Fire SOP - VERIFICATION & CUSTOMIZATION

MANAGER VERIFICATION:

□ Employees can state the alarm/reporting method, evacuation or shelter action, accountability point, responder contact, and prohibited actions for fire.

□ Direct guests and employees to approved exits and assembly points without delaying for cash, product, or personal property.

□ Use an extinguisher only if trained, the fire is small and controllable, the correct extinguisher is available, and a clear exit remains behind the user.

□ Assist people with mobility, sensory, or communication needs using the approved evacuation plan.

□ Remain outside, prevent reentry, and follow fire-department instructions.

□ Notify ownership, preserve records, document the incident, and reopen only after official and management authorization.

COMMON MISTAKES TO AVOID:

- Delaying alarm or evacuation to collect cash, finish orders, or save equipment.
- Fighting a spreading fire, entering smoke, or using the wrong extinguisher without a clear exit.
- Failing to assist people who need help or account for employees and guests.
- Reentering before fire officials authorize it.
- Reopening without documented inspection, repair, notification, and management approval.

RESTAURANT-SPECIFIC CUSTOMIZATION:

- Emergency alarm, reporting method, code phrase, or communication system: _____
- Evacuation, shelter, assembly, accountability, or responder-access plan: _____
- 911, fire, police, utility, ownership, security, or medical contact: _____
- Trained responder role, employee assignment, or guest-assistance method: _____
- OSHA, fire code, emergency-service, insurance, or local authority requirement reviewed: _____
- Restaurant-specific exits, shelter areas, hazards, evidence, or recovery 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. Gas Leak SOP

SOP ID	V2-165	**VERSION**	1.0
EFFECTIVE DATE	_____	**OWNER**	_____
APPROVED BY	_____	**NEXT REVIEW**	_____

PURPOSE: To protect life during a suspected gas leak by preventing ignition, evacuating, contacting emergency and utility responders, and prohibiting reentry until clearance.

APPLIES TO: Manager on duty leads the response when safe. All employees follow emergency direction.

RESPONSIBILITY: Employees protect life, notify management, and follow trained emergency actions. Management contacts responders, controls accountability, and documents.

WHEN USED: Any time gas odor, suspected gas leak, hissing gas sound, gas equipment issue, or carbon monoxide concern is reported.

REQUIRED MATERIALS / INFORMATION:

- Emergency contact list
- Phone used from safe area
- Emergency exits
- Utility provider contact
- Incident Form

CRITICAL STANDARDS:

- Suspected gas leaks trigger immediate evacuation and emergency/utility notification from a safe location.
- No one creates sparks, flames, electrical switching, phone use, or other ignition risk in the suspected area.
- Gas is shut off only by trained and authorized people when it can be done without entering danger or delaying evacuation.
- Reentry, restart, and reopening occur only after qualified authority clearance and documented testing.

PROCEDURE:

1. Treat any gas odor, hissing, alarm, failed ignition, or suspected leak as an immediate hazard.
2. Do not create sparks or flames, operate electrical switches, start vehicles nearby, or use a phone in the suspected area.
3. Warn nearby people and begin evacuation using the approved route without attempting to locate the leak.
4. Shut off gas only if trained, authorized, and able to do so without entering danger or delaying evacuation.
5. Call 911 and the gas utility from a safe location and provide the exact address and known conditions.
6. Account for employees, guests, contractors, and anyone believed to remain inside.
7. Keep people away from the building, meters, tanks, vents, and ignition sources.
8. Do not reenter, restart equipment, or restore gas until the fire department, utility, or qualified authority clears the site.
9. Notify ownership, landlord, insurer, and service vendors according to the emergency plan.
10. Document the timeline, observations, actions, repairs, clearance, testing, and reopening approval.

165. Gas Leak SOP - VERIFICATION & CUSTOMIZATION

MANAGER VERIFICATION:

☐ Employees can state the alarm/reporting method, evacuation or shelter action, accountability point, responder contact, and prohibited actions for gas leak.
☐ Do not create sparks or flames, operate electrical switches, start vehicles nearby, or use a phone in the suspected area.
☐ Shut off gas only if trained, authorized, and able to do so without entering danger or delaying evacuation.
☐ Account for employees, guests, contractors, and anyone believed to remain inside.
☐ Do not reenter, restart equipment, or restore gas until the fire department, utility, or qualified authority clears the site.
☐ Document the timeline, observations, actions, repairs, clearance, testing, and reopening approval.

COMMON MISTAKES TO AVOID:

- Using switches, phones, flames, vehicles, or equipment in the suspected area.
- Searching for the leak or shutting gas off without training and safe access.
- Allowing people to remain near the building, meter, tank, vent, or ignition source.
- Reentering or restarting equipment before qualified clearance.
- Failing to document repair, testing, authority clearance, and reopening approval.

RESTAURANT-SPECIFIC CUSTOMIZATION:

- Emergency alarm, reporting method, code phrase, or communication system: _____
- Evacuation, shelter, assembly, accountability, or responder-access plan: _____
- 911, fire, police, utility, ownership, security, or medical contact: _____
- Trained responder role, employee assignment, or guest-assistance method: _____
- OSHA, fire code, emergency-service, insurance, or local authority requirement reviewed: _____
- Restaurant-specific exits, shelter areas, hazards, evidence, or recovery 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. Power Outage SOP

SOP ID	V2-166	**VERSION**	1.0
EFFECTIVE DATE	_____	**OWNER**	_____
APPROVED BY	_____	**NEXT REVIEW**	_____

PURPOSE: To control a power outage so the restaurant protects life safety, food, refrigeration, ventilation, payments, security, and an orderly closure or recovery.

APPLIES TO: All employees, managers, designated emergency leaders, and outside responders.

RESPONSIBILITY: Employees protect life, notify management, and follow trained emergency actions. Management contacts responders, controls accountability, and documents.

WHEN USED: Immediately when the emergency or safety condition is observed or reported.

REQUIRED MATERIALS / INFORMATION:

- Utility, electrician, landlord, and ownership contacts
- Flashlights and approved emergency lighting
- Manual order, payment, and guest-communication materials
- Calibrated thermometers, temperature logs, and timers
- Closure, food-disposition, and restart checklist

CRITICAL STANDARDS:

- Open flames, candles, unsafe wiring, and unapproved generators are prohibited.
- Operations stop when required lighting, egress, ventilation, refrigeration, sanitation, payment security, or building safety cannot be maintained.
- Refrigeration doors remain closed and affected food is evaluated using documented time and temperature.
- Equipment, utilities, systems, food, transactions, and alarms are verified before reopening.

PROCEDURE:

1. Confirm the outage scope and start time and identify any injury, fire, gas, electrical, elevator, or security hazard.
2. Notify management and contact the utility, landlord, electrician, or approved service provider from a safe location.
3. Stop unsafe cooking, ventilation-dependent equipment, powered doors, elevators, and other affected operations.
4. Use only approved emergency lighting; do not use candles, open flames, unsafe wiring, or unapproved generators.
5. Keep refrigeration doors closed and begin documented time-temperature monitoring for affected food.
6. Shift to approved manual order, payment, communication, and guest-accounting procedures only when safe.
7. Restrict or close operations when lighting, egress, ventilation, handwashing, refrigeration, payment, or security cannot be maintained.
8. Communicate clearly with employees and guests and account for people during closure or evacuation.
9. After restoration, verify equipment, refrigeration, alarms, POS, ventilation, utilities, and food disposition before reopening.
10. Record the outage, temperatures, transactions, losses, service contacts, decisions, and manager approval.

166. Power Outage SOP - VERIFICATION & CUSTOMIZATION

MANAGER VERIFICATION:

☐ Employees can state the alarm/reporting method, evacuation or shelter action, accountability point, responder contact, and prohibited actions for power outage.
☐ Notify management and contact the utility, landlord, electrician, or approved service provider from a safe location.
☐ Use only approved emergency lighting; do not use candles, open flames, unsafe wiring, or unapproved generators.
☐ Shift to approved manual order, payment, communication, and guest-accounting procedures only when safe.
☐ Communicate clearly with employees and guests and account for people during closure or evacuation.
☐ Record the outage, temperatures, transactions, losses, service contacts, decisions, and manager approval.

COMMON MISTAKES TO AVOID:

• Using candles, open flames, unsafe wiring, personal generators, or unapproved devices.
• Opening refrigeration repeatedly or failing to track product time and temperature.
• Continuing service without safe lighting, egress, ventilation, sanitation, payment, or security.
• Losing control of manual checks, payments, online orders, or employee/guest accountability.
• Restarting before equipment, alarms, food, systems, and utilities are verified.

RESTAURANT-SPECIFIC CUSTOMIZATION:

• Emergency alarm, reporting method, code phrase, or communication system: _____
• Evacuation, shelter, assembly, accountability, or responder-access plan: _____
• 911, fire, police, utility, ownership, security, or medical contact: _____
• Trained responder role, employee assignment, or guest-assistance method: _____
• OSHA, fire code, emergency-service, insurance, or local authority requirement reviewed: _____
• Restaurant-specific exits, shelter areas, hazards, evidence, or recovery 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. Tornado and Severe Weather SOP

SOP ID	V2-167	**VERSION**	1.0
EFFECTIVE DATE	_____	**OWNER**	_____
APPROVED BY	_____	**NEXT REVIEW**	_____

PURPOSE: To protect guests and employees during tornado warnings, severe storms, dangerous winds, lightning, flooding risk, or other serious weather.

APPLIES TO: Manager on duty leads the response. All employees follow manager direction.

RESPONSIBILITY: Employees protect life, notify management, and follow trained emergency actions. Management contacts responders, controls accountability, and documents.

WHEN USED: When severe weather warnings, tornado warnings, dangerous weather alerts, or unsafe weather conditions affect the restaurant.

REQUIRED MATERIALS / INFORMATION:

- Weather alert source
- Phone
- Emergency contact list
- Designated shelter area
- Flashlights if available

CRITICAL STANDARDS:

- Official alerts and the site-specific shelter plan control the response.
- Outdoor work stops before conditions become unsafe, and people move away from windows and exterior hazards.
- Employees, guests, contractors, and people needing assistance are accounted for as conditions permit.
- Movement and reopening wait for official all-clear information and a building safety inspection.

PROCEDURE:

1. Monitor official alerts whenever severe weather is possible and confirm the designated shelter and communication method.
2. Stop patio, curbside, delivery, or outdoor work before conditions become unsafe.
3. Notify guests and employees clearly and move them away from windows, glass, exterior doors, and unsecured objects.
4. Direct everyone to the approved interior shelter area when a warning or manager decision requires shelter.
5. Assist people with mobility, sensory, communication, or medical needs using the site plan.
6. Account for employees, guests, contractors, and known missing people as conditions permit.
7. Do not send employees outside, allow avoidable departure, or rely on rumor instead of official information.
8. Remain sheltered until official information and management confirm the immediate threat has passed.
9. Inspect for structural damage, gas odor, water intrusion, electrical hazards, blocked exits, and injuries before movement or reopening.
10. Contact responders when required and document alerts, shelter actions, accountability, damage, and follow-up.

167. Tornado and Severe Weather SOP - VERIFICATION & CUSTOMIZATION

MANAGER VERIFICATION:

☐ Employees can state the alarm/reporting method, evacuation or shelter action, accountability point, responder contact, and prohibited actions for tornado and severe weather.
☐ Stop patio, curbside, delivery, or outdoor work before conditions become unsafe.
☐ Direct everyone to the approved interior shelter area when a warning or manager decision requires shelter.
☐ Account for employees, guests, contractors, and known missing people as conditions permit.
☐ Remain sheltered until official information and management confirm the immediate threat has passed.
☐ Contact responders when required and document alerts, shelter actions, accountability, damage, and follow-up.

COMMON MISTAKES TO AVOID:

• Waiting until outdoor employees or guests are already exposed to dangerous conditions.
• Sending employees outside or allowing avoidable departure during a warning.
• Sheltering near windows, exterior doors, unsecured equipment, or unapproved areas.
• Relying on rumor or social media instead of official alerts.
• Resuming movement or service before an all-clear and building inspection.

RESTAURANT-SPECIFIC CUSTOMIZATION:

• Emergency alarm, reporting method, code phrase, or communication system: _____
• Evacuation, shelter, assembly, accountability, or responder-access plan: _____
• 911, fire, police, utility, ownership, security, or medical contact: _____
• Trained responder role, employee assignment, or guest-assistance method: _____
• OSHA, fire code, emergency-service, insurance, or local authority requirement reviewed: _____
• Restaurant-specific exits, shelter areas, hazards, evidence, or recovery 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. Active Threat or Violent Guest SOP

SOP ID	V2-168	**VERSION**	1.0
EFFECTIVE DATE	_____	**OWNER**	_____
APPROVED BY	_____	**NEXT REVIEW**	_____

PURPOSE: To protect guests and employees during an active threat or violent incident through immediate escape or secure shelter, emergency notification, accountability, and law-enforcement cooperation.

APPLIES TO: Manager on duty leads when safe. All employees follow safety procedures and emergency direction.

RESPONSIBILITY: Employees protect life, notify management, and follow trained emergency actions. Management contacts responders, controls accountability, and documents.

WHEN USED: Whenever a guest, employee, or outside person threatens violence, becomes physically aggressive, displays a weapon, or creates a reasonable fear of immediate harm.

REQUIRED MATERIALS / INFORMATION:

- Phone
- Emergency contact list
- Safe exits
- Incident Form
- Security contact if applicable

CRITICAL STANDARDS:

- Employees prioritize escape from danger, emergency notification, and law-enforcement instructions.
- No employee is expected to confront, pursue, film, negotiate with, or physically intervene against an active threat.
- Secure shelter is used only when escape is not possible, and people are not directed toward uncertain routes.
- The scene, evidence, private information, accountability, and post-incident support are protected.

PROCEDURE:

1. Recognize the threat and prioritize immediate escape from danger when a safe route is available.
2. Call 911 when safe and provide the exact location, description, direction, weapon information, and known injuries.
3. Warn others without drawing attention to yourself and follow current law-enforcement or dispatcher instructions.
4. If escape is not possible, move to a secure location, lock or block access when appropriate, silence devices, and stay out of view.
5. Do not confront, pursue, negotiate, film, or attempt physical intervention unless necessary to protect life and consistent with training.
6. Keep guests and employees away from the threat and do not direct people toward an uncertain route.
7. When police arrive, keep hands visible, follow commands, and do not run toward officers.
8. Provide first aid only when the area is safe and within current training.
9. Preserve the scene and do not share unverified information publicly or on social media.
10. Account for people, notify ownership, complete objective records, and arrange employee and guest support.

168. Active Threat or Violent Guest SOP - VERIFICATION & CUSTOMIZATION

MANAGER VERIFICATION:

□ Employees can state the alarm/reporting method, evacuation or shelter action, accountability point, responder contact, and prohibited actions for active threat or violent guest.

□ Call 911 when safe and provide the exact location, description, direction, weapon information, and known injuries.

□ If escape is not possible, move to a secure location, lock or block access when appropriate, silence devices, and stay out of view.

□ Keep guests and employees away from the threat and do not direct people toward an uncertain route.

□ Provide first aid only when the area is safe and within current training.

□ Account for people, notify ownership, complete objective records, and arrange employee and guest support.

COMMON MISTAKES TO AVOID:

- Attempting to confront, follow, film, or negotiate with the threatening person.
- Directing people toward an exit or hallway without knowing whether it is safe.
- Using unsecured shelter, leaving devices audible, or drawing attention unnecessarily.
- Interfering with law enforcement or approaching officers with hidden hands.
- Sharing unverified details publicly or failing to preserve the scene and accountability record.

RESTAURANT-SPECIFIC CUSTOMIZATION:

- Emergency alarm, reporting method, code phrase, or communication system: _____
- Evacuation, shelter, assembly, accountability, or responder-access plan: _____
- 911, fire, police, utility, ownership, security, or medical contact: _____
- Trained responder role, employee assignment, or guest-assistance method: _____
- OSHA, fire code, emergency-service, insurance, or local authority requirement reviewed: _____
- Restaurant-specific exits, shelter areas, hazards, evidence, or recovery 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. Robbery SOP

SOP ID	V2-169	**VERSION**	1.0
EFFECTIVE DATE	_____	**OWNER**	_____
APPROVED BY	_____	**NEXT REVIEW**	_____

PURPOSE: To protect people first during a robbery or attempted robbery and preserve accurate evidence and reporting after the immediate danger ends.

APPLIES TO: All employees follow safety rules. Manager leads response after the immediate danger has passed.

RESPONSIBILITY: Employees protect life, notify management, and follow trained emergency actions. Management contacts responders, controls accountability, and documents.

WHEN USED: Any time robbery, attempted robbery, theft with threat, or forced cash demand occurs.

REQUIRED MATERIALS / INFORMATION:

- Phone
- Emergency contact list
- Incident Form
- Camera / security process if applicable
- Ownership contact

CRITICAL STANDARDS:

- Life safety comes before cash or property; employees do not resist, argue, chase, or attempt detention.
- Alarms and emergency calls are made only when they can be completed without increasing danger.
- The scene, video, transaction records, touched objects, and separate witness accounts are preserved.
- Reopening and public discussion wait for law-enforcement and authorized management direction.

PROCEDURE:

1. Stay calm, prioritize life safety, and do not resist, argue, chase, or make sudden movements.
2. Follow demands when directly threatened without volunteering additional access or information.
3. Activate an alarm only if it can be done without increasing danger and according to training.
4. Observe only details that can be noticed safely, such as appearance, voice, direction, vehicle, and weapon.
5. Do not block exits, attempt to detain the person, or follow outside.
6. When safe, lock access as directed, call 911, and provide the exact address and known facts.
7. Protect injured people and provide first aid only within training and when the area is safe.
8. Preserve the scene, notes, video, transaction records, touched objects, and separate witness accounts.
9. Notify ownership, security, bank, insurer, and other required contacts through authorized management.
10. Complete objective documentation and follow law-enforcement direction before reopening or discussing the event.

169. Robbery SOP - VERIFICATION & CUSTOMIZATION

MANAGER VERIFICATION:

☐ Employees can state the alarm/reporting method, evacuation or shelter action, accountability point, responder contact, and prohibited actions for robbery.
☐ Follow demands when directly threatened without volunteering additional access or information.
☐ Observe only details that can be noticed safely, such as appearance, voice, direction, vehicle, and weapon.
☐ When safe, lock access as directed, call 911, and provide the exact address and known facts.
☐ Preserve the scene, notes, video, transaction records, touched objects, and separate witness accounts.
☐ Complete objective documentation and follow law-enforcement direction before reopening or discussing the event.

COMMON MISTAKES TO AVOID:

• Resisting, arguing, chasing, blocking the exit, or trying to detain the person.
• Activating an alarm or making a call when it increases immediate danger.
• Allowing employees to disturb touched objects, video, notes, or transaction evidence.
• Combining witness accounts before law-enforcement interviews.
• Reopening or discussing details publicly before authorized direction.

RESTAURANT-SPECIFIC CUSTOMIZATION:

• Emergency alarm, reporting method, code phrase, or communication system: _____
• Evacuation, shelter, assembly, accountability, or responder-access plan: _____
• 911, fire, police, utility, ownership, security, or medical contact: _____
• Trained responder role, employee assignment, or guest-assistance method: _____
• OSHA, fire code, emergency-service, insurance, or local authority requirement reviewed: _____
• Restaurant-specific exits, shelter areas, hazards, evidence, or recovery 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. Missing Child or Lost Child SOP

SOP ID	V2-170	**VERSION**	1.0
EFFECTIVE DATE	_____	**OWNER**	_____
APPROVED BY	_____	**NEXT REVIEW**	_____

PURPOSE: To coordinate a rapid, controlled response when a child is missing, separated from a guardian, or found without a verified guardian.

APPLIES TO: Manager leads response. Hosts, servers, bussers, bartenders, and all employees assist as directed.

RESPONSIBILITY: Employees protect life, notify management, and follow trained emergency actions. Management contacts responders, controls accountability, and documents.

WHEN USED: Any time a parent reports a missing child, a child is found alone, or employees suspect a child is separated from a guardian.

REQUIRED MATERIALS / INFORMATION:

- Phone
- Manager communication
- Building layout
- Incident Form
- Emergency contact process

CRITICAL STANDARDS:

- Management coordinates one immediate search plan and emergency-services contact when the child is not found promptly or danger is suspected.
- A found child remains supervised in a visible safe area and is released only after identity is confirmed through the approved process.
- Employees do not physically detain people, conduct uncoordinated off-property searches, or publicly share unnecessary child information.
- Timing, zones searched, witnesses, video, guardian communication, and authority contact are documented.

PROCEDURE:

1. Notify the manager immediately and obtain the child's name, age, clothing, description, last known location, and guardian information.
2. Assign specific employees to search approved zones while maintaining supervision of their current safety responsibilities.
3. Check restrooms, dining areas, patio, lobby, entrance, pickup zones, and other safe areas without creating additional risk.
4. Observe exits and parking areas only as allowed by policy and safety conditions; do not physically detain people.
5. Call 911 promptly when the child is not found within the approved immediate-search period, danger is suspected, or the guardian requests emergency help.
6. If a separated child is found, keep the child with the manager and a second employee in a visible safe area.
7. Release the child only after the manager and authorities, when involved, confirm the guardian according to policy.
8. Preserve video, witness, timing, and communication records and avoid broadcasting unnecessary personal information.
9. Do not post the child's information publicly or allow employees to conduct uncoordinated searches off property.
10. Complete the incident record, guardian communication, authority contact, and post-incident review.

170. Missing Child or Lost Child SOP - VERIFICATION & CUSTOMIZATION

MANAGER VERIFICATION:

☐ Employees can state the alarm/reporting method, evacuation or shelter action, accountability point, responder contact, and prohibited actions for missing child or lost child.

☐ Assign specific employees to search approved zones while maintaining supervision of their current safety responsibilities.

☐ Observe exits and parking areas only as allowed by policy and safety conditions; do not physically detain people.

☐ If a separated child is found, keep the child with the manager and a second employee in a visible safe area.

☐ Preserve video, witness, timing, and communication records and avoid broadcasting unnecessary personal information.

☐ Complete the incident record, guardian communication, authority contact, and post-incident review.

COMMON MISTAKES TO AVOID:

- Delaying manager notification or allowing an uncoordinated search.
- Releasing a child without approved identity confirmation.
- Sending employees into unsafe parking, traffic, or off-property areas.
- Physically detaining people or publicly sharing unnecessary child information.
- Failing to document timing, search zones, witnesses, video, guardian, and authority contact.

RESTAURANT-SPECIFIC CUSTOMIZATION:

- Emergency alarm, reporting method, code phrase, or communication system: _____
- Evacuation, shelter, assembly, accountability, or responder-access plan: _____
- 911, fire, police, utility, ownership, security, or medical contact: _____
- Trained responder role, employee assignment, or guest-assistance method: _____
- OSHA, fire code, emergency-service, insurance, or local authority requirement reviewed: _____
- Restaurant-specific exits, shelter areas, hazards, evidence, or recovery 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 10

BUSINESS CONTINUITY & CRISIS RECOVERY

5 ready-to-customize SOPs

These SOPs guide water and technology outages, emergency closure, reopening, incident documentation, and recovery review.

171. Water Outage SOP

SOP ID	V2-171	**VERSION**	1.0
EFFECTIVE DATE	_____	**OWNER**	_____
APPROVED BY	_____	**NEXT REVIEW**	_____

PURPOSE: To protect food safety, sanitation, hygiene, restrooms, and guest service during a water outage and restore operations only after approved clearance.

APPLIES TO: Manager on duty leads the response. All employees follow manager direction.

RESPONSIBILITY: Management activates the approved continuity plan, protects people and food, assigns communication, and authorizes reopening or recovery.

WHEN USED: Any time water service stops, water pressure is lost, water is unsafe, or water use is restricted.

REQUIRED MATERIALS / INFORMATION:

- Emergency contact list
- Utility contact
- Health department contact if required
- Manager Incident Form
- Food safety policy

CRITICAL STANDARDS:

- Food service does not continue without approved water for employee hygiene, sanitation, warewashing, restrooms, and affected food processes.
- Local regulatory authority and utility direction control alternate methods, restrictions, restoration, and reopening.
- Food, ice, beverages, clean utensils, equipment, and transactions affected by the outage are identified and controlled.
- Lines, filters, ice equipment, plumbing, and sanitation are restored and verified before normal service resumes.

PROCEDURE:

1. Confirm the outage or unsafe-water condition, affected fixtures, start time, cause, and estimated restoration.
2. Notify ownership, the utility, landlord, and local regulatory authority when required.
3. Stop food preparation, handwashing, warewashing, beverage, ice, restroom, and cleaning processes that lack safe water.
4. Evaluate whether approved alternate water, handwashing, restroom, and warewashing methods can support restricted operations.
5. Protect food, ice, beverages, equipment, and clean utensils from contamination or unapproved water use.
6. Restrict service or close when employee hygiene, sanitation, plumbing, restrooms, or food-safety requirements cannot be maintained.
7. Communicate the operating decision and limitations to employees, guests, vendors, and delivery partners.
8. Track affected food, temperatures, transactions, labor, and closure time while awaiting restoration.
9. After restoration, flush lines, clean and sanitize equipment, replace filters, discard affected ice or product, and verify plumbing.
10. Obtain required clearance and manager approval before reopening and retain the outage record.

171. Water Outage SOP - VERIFICATION & CUSTOMIZATION

MANAGER VERIFICATION:

☐ The manager can state the backup or closure trigger, operating authority, communication plan, required records, and recovery approval for water outage.

☐ Notify ownership, the utility, landlord, and local regulatory authority when required.

☐ Evaluate whether approved alternate water, handwashing, restroom, and warewashing methods can support restricted operations.

☐ Restrict service or close when employee hygiene, sanitation, plumbing, restrooms, or food-safety requirements cannot be maintained.

☐ Track affected food, temperatures, transactions, labor, and closure time while awaiting restoration.

☐ Obtain required clearance and manager approval before reopening and retain the outage record.

COMMON MISTAKES TO AVOID:

- Continuing normal service without safe handwashing, restrooms, warewashing, or sanitation.
- Using unapproved water or failing to control affected ice, beverages, filters, and utensils.
- Failing to notify the utility, ownership, or regulatory authority when required.
- Reopening before flushing, sanitation, plumbing, ice, filters, and product disposition are complete.
- Losing the outage timeline, temperature, transaction, closure, and approval record.

RESTAURANT-SPECIFIC CUSTOMIZATION:

- Manual order, payment, communication, closure, or recovery system: _____
- Backup equipment, forms, contact list, data, or restoration resource: _____
- Closure, restricted-service, restart, or reopening authority: _____
- Notification, outage, temperature, transaction, or recovery target: _____
- Health-department, utility, payment-security, fire, insurance, or local requirement reviewed: _____
- Restaurant-specific continuity, reconciliation, reopening, 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.

172. Internet Down SOP

SOP ID	V2-172	**VERSION**	1.0
EFFECTIVE DATE	_____	**OWNER**	_____
APPROVED BY	_____	**NEXT REVIEW**	_____

PURPOSE: To maintain controlled orders, payments, communications, and records during an internet or network outage without weakening payment security.

APPLIES TO: Manager on duty leads response. Employees follow adjusted procedures.

RESPONSIBILITY: Management activates the approved continuity plan, protects people and food, assigns communication, and authorizes reopening or recovery.

WHEN USED: Any time internet service is down or unstable.

REQUIRED MATERIALS / INFORMATION:

- Internet provider contact
- Router / modem access if approved
- POS support contact
- Backup payment process
- Phone

CRITICAL STANDARDS:

- Only approved backup devices, networks, order methods, and payment processes are used.
- Credentials and payment data remain protected, and prohibited card information is never recorded.
- Active checks, online orders, tabs, gift cards, payments, and duplicate-transaction risk remain traceable.
- Affected sales channels stop when accurate orders, payment security, or audit records cannot be maintained.

PROCEDURE:

1. Confirm whether the outage affects internet, local network, one device, payment processing, phones, online orders, or all systems.
2. Notify management and contact the approved internet, network, POS, payment, or property support provider.
3. Protect credentials and payment data; do not use personal hotspots or unapproved devices without authorization.
4. Activate the approved manual order, guest-check, online-order, reservation, and communication process.
5. Determine whether card payments can be processed securely under the approved backup method; never record prohibited card data.
6. Reconcile active checks, tabs, delivery orders, gift cards, discounts, and duplicate-payment risk.
7. Communicate service limits and delays to employees, guests, and delivery partners.
8. Restrict or stop affected sales channels when accurate orders, payment security, or audit records cannot be maintained.
9. After restoration, verify systems and enter or reconcile offline transactions without duplicating charges or orders.
10. Document the outage, support contacts, manual transactions, losses, variances, and manager review.

172. Internet Down SOP - VERIFICATION & CUSTOMIZATION

MANAGER VERIFICATION:

☐ The manager can state the backup or closure trigger, operating authority, communication plan, required records, and recovery approval for internet down.

☐ Notify management and contact the approved internet, network, POS, payment, or property support provider.

☐ Activate the approved manual order, guest-check, online-order, reservation, and communication process.

☐ Reconcile active checks, tabs, delivery orders, gift cards, discounts, and duplicate-payment risk.

☐ Restrict or stop affected sales channels when accurate orders, payment security, or audit records cannot be maintained.

☐ Document the outage, support contacts, manual transactions, losses, variances, and manager review.

COMMON MISTAKES TO AVOID:

- Using personal hotspots, devices, credentials, or payment methods without approval.
- Writing prohibited card data or losing control of offline checks and payments.
- Continuing online or card sales when orders or transactions cannot be traced securely.
- Reentering transactions after restoration without checking for duplicates.
- Ending the incident without reconciling checks, payments, orders, variances, and support actions.

RESTAURANT-SPECIFIC CUSTOMIZATION:

- Manual order, payment, communication, closure, or recovery system: _____
- Backup equipment, forms, contact list, data, or restoration resource: _____
- Closure, restricted-service, restart, or reopening authority: _____
- Notification, outage, temperature, transaction, or recovery target: _____
- Health-department, utility, payment-security, fire, insurance, or local requirement reviewed: _____
- Restaurant-specific continuity, reconciliation, reopening, 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.

173. Kitchen Display System Down SOP

SOP ID	V2-173	**VERSION**	1.0
EFFECTIVE DATE	_____	**OWNER**	_____
APPROVED BY	_____	**NEXT REVIEW**	_____

PURPOSE: To maintain one accurate kitchen order queue when the kitchen display system fails and reconcile all orders before normal processing resumes.

APPLIES TO: Manager leads response. Servers, bartenders, cooks, hosts, and cash handlers follow backup procedure.

RESPONSIBILITY: Management activates the approved continuity plan, protects people and food, assigns communication, and authorizes reopening or recovery.

WHEN USED: Any time POS system, terminals, printers, handhelds, kitchen display, or payment system stops working.

REQUIRED MATERIALS / INFORMATION:

- Backup order pads
- Pens
- Manual check forms
- Calculator
- Manager log

CRITICAL STANDARDS:

- One designated backup queue controls all paper or verbal kitchen orders.
- Every order retains table/server identity, time, modifiers, allergy information, firing status, and completion status.
- Allergy and high-risk special-request orders receive direct confirmation and controlled handoff.
- Restored system orders are reconciled before reentry so duplicate production and duplicate charges are prevented.

PROCEDURE:

1. Confirm whether the failure affects one display, one station, printers, the POS interface, or the entire kitchen system.
2. Notify the manager, expo, cooks, servers, bar, to-go team, and approved technical support.
3. Activate the approved paper-ticket or verbal backup process with one designated control point.
4. Number and time every order and record table, server, course, modifiers, allergies, and special requests clearly.
5. Require direct confirmation for allergy and high-risk special-request orders before cooking.
6. Maintain one master order queue and mark fired, working, completed, delivered, cancelled, and remade items.
7. Prevent duplicate production by controlling reprints, verbal calls, and ticket handoffs.
8. Communicate realistic delays and menu restrictions to the floor and stop orders the kitchen cannot track safely.
9. After restoration, reconcile open checks and system orders before reentering or closing tickets.
10. Document the failure, backup period, missed or duplicate items, support contact, and corrective action.

173. Kitchen Display System Down SOP - VERIFICATION & CUSTOMIZATION

MANAGER VERIFICATION:

☐ The manager can state the backup or closure trigger, operating authority, communication plan, required records, and recovery approval for kitchen display system down.
☐ Notify the manager, expo, cooks, servers, bar, to-go team, and approved technical support.
☐ Number and time every order and record table, server, course, modifiers, allergies, and special requests clearly.
☐ Maintain one master order queue and mark fired, working, completed, delivered, cancelled, and remade items.
☐ Communicate realistic delays and menu restrictions to the floor and stop orders the kitchen cannot track safely.
☐ Document the failure, backup period, missed or duplicate items, support contact, and corrective action.

COMMON MISTAKES TO AVOID:

- Allowing multiple paper, printer, and verbal queues to compete without one control point.
- Sending tickets without times, table/server identity, modifiers, or allergy information.
- Firing duplicate orders because status was not marked and communicated.
- Continuing volume the kitchen cannot track safely.
- Reentering restored orders without reconciling completed, open, cancelled, and paid checks.

RESTAURANT-SPECIFIC CUSTOMIZATION:

- Manual order, payment, communication, closure, or recovery system: _____
- Backup equipment, forms, contact list, data, or restoration resource: _____
- Closure, restricted-service, restart, or reopening authority: _____
- Notification, outage, temperature, transaction, or recovery target: _____
- Health-department, utility, payment-security, fire, insurance, or local requirement reviewed: _____
- Restaurant-specific continuity, reconciliation, reopening, 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.

174. Emergency Closure and Reopening SOP

SOP ID	V2-174	**VERSION**	1.0
EFFECTIVE DATE	_____	**OWNER**	_____
APPROVED BY	_____	**NEXT REVIEW**	_____

PURPOSE: To close and reopen the restaurant in a controlled manner when an emergency or operating failure makes normal service unsafe, illegal, or unreliable.

APPLIES TO: Managers, keyholders, department leads, system contacts, vendors, and designated crisis leaders.

RESPONSIBILITY: Management activates the approved continuity plan, protects people and food, assigns communication, and authorizes reopening or recovery.

WHEN USED: When a utility, system, facility, or crisis condition interrupts normal operations or requires closure or recovery.

REQUIRED MATERIALS / INFORMATION:

- Emergency closure and reopening checklist
- Employee, guest, vendor, authority, and ownership contacts
- Food, utility, equipment, cash, access, and temperature records
- Approved closure and reopening communication templates
- Inspection, repair, sanitation, and manager-approval records

CRITICAL STANDARDS:

- Authorized management closes or restricts operations whenever required safety and legal controls cannot be maintained.
- Employees and guests receive clear, consistent instructions without unsupported reopening promises.
- The building, cash, food, equipment, records, keys, and utilities are secured before departure.
- Reopening requires verified utilities, sanitation, food disposition, equipment, staffing, access, and any required regulatory clearance.

PROCEDURE:

1. Assess life safety, utilities, food safety, sanitation, staffing, access, systems, weather, and official direction.
2. The authorized manager decides whether to restrict service, stop new orders, evacuate, shelter, or close.
3. Notify employees, guests, delivery partners, vendors, ownership, landlords, and authorities using approved messages.
4. Resolve or document active orders, payments, refunds, reservations, employee time, deliveries, and guest property.
5. Protect or dispose of food based on documented time, temperature, contamination, water, and utility conditions.
6. Shut down or secure equipment, chemicals, cash, records, keys, alarms, doors, utilities, and the building.
7. Maintain the incident timeline, responsible people, pending repair, inspection, and communication assignments.
8. Before reopening, verify utilities, water, ventilation, refrigeration, sanitation, pest control, equipment, and safe access.
9. Verify staffing, product, systems, cash, records, permits, authority clearance, and employee briefing.
10. The authorized manager signs the reopening checklist and communicates the approved reopening time.

174. Emergency Closure and Reopening SOP - VERIFICATION & CUSTOMIZATION

MANAGER VERIFICATION:

☐ The manager can state the backup or closure trigger, operating authority, communication plan, required records, and recovery approval for emergency closure and reopening.
☐ The authorized manager decides whether to restrict service, stop new orders, evacuate, shelter, or close.
☐ Resolve or document active orders, payments, refunds, reservations, employee time, deliveries, and guest property.
☐ Shut down or secure equipment, chemicals, cash, records, keys, alarms, doors, utilities, and the building.
☐ Before reopening, verify utilities, water, ventilation, refrigeration, sanitation, pest control, equipment, and safe access.
☐ The authorized manager signs the reopening checklist and communicates the approved reopening time.

COMMON MISTAKES TO AVOID:

• Continuing emergency closure and reopening without an approved backup, restriction, closure, or recovery plan.
• Losing control of people, food, payments, orders, equipment, access, or required records.
• Giving inconsistent messages or promising restoration/reopening before verification.
• Restarting systems before utilities, safety, sanitation, transactions, and data are reconciled.
• Closing the incident without documented decisions, losses, corrective action, and management approval.

RESTAURANT-SPECIFIC CUSTOMIZATION:

• Manual order, payment, communication, closure, or recovery system: _____
• Backup equipment, forms, contact list, data, or restoration resource: _____
• Closure, restricted-service, restart, or reopening authority: _____
• Notification, outage, temperature, transaction, or recovery target: _____
• Health-department, utility, payment-security, fire, insurance, or local requirement reviewed: _____
• Restaurant-specific continuity, reconciliation, reopening, 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.

175. End-of-Incident Documentation and Recovery Review SOP

SOP ID	V2-175	**VERSION**	1.0
EFFECTIVE DATE	_____	**OWNER**	_____
APPROVED BY	_____	**NEXT REVIEW**	_____

PURPOSE: To create an accurate end-of-incident record, complete recovery work, identify preventable failures, and verify that corrective actions are sustained.

APPLIES TO: Managers, keyholders, department leads, system contacts, vendors, and designated crisis leaders.

RESPONSIBILITY: Management activates the approved continuity plan, protects people and food, assigns communication, and authorizes reopening or recovery.

WHEN USED: When a utility, system, facility, or crisis condition interrupts normal operations or requires closure or recovery.

REQUIRED MATERIALS / INFORMATION:

- Incident reports, logs, messages, photos, video, and witness records
- Food, temperature, transaction, labor, vendor, repair, and loss records
- Insurance, regulatory, ownership, and legal-notification requirements
- Corrective-action and responsibility tracker
- SOP revision, training, and follow-up verification records

CRITICAL STANDARDS:

- The review separates confirmed facts, estimates, decisions, and unresolved questions.
- Medical, employee, guest, payment, security, and legal information is protected and shared only as authorized.
- Every corrective action has a named owner, deadline, priority, and verification method.
- The incident is not closed until required reports, repairs, reconciliation, SOP updates, and retraining are complete.

PROCEDURE:

1. Assign an authorized review leader and secure all incident records and evidence.
2. Build a timeline of warnings, decisions, actions, communications, responder activity, closure, and recovery.
3. Separate confirmed facts from estimates and record the source of each material fact.
4. Document injuries, guest impact, food loss, sales loss, labor, refunds, damage, repair, vendor, and insurance information.
5. Confirm required notifications, reports, claims, authority contact, and record-retention requirements.
6. Identify what worked, what failed, contributing system conditions, and controls that were missing or unclear.
7. Assign corrective actions, owners, priorities, deadlines, resources, and objective verification methods.
8. Update affected SOPs, emergency plans, contacts, equipment, forms, and training materials.
9. Retrain affected employees and verify repairs and corrective actions during actual operations.
10. Complete management sign-off, schedule follow-up audits, and retain the final recovery record securely.

175. End-of-Incident Documentation and Recovery Review SOP - VERIFICATION & CUSTOMIZATION

MANAGER VERIFICATION:

☐ The manager can state the backup or closure trigger, operating authority, communication plan, required records, and recovery approval for end-of-incident documentation and recovery review.

☐ Build a timeline of warnings, decisions, actions, communications, responder activity, closure, and recovery.

☐ Document injuries, guest impact, food loss, sales loss, labor, refunds, damage, repair, vendor, and insurance information.

☐ Identify what worked, what failed, contributing system conditions, and controls that were missing or unclear.

☐ Update affected SOPs, emergency plans, contacts, equipment, forms, and training materials.

☐ Complete management sign-off, schedule follow-up audits, and retain the final recovery record securely.

COMMON MISTAKES TO AVOID:

- Continuing end-of-incident documentation and recovery review without an approved backup, restriction, closure, or recovery plan.
- Losing control of people, food, payments, orders, equipment, access, or required records.
- Giving inconsistent messages or promising restoration/reopening before verification.
- Restarting systems before utilities, safety, sanitation, transactions, and data are reconciled.
- Closing the incident without documented decisions, losses, corrective action, and management approval.

RESTAURANT-SPECIFIC CUSTOMIZATION:

- Manual order, payment, communication, closure, or recovery system: _____
- Backup equipment, forms, contact list, data, or restoration resource: _____
- Closure, restricted-service, restart, or reopening authority: _____
- Notification, outage, temperature, transaction, or recovery target: _____
- Health-department, utility, payment-security, fire, insurance, or local requirement reviewed: _____
- Restaurant-specific continuity, reconciliation, reopening, 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.

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.

Calibration - The check or adjustment used to confirm that a thermometer, scale, test device, or other measuring tool is producing an acceptable reading before the result is relied on.

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.

Cross-Contact - The unintended transfer of an allergen from one food, surface, utensil, hand, glove, or piece of equipment to another.

Disposition - The documented decision about what happens to questionable, unsafe, damaged, recalled, or uncontrolled product, such as hold, return, rework when approved, or discard.

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.

FIFO - First In, First Out. A stock-rotation method that uses older approved product before newer product when dates and product condition allow.

Hold - A temporary control that keeps product, equipment, or an area from normal use until an authorized person evaluates the condition and releases, corrects, returns, or discards it.

Manager Verification - Documented confirmation that the employee or process met the required standard during actual operations, not only during explanation or classroom training.

OPERATIONAL GLOSSARY - CONTINUED

Next Review Date - The scheduled date for management to confirm that the SOP is still accurate, usable, and consistent with current operations and requirements.

Owner / SOP Owner - The person or role responsible for maintaining the SOP, routing revisions, and making sure the current approved version remains available.

Person in Charge - The manager or other authorized individual responsible for required operational and food-safety decisions during the shift, as defined by restaurant policy and applicable requirements.

PPE - Personal protective equipment required for a task, such as gloves, eye protection, aprons, or other approved protection appropriate to the hazard.

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.

SDS - Safety Data Sheet. Manufacturer or supplier information describing chemical hazards, handling, storage, protective equipment, and emergency response information.

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.