THE GRAVITY RESTAURANT SOP LIBRARY

VOLUME 3

Specialty, Advanced & Hard-to-Find SOPs

175 ready-to-customize standard operating procedures for specialty service models, uncommon operations, high-risk processes, special events, multi-unit situations, technology failures, and restaurant circumstances beyond everyday operations.

Thomas Butler
Thomas Monroe Books | The Gravity Restaurant Leadership System

Digital Edition Notice

This digital edition is available through Thomas Monroe Books. Print-retail preparation for Lulu or Amazon is a separate production status and does not restrict access to this digital edition.

Customization and Compliance

These SOPs are operational frameworks. Customize restaurant-specific limits, authorities, equipment, vendors, forms, regulatory requirements, and local rules before adoption. High-risk or regulated procedures should be reviewed against the requirements that apply to the specific operation and jurisdiction.

How to Use This Volume

Use the SOP as a controlled starting point. Assign ownership, customize the fields, verify the procedure against the operation, approve the controlled version, train affected employees, and retain revision evidence. The Gravity SOP Foundry provides the companion customization and document-control workflow.

Contents

V3-001 - Catering Inquiry Intake and Qualification SOP

V3-002 - Catering Proposal and Contract Handoff SOP

V3-003 - Banquet Event Order Creation and Approval SOP

V3-004 - Catering Deposit and Payment Schedule Control SOP

V3-005 - Off-Site Event Packing and Load-Out SOP

V3-006 - Off-Site Hot Food Transport SOP

V3-007 - Off-Site Cold Food Transport SOP

V3-008 - Event Site Setup and Service Readiness SOP

V3-009 - Banquet Buffet Replenishment and Control SOP

V3-010 - Event Breakdown, Return and Post-Event Reconciliation SOP

V3-011 - Mobile Unit Pre-Departure Readiness SOP

V3-012 - Commissary-to-Mobile Unit Loading SOP

V3-013 - Mobile Unit Fresh Water Tank Fill and Sanitizing SOP

V3-014 - Mobile Unit Wastewater Tank Control SOP

V3-015 - Mobile Unit Propane and Fuel Safety SOP

V3-016 - Mobile Unit Generator Setup and Shutdown SOP

V3-017 - Mobile Unit Service Window Operations SOP

V3-018 - Temporary Food Event Booth Setup SOP

V3-019 - Temporary Event Handwashing and Warewashing Setup SOP

V3-020 - Mobile Unit End-of-Day Commissary Return SOP

V3-021 - Drive-Thru Lane Opening SOP

V3-022 - Drive-Thru Order Taking and Confirmation SOP

V3-023 - Drive-Thru Payment Handoff SOP

V3-024 - Drive-Thru Order Staging and Accuracy SOP

V3-025 - Drive-Thru Speed-of-Service Recovery SOP

V3-026 - Dual-Lane Drive-Thru Merge Control SOP

V3-027 - Curbside Arrival Notification and Handoff SOP

V3-028 - Curbside Vehicle Identification and Safety SOP

V3-029 - Peak Off-Premise Staging Zone Control SOP

V3-030 - Large Digital Order Queue Throttling SOP

V3-031 - Commissary Production Scheduling SOP

V3-032 - Commissary Batch Coding and Traceability SOP

V3-033 - Commissary Cooling for Distribution SOP

V3-034 - Commissary Packaging and Labeling for Transfer SOP

V3-035 - Inter-Unit Product Transfer Authorization SOP

V3-036 - Inter-Unit Cold Chain Transfer SOP

V3-037 - Inter-Unit Hot Product Transfer SOP

V3-038 - Receiving Product from a Sister Location SOP

V3-039 - Central Kitchen Yield Reconciliation SOP

V3-040 - Transfer Tote and Container Return Sanitation SOP

V3-041 - Buffet Opening and Line Setup SOP

V3-042 - Buffet Temperature Monitoring SOP

V3-043 - Buffet Utensil Replacement and Contamination Response SOP

V3-044 - Buffet Replenishment and Small-Batch Rotation SOP

V3-045 - Buffet Sneeze Guard and Guest Barrier Readiness SOP

V3-046 - Self-Service Beverage Station Control SOP

V3-047 - Salad Bar Setup and Replenishment SOP

V3-048 - Carving Station Service and Hot Holding SOP

V3-049 - Exhibition Cooking and Action Station SOP

V3-050 - Buffet Closing and Leftover Disposition SOP

V3-051 - Reduced Oxygen Packaging Approval and Control SOP

V3-052 - Sous Vide Process Monitoring SOP

V3-053 - Cook-Chill Bag Cooling and Storage SOP

V3-054 - Non-Continuous Cooking Process Control SOP

V3-055 - Specialized HACCP Plan Deviation Response SOP

V3-056 - Regulatory Variance Process Control SOP

V3-057 - Vacuum-Packaged Product Label and Date Control SOP

V3-058 - Curing or Smoking for Preservation Process Control SOP

V3-059 - Fermentation Process Control SOP

V3-060 - Acidified Food Process Verification SOP

V3-061 - Shellstock Tag Receipt and Retention SOP

V3-062 - Shellstock Display and Storage Identity Control SOP

V3-063 - Raw Fish Parasite Destruction Documentation SOP

V3-064 - Sushi Rice Acidification Monitoring SOP

V3-065 - Raw or Undercooked Consumer Advisory Control SOP

V3-066 - Raw Oyster Service and Traceability SOP

V3-067 - Live Shellfish Storage and Handling SOP

V3-068 - Sprouted Seed and Bean Risk Control SOP

V3-069 - Wild Mushroom Approved Source Verification SOP

V3-070 - Fresh Juice Processing and Warning Label Control SOP

V3-071 - Third-Party Delivery Platform Opening Check SOP

V3-072 - Delivery Marketplace Order Acceptance SOP

V3-073 - Multi-Platform Menu Availability Sync SOP

V3-074 - Third-Party Driver Identity Verification and Order Release SOP

V3-075 - Tamper-Evident Packaging Application SOP

V3-076 - Delivery Handoff Verification and Chain of Custody SOP

V3-077 - Missing Driver or Delayed Pickup Escalation SOP

V3-078 - Ghost Kitchen Multi-Brand Order Separation SOP

V3-079 - Virtual Brand Ingredient and Packaging Control SOP

V3-080 - Delivery Marketplace Outage Recovery SOP

V3-081 - Draft Beer Line Cleaning Verification SOP

V3-082 - Draft System Pressure and Foam Troubleshooting SOP

V3-083 - CO2 Cylinder Storage and Change Safety SOP

V3-084 - Nitro Beverage System Control SOP

V3-085 - Batch Cocktail Production and Labeling SOP

V3-086 - Frozen Beverage Machine Product and Cleaning Control SOP

V3-087 - Wine Preservation System Use SOP

V3-088 - Growler or Crowler Filling and Sanitation SOP

V3-089 - Espresso Machine Dial-In and Shot Quality SOP

V3-090 - Cold Brew Batch Production and Shelf-Life Control SOP

V3-091 - Grease Interceptor Inspection and Service SOP

V3-092 - Backflow Prevention Device Verification SOP

V3-093 - Fire Suppression System Service Coordination SOP

V3-094 - Hood and Exhaust Deep-Cleaning Shutdown and Restart SOP

V3-095 - Emergency Generator Test and Load Readiness SOP

V3-096 - Walk-In Refrigeration Extended Failure Containment SOP

V3-097 - Ice Machine Contamination Shutdown and Recommissioning SOP

V3-098 - Water Filtration and Softener Maintenance SOP

V3-099 - Floor Drain and Sewer Gas Investigation SOP

V3-100 - Dumbwaiter or Food Lift Sanitation and Safety SOP

V3-101 - Floodwater Intrusion Assessment and Sanitization SOP

V3-102 - Wildfire Smoke and Air Quality Operations SOP

V3-103 - Civil Unrest or Police Perimeter Access Control SOP

V3-104 - Nearby Hazardous Material Release Shelter-in-Place SOP

V3-105 - Regional Refrigeration Grid Failure Product Triage SOP

V3-106 - Regional Supply Chain Disruption Menu Reduction SOP

V3-107 - Emergency Potable Water Supply Activation SOP

V3-108 - Emergency Ice Supply During Water Quality Restriction SOP

V3-109 - Disaster Employee Accountability and Welfare Check SOP

V3-110 - Post-Disaster Building Recommissioning SOP

V3-111 - Food Donation Eligibility and Segregation SOP

V3-112 - Food Donation Cooling, Storage and Handoff SOP

V3-113 - Donation Agency Pickup Verification SOP

V3-114 - Used Cooking Oil Storage and Vendor Pickup SOP

V3-115 - Compostable Food Waste Segregation SOP

V3-116 - Back-of-House Recycling Control SOP

V3-117 - Reusable Takeout Container Return and Sanitation SOP

V3-118 - Customer-Owned Refillable Container Acceptance SOP

V3-119 - Packaging Material Reduction and Approved Substitution SOP

V3-120 - Surplus Food Tracking and Diversion Reporting SOP

V3-121 - Festival or Concert Demand Surge Readiness SOP

V3-122 - Stadium or Arena Event Service Surge Plan SOP

V3-123 - Holiday Peak Production and Staffing Readiness SOP

V3-124 - Outdoor Patio Extreme Heat Service SOP

V3-125 - Outdoor Patio High-Wind Shutdown SOP

V3-126 - Large Group or Bus Tour Arrival Control SOP

V3-127 - School or Team Group Meal Service SOP

V3-128 - VIP or Media Visit Service Control SOP

V3-129 - Private Restaurant Buyout Transition SOP

V3-130 - Late-Night Special Event Closeout SOP

V3-131 - New Unit Pre-Opening Operational Readiness SOP

V3-132 - New Unit Soft Opening Control SOP

V3-133 - New Unit Grand Opening Stabilization SOP

V3-134 - Temporary Manager Assignment and Authority SOP

V3-135 - Inter-Unit Manager Coverage Handoff SOP

V3-136 - Regional SOP Exception Approval SOP

V3-137 - Multi-Unit SOP Version Deployment SOP

V3-138 - Cross-Unit Audit Calibration SOP

V3-139 - Extended Unit Mothballing and Restart SOP

V3-140 - Store Acquisition and Management Transition SOP

V3-141 - Online Ordering Menu Sync Verification SOP

V3-142 - QR Ordering Failure Backup SOP

V3-143 - Delivery Marketplace Credential and Access Control SOP

V3-144 - Digital Gift Card Platform Outage SOP

V3-145 - Payment Card Terminal Tamper Inspection SOP

V3-146 - Suspected Payment Card Data Breach Escalation SOP

V3-147 - Guest Wi-Fi and Operations Network Separation SOP

V3-148 - Connected Equipment Alarm Failure Response SOP

V3-149 - Offline Access to Critical SOPs and Forms SOP

V3-150 - Critical Restaurant Data Backup and Restore Verification SOP

V3-151 - Grab-and-Go Packaged Food Label Verification SOP

V3-152 - Grab-and-Go Display Temperature and Rotation SOP

V3-153 - Meal Kit Assembly and Consumer Instruction SOP

V3-154 - Refrigerated Pickup Locker Loading and Temperature Control SOP

V3-155 - Heated Pickup Locker Holding and Release SOP

V3-156 - Self-Service Ordering Kiosk Opening and Accessibility Check SOP

V3-157 - Self-Service Ordering Kiosk Outage and Manual Backup SOP

V3-158 - Automated Food Vending Replenishment and Temperature Control SOP

V3-159 - Unattended Pickup Area Security and Abandoned Order Disposition SOP

V3-160 - Retail Packaged Food Withdrawal and Shelf Sweep SOP

V3-161 - Shared Commercial Kitchen Opening and Space Handoff SOP

V3-162 - Shared Kitchen Allergen, Chemical and Smallware Segregation SOP

V3-163 - Shared Cold Storage Ownership and Label Control SOP

V3-164 - Co-Tenant Contamination Incident Response SOP

V3-165 - Pop-Up Restaurant Site Readiness SOP

V3-166 - Pop-Up Restaurant Closeout and Site Restoration SOP

V3-167 - Farmers Market Prepared-Food Booth Operations SOP

V3-168 - Concession Stand Opening, Replenishment and Closeout SOP

V3-169 - Hotel Room Service Dispatch and Tray Retrieval SOP

V3-170 - Molluscan Shellfish Life-Support Display Tank Control SOP

V3-171 - Manufacturer Cooking Instructions and Non-RTE Product Control SOP

V3-172 - Food Defense and Suspected Intentional Tampering Response SOP

V3-173 - Gluten-Free Claim Verification and Dedicated-Prep Control SOP

V3-174 - Certified Halal Ingredient, Storage and Equipment Control SOP

V3-175 - Certified Kosher Ingredient, Storage and Equipment Control SOP

Catering Inquiry Intake and Qualification SOP

PURPOSE

To establish a controlled, repeatable, and verifiable process for catering inquiry intake and qualification so specialty operations do not depend on improvisation, undocumented exceptions, or unassigned responsibility.

APPLIES TO

Catering managers, event coordinators, banquet captains, kitchen leaders, service leaders, and employees assigned to private or off-site events.

RESPONSIBILITY

The event owner coordinates the procedure. The manager on duty or designated catering leader verifies readiness, exceptions, records, and final closeout.

WHEN USED

Whenever this specialty operation is performed and at each required monitoring, handoff, verification, or closeout point defined by the restaurant.

MATERIALS / INFORMATION

• Approved event order, contract, proposal, or event brief

• Event production and staffing plan

• Approved packing, transport, setup, service, and closeout checklists

• Communication devices and manager contact list

• Required food-safety, payment, incident, and reconciliation records

CRITICAL STANDARDS

• The current approved event order or written event scope controls execution.

• Food, equipment, staffing, payment, and guest commitments are verified before service begins.

• Off-site conditions are checked before product or employees are exposed to avoidable risk.

• Changes, shortages, service failures, and post-event variances are documented and handed to the accountable manager.

PROCEDURE

1. Confirm the current approved scope for catering inquiry intake and qualification, including date/time, location, guest count or demand assumption, responsible leader, and special commitments.

2. Review staffing, production, equipment, transport/site, payment, guest-access, safety, and food-safety requirements; assign an owner to each critical control.

3. Inspect the required area, equipment, supplies, communication method, and backup resources before product or guests arrive.

4. Stage and label materials in the sequence they will be used; separate guest-specific, event-specific, allergen, payment, and high-risk items as applicable.

5. Execute catering inquiry intake and qualification using the current event/service plan and verify critical handoffs before proceeding to the next phase.

6. Monitor volume, staffing, timing, food condition, guest flow, and safety; record exceptions and adjust before control is lost.

7. Escalate shortages, unsafe conditions, late changes, quality failures, or guest commitments the team cannot meet to the event manager immediately.

8. Complete the guest/client or internal handoff, confirm unresolved items, and document any approved change to the original plan.

9. Reconcile product, equipment, payments, damage, waste, incidents, and outstanding follow-up; clean and restore the work/site area.

10. The accountable manager reviews the record, closes open issues, and captures lessons that should change the next comparable event.

MANAGER VERIFICATION

■ Catering Inquiry Intake and Qualification was performed under the current approved restaurant procedure.

■ Required people, equipment, utilities, product, approvals, and records were verified before release or continued operation.

■ Critical readings, identities, handoffs, exceptions, or other evidence required by this procedure were recorded.

■ Unsafe, out-of-standard, unidentified, or undocumented conditions were held, stopped, or escalated instead of informally accepted.

■ Corrective actions and product/equipment/guest/employee disposition were completed and documented when required.

■ The accountable manager or program owner completed final verification and assigned unresolved follow-up.

COMMON MISTAKES

• Using an old, generic, or remembered procedure instead of the current approved specialty-operation standard.

• Starting before required permits, approvals, trained people, utilities, equipment, labels, or records are ready.

• Failing to document actual conditions, readings, identities, handoffs, or deviations at the time they occur.

• Continuing service or releasing product/equipment when a required control cannot be verified.

• Treating a vendor, platform, event organizer, sister unit, or outside agency as responsible for controls that still belong to the restaurant.

• Closing the activity without manager verification, record completion, cleanup/restoration, and follow-up ownership.

CUSTOMIZATION FIELDS

Primary owner / person in charge for this procedure: _____

Applicable permit, regulatory, certification, manufacturer, event, or company requirement: _____

Approved equipment, vendor, system, site, or product specifications: _____

Restaurant-specific critical limit, service target, frequency, or acceptance criterion: _____

Required log, checklist, tag, record, photo, or other evidence: _____

Escalation contact and stop-work / hold / closure authority: _____

REVISION CONTROL

Record future changes in the restaurant master SOP index, retain required evidence, and retrain affected employees whenever the approved process, equipment, authority requirement, or responsibility changes.

Catering Proposal and Contract Handoff SOP

PURPOSE

To establish a controlled, repeatable, and verifiable process for catering proposal and contract handoff so specialty operations do not depend on improvisation, undocumented exceptions, or unassigned responsibility.

APPLIES TO

Catering managers, event coordinators, banquet captains, kitchen leaders, service leaders, and employees assigned to private or off-site events.

RESPONSIBILITY

The event owner coordinates the procedure. The manager on duty or designated catering leader verifies readiness, exceptions, records, and final closeout.

WHEN USED

For every applicable receipt, transfer, pickup, release, or custody handoff, before the product/order is accepted or released.

MATERIALS / INFORMATION

• Approved event order, contract, proposal, or event brief

• Event production and staffing plan

• Approved packing, transport, setup, service, and closeout checklists

• Communication devices and manager contact list

• Required food-safety, payment, incident, and reconciliation records

CRITICAL STANDARDS

• The current approved event order or written event scope controls execution.

• Food, equipment, staffing, payment, and guest commitments are verified before service begins.

• Off-site conditions are checked before product or employees are exposed to avoidable risk.

• Changes, shortages, service failures, and post-event variances are documented and handed to the accountable manager.

PROCEDURE

1. Confirm the current approved scope for catering proposal and contract handoff, including date/time, location, guest count or demand assumption, responsible leader, and special commitments.

2. Review staffing, production, equipment, transport/site, payment, guest-access, safety, and food-safety requirements; assign an owner to each critical control.

3. Inspect the required area, equipment, supplies, communication method, and backup resources before product or guests arrive.

4. Stage and label materials in the sequence they will be used; separate guest-specific, event-specific, allergen, payment, and high-risk items as applicable.

5. Execute catering proposal and contract handoff using the current event/service plan and verify critical handoffs before proceeding to the next phase.

6. Monitor volume, staffing, timing, food condition, guest flow, and safety; record exceptions and adjust before control is lost.

7. Escalate shortages, unsafe conditions, late changes, quality failures, or guest commitments the team cannot meet to the event manager immediately.

8. Complete the guest/client or internal handoff, confirm unresolved items, and document any approved change to the original plan.

9. Reconcile product, equipment, payments, damage, waste, incidents, and outstanding follow-up; clean and restore the work/site area.

10. The accountable manager reviews the record, closes open issues, and captures lessons that should change the next comparable event.

MANAGER VERIFICATION

■ Catering Proposal and Contract Handoff was performed under the current approved restaurant procedure.

■ Required people, equipment, utilities, product, approvals, and records were verified before release or continued operation.

■ Critical readings, identities, handoffs, exceptions, or other evidence required by this procedure were recorded.

■ Unsafe, out-of-standard, unidentified, or undocumented conditions were held, stopped, or escalated instead of informally accepted.

■ Corrective actions and product/equipment/guest/employee disposition were completed and documented when required.

■ The accountable manager or program owner completed final verification and assigned unresolved follow-up.

COMMON MISTAKES

• Using an old, generic, or remembered procedure instead of the current approved specialty-operation standard.

• Starting before required permits, approvals, trained people, utilities, equipment, labels, or records are ready.

• Failing to document actual conditions, readings, identities, handoffs, or deviations at the time they occur.

• Continuing service or releasing product/equipment when a required control cannot be verified.

• Treating a vendor, platform, event organizer, sister unit, or outside agency as responsible for controls that still belong to the restaurant.

• Closing the activity without manager verification, record completion, cleanup/restoration, and follow-up ownership.

CUSTOMIZATION FIELDS

Primary owner / person in charge for this procedure: _____

Applicable permit, regulatory, certification, manufacturer, event, or company requirement: _____

Approved equipment, vendor, system, site, or product specifications: _____

Restaurant-specific critical limit, service target, frequency, or acceptance criterion: _____

Required log, checklist, tag, record, photo, or other evidence: _____

Escalation contact and stop-work / hold / closure authority: _____

REVISION CONTROL

Record future changes in the restaurant master SOP index, retain required evidence, and retrain affected employees whenever the approved process, equipment, authority requirement, or responsibility changes.

Banquet Event Order Creation and Approval SOP

PURPOSE

To establish a controlled, repeatable, and verifiable process for banquet event order creation and approval so specialty operations do not depend on improvisation, undocumented exceptions, or unassigned responsibility.

APPLIES TO

Catering managers, event coordinators, banquet captains, kitchen leaders, service leaders, and employees assigned to private or off-site events.

RESPONSIBILITY

The event owner coordinates the procedure. The manager on duty or designated catering leader verifies readiness, exceptions, records, and final closeout.

WHEN USED

Whenever this specialty operation is performed and at each required monitoring, handoff, verification, or closeout point defined by the restaurant.

MATERIALS / INFORMATION

• Approved event order, contract, proposal, or event brief

• Event production and staffing plan

• Approved packing, transport, setup, service, and closeout checklists

• Communication devices and manager contact list

• Required food-safety, payment, incident, and reconciliation records

CRITICAL STANDARDS

• The current approved event order or written event scope controls execution.

• Food, equipment, staffing, payment, and guest commitments are verified before service begins.

• Off-site conditions are checked before product or employees are exposed to avoidable risk.

• Changes, shortages, service failures, and post-event variances are documented and handed to the accountable manager.

PROCEDURE

1. Confirm the current approved scope for banquet event order creation and approval, including date/time, location, guest count or demand assumption, responsible leader, and special commitments.

2. Review staffing, production, equipment, transport/site, payment, guest-access, safety, and food-safety requirements; assign an owner to each critical control.

3. Inspect the required area, equipment, supplies, communication method, and backup resources before product or guests arrive.

4. Stage and label materials in the sequence they will be used; separate guest-specific, event-specific, allergen, payment, and high-risk items as applicable.

5. Execute banquet event order creation and approval using the current event/service plan and verify critical handoffs before proceeding to the next phase.

6. Monitor volume, staffing, timing, food condition, guest flow, and safety; record exceptions and adjust before control is lost.

7. Escalate shortages, unsafe conditions, late changes, quality failures, or guest commitments the team cannot meet to the event manager immediately.

8. Complete the guest/client or internal handoff, confirm unresolved items, and document any approved change to the original plan.

9. Reconcile product, equipment, payments, damage, waste, incidents, and outstanding follow-up; clean and restore the work/site area.

10. The accountable manager reviews the record, closes open issues, and captures lessons that should change the next comparable event.

MANAGER VERIFICATION

■ Banquet Event Order Creation and Approval was performed under the current approved restaurant procedure.

■ Required people, equipment, utilities, product, approvals, and records were verified before release or continued operation.

■ Critical readings, identities, handoffs, exceptions, or other evidence required by this procedure were recorded.

■ Unsafe, out-of-standard, unidentified, or undocumented conditions were held, stopped, or escalated instead of informally accepted.

■ Corrective actions and product/equipment/guest/employee disposition were completed and documented when required.

■ The accountable manager or program owner completed final verification and assigned unresolved follow-up.

COMMON MISTAKES

• Using an old, generic, or remembered procedure instead of the current approved specialty-operation standard.

• Starting before required permits, approvals, trained people, utilities, equipment, labels, or records are ready.

• Failing to document actual conditions, readings, identities, handoffs, or deviations at the time they occur.

• Continuing service or releasing product/equipment when a required control cannot be verified.

• Treating a vendor, platform, event organizer, sister unit, or outside agency as responsible for controls that still belong to the restaurant.

• Closing the activity without manager verification, record completion, cleanup/restoration, and follow-up ownership.

CUSTOMIZATION FIELDS

Primary owner / person in charge for this procedure: _____

Applicable permit, regulatory, certification, manufacturer, event, or company requirement: _____

Approved equipment, vendor, system, site, or product specifications: _____

Restaurant-specific critical limit, service target, frequency, or acceptance criterion: _____

Required log, checklist, tag, record, photo, or other evidence: _____

Escalation contact and stop-work / hold / closure authority: _____

REVISION CONTROL

Record future changes in the restaurant master SOP index, retain required evidence, and retrain affected employees whenever the approved process, equipment, authority requirement, or responsibility changes.

Catering Deposit and Payment Schedule Control SOP

PURPOSE

To establish a controlled, repeatable, and verifiable process for catering deposit and payment schedule control so specialty operations do not depend on improvisation, undocumented exceptions, or unassigned responsibility.

APPLIES TO

Catering managers, event coordinators, banquet captains, kitchen leaders, service leaders, and employees assigned to private or off-site events.

RESPONSIBILITY

The event owner coordinates the procedure. The manager on duty or designated catering leader verifies readiness, exceptions, records, and final closeout.

WHEN USED

Whenever this specialty operation is performed and at each required monitoring, handoff, verification, or closeout point defined by the restaurant.

MATERIALS / INFORMATION

• Approved event order, contract, proposal, or event brief

• Event production and staffing plan

• Approved packing, transport, setup, service, and closeout checklists

• Communication devices and manager contact list

• Required food-safety, payment, incident, and reconciliation records

CRITICAL STANDARDS

• The current approved event order or written event scope controls execution.

• Food, equipment, staffing, payment, and guest commitments are verified before service begins.

• Off-site conditions are checked before product or employees are exposed to avoidable risk.

• Changes, shortages, service failures, and post-event variances are documented and handed to the accountable manager.

PROCEDURE

1. Confirm the current approved scope for catering deposit and payment schedule control, including date/time, location, guest count or demand assumption, responsible leader, and special commitments.

2. Review staffing, production, equipment, transport/site, payment, guest-access, safety, and food-safety requirements; assign an owner to each critical control.

3. Inspect the required area, equipment, supplies, communication method, and backup resources before product or guests arrive.

4. Stage and label materials in the sequence they will be used; separate guest-specific, event-specific, allergen, payment, and high-risk items as applicable.

5. Execute catering deposit and payment schedule control using the current event/service plan and verify critical handoffs before proceeding to the next phase.

6. Monitor volume, staffing, timing, food condition, guest flow, and safety; record exceptions and adjust before control is lost.

7. Escalate shortages, unsafe conditions, late changes, quality failures, or guest commitments the team cannot meet to the event manager immediately.

8. Complete the guest/client or internal handoff, confirm unresolved items, and document any approved change to the original plan.

9. Reconcile product, equipment, payments, damage, waste, incidents, and outstanding follow-up; clean and restore the work/site area.

10. The accountable manager reviews the record, closes open issues, and captures lessons that should change the next comparable event.

MANAGER VERIFICATION

■ Catering Deposit and Payment Schedule Control was performed under the current approved restaurant procedure.

■ Required people, equipment, utilities, product, approvals, and records were verified before release or continued operation.

■ Critical readings, identities, handoffs, exceptions, or other evidence required by this procedure were recorded.

■ Unsafe, out-of-standard, unidentified, or undocumented conditions were held, stopped, or escalated instead of informally accepted.

■ Corrective actions and product/equipment/guest/employee disposition were completed and documented when required.

■ The accountable manager or program owner completed final verification and assigned unresolved follow-up.

COMMON MISTAKES

• Using an old, generic, or remembered procedure instead of the current approved specialty-operation standard.

• Starting before required permits, approvals, trained people, utilities, equipment, labels, or records are ready.

• Failing to document actual conditions, readings, identities, handoffs, or deviations at the time they occur.

• Continuing service or releasing product/equipment when a required control cannot be verified.

• Treating a vendor, platform, event organizer, sister unit, or outside agency as responsible for controls that still belong to the restaurant.

• Closing the activity without manager verification, record completion, cleanup/restoration, and follow-up ownership.

CUSTOMIZATION FIELDS

Primary owner / person in charge for this procedure: _____

Applicable permit, regulatory, certification, manufacturer, event, or company requirement: _____

Approved equipment, vendor, system, site, or product specifications: _____

Restaurant-specific critical limit, service target, frequency, or acceptance criterion: _____

Required log, checklist, tag, record, photo, or other evidence: _____

Escalation contact and stop-work / hold / closure authority: _____

REVISION CONTROL

Record future changes in the restaurant master SOP index, retain required evidence, and retrain affected employees whenever the approved process, equipment, authority requirement, or responsibility changes.

Off-Site Event Packing and Load-Out SOP

PURPOSE

To establish a controlled, repeatable, and verifiable process for off-site event packing and load-out so specialty operations do not depend on improvisation, undocumented exceptions, or unassigned responsibility.

APPLIES TO

Catering managers, event coordinators, banquet captains, kitchen leaders, service leaders, and employees assigned to private or off-site events.

RESPONSIBILITY

The event owner coordinates the procedure. The manager on duty or designated catering leader verifies readiness, exceptions, records, and final closeout.

WHEN USED

Whenever this specialty operation is performed and at each required monitoring, handoff, verification, or closeout point defined by the restaurant.

MATERIALS / INFORMATION

• Approved event order, contract, proposal, or event brief

• Event production and staffing plan

• Approved packing, transport, setup, service, and closeout checklists

• Communication devices and manager contact list

• Required food-safety, payment, incident, and reconciliation records

CRITICAL STANDARDS

• The current approved event order or written event scope controls execution.

• Food, equipment, staffing, payment, and guest commitments are verified before service begins.

• Off-site conditions are checked before product or employees are exposed to avoidable risk.

• Changes, shortages, service failures, and post-event variances are documented and handed to the accountable manager.

PROCEDURE

1. Confirm the current approved scope for off-site event packing and load-out, including date/time, location, guest count or demand assumption, responsible leader, and special commitments.

2. Review staffing, production, equipment, transport/site, payment, guest-access, safety, and food-safety requirements; assign an owner to each critical control.

3. Inspect the required area, equipment, supplies, communication method, and backup resources before product or guests arrive.

4. Stage and label materials in the sequence they will be used; separate guest-specific, event-specific, allergen, payment, and high-risk items as applicable.

5. Execute off-site event packing and load-out using the current event/service plan and verify critical handoffs before proceeding to the next phase.

6. Monitor volume, staffing, timing, food condition, guest flow, and safety; record exceptions and adjust before control is lost.

7. Escalate shortages, unsafe conditions, late changes, quality failures, or guest commitments the team cannot meet to the event manager immediately.

8. Complete the guest/client or internal handoff, confirm unresolved items, and document any approved change to the original plan.

9. Reconcile product, equipment, payments, damage, waste, incidents, and outstanding follow-up; clean and restore the work/site area.

10. The accountable manager reviews the record, closes open issues, and captures lessons that should change the next comparable event.

MANAGER VERIFICATION

■ Off-Site Event Packing and Load-Out was performed under the current approved restaurant procedure.

■ Required people, equipment, utilities, product, approvals, and records were verified before release or continued operation.

■ Critical readings, identities, handoffs, exceptions, or other evidence required by this procedure were recorded.

■ Unsafe, out-of-standard, unidentified, or undocumented conditions were held, stopped, or escalated instead of informally accepted.

■ Corrective actions and product/equipment/guest/employee disposition were completed and documented when required.

■ The accountable manager or program owner completed final verification and assigned unresolved follow-up.

COMMON MISTAKES

• Using an old, generic, or remembered procedure instead of the current approved specialty-operation standard.

• Starting before required permits, approvals, trained people, utilities, equipment, labels, or records are ready.

• Failing to document actual conditions, readings, identities, handoffs, or deviations at the time they occur.

• Continuing service or releasing product/equipment when a required control cannot be verified.

• Treating a vendor, platform, event organizer, sister unit, or outside agency as responsible for controls that still belong to the restaurant.

• Closing the activity without manager verification, record completion, cleanup/restoration, and follow-up ownership.

CUSTOMIZATION FIELDS

Primary owner / person in charge for this procedure: _____

Applicable permit, regulatory, certification, manufacturer, event, or company requirement: _____

Approved equipment, vendor, system, site, or product specifications: _____

Restaurant-specific critical limit, service target, frequency, or acceptance criterion: _____

Required log, checklist, tag, record, photo, or other evidence: _____

Escalation contact and stop-work / hold / closure authority: _____

REVISION CONTROL

Record future changes in the restaurant master SOP index, retain required evidence, and retrain affected employees whenever the approved process, equipment, authority requirement, or responsibility changes.

Off-Site Hot Food Transport SOP

PURPOSE

To establish a controlled, repeatable, and verifiable process for off-site hot food transport so specialty operations do not depend on improvisation, undocumented exceptions, or unassigned responsibility.

APPLIES TO

Catering managers, event coordinators, banquet captains, kitchen leaders, service leaders, and employees assigned to private or off-site events.

RESPONSIBILITY

The event owner coordinates the procedure. The manager on duty or designated catering leader verifies readiness, exceptions, records, and final closeout.

WHEN USED

Whenever this specialty operation is performed and at each required monitoring, handoff, verification, or closeout point defined by the restaurant.

MATERIALS / INFORMATION

• Approved event order, contract, proposal, or event brief

• Event production and staffing plan

• Approved packing, transport, setup, service, and closeout checklists

• Communication devices and manager contact list

• Required food-safety, payment, incident, and reconciliation records

• Calibrated probe thermometer and approved hot-holding/transport equipment

CRITICAL STANDARDS

• The current approved event order or written event scope controls execution.

• Food, equipment, staffing, payment, and guest commitments are verified before service begins.

• Off-site conditions are checked before product or employees are exposed to avoidable risk.

• Changes, shortages, service failures, and post-event variances are documented and handed to the accountable manager.

PROCEDURE

1. Confirm the current approved scope for off-site hot food transport, including date/time, location, guest count or demand assumption, responsible leader, and special commitments.

2. Review staffing, production, equipment, transport/site, payment, guest-access, safety, and food-safety requirements; assign an owner to each critical control.

3. Inspect the required area, equipment, supplies, communication method, and backup resources before product or guests arrive.

4. Stage and label materials in the sequence they will be used; separate guest-specific, event-specific, allergen, payment, and high-risk items as applicable.

5. Execute off-site hot food transport using the current event/service plan and verify critical handoffs before proceeding to the next phase.

6. Monitor volume, staffing, timing, food condition, guest flow, and safety; record exceptions and adjust before control is lost.

7. Escalate shortages, unsafe conditions, late changes, quality failures, or guest commitments the team cannot meet to the event manager immediately.

8. Complete the guest/client or internal handoff, confirm unresolved items, and document any approved change to the original plan.

9. Reconcile product, equipment, payments, damage, waste, incidents, and outstanding follow-up; clean and restore the work/site area.

10. The accountable manager reviews the record, closes open issues, and captures lessons that should change the next comparable event.

MANAGER VERIFICATION

■ Off-Site Hot Food Transport was performed under the current approved restaurant procedure.

■ Required people, equipment, utilities, product, approvals, and records were verified before release or continued operation.

■ Critical readings, identities, handoffs, exceptions, or other evidence required by this procedure were recorded.

■ Unsafe, out-of-standard, unidentified, or undocumented conditions were held, stopped, or escalated instead of informally accepted.

■ Corrective actions and product/equipment/guest/employee disposition were completed and documented when required.

■ The accountable manager or program owner completed final verification and assigned unresolved follow-up.

COMMON MISTAKES

• Using an old, generic, or remembered procedure instead of the current approved specialty-operation standard.

• Starting before required permits, approvals, trained people, utilities, equipment, labels, or records are ready.

• Failing to document actual conditions, readings, identities, handoffs, or deviations at the time they occur.

• Continuing service or releasing product/equipment when a required control cannot be verified.

• Treating a vendor, platform, event organizer, sister unit, or outside agency as responsible for controls that still belong to the restaurant.

• Closing the activity without manager verification, record completion, cleanup/restoration, and follow-up ownership.

CUSTOMIZATION FIELDS

Primary owner / person in charge for this procedure: _____

Applicable permit, regulatory, certification, manufacturer, event, or company requirement: _____

Approved equipment, vendor, system, site, or product specifications: _____

Restaurant-specific critical limit, service target, frequency, or acceptance criterion: _____

Required log, checklist, tag, record, photo, or other evidence: _____

Escalation contact and stop-work / hold / closure authority: _____

REVISION CONTROL

Record future changes in the restaurant master SOP index, retain required evidence, and retrain affected employees whenever the approved process, equipment, authority requirement, or responsibility changes.

Off-Site Cold Food Transport SOP

PURPOSE

To establish a controlled, repeatable, and verifiable process for off-site cold food transport so specialty operations do not depend on improvisation, undocumented exceptions, or unassigned responsibility.

APPLIES TO

Catering managers, event coordinators, banquet captains, kitchen leaders, service leaders, and employees assigned to private or off-site events.

RESPONSIBILITY

The event owner coordinates the procedure. The manager on duty or designated catering leader verifies readiness, exceptions, records, and final closeout.

WHEN USED

Whenever this specialty operation is performed and at each required monitoring, handoff, verification, or closeout point defined by the restaurant.

MATERIALS / INFORMATION

• Approved event order, contract, proposal, or event brief

• Event production and staffing plan

• Approved packing, transport, setup, service, and closeout checklists

• Communication devices and manager contact list

• Required food-safety, payment, incident, and reconciliation records

• Calibrated probe thermometer and approved cold-holding/transport equipment

CRITICAL STANDARDS

• The current approved event order or written event scope controls execution.

• Food, equipment, staffing, payment, and guest commitments are verified before service begins.

• Off-site conditions are checked before product or employees are exposed to avoidable risk.

• Changes, shortages, service failures, and post-event variances are documented and handed to the accountable manager.

PROCEDURE

1. Confirm the current approved scope for off-site cold food transport, including date/time, location, guest count or demand assumption, responsible leader, and special commitments.

2. Review staffing, production, equipment, transport/site, payment, guest-access, safety, and food-safety requirements; assign an owner to each critical control.

3. Inspect the required area, equipment, supplies, communication method, and backup resources before product or guests arrive.

4. Stage and label materials in the sequence they will be used; separate guest-specific, event-specific, allergen, payment, and high-risk items as applicable.

5. Execute off-site cold food transport using the current event/service plan and verify critical handoffs before proceeding to the next phase.

6. Monitor volume, staffing, timing, food condition, guest flow, and safety; record exceptions and adjust before control is lost.

7. Escalate shortages, unsafe conditions, late changes, quality failures, or guest commitments the team cannot meet to the event manager immediately.

8. Complete the guest/client or internal handoff, confirm unresolved items, and document any approved change to the original plan.

9. Reconcile product, equipment, payments, damage, waste, incidents, and outstanding follow-up; clean and restore the work/site area.

10. The accountable manager reviews the record, closes open issues, and captures lessons that should change the next comparable event.

MANAGER VERIFICATION

■ Off-Site Cold Food Transport was performed under the current approved restaurant procedure.

■ Required people, equipment, utilities, product, approvals, and records were verified before release or continued operation.

■ Critical readings, identities, handoffs, exceptions, or other evidence required by this procedure were recorded.

■ Unsafe, out-of-standard, unidentified, or undocumented conditions were held, stopped, or escalated instead of informally accepted.

■ Corrective actions and product/equipment/guest/employee disposition were completed and documented when required.

■ The accountable manager or program owner completed final verification and assigned unresolved follow-up.

COMMON MISTAKES

• Using an old, generic, or remembered procedure instead of the current approved specialty-operation standard.

• Starting before required permits, approvals, trained people, utilities, equipment, labels, or records are ready.

• Failing to document actual conditions, readings, identities, handoffs, or deviations at the time they occur.

• Continuing service or releasing product/equipment when a required control cannot be verified.

• Treating a vendor, platform, event organizer, sister unit, or outside agency as responsible for controls that still belong to the restaurant.

• Closing the activity without manager verification, record completion, cleanup/restoration, and follow-up ownership.

CUSTOMIZATION FIELDS

Primary owner / person in charge for this procedure: _____

Applicable permit, regulatory, certification, manufacturer, event, or company requirement: _____

Approved equipment, vendor, system, site, or product specifications: _____

Restaurant-specific critical limit, service target, frequency, or acceptance criterion: _____

Required log, checklist, tag, record, photo, or other evidence: _____

Escalation contact and stop-work / hold / closure authority: _____

REVISION CONTROL

Record future changes in the restaurant master SOP index, retain required evidence, and retrain affected employees whenever the approved process, equipment, authority requirement, or responsibility changes.

Event Site Setup and Service Readiness SOP

PURPOSE

To establish a controlled, repeatable, and verifiable process for event site setup and service readiness so specialty operations do not depend on improvisation, undocumented exceptions, or unassigned responsibility.

APPLIES TO

Catering managers, event coordinators, banquet captains, kitchen leaders, service leaders, and employees assigned to private or off-site events.

RESPONSIBILITY

The event owner coordinates the procedure. The manager on duty or designated catering leader verifies readiness, exceptions, records, and final closeout.

WHEN USED

Before the applicable operation, service period, event, route, batch, opening, or equipment use, and again after any material condition changes.

MATERIALS / INFORMATION

• Approved event order, contract, proposal, or event brief

• Event production and staffing plan

• Approved packing, transport, setup, service, and closeout checklists

• Communication devices and manager contact list

• Required food-safety, payment, incident, and reconciliation records

CRITICAL STANDARDS

• The current approved event order or written event scope controls execution.

• Food, equipment, staffing, payment, and guest commitments are verified before service begins.

• Off-site conditions are checked before product or employees are exposed to avoidable risk.

• Changes, shortages, service failures, and post-event variances are documented and handed to the accountable manager.

PROCEDURE

1. Confirm the current approved scope for event site setup and service readiness, including date/time, location, guest count or demand assumption, responsible leader, and special commitments.

2. Review staffing, production, equipment, transport/site, payment, guest-access, safety, and food-safety requirements; assign an owner to each critical control.

3. Inspect the required area, equipment, supplies, communication method, and backup resources before product or guests arrive.

4. Stage and label materials in the sequence they will be used; separate guest-specific, event-specific, allergen, payment, and high-risk items as applicable.

5. Execute event site setup and service readiness using the current event/service plan and verify critical handoffs before proceeding to the next phase.

6. Monitor volume, staffing, timing, food condition, guest flow, and safety; record exceptions and adjust before control is lost.

7. Escalate shortages, unsafe conditions, late changes, quality failures, or guest commitments the team cannot meet to the event manager immediately.

8. Complete the guest/client or internal handoff, confirm unresolved items, and document any approved change to the original plan.

9. Reconcile product, equipment, payments, damage, waste, incidents, and outstanding follow-up; clean and restore the work/site area.

10. The accountable manager reviews the record, closes open issues, and captures lessons that should change the next comparable event.

MANAGER VERIFICATION

■ Event Site Setup and Service Readiness was performed under the current approved restaurant procedure.

■ Required people, equipment, utilities, product, approvals, and records were verified before release or continued operation.

■ Critical readings, identities, handoffs, exceptions, or other evidence required by this procedure were recorded.

■ Unsafe, out-of-standard, unidentified, or undocumented conditions were held, stopped, or escalated instead of informally accepted.

■ Corrective actions and product/equipment/guest/employee disposition were completed and documented when required.

■ The accountable manager or program owner completed final verification and assigned unresolved follow-up.

COMMON MISTAKES

• Using an old, generic, or remembered procedure instead of the current approved specialty-operation standard.

• Starting before required permits, approvals, trained people, utilities, equipment, labels, or records are ready.

• Failing to document actual conditions, readings, identities, handoffs, or deviations at the time they occur.

• Continuing service or releasing product/equipment when a required control cannot be verified.

• Treating a vendor, platform, event organizer, sister unit, or outside agency as responsible for controls that still belong to the restaurant.

• Closing the activity without manager verification, record completion, cleanup/restoration, and follow-up ownership.

CUSTOMIZATION FIELDS

Primary owner / person in charge for this procedure: _____

Applicable permit, regulatory, certification, manufacturer, event, or company requirement: _____

Approved equipment, vendor, system, site, or product specifications: _____

Restaurant-specific critical limit, service target, frequency, or acceptance criterion: _____

Required log, checklist, tag, record, photo, or other evidence: _____

Escalation contact and stop-work / hold / closure authority: _____

REVISION CONTROL

Record future changes in the restaurant master SOP index, retain required evidence, and retrain affected employees whenever the approved process, equipment, authority requirement, or responsibility changes.

Banquet Buffet Replenishment and Control SOP

PURPOSE

To establish a controlled, repeatable, and verifiable process for banquet buffet replenishment and control so specialty operations do not depend on improvisation, undocumented exceptions, or unassigned responsibility.

APPLIES TO

Catering managers, event coordinators, banquet captains, kitchen leaders, service leaders, and employees assigned to private or off-site events.

RESPONSIBILITY

The event owner coordinates the procedure. The manager on duty or designated catering leader verifies readiness, exceptions, records, and final closeout.

WHEN USED

Whenever this specialty operation is performed and at each required monitoring, handoff, verification, or closeout point defined by the restaurant.

MATERIALS / INFORMATION

• Approved event order, contract, proposal, or event brief

• Event production and staffing plan

• Approved packing, transport, setup, service, and closeout checklists

• Communication devices and manager contact list

• Required food-safety, payment, incident, and reconciliation records

CRITICAL STANDARDS

• The current approved event order or written event scope controls execution.

• Food, equipment, staffing, payment, and guest commitments are verified before service begins.

• Off-site conditions are checked before product or employees are exposed to avoidable risk.

• Changes, shortages, service failures, and post-event variances are documented and handed to the accountable manager.

PROCEDURE

1. Confirm the current approved scope for banquet buffet replenishment and control, including date/time, location, guest count or demand assumption, responsible leader, and special commitments.

2. Review staffing, production, equipment, transport/site, payment, guest-access, safety, and food-safety requirements; assign an owner to each critical control.

3. Inspect the required area, equipment, supplies, communication method, and backup resources before product or guests arrive.

4. Stage and label materials in the sequence they will be used; separate guest-specific, event-specific, allergen, payment, and high-risk items as applicable.

5. Execute banquet buffet replenishment and control using the current event/service plan and verify critical handoffs before proceeding to the next phase.

6. Monitor volume, staffing, timing, food condition, guest flow, and safety; record exceptions and adjust before control is lost.

7. Escalate shortages, unsafe conditions, late changes, quality failures, or guest commitments the team cannot meet to the event manager immediately.

8. Complete the guest/client or internal handoff, confirm unresolved items, and document any approved change to the original plan.

9. Reconcile product, equipment, payments, damage, waste, incidents, and outstanding follow-up; clean and restore the work/site area.

10. The accountable manager reviews the record, closes open issues, and captures lessons that should change the next comparable event.

MANAGER VERIFICATION

■ Banquet Buffet Replenishment and Control was performed under the current approved restaurant procedure.

■ Required people, equipment, utilities, product, approvals, and records were verified before release or continued operation.

■ Critical readings, identities, handoffs, exceptions, or other evidence required by this procedure were recorded.

■ Unsafe, out-of-standard, unidentified, or undocumented conditions were held, stopped, or escalated instead of informally accepted.

■ Corrective actions and product/equipment/guest/employee disposition were completed and documented when required.

■ The accountable manager or program owner completed final verification and assigned unresolved follow-up.

COMMON MISTAKES

• Using an old, generic, or remembered procedure instead of the current approved specialty-operation standard.

• Starting before required permits, approvals, trained people, utilities, equipment, labels, or records are ready.

• Failing to document actual conditions, readings, identities, handoffs, or deviations at the time they occur.

• Continuing service or releasing product/equipment when a required control cannot be verified.

• Treating a vendor, platform, event organizer, sister unit, or outside agency as responsible for controls that still belong to the restaurant.

• Closing the activity without manager verification, record completion, cleanup/restoration, and follow-up ownership.

CUSTOMIZATION FIELDS

Primary owner / person in charge for this procedure: _____

Applicable permit, regulatory, certification, manufacturer, event, or company requirement: _____

Approved equipment, vendor, system, site, or product specifications: _____

Restaurant-specific critical limit, service target, frequency, or acceptance criterion: _____

Required log, checklist, tag, record, photo, or other evidence: _____

Escalation contact and stop-work / hold / closure authority: _____

REVISION CONTROL

Record future changes in the restaurant master SOP index, retain required evidence, and retrain affected employees whenever the approved process, equipment, authority requirement, or responsibility changes.

Event Breakdown, Return and Post-Event Reconciliation SOP

PURPOSE

To establish a controlled, repeatable, and verifiable process for event breakdown, return and post-event reconciliation so specialty operations do not depend on improvisation, undocumented exceptions, or unassigned responsibility.

APPLIES TO

Catering managers, event coordinators, banquet captains, kitchen leaders, service leaders, and employees assigned to private or off-site events.

RESPONSIBILITY

The event owner coordinates the procedure. The manager on duty or designated catering leader verifies readiness, exceptions, records, and final closeout.

WHEN USED

At the end of the applicable service, event, route, shift, equipment cycle, or temporary operation, before the responsible employee is released.

MATERIALS / INFORMATION

• Approved event order, contract, proposal, or event brief

• Event production and staffing plan

• Approved packing, transport, setup, service, and closeout checklists

• Communication devices and manager contact list

• Required food-safety, payment, incident, and reconciliation records

CRITICAL STANDARDS

• The current approved event order or written event scope controls execution.

• Food, equipment, staffing, payment, and guest commitments are verified before service begins.

• Off-site conditions are checked before product or employees are exposed to avoidable risk.

• Changes, shortages, service failures, and post-event variances are documented and handed to the accountable manager.

PROCEDURE

1. Confirm the current approved scope for event breakdown, return and post-event reconciliation, including date/time, location, guest count or demand assumption, responsible leader, and special commitments.

2. Review staffing, production, equipment, transport/site, payment, guest-access, safety, and food-safety requirements; assign an owner to each critical control.

3. Inspect the required area, equipment, supplies, communication method, and backup resources before product or guests arrive.

4. Stage and label materials in the sequence they will be used; separate guest-specific, event-specific, allergen, payment, and high-risk items as applicable.

5. Execute event breakdown, return and post-event reconciliation using the current event/service plan and verify critical handoffs before proceeding to the next phase.

6. Monitor volume, staffing, timing, food condition, guest flow, and safety; record exceptions and adjust before control is lost.

7. Escalate shortages, unsafe conditions, late changes, quality failures, or guest commitments the team cannot meet to the event manager immediately.

8. Complete the guest/client or internal handoff, confirm unresolved items, and document any approved change to the original plan.

9. Reconcile product, equipment, payments, damage, waste, incidents, and outstanding follow-up; clean and restore the work/site area.

10. The accountable manager reviews the record, closes open issues, and captures lessons that should change the next comparable event.

MANAGER VERIFICATION

■ Event Breakdown, Return and Post-Event Reconciliation was performed under the current approved restaurant procedure.

■ Required people, equipment, utilities, product, approvals, and records were verified before release or continued operation.

■ Critical readings, identities, handoffs, exceptions, or other evidence required by this procedure were recorded.

■ Unsafe, out-of-standard, unidentified, or undocumented conditions were held, stopped, or escalated instead of informally accepted.

■ Corrective actions and product/equipment/guest/employee disposition were completed and documented when required.

■ The accountable manager or program owner completed final verification and assigned unresolved follow-up.

COMMON MISTAKES

• Using an old, generic, or remembered procedure instead of the current approved specialty-operation standard.

• Starting before required permits, approvals, trained people, utilities, equipment, labels, or records are ready.

• Failing to document actual conditions, readings, identities, handoffs, or deviations at the time they occur.

• Continuing service or releasing product/equipment when a required control cannot be verified.

• Treating a vendor, platform, event organizer, sister unit, or outside agency as responsible for controls that still belong to the restaurant.

• Closing the activity without manager verification, record completion, cleanup/restoration, and follow-up ownership.

CUSTOMIZATION FIELDS

Primary owner / person in charge for this procedure: _____

Applicable permit, regulatory, certification, manufacturer, event, or company requirement: _____

Approved equipment, vendor, system, site, or product specifications: _____

Restaurant-specific critical limit, service target, frequency, or acceptance criterion: _____

Required log, checklist, tag, record, photo, or other evidence: _____

Escalation contact and stop-work / hold / closure authority: _____

REVISION CONTROL

Record future changes in the restaurant master SOP index, retain required evidence, and retrain affected employees whenever the approved process, equipment, authority requirement, or responsibility changes.

Mobile Unit Pre-Departure Readiness SOP

PURPOSE

To establish a controlled, repeatable, and verifiable process for mobile unit pre-departure readiness so specialty operations do not depend on improvisation, undocumented exceptions, or unassigned responsibility.

APPLIES TO

Mobile-unit managers, commissary teams, temporary-event leaders, cooks, service employees, and employees assigned to mobile food operations.

RESPONSIBILITY

The mobile-unit or event manager owns readiness. The person in charge verifies permits, utilities, food-safety controls, equipment, records, and safe return/closeout.

WHEN USED

Before the applicable operation, service period, event, route, batch, opening, or equipment use, and again after any material condition changes.

MATERIALS / INFORMATION

• Current permits, event requirements, and approved operating plan

• Mobile-unit or booth opening/closing checklist

• Potable-water, wastewater, fuel, power, sanitation, and temperature records as applicable

• Approved food containers, labels, thermometers, sanitizer, and handwashing supplies

• Commissary loading/return log and emergency contacts

CRITICAL STANDARDS

• Operate only within the scope approved by the applicable regulatory authority and property/event rules.

• Potable water, wastewater, handwashing, warewashing, power, ventilation, and food-temperature controls are verified before service.

• Food and single-service items remain protected during transport, setup, service, and return.

• Unsafe utility, fuel, sanitation, temperature, or structural conditions require service to stop until corrected or approved.

PROCEDURE

1. Confirm that mobile unit pre-departure readiness is authorized under the current mobile/temporary operating plan, permit, event rules, and commissary relationship.

2. Verify the assigned person in charge, route/site, service window, emergency contacts, and required records for the operating period.

3. Inspect the unit/booth and all relevant utilities—potable water, wastewater, handwashing, warewashing, refrigeration/hot holding, fuel/power, ventilation, lighting, and waste control.

4. Load or stage only protected, labeled, approved product and supplies; maintain separation of food, chemicals, waste, personal items, and fuel/equipment hazards.

5. Perform mobile unit pre-departure readiness using the approved sequence and monitor any food temperature, water, power, sanitation, fuel, or structural condition that can make operation unsafe.

6. Record required readings, fills, disposals, transfers, checks, or corrective actions at the restaurant-approved frequency.

7. Stop the affected activity when a critical utility, food-safety control, fuel system, sanitation control, or permit condition cannot be maintained.

8. Notify the manager/commissary/event authority of any deviation that affects service scope, product disposition, utilities, or safe operation.

9. At close or return, remove food/waste safely, clean and sanitize the unit/booth, secure fuel/power and equipment, and reconcile product and records.

10. The person in charge verifies the unit/site is safe, required records are complete, and unresolved defects are tagged for correction before next use.

MANAGER VERIFICATION

■ Mobile Unit Pre-Departure Readiness was performed under the current approved restaurant procedure.

■ Required people, equipment, utilities, product, approvals, and records were verified before release or continued operation.

■ Critical readings, identities, handoffs, exceptions, or other evidence required by this procedure were recorded.

■ Unsafe, out-of-standard, unidentified, or undocumented conditions were held, stopped, or escalated instead of informally accepted.

■ Corrective actions and product/equipment/guest/employee disposition were completed and documented when required.

■ The accountable manager or program owner completed final verification and assigned unresolved follow-up.

COMMON MISTAKES

• Using an old, generic, or remembered procedure instead of the current approved specialty-operation standard.

• Starting before required permits, approvals, trained people, utilities, equipment, labels, or records are ready.

• Failing to document actual conditions, readings, identities, handoffs, or deviations at the time they occur.

• Continuing service or releasing product/equipment when a required control cannot be verified.

• Treating a vendor, platform, event organizer, sister unit, or outside agency as responsible for controls that still belong to the restaurant.

• Closing the activity without manager verification, record completion, cleanup/restoration, and follow-up ownership.

CUSTOMIZATION FIELDS

Primary owner / person in charge for this procedure: _____

Applicable permit, regulatory, certification, manufacturer, event, or company requirement: _____

Approved equipment, vendor, system, site, or product specifications: _____

Restaurant-specific critical limit, service target, frequency, or acceptance criterion: _____

Required log, checklist, tag, record, photo, or other evidence: _____

Escalation contact and stop-work / hold / closure authority: _____

REVISION CONTROL

Record future changes in the restaurant master SOP index, retain required evidence, and retrain affected employees whenever the approved process, equipment, authority requirement, or responsibility changes.

Commissary-to-Mobile Unit Loading SOP

PURPOSE

To establish a controlled, repeatable, and verifiable process for commissary-to-mobile unit loading so specialty operations do not depend on improvisation, undocumented exceptions, or unassigned responsibility.

APPLIES TO

Mobile-unit managers, commissary teams, temporary-event leaders, cooks, service employees, and employees assigned to mobile food operations.

RESPONSIBILITY

The mobile-unit or event manager owns readiness. The person in charge verifies permits, utilities, food-safety controls, equipment, records, and safe return/closeout.

WHEN USED

Whenever this specialty operation is performed and at each required monitoring, handoff, verification, or closeout point defined by the restaurant.

MATERIALS / INFORMATION

• Current permits, event requirements, and approved operating plan

• Mobile-unit or booth opening/closing checklist

• Potable-water, wastewater, fuel, power, sanitation, and temperature records as applicable

• Approved food containers, labels, thermometers, sanitizer, and handwashing supplies

• Commissary loading/return log and emergency contacts

CRITICAL STANDARDS

• Operate only within the scope approved by the applicable regulatory authority and property/event rules.

• Potable water, wastewater, handwashing, warewashing, power, ventilation, and food-temperature controls are verified before service.

• Food and single-service items remain protected during transport, setup, service, and return.

• Unsafe utility, fuel, sanitation, temperature, or structural conditions require service to stop until corrected or approved.

PROCEDURE

1. Confirm that commissary-to-mobile unit loading is authorized under the current mobile/temporary operating plan, permit, event rules, and commissary relationship.

2. Verify the assigned person in charge, route/site, service window, emergency contacts, and required records for the operating period.

3. Inspect the unit/booth and all relevant utilities—potable water, wastewater, handwashing, warewashing, refrigeration/hot holding, fuel/power, ventilation, lighting, and waste control.

4. Load or stage only protected, labeled, approved product and supplies; maintain separation of food, chemicals, waste, personal items, and fuel/equipment hazards.

5. Perform commissary-to-mobile unit loading using the approved sequence and monitor any food temperature, water, power, sanitation, fuel, or structural condition that can make operation unsafe.

6. Record required readings, fills, disposals, transfers, checks, or corrective actions at the restaurant-approved frequency.

7. Stop the affected activity when a critical utility, food-safety control, fuel system, sanitation control, or permit condition cannot be maintained.

8. Notify the manager/commissary/event authority of any deviation that affects service scope, product disposition, utilities, or safe operation.

9. At close or return, remove food/waste safely, clean and sanitize the unit/booth, secure fuel/power and equipment, and reconcile product and records.

10. The person in charge verifies the unit/site is safe, required records are complete, and unresolved defects are tagged for correction before next use.

MANAGER VERIFICATION

■ Commissary-to-Mobile Unit Loading was performed under the current approved restaurant procedure.

■ Required people, equipment, utilities, product, approvals, and records were verified before release or continued operation.

■ Critical readings, identities, handoffs, exceptions, or other evidence required by this procedure were recorded.

■ Unsafe, out-of-standard, unidentified, or undocumented conditions were held, stopped, or escalated instead of informally accepted.

■ Corrective actions and product/equipment/guest/employee disposition were completed and documented when required.

■ The accountable manager or program owner completed final verification and assigned unresolved follow-up.

COMMON MISTAKES

• Using an old, generic, or remembered procedure instead of the current approved specialty-operation standard.

• Starting before required permits, approvals, trained people, utilities, equipment, labels, or records are ready.

• Failing to document actual conditions, readings, identities, handoffs, or deviations at the time they occur.

• Continuing service or releasing product/equipment when a required control cannot be verified.

• Treating a vendor, platform, event organizer, sister unit, or outside agency as responsible for controls that still belong to the restaurant.

• Closing the activity without manager verification, record completion, cleanup/restoration, and follow-up ownership.

CUSTOMIZATION FIELDS

Primary owner / person in charge for this procedure: _____

Applicable permit, regulatory, certification, manufacturer, event, or company requirement: _____

Approved equipment, vendor, system, site, or product specifications: _____

Restaurant-specific critical limit, service target, frequency, or acceptance criterion: _____

Required log, checklist, tag, record, photo, or other evidence: _____

Escalation contact and stop-work / hold / closure authority: _____

REVISION CONTROL

Record future changes in the restaurant master SOP index, retain required evidence, and retrain affected employees whenever the approved process, equipment, authority requirement, or responsibility changes.

Mobile Unit Fresh Water Tank Fill and Sanitizing SOP

PURPOSE

To establish a controlled, repeatable, and verifiable process for mobile unit fresh water tank fill and sanitizing so specialty operations do not depend on improvisation, undocumented exceptions, or unassigned responsibility.

APPLIES TO

Mobile-unit managers, commissary teams, temporary-event leaders, cooks, service employees, and employees assigned to mobile food operations.

RESPONSIBILITY

The mobile-unit or event manager owns readiness. The person in charge verifies permits, utilities, food-safety controls, equipment, records, and safe return/closeout.

WHEN USED

Whenever this specialty operation is performed and at each required monitoring, handoff, verification, or closeout point defined by the restaurant.

MATERIALS / INFORMATION

• Current permits, event requirements, and approved operating plan

• Mobile-unit or booth opening/closing checklist

• Potable-water, wastewater, fuel, power, sanitation, and temperature records as applicable

• Approved food containers, labels, thermometers, sanitizer, and handwashing supplies

• Commissary loading/return log and emergency contacts

CRITICAL STANDARDS

• Operate only within the scope approved by the applicable regulatory authority and property/event rules.

• Potable water, wastewater, handwashing, warewashing, power, ventilation, and food-temperature controls are verified before service.

• Food and single-service items remain protected during transport, setup, service, and return.

• Unsafe utility, fuel, sanitation, temperature, or structural conditions require service to stop until corrected or approved.

PROCEDURE

1. Confirm that mobile unit fresh water tank fill and sanitizing is authorized under the current mobile/temporary operating plan, permit, event rules, and commissary relationship.

2. Verify the assigned person in charge, route/site, service window, emergency contacts, and required records for the operating period.

3. Inspect the unit/booth and all relevant utilities—potable water, wastewater, handwashing, warewashing, refrigeration/hot holding, fuel/power, ventilation, lighting, and waste control.

4. Load or stage only protected, labeled, approved product and supplies; maintain separation of food, chemicals, waste, personal items, and fuel/equipment hazards.

5. Perform mobile unit fresh water tank fill and sanitizing using the approved sequence and monitor any food temperature, water, power, sanitation, fuel, or structural condition that can make operation unsafe.

6. Record required readings, fills, disposals, transfers, checks, or corrective actions at the restaurant-approved frequency.

7. Stop the affected activity when a critical utility, food-safety control, fuel system, sanitation control, or permit condition cannot be maintained.

8. Notify the manager/commissary/event authority of any deviation that affects service scope, product disposition, utilities, or safe operation.

9. At close or return, remove food/waste safely, clean and sanitize the unit/booth, secure fuel/power and equipment, and reconcile product and records.

10. The person in charge verifies the unit/site is safe, required records are complete, and unresolved defects are tagged for correction before next use.

MANAGER VERIFICATION

■ Mobile Unit Fresh Water Tank Fill and Sanitizing was performed under the current approved restaurant procedure.

■ Required people, equipment, utilities, product, approvals, and records were verified before release or continued operation.

■ Critical readings, identities, handoffs, exceptions, or other evidence required by this procedure were recorded.

■ Unsafe, out-of-standard, unidentified, or undocumented conditions were held, stopped, or escalated instead of informally accepted.

■ Corrective actions and product/equipment/guest/employee disposition were completed and documented when required.

■ The accountable manager or program owner completed final verification and assigned unresolved follow-up.

COMMON MISTAKES

• Using an old, generic, or remembered procedure instead of the current approved specialty-operation standard.

• Starting before required permits, approvals, trained people, utilities, equipment, labels, or records are ready.

• Failing to document actual conditions, readings, identities, handoffs, or deviations at the time they occur.

• Continuing service or releasing product/equipment when a required control cannot be verified.

• Treating a vendor, platform, event organizer, sister unit, or outside agency as responsible for controls that still belong to the restaurant.

• Closing the activity without manager verification, record completion, cleanup/restoration, and follow-up ownership.

CUSTOMIZATION FIELDS

Primary owner / person in charge for this procedure: _____

Applicable permit, regulatory, certification, manufacturer, event, or company requirement: _____

Approved equipment, vendor, system, site, or product specifications: _____

Restaurant-specific critical limit, service target, frequency, or acceptance criterion: _____

Required log, checklist, tag, record, photo, or other evidence: _____

Escalation contact and stop-work / hold / closure authority: _____

REVISION CONTROL

Record future changes in the restaurant master SOP index, retain required evidence, and retrain affected employees whenever the approved process, equipment, authority requirement, or responsibility changes.

Mobile Unit Wastewater Tank Control SOP

PURPOSE

To establish a controlled, repeatable, and verifiable process for mobile unit wastewater tank control so specialty operations do not depend on improvisation, undocumented exceptions, or unassigned responsibility.

APPLIES TO

Mobile-unit managers, commissary teams, temporary-event leaders, cooks, service employees, and employees assigned to mobile food operations.

RESPONSIBILITY

The mobile-unit or event manager owns readiness. The person in charge verifies permits, utilities, food-safety controls, equipment, records, and safe return/closeout.

WHEN USED

Whenever this specialty operation is performed and at each required monitoring, handoff, verification, or closeout point defined by the restaurant.

MATERIALS / INFORMATION

• Current permits, event requirements, and approved operating plan

• Mobile-unit or booth opening/closing checklist

• Potable-water, wastewater, fuel, power, sanitation, and temperature records as applicable

• Approved food containers, labels, thermometers, sanitizer, and handwashing supplies

• Commissary loading/return log and emergency contacts

CRITICAL STANDARDS

• Operate only within the scope approved by the applicable regulatory authority and property/event rules.

• Potable water, wastewater, handwashing, warewashing, power, ventilation, and food-temperature controls are verified before service.

• Food and single-service items remain protected during transport, setup, service, and return.

• Unsafe utility, fuel, sanitation, temperature, or structural conditions require service to stop until corrected or approved.

PROCEDURE

1. Confirm that mobile unit wastewater tank control is authorized under the current mobile/temporary operating plan, permit, event rules, and commissary relationship.

2. Verify the assigned person in charge, route/site, service window, emergency contacts, and required records for the operating period.

3. Inspect the unit/booth and all relevant utilities—potable water, wastewater, handwashing, warewashing, refrigeration/hot holding, fuel/power, ventilation, lighting, and waste control.

4. Load or stage only protected, labeled, approved product and supplies; maintain separation of food, chemicals, waste, personal items, and fuel/equipment hazards.

5. Perform mobile unit wastewater tank control using the approved sequence and monitor any food temperature, water, power, sanitation, fuel, or structural condition that can make operation unsafe.

6. Record required readings, fills, disposals, transfers, checks, or corrective actions at the restaurant-approved frequency.

7. Stop the affected activity when a critical utility, food-safety control, fuel system, sanitation control, or permit condition cannot be maintained.

8. Notify the manager/commissary/event authority of any deviation that affects service scope, product disposition, utilities, or safe operation.

9. At close or return, remove food/waste safely, clean and sanitize the unit/booth, secure fuel/power and equipment, and reconcile product and records.

10. The person in charge verifies the unit/site is safe, required records are complete, and unresolved defects are tagged for correction before next use.

MANAGER VERIFICATION

■ Mobile Unit Wastewater Tank Control was performed under the current approved restaurant procedure.

■ Required people, equipment, utilities, product, approvals, and records were verified before release or continued operation.

■ Critical readings, identities, handoffs, exceptions, or other evidence required by this procedure were recorded.

■ Unsafe, out-of-standard, unidentified, or undocumented conditions were held, stopped, or escalated instead of informally accepted.

■ Corrective actions and product/equipment/guest/employee disposition were completed and documented when required.

■ The accountable manager or program owner completed final verification and assigned unresolved follow-up.

COMMON MISTAKES

• Using an old, generic, or remembered procedure instead of the current approved specialty-operation standard.

• Starting before required permits, approvals, trained people, utilities, equipment, labels, or records are ready.

• Failing to document actual conditions, readings, identities, handoffs, or deviations at the time they occur.

• Continuing service or releasing product/equipment when a required control cannot be verified.

• Treating a vendor, platform, event organizer, sister unit, or outside agency as responsible for controls that still belong to the restaurant.

• Closing the activity without manager verification, record completion, cleanup/restoration, and follow-up ownership.

CUSTOMIZATION FIELDS

Primary owner / person in charge for this procedure: _____

Applicable permit, regulatory, certification, manufacturer, event, or company requirement: _____

Approved equipment, vendor, system, site, or product specifications: _____

Restaurant-specific critical limit, service target, frequency, or acceptance criterion: _____

Required log, checklist, tag, record, photo, or other evidence: _____

Escalation contact and stop-work / hold / closure authority: _____

REVISION CONTROL

Record future changes in the restaurant master SOP index, retain required evidence, and retrain affected employees whenever the approved process, equipment, authority requirement, or responsibility changes.

Mobile Unit Propane and Fuel Safety SOP

PURPOSE

To establish a controlled, repeatable, and verifiable process for mobile unit propane and fuel safety so specialty operations do not depend on improvisation, undocumented exceptions, or unassigned responsibility.

APPLIES TO

Mobile-unit managers, commissary teams, temporary-event leaders, cooks, service employees, and employees assigned to mobile food operations.

RESPONSIBILITY

The mobile-unit or event manager owns readiness. The person in charge verifies permits, utilities, food-safety controls, equipment, records, and safe return/closeout.

WHEN USED

Whenever this specialty operation is performed and at each required monitoring, handoff, verification, or closeout point defined by the restaurant.

MATERIALS / INFORMATION

• Current permits, event requirements, and approved operating plan

• Mobile-unit or booth opening/closing checklist

• Potable-water, wastewater, fuel, power, sanitation, and temperature records as applicable

• Approved food containers, labels, thermometers, sanitizer, and handwashing supplies

• Commissary loading/return log and emergency contacts

• Manufacturer-approved fuel/gas equipment and required leak/safety controls

CRITICAL STANDARDS

• Operate only within the scope approved by the applicable regulatory authority and property/event rules.

• Potable water, wastewater, handwashing, warewashing, power, ventilation, and food-temperature controls are verified before service.

• Food and single-service items remain protected during transport, setup, service, and return.

• Unsafe utility, fuel, sanitation, temperature, or structural conditions require service to stop until corrected or approved.

• Gas/fuel cylinders and systems are secured, ventilated, and handled only under manufacturer, fire-code, and trained-person requirements applicable to the location.

PROCEDURE

1. Confirm that mobile unit propane and fuel safety is authorized under the current mobile/temporary operating plan, permit, event rules, and commissary relationship.

2. Verify the assigned person in charge, route/site, service window, emergency contacts, and required records for the operating period.

3. Inspect the unit/booth and all relevant utilities—potable water, wastewater, handwashing, warewashing, refrigeration/hot holding, fuel/power, ventilation, lighting, and waste control.

4. Load or stage only protected, labeled, approved product and supplies; maintain separation of food, chemicals, waste, personal items, and fuel/equipment hazards.

5. Perform mobile unit propane and fuel safety using the approved sequence and monitor any food temperature, water, power, sanitation, fuel, or structural condition that can make operation unsafe.

6. Record required readings, fills, disposals, transfers, checks, or corrective actions at the restaurant-approved frequency.

7. Stop the affected activity when a critical utility, food-safety control, fuel system, sanitation control, or permit condition cannot be maintained.

8. Notify the manager/commissary/event authority of any deviation that affects service scope, product disposition, utilities, or safe operation.

9. At close or return, remove food/waste safely, clean and sanitize the unit/booth, secure fuel/power and equipment, and reconcile product and records.

10. The person in charge verifies the unit/site is safe, required records are complete, and unresolved defects are tagged for correction before next use.

MANAGER VERIFICATION

■ Mobile Unit Propane and Fuel Safety was performed under the current approved restaurant procedure.

■ Required people, equipment, utilities, product, approvals, and records were verified before release or continued operation.

■ Critical readings, identities, handoffs, exceptions, or other evidence required by this procedure were recorded.

■ Unsafe, out-of-standard, unidentified, or undocumented conditions were held, stopped, or escalated instead of informally accepted.

■ Corrective actions and product/equipment/guest/employee disposition were completed and documented when required.

■ The accountable manager or program owner completed final verification and assigned unresolved follow-up.

COMMON MISTAKES

• Using an old, generic, or remembered procedure instead of the current approved specialty-operation standard.

• Starting before required permits, approvals, trained people, utilities, equipment, labels, or records are ready.

• Failing to document actual conditions, readings, identities, handoffs, or deviations at the time they occur.

• Continuing service or releasing product/equipment when a required control cannot be verified.

• Treating a vendor, platform, event organizer, sister unit, or outside agency as responsible for controls that still belong to the restaurant.

• Closing the activity without manager verification, record completion, cleanup/restoration, and follow-up ownership.

CUSTOMIZATION FIELDS

Primary owner / person in charge for this procedure: _____

Applicable permit, regulatory, certification, manufacturer, event, or company requirement: _____

Approved equipment, vendor, system, site, or product specifications: _____

Restaurant-specific critical limit, service target, frequency, or acceptance criterion: _____

Required log, checklist, tag, record, photo, or other evidence: _____

Escalation contact and stop-work / hold / closure authority: _____

REVISION CONTROL

Record future changes in the restaurant master SOP index, retain required evidence, and retrain affected employees whenever the approved process, equipment, authority requirement, or responsibility changes.

Mobile Unit Generator Setup and Shutdown SOP

PURPOSE

To establish a controlled, repeatable, and verifiable process for mobile unit generator setup and shutdown so specialty operations do not depend on improvisation, undocumented exceptions, or unassigned responsibility.

APPLIES TO

Mobile-unit managers, commissary teams, temporary-event leaders, cooks, service employees, and employees assigned to mobile food operations.

RESPONSIBILITY

The mobile-unit or event manager owns readiness. The person in charge verifies permits, utilities, food-safety controls, equipment, records, and safe return/closeout.

WHEN USED

Before the applicable operation, service period, event, route, batch, opening, or equipment use, and again after any material condition changes.

MATERIALS / INFORMATION

• Current permits, event requirements, and approved operating plan

• Mobile-unit or booth opening/closing checklist

• Potable-water, wastewater, fuel, power, sanitation, and temperature records as applicable

• Approved food containers, labels, thermometers, sanitizer, and handwashing supplies

• Commissary loading/return log and emergency contacts

• Manufacturer-approved fuel/gas equipment and required leak/safety controls

CRITICAL STANDARDS

• Operate only within the scope approved by the applicable regulatory authority and property/event rules.

• Potable water, wastewater, handwashing, warewashing, power, ventilation, and food-temperature controls are verified before service.

• Food and single-service items remain protected during transport, setup, service, and return.

• Unsafe utility, fuel, sanitation, temperature, or structural conditions require service to stop until corrected or approved.

PROCEDURE

1. Confirm that mobile unit generator setup and shutdown is authorized under the current mobile/temporary operating plan, permit, event rules, and commissary relationship.

2. Verify the assigned person in charge, route/site, service window, emergency contacts, and required records for the operating period.

3. Inspect the unit/booth and all relevant utilities—potable water, wastewater, handwashing, warewashing, refrigeration/hot holding, fuel/power, ventilation, lighting, and waste control.

4. Load or stage only protected, labeled, approved product and supplies; maintain separation of food, chemicals, waste, personal items, and fuel/equipment hazards.

5. Perform mobile unit generator setup and shutdown using the approved sequence and monitor any food temperature, water, power, sanitation, fuel, or structural condition that can make operation unsafe.

6. Record required readings, fills, disposals, transfers, checks, or corrective actions at the restaurant-approved frequency.

7. Stop the affected activity when a critical utility, food-safety control, fuel system, sanitation control, or permit condition cannot be maintained.

8. Notify the manager/commissary/event authority of any deviation that affects service scope, product disposition, utilities, or safe operation.

9. At close or return, remove food/waste safely, clean and sanitize the unit/booth, secure fuel/power and equipment, and reconcile product and records.

10. The person in charge verifies the unit/site is safe, required records are complete, and unresolved defects are tagged for correction before next use.

MANAGER VERIFICATION

■ Mobile Unit Generator Setup and Shutdown was performed under the current approved restaurant procedure.

■ Required people, equipment, utilities, product, approvals, and records were verified before release or continued operation.

■ Critical readings, identities, handoffs, exceptions, or other evidence required by this procedure were recorded.

■ Unsafe, out-of-standard, unidentified, or undocumented conditions were held, stopped, or escalated instead of informally accepted.

■ Corrective actions and product/equipment/guest/employee disposition were completed and documented when required.

■ The accountable manager or program owner completed final verification and assigned unresolved follow-up.

COMMON MISTAKES

• Using an old, generic, or remembered procedure instead of the current approved specialty-operation standard.

• Starting before required permits, approvals, trained people, utilities, equipment, labels, or records are ready.

• Failing to document actual conditions, readings, identities, handoffs, or deviations at the time they occur.

• Continuing service or releasing product/equipment when a required control cannot be verified.

• Treating a vendor, platform, event organizer, sister unit, or outside agency as responsible for controls that still belong to the restaurant.

• Closing the activity without manager verification, record completion, cleanup/restoration, and follow-up ownership.

CUSTOMIZATION FIELDS

Primary owner / person in charge for this procedure: _____

Applicable permit, regulatory, certification, manufacturer, event, or company requirement: _____

Approved equipment, vendor, system, site, or product specifications: _____

Restaurant-specific critical limit, service target, frequency, or acceptance criterion: _____

Required log, checklist, tag, record, photo, or other evidence: _____

Escalation contact and stop-work / hold / closure authority: _____

REVISION CONTROL

Record future changes in the restaurant master SOP index, retain required evidence, and retrain affected employees whenever the approved process, equipment, authority requirement, or responsibility changes.

Mobile Unit Service Window Operations SOP

PURPOSE

To establish a controlled, repeatable, and verifiable process for mobile unit service window operations so specialty operations do not depend on improvisation, undocumented exceptions, or unassigned responsibility.

APPLIES TO

Mobile-unit managers, commissary teams, temporary-event leaders, cooks, service employees, and employees assigned to mobile food operations.

RESPONSIBILITY

The mobile-unit or event manager owns readiness. The person in charge verifies permits, utilities, food-safety controls, equipment, records, and safe return/closeout.

WHEN USED

Whenever this specialty operation is performed and at each required monitoring, handoff, verification, or closeout point defined by the restaurant.

MATERIALS / INFORMATION

• Current permits, event requirements, and approved operating plan

• Mobile-unit or booth opening/closing checklist

• Potable-water, wastewater, fuel, power, sanitation, and temperature records as applicable

• Approved food containers, labels, thermometers, sanitizer, and handwashing supplies

• Commissary loading/return log and emergency contacts

CRITICAL STANDARDS

• Operate only within the scope approved by the applicable regulatory authority and property/event rules.

• Potable water, wastewater, handwashing, warewashing, power, ventilation, and food-temperature controls are verified before service.

• Food and single-service items remain protected during transport, setup, service, and return.

• Unsafe utility, fuel, sanitation, temperature, or structural conditions require service to stop until corrected or approved.

PROCEDURE

1. Confirm that mobile unit service window operations is authorized under the current mobile/temporary operating plan, permit, event rules, and commissary relationship.

2. Verify the assigned person in charge, route/site, service window, emergency contacts, and required records for the operating period.

3. Inspect the unit/booth and all relevant utilities—potable water, wastewater, handwashing, warewashing, refrigeration/hot holding, fuel/power, ventilation, lighting, and waste control.

4. Load or stage only protected, labeled, approved product and supplies; maintain separation of food, chemicals, waste, personal items, and fuel/equipment hazards.

5. Perform mobile unit service window operations using the approved sequence and monitor any food temperature, water, power, sanitation, fuel, or structural condition that can make operation unsafe.

6. Record required readings, fills, disposals, transfers, checks, or corrective actions at the restaurant-approved frequency.

7. Stop the affected activity when a critical utility, food-safety control, fuel system, sanitation control, or permit condition cannot be maintained.

8. Notify the manager/commissary/event authority of any deviation that affects service scope, product disposition, utilities, or safe operation.

9. At close or return, remove food/waste safely, clean and sanitize the unit/booth, secure fuel/power and equipment, and reconcile product and records.

10. The person in charge verifies the unit/site is safe, required records are complete, and unresolved defects are tagged for correction before next use.

MANAGER VERIFICATION

■ Mobile Unit Service Window Operations was performed under the current approved restaurant procedure.

■ Required people, equipment, utilities, product, approvals, and records were verified before release or continued operation.

■ Critical readings, identities, handoffs, exceptions, or other evidence required by this procedure were recorded.

■ Unsafe, out-of-standard, unidentified, or undocumented conditions were held, stopped, or escalated instead of informally accepted.

■ Corrective actions and product/equipment/guest/employee disposition were completed and documented when required.

■ The accountable manager or program owner completed final verification and assigned unresolved follow-up.

COMMON MISTAKES

• Using an old, generic, or remembered procedure instead of the current approved specialty-operation standard.

• Starting before required permits, approvals, trained people, utilities, equipment, labels, or records are ready.

• Failing to document actual conditions, readings, identities, handoffs, or deviations at the time they occur.

• Continuing service or releasing product/equipment when a required control cannot be verified.

• Treating a vendor, platform, event organizer, sister unit, or outside agency as responsible for controls that still belong to the restaurant.

• Closing the activity without manager verification, record completion, cleanup/restoration, and follow-up ownership.

CUSTOMIZATION FIELDS

Primary owner / person in charge for this procedure: _____

Applicable permit, regulatory, certification, manufacturer, event, or company requirement: _____

Approved equipment, vendor, system, site, or product specifications: _____

Restaurant-specific critical limit, service target, frequency, or acceptance criterion: _____

Required log, checklist, tag, record, photo, or other evidence: _____

Escalation contact and stop-work / hold / closure authority: _____

REVISION CONTROL

Record future changes in the restaurant master SOP index, retain required evidence, and retrain affected employees whenever the approved process, equipment, authority requirement, or responsibility changes.

Temporary Food Event Booth Setup SOP

PURPOSE

To establish a controlled, repeatable, and verifiable process for temporary food event booth setup so specialty operations do not depend on improvisation, undocumented exceptions, or unassigned responsibility.

APPLIES TO

Mobile-unit managers, commissary teams, temporary-event leaders, cooks, service employees, and employees assigned to mobile food operations.

RESPONSIBILITY

The mobile-unit or event manager owns readiness. The person in charge verifies permits, utilities, food-safety controls, equipment, records, and safe return/closeout.

WHEN USED

Before the applicable operation, service period, event, route, batch, opening, or equipment use, and again after any material condition changes.

MATERIALS / INFORMATION

• Current permits, event requirements, and approved operating plan

• Mobile-unit or booth opening/closing checklist

• Potable-water, wastewater, fuel, power, sanitation, and temperature records as applicable

• Approved food containers, labels, thermometers, sanitizer, and handwashing supplies

• Commissary loading/return log and emergency contacts

CRITICAL STANDARDS

• Operate only within the scope approved by the applicable regulatory authority and property/event rules.

• Potable water, wastewater, handwashing, warewashing, power, ventilation, and food-temperature controls are verified before service.

• Food and single-service items remain protected during transport, setup, service, and return.

• Unsafe utility, fuel, sanitation, temperature, or structural conditions require service to stop until corrected or approved.

PROCEDURE

1. Confirm that temporary food event booth setup is authorized under the current mobile/temporary operating plan, permit, event rules, and commissary relationship.

2. Verify the assigned person in charge, route/site, service window, emergency contacts, and required records for the operating period.

3. Inspect the unit/booth and all relevant utilities—potable water, wastewater, handwashing, warewashing, refrigeration/hot holding, fuel/power, ventilation, lighting, and waste control.

4. Load or stage only protected, labeled, approved product and supplies; maintain separation of food, chemicals, waste, personal items, and fuel/equipment hazards.

5. Perform temporary food event booth setup using the approved sequence and monitor any food temperature, water, power, sanitation, fuel, or structural condition that can make operation unsafe.

6. Record required readings, fills, disposals, transfers, checks, or corrective actions at the restaurant-approved frequency.

7. Stop the affected activity when a critical utility, food-safety control, fuel system, sanitation control, or permit condition cannot be maintained.

8. Notify the manager/commissary/event authority of any deviation that affects service scope, product disposition, utilities, or safe operation.

9. At close or return, remove food/waste safely, clean and sanitize the unit/booth, secure fuel/power and equipment, and reconcile product and records.

10. The person in charge verifies the unit/site is safe, required records are complete, and unresolved defects are tagged for correction before next use.

MANAGER VERIFICATION

■ Temporary Food Event Booth Setup was performed under the current approved restaurant procedure.

■ Required people, equipment, utilities, product, approvals, and records were verified before release or continued operation.

■ Critical readings, identities, handoffs, exceptions, or other evidence required by this procedure were recorded.

■ Unsafe, out-of-standard, unidentified, or undocumented conditions were held, stopped, or escalated instead of informally accepted.

■ Corrective actions and product/equipment/guest/employee disposition were completed and documented when required.

■ The accountable manager or program owner completed final verification and assigned unresolved follow-up.

COMMON MISTAKES

• Using an old, generic, or remembered procedure instead of the current approved specialty-operation standard.

• Starting before required permits, approvals, trained people, utilities, equipment, labels, or records are ready.

• Failing to document actual conditions, readings, identities, handoffs, or deviations at the time they occur.

• Continuing service or releasing product/equipment when a required control cannot be verified.

• Treating a vendor, platform, event organizer, sister unit, or outside agency as responsible for controls that still belong to the restaurant.

• Closing the activity without manager verification, record completion, cleanup/restoration, and follow-up ownership.

CUSTOMIZATION FIELDS

Primary owner / person in charge for this procedure: _____

Applicable permit, regulatory, certification, manufacturer, event, or company requirement: _____

Approved equipment, vendor, system, site, or product specifications: _____

Restaurant-specific critical limit, service target, frequency, or acceptance criterion: _____

Required log, checklist, tag, record, photo, or other evidence: _____

Escalation contact and stop-work / hold / closure authority: _____

REVISION CONTROL

Record future changes in the restaurant master SOP index, retain required evidence, and retrain affected employees whenever the approved process, equipment, authority requirement, or responsibility changes.

Temporary Event Handwashing and Warewashing Setup SOP

PURPOSE

To establish a controlled, repeatable, and verifiable process for temporary event handwashing and warewashing setup so specialty operations do not depend on improvisation, undocumented exceptions, or unassigned responsibility.

APPLIES TO

Mobile-unit managers, commissary teams, temporary-event leaders, cooks, service employees, and employees assigned to mobile food operations.

RESPONSIBILITY

The mobile-unit or event manager owns readiness. The person in charge verifies permits, utilities, food-safety controls, equipment, records, and safe return/closeout.

WHEN USED

Before the applicable operation, service period, event, route, batch, opening, or equipment use, and again after any material condition changes.

MATERIALS / INFORMATION

• Current permits, event requirements, and approved operating plan

• Mobile-unit or booth opening/closing checklist

• Potable-water, wastewater, fuel, power, sanitation, and temperature records as applicable

• Approved food containers, labels, thermometers, sanitizer, and handwashing supplies

• Commissary loading/return log and emergency contacts

CRITICAL STANDARDS

• Operate only within the scope approved by the applicable regulatory authority and property/event rules.

• Potable water, wastewater, handwashing, warewashing, power, ventilation, and food-temperature controls are verified before service.

• Food and single-service items remain protected during transport, setup, service, and return.

• Unsafe utility, fuel, sanitation, temperature, or structural conditions require service to stop until corrected or approved.

PROCEDURE

1. Confirm that temporary event handwashing and warewashing setup is authorized under the current mobile/temporary operating plan, permit, event rules, and commissary relationship.

2. Verify the assigned person in charge, route/site, service window, emergency contacts, and required records for the operating period.

3. Inspect the unit/booth and all relevant utilities—potable water, wastewater, handwashing, warewashing, refrigeration/hot holding, fuel/power, ventilation, lighting, and waste control.

4. Load or stage only protected, labeled, approved product and supplies; maintain separation of food, chemicals, waste, personal items, and fuel/equipment hazards.

5. Perform temporary event handwashing and warewashing setup using the approved sequence and monitor any food temperature, water, power, sanitation, fuel, or structural condition that can make operation unsafe.

6. Record required readings, fills, disposals, transfers, checks, or corrective actions at the restaurant-approved frequency.

7. Stop the affected activity when a critical utility, food-safety control, fuel system, sanitation control, or permit condition cannot be maintained.

8. Notify the manager/commissary/event authority of any deviation that affects service scope, product disposition, utilities, or safe operation.

9. At close or return, remove food/waste safely, clean and sanitize the unit/booth, secure fuel/power and equipment, and reconcile product and records.

10. The person in charge verifies the unit/site is safe, required records are complete, and unresolved defects are tagged for correction before next use.

MANAGER VERIFICATION

■ Temporary Event Handwashing and Warewashing Setup was performed under the current approved restaurant procedure.

■ Required people, equipment, utilities, product, approvals, and records were verified before release or continued operation.

■ Critical readings, identities, handoffs, exceptions, or other evidence required by this procedure were recorded.

■ Unsafe, out-of-standard, unidentified, or undocumented conditions were held, stopped, or escalated instead of informally accepted.

■ Corrective actions and product/equipment/guest/employee disposition were completed and documented when required.

■ The accountable manager or program owner completed final verification and assigned unresolved follow-up.

COMMON MISTAKES

• Using an old, generic, or remembered procedure instead of the current approved specialty-operation standard.

• Starting before required permits, approvals, trained people, utilities, equipment, labels, or records are ready.

• Failing to document actual conditions, readings, identities, handoffs, or deviations at the time they occur.

• Continuing service or releasing product/equipment when a required control cannot be verified.

• Treating a vendor, platform, event organizer, sister unit, or outside agency as responsible for controls that still belong to the restaurant.

• Closing the activity without manager verification, record completion, cleanup/restoration, and follow-up ownership.

CUSTOMIZATION FIELDS

Primary owner / person in charge for this procedure: _____

Applicable permit, regulatory, certification, manufacturer, event, or company requirement: _____

Approved equipment, vendor, system, site, or product specifications: _____

Restaurant-specific critical limit, service target, frequency, or acceptance criterion: _____

Required log, checklist, tag, record, photo, or other evidence: _____

Escalation contact and stop-work / hold / closure authority: _____

REVISION CONTROL

Record future changes in the restaurant master SOP index, retain required evidence, and retrain affected employees whenever the approved process, equipment, authority requirement, or responsibility changes.

Mobile Unit End-of-Day Commissary Return SOP

PURPOSE

To establish a controlled, repeatable, and verifiable process for mobile unit end-of-day commissary return so specialty operations do not depend on improvisation, undocumented exceptions, or unassigned responsibility.

APPLIES TO

Mobile-unit managers, commissary teams, temporary-event leaders, cooks, service employees, and employees assigned to mobile food operations.

RESPONSIBILITY

The mobile-unit or event manager owns readiness. The person in charge verifies permits, utilities, food-safety controls, equipment, records, and safe return/closeout.

WHEN USED

At the end of the applicable service, event, route, shift, equipment cycle, or temporary operation, before the responsible employee is released.

MATERIALS / INFORMATION

• Current permits, event requirements, and approved operating plan

• Mobile-unit or booth opening/closing checklist

• Potable-water, wastewater, fuel, power, sanitation, and temperature records as applicable

• Approved food containers, labels, thermometers, sanitizer, and handwashing supplies

• Commissary loading/return log and emergency contacts

CRITICAL STANDARDS

• Operate only within the scope approved by the applicable regulatory authority and property/event rules.

• Potable water, wastewater, handwashing, warewashing, power, ventilation, and food-temperature controls are verified before service.

• Food and single-service items remain protected during transport, setup, service, and return.

• Unsafe utility, fuel, sanitation, temperature, or structural conditions require service to stop until corrected or approved.

PROCEDURE

1. Confirm that mobile unit end-of-day commissary return is authorized under the current mobile/temporary operating plan, permit, event rules, and commissary relationship.

2. Verify the assigned person in charge, route/site, service window, emergency contacts, and required records for the operating period.

3. Inspect the unit/booth and all relevant utilities—potable water, wastewater, handwashing, warewashing, refrigeration/hot holding, fuel/power, ventilation, lighting, and waste control.

4. Load or stage only protected, labeled, approved product and supplies; maintain separation of food, chemicals, waste, personal items, and fuel/equipment hazards.

5. Perform mobile unit end-of-day commissary return using the approved sequence and monitor any food temperature, water, power, sanitation, fuel, or structural condition that can make operation unsafe.

6. Record required readings, fills, disposals, transfers, checks, or corrective actions at the restaurant-approved frequency.

7. Stop the affected activity when a critical utility, food-safety control, fuel system, sanitation control, or permit condition cannot be maintained.

8. Notify the manager/commissary/event authority of any deviation that affects service scope, product disposition, utilities, or safe operation.

9. At close or return, remove food/waste safely, clean and sanitize the unit/booth, secure fuel/power and equipment, and reconcile product and records.

10. The person in charge verifies the unit/site is safe, required records are complete, and unresolved defects are tagged for correction before next use.

MANAGER VERIFICATION

■ Mobile Unit End-of-Day Commissary Return was performed under the current approved restaurant procedure.

■ Required people, equipment, utilities, product, approvals, and records were verified before release or continued operation.

■ Critical readings, identities, handoffs, exceptions, or other evidence required by this procedure were recorded.

■ Unsafe, out-of-standard, unidentified, or undocumented conditions were held, stopped, or escalated instead of informally accepted.

■ Corrective actions and product/equipment/guest/employee disposition were completed and documented when required.

■ The accountable manager or program owner completed final verification and assigned unresolved follow-up.

COMMON MISTAKES

• Using an old, generic, or remembered procedure instead of the current approved specialty-operation standard.

• Starting before required permits, approvals, trained people, utilities, equipment, labels, or records are ready.

• Failing to document actual conditions, readings, identities, handoffs, or deviations at the time they occur.

• Continuing service or releasing product/equipment when a required control cannot be verified.

• Treating a vendor, platform, event organizer, sister unit, or outside agency as responsible for controls that still belong to the restaurant.

• Closing the activity without manager verification, record completion, cleanup/restoration, and follow-up ownership.

CUSTOMIZATION FIELDS

Primary owner / person in charge for this procedure: _____

Applicable permit, regulatory, certification, manufacturer, event, or company requirement: _____

Approved equipment, vendor, system, site, or product specifications: _____

Restaurant-specific critical limit, service target, frequency, or acceptance criterion: _____

Required log, checklist, tag, record, photo, or other evidence: _____

Escalation contact and stop-work / hold / closure authority: _____

REVISION CONTROL

Record future changes in the restaurant master SOP index, retain required evidence, and retrain affected employees whenever the approved process, equipment, authority requirement, or responsibility changes.

Drive-Thru Lane Opening SOP

PURPOSE

To establish a controlled, repeatable, and verifiable process for drive-thru lane opening so specialty operations do not depend on improvisation, undocumented exceptions, or unassigned responsibility.

APPLIES TO

Drive-thru, curbside, expo, cashier, runner, kitchen, and manager teams assigned to high-volume off-premise service.

RESPONSIBILITY

The shift leader owns lane, staging, accuracy, and recovery controls. Assigned employees execute the station process and escalate safety, payment, timing, or accuracy failures.

WHEN USED

Before the applicable operation, service period, event, route, batch, opening, or equipment use, and again after any material condition changes.

MATERIALS / INFORMATION

- Current off-premise menu and availability list
- Order display, headset, curbside, or communication equipment
- Order labels, staging identifiers, bags, seals, and condiments
- Speed, accuracy, remake, and escalation records
- Traffic and employee-safety equipment required by the site

CRITICAL STANDARDS

- Guest and employee safety takes priority over speed.
- Orders are positively identified before payment, staging, or handoff.
- Food quality, packaging, temperature protection, and order accuracy are verified before release.
- Queue controls and recovery decisions are used before volume overwhelms production or creates unsafe staging.

PROCEDURE

1. Confirm the station, lane, staging zone, menu availability, staffing, devices, and safety controls needed for drive-thru lane opening.
2. Test communications, order display/payment tools, labels, staging identifiers, and backup methods before volume builds.
3. Define who owns order acceptance, production, accuracy, payment, staging, handoff, guest updates, and recovery during the shift.
4. Keep guest/order identity attached to the order through every handoff and separate orders so bags, drinks, condiments, and special requests cannot be mixed.
5. Execute drive-thru lane opening while monitoring queue length, order age, food quality, traffic/employee safety, and production capacity.
6. Verify order identity, required packaging, product condition, payment status, and final accuracy before release.
7. Use the approved throttle, hold, menu-reduction, recovery, remake, or manager-escalation method before delays create uncontrolled errors.
8. Communicate realistic updates to guests/drivers and document significant delays, complaints, unsafe conditions, or recurring accuracy failures.
9. Reset the staging/traffic area, clear abandoned or unresolved orders through the approved disposition process, and reconcile exceptions.
10. The shift leader reviews speed, accuracy, recovery, and safety evidence and assigns follow-up for recurring bottlenecks.

MANAGER VERIFICATION

- ■ Drive-Thru Lane Opening was performed under the current approved restaurant procedure.
- ■ Required people, equipment, utilities, product, approvals, and records were verified before release or continued operation.
- ■ Critical readings, identities, handoffs, exceptions, or other evidence required by this procedure were recorded.
- ■ Unsafe, out-of-standard, unidentified, or undocumented conditions were held, stopped, or escalated instead of informally accepted.
- ■ Corrective actions and product/equipment/guest/employee disposition were completed and documented when required.

■ The accountable manager or program owner completed final verification and assigned unresolved follow-up.

COMMON MISTAKES

• Using an old, generic, or remembered procedure instead of the current approved specialty-operation standard.

• Starting before required permits, approvals, trained people, utilities, equipment, labels, or records are ready.

• Failing to document actual conditions, readings, identities, handoffs, or deviations at the time they occur.

• Continuing service or releasing product/equipment when a required control cannot be verified.

• Treating a vendor, platform, event organizer, sister unit, or outside agency as responsible for controls that still belong to the restaurant.

• Closing the activity without manager verification, record completion, cleanup/restoration, and follow-up ownership.

CUSTOMIZATION FIELDS

Primary owner / person in charge for this procedure: _____

Applicable permit, regulatory, certification, manufacturer, event, or company requirement: _____

Approved equipment, vendor, system, site, or product specifications: _____

Restaurant-specific critical limit, service target, frequency, or acceptance criterion: _____

Required log, checklist, tag, record, photo, or other evidence: _____

Escalation contact and stop-work / hold / closure authority: _____

REVISION CONTROL

Record future changes in the restaurant master SOP index, retain required evidence, and retrain affected employees whenever the approved process, equipment, authority requirement, or responsibility changes.

Drive-Thru Order Taking and Confirmation SOP

PURPOSE

To establish a controlled, repeatable, and verifiable process for drive-thru order taking and confirmation so specialty operations do not depend on improvisation, undocumented exceptions, or unassigned responsibility.

APPLIES TO

Drive-thru, curbside, expo, cashier, runner, kitchen, and manager teams assigned to high-volume off-premise service.

RESPONSIBILITY

The shift leader owns lane, staging, accuracy, and recovery controls. Assigned employees execute the station process and escalate safety, payment, timing, or accuracy failures.

WHEN USED

Whenever this specialty operation is performed and at each required monitoring, handoff, verification, or closeout point defined by the restaurant.

MATERIALS / INFORMATION

- Current off-premise menu and availability list
- Order display, headset, curbside, or communication equipment
- Order labels, staging identifiers, bags, seals, and condiments
- Speed, accuracy, remake, and escalation records
- Traffic and employee-safety equipment required by the site

CRITICAL STANDARDS

- Guest and employee safety takes priority over speed.
- Orders are positively identified before payment, staging, or handoff.
- Food quality, packaging, temperature protection, and order accuracy are verified before release.
- Queue controls and recovery decisions are used before volume overwhelms production or creates unsafe staging.

PROCEDURE

1. Confirm the station, lane, staging zone, menu availability, staffing, devices, and safety controls needed for drive-thru order taking and confirmation.
2. Test communications, order display/payment tools, labels, staging identifiers, and backup methods before volume builds.
3. Define who owns order acceptance, production, accuracy, payment, staging, handoff, guest updates, and recovery during the shift.
4. Keep guest/order identity attached to the order through every handoff and separate orders so bags, drinks, condiments, and special requests cannot be mixed.
5. Execute drive-thru order taking and confirmation while monitoring queue length, order age, food quality, traffic/employee safety, and production capacity.
6. Verify order identity, required packaging, product condition, payment status, and final accuracy before release.
7. Use the approved throttle, hold, menu-reduction, recovery, remake, or manager-escalation method before delays create uncontrolled errors.
8. Communicate realistic updates to guests/drivers and document significant delays, complaints, unsafe conditions, or recurring accuracy failures.
9. Reset the staging/traffic area, clear abandoned or unresolved orders through the approved disposition process, and reconcile exceptions.
10. The shift leader reviews speed, accuracy, recovery, and safety evidence and assigns follow-up for recurring bottlenecks.

MANAGER VERIFICATION

- ■ Drive-Thru Order Taking and Confirmation was performed under the current approved restaurant procedure.
- ■ Required people, equipment, utilities, product, approvals, and records were verified before release or continued operation.
- ■ Critical readings, identities, handoffs, exceptions, or other evidence required by this procedure were recorded.
- ■ Unsafe, out-of-standard, unidentified, or undocumented conditions were held, stopped, or escalated instead of informally accepted.
- ■ Corrective actions and product/equipment/guest/employee disposition were completed and documented when required.

■ The accountable manager or program owner completed final verification and assigned unresolved follow-up.

COMMON MISTAKES

• Using an old, generic, or remembered procedure instead of the current approved specialty-operation standard.

• Starting before required permits, approvals, trained people, utilities, equipment, labels, or records are ready.

• Failing to document actual conditions, readings, identities, handoffs, or deviations at the time they occur.

• Continuing service or releasing product/equipment when a required control cannot be verified.

• Treating a vendor, platform, event organizer, sister unit, or outside agency as responsible for controls that still belong to the restaurant.

• Closing the activity without manager verification, record completion, cleanup/restoration, and follow-up ownership.

CUSTOMIZATION FIELDS

Primary owner / person in charge for this procedure: _____

Applicable permit, regulatory, certification, manufacturer, event, or company requirement: _____

Approved equipment, vendor, system, site, or product specifications: _____

Restaurant-specific critical limit, service target, frequency, or acceptance criterion: _____

Required log, checklist, tag, record, photo, or other evidence: _____

Escalation contact and stop-work / hold / closure authority: _____

REVISION CONTROL

Record future changes in the restaurant master SOP index, retain required evidence, and retrain affected employees whenever the approved process, equipment, authority requirement, or responsibility changes.

Drive-Thru Payment Handoff SOP

PURPOSE

To establish a controlled, repeatable, and verifiable process for drive-thru payment handoff so specialty operations do not depend on improvisation, undocumented exceptions, or unassigned responsibility.

APPLIES TO

Drive-thru, curbside, expo, cashier, runner, kitchen, and manager teams assigned to high-volume off-premise service.

RESPONSIBILITY

The shift leader owns lane, staging, accuracy, and recovery controls. Assigned employees execute the station process and escalate safety, payment, timing, or accuracy failures.

WHEN USED

For every applicable receipt, transfer, pickup, release, or custody handoff, before the product/order is accepted or released.

MATERIALS / INFORMATION

• Current off-premise menu and availability list

• Order display, headset, curbside, or communication equipment

• Order labels, staging identifiers, bags, seals, and condiments

• Speed, accuracy, remake, and escalation records

• Traffic and employee-safety equipment required by the site

CRITICAL STANDARDS

• Guest and employee safety takes priority over speed.

• Orders are positively identified before payment, staging, or handoff.

• Food quality, packaging, temperature protection, and order accuracy are verified before release.

• Queue controls and recovery decisions are used before volume overwhelms production or creates unsafe staging.

PROCEDURE

1. Confirm the station, lane, staging zone, menu availability, staffing, devices, and safety controls needed for drive-thru payment handoff.

2. Test communications, order display/payment tools, labels, staging identifiers, and backup methods before volume builds.

3. Define who owns order acceptance, production, accuracy, payment, staging, handoff, guest updates, and recovery during the shift.

4. Keep guest/order identity attached to the order through every handoff and separate orders so bags, drinks, condiments, and special requests cannot be mixed.

5. Execute drive-thru payment handoff while monitoring queue length, order age, food quality, traffic/employee safety, and production capacity.

6. Verify order identity, required packaging, product condition, payment status, and final accuracy before release.

7. Use the approved throttle, hold, menu-reduction, recovery, remake, or manager-escalation method before delays create uncontrolled errors.

8. Communicate realistic updates to guests/drivers and document significant delays, complaints, unsafe conditions, or recurring accuracy failures.

9. Reset the staging/traffic area, clear abandoned or unresolved orders through the approved disposition process, and reconcile exceptions.

10. The shift leader reviews speed, accuracy, recovery, and safety evidence and assigns follow-up for recurring bottlenecks.

MANAGER VERIFICATION

■ Drive-Thru Payment Handoff was performed under the current approved restaurant procedure.

■ Required people, equipment, utilities, product, approvals, and records were verified before release or continued operation.

■ Critical readings, identities, handoffs, exceptions, or other evidence required by this procedure were recorded.

■ Unsafe, out-of-standard, unidentified, or undocumented conditions were held, stopped, or escalated instead of informally accepted.

■ Corrective actions and product/equipment/guest/employee disposition were completed and documented when required.

■ The accountable manager or program owner completed final verification and assigned unresolved follow-up.

COMMON MISTAKES

• Using an old, generic, or remembered procedure instead of the current approved specialty-operation standard.

• Starting before required permits, approvals, trained people, utilities, equipment, labels, or records are ready.

• Failing to document actual conditions, readings, identities, handoffs, or deviations at the time they occur.

• Continuing service or releasing product/equipment when a required control cannot be verified.

• Treating a vendor, platform, event organizer, sister unit, or outside agency as responsible for controls that still belong to the restaurant.

• Closing the activity without manager verification, record completion, cleanup/restoration, and follow-up ownership.

CUSTOMIZATION FIELDS

Primary owner / person in charge for this procedure: _____

Applicable permit, regulatory, certification, manufacturer, event, or company requirement: _____

Approved equipment, vendor, system, site, or product specifications: _____

Restaurant-specific critical limit, service target, frequency, or acceptance criterion: _____

Required log, checklist, tag, record, photo, or other evidence: _____

Escalation contact and stop-work / hold / closure authority: _____

REVISION CONTROL

Record future changes in the restaurant master SOP index, retain required evidence, and retrain affected employees whenever the approved process, equipment, authority requirement, or responsibility changes.

Drive-Thru Order Staging and Accuracy SOP

PURPOSE

To establish a controlled, repeatable, and verifiable process for drive-thru order staging and accuracy so specialty operations do not depend on improvisation, undocumented exceptions, or unassigned responsibility.

APPLIES TO

Drive-thru, curbside, expo, cashier, runner, kitchen, and manager teams assigned to high-volume off-premise service.

RESPONSIBILITY

The shift leader owns lane, staging, accuracy, and recovery controls. Assigned employees execute the station process and escalate safety, payment, timing, or accuracy failures.

WHEN USED

Whenever this specialty operation is performed and at each required monitoring, handoff, verification, or closeout point defined by the restaurant.

MATERIALS / INFORMATION

• Current off-premise menu and availability list

• Order display, headset, curbside, or communication equipment

• Order labels, staging identifiers, bags, seals, and condiments

• Speed, accuracy, remake, and escalation records

• Traffic and employee-safety equipment required by the site

CRITICAL STANDARDS

• Guest and employee safety takes priority over speed.

• Orders are positively identified before payment, staging, or handoff.

• Food quality, packaging, temperature protection, and order accuracy are verified before release.

• Queue controls and recovery decisions are used before volume overwhelms production or creates unsafe staging.

PROCEDURE

1. Confirm the station, lane, staging zone, menu availability, staffing, devices, and safety controls needed for drive-thru order staging and accuracy.

2. Test communications, order display/payment tools, labels, staging identifiers, and backup methods before volume builds.

3. Define who owns order acceptance, production, accuracy, payment, staging, handoff, guest updates, and recovery during the shift.

4. Keep guest/order identity attached to the order through every handoff and separate orders so bags, drinks, condiments, and special requests cannot be mixed.

5. Execute drive-thru order staging and accuracy while monitoring queue length, order age, food quality, traffic/employee safety, and production capacity.

6. Verify order identity, required packaging, product condition, payment status, and final accuracy before release.

7. Use the approved throttle, hold, menu-reduction, recovery, remake, or manager-escalation method before delays create uncontrolled errors.

8. Communicate realistic updates to guests/drivers and document significant delays, complaints, unsafe conditions, or recurring accuracy failures.

9. Reset the staging/traffic area, clear abandoned or unresolved orders through the approved disposition process, and reconcile exceptions.

10. The shift leader reviews speed, accuracy, recovery, and safety evidence and assigns follow-up for recurring bottlenecks.

MANAGER VERIFICATION

■ Drive-Thru Order Staging and Accuracy was performed under the current approved restaurant procedure.

■ Required people, equipment, utilities, product, approvals, and records were verified before release or continued operation.

■ Critical readings, identities, handoffs, exceptions, or other evidence required by this procedure were recorded.

■ Unsafe, out-of-standard, unidentified, or undocumented conditions were held, stopped, or escalated instead of informally accepted.

■ Corrective actions and product/equipment/guest/employee disposition were completed and documented when required.

■ The accountable manager or program owner completed final verification and assigned unresolved follow-up.

COMMON MISTAKES

• Using an old, generic, or remembered procedure instead of the current approved specialty-operation standard.

• Starting before required permits, approvals, trained people, utilities, equipment, labels, or records are ready.

• Failing to document actual conditions, readings, identities, handoffs, or deviations at the time they occur.

• Continuing service or releasing product/equipment when a required control cannot be verified.

• Treating a vendor, platform, event organizer, sister unit, or outside agency as responsible for controls that still belong to the restaurant.

• Closing the activity without manager verification, record completion, cleanup/restoration, and follow-up ownership.

CUSTOMIZATION FIELDS

Primary owner / person in charge for this procedure: _____

Applicable permit, regulatory, certification, manufacturer, event, or company requirement: _____

Approved equipment, vendor, system, site, or product specifications: _____

Restaurant-specific critical limit, service target, frequency, or acceptance criterion: _____

Required log, checklist, tag, record, photo, or other evidence: _____

Escalation contact and stop-work / hold / closure authority: _____

REVISION CONTROL

Record future changes in the restaurant master SOP index, retain required evidence, and retrain affected employees whenever the approved process, equipment, authority requirement, or responsibility changes.

Drive-Thru Speed-of-Service Recovery SOP

PURPOSE

To establish a controlled, repeatable, and verifiable process for drive-thru speed-of-service recovery so specialty operations do not depend on improvisation, undocumented exceptions, or unassigned responsibility.

APPLIES TO

Drive-thru, curbside, expo, cashier, runner, kitchen, and manager teams assigned to high-volume off-premise service.

RESPONSIBILITY

The shift leader owns lane, staging, accuracy, and recovery controls. Assigned employees execute the station process and escalate safety, payment, timing, or accuracy failures.

WHEN USED

Whenever this specialty operation is performed and at each required monitoring, handoff, verification, or closeout point defined by the restaurant.

MATERIALS / INFORMATION

- Current off-premise menu and availability list
- Order display, headset, curbside, or communication equipment
- Order labels, staging identifiers, bags, seals, and condiments
- Speed, accuracy, remake, and escalation records
- Traffic and employee-safety equipment required by the site

CRITICAL STANDARDS

- Guest and employee safety takes priority over speed.
- Orders are positively identified before payment, staging, or handoff.
- Food quality, packaging, temperature protection, and order accuracy are verified before release.
- Queue controls and recovery decisions are used before volume overwhelms production or creates unsafe staging.

PROCEDURE

1. Confirm the station, lane, staging zone, menu availability, staffing, devices, and safety controls needed for drive-thru speed-of-service recovery.
2. Test communications, order display/payment tools, labels, staging identifiers, and backup methods before volume builds.
3. Define who owns order acceptance, production, accuracy, payment, staging, handoff, guest updates, and recovery during the shift.
4. Keep guest/order identity attached to the order through every handoff and separate orders so bags, drinks, condiments, and special requests cannot be mixed.
5. Execute drive-thru speed-of-service recovery while monitoring queue length, order age, food quality, traffic/employee safety, and production capacity.
6. Verify order identity, required packaging, product condition, payment status, and final accuracy before release.
7. Use the approved throttle, hold, menu-reduction, recovery, remake, or manager-escalation method before delays create uncontrolled errors.
8. Communicate realistic updates to guests/drivers and document significant delays, complaints, unsafe conditions, or recurring accuracy failures.
9. Reset the staging/traffic area, clear abandoned or unresolved orders through the approved disposition process, and reconcile exceptions.
10. The shift leader reviews speed, accuracy, recovery, and safety evidence and assigns follow-up for recurring bottlenecks.

MANAGER VERIFICATION

- ■ Drive-Thru Speed-of-Service Recovery was performed under the current approved restaurant procedure.
- ■ Required people, equipment, utilities, product, approvals, and records were verified before release or continued operation.
- ■ Critical readings, identities, handoffs, exceptions, or other evidence required by this procedure were recorded.
- ■ Unsafe, out-of-standard, unidentified, or undocumented conditions were held, stopped, or escalated instead of informally accepted.
- ■ Corrective actions and product/equipment/guest/employee disposition were completed and documented when required.

■ The accountable manager or program owner completed final verification and assigned unresolved follow-up.

COMMON MISTAKES

• Using an old, generic, or remembered procedure instead of the current approved specialty-operation standard.

• Starting before required permits, approvals, trained people, utilities, equipment, labels, or records are ready.

• Failing to document actual conditions, readings, identities, handoffs, or deviations at the time they occur.

• Continuing service or releasing product/equipment when a required control cannot be verified.

• Treating a vendor, platform, event organizer, sister unit, or outside agency as responsible for controls that still belong to the restaurant.

• Closing the activity without manager verification, record completion, cleanup/restoration, and follow-up ownership.

CUSTOMIZATION FIELDS

Primary owner / person in charge for this procedure: _____

Applicable permit, regulatory, certification, manufacturer, event, or company requirement: _____

Approved equipment, vendor, system, site, or product specifications: _____

Restaurant-specific critical limit, service target, frequency, or acceptance criterion: _____

Required log, checklist, tag, record, photo, or other evidence: _____

Escalation contact and stop-work / hold / closure authority: _____

REVISION CONTROL

Record future changes in the restaurant master SOP index, retain required evidence, and retrain affected employees whenever the approved process, equipment, authority requirement, or responsibility changes.

Dual-Lane Drive-Thru Merge Control SOP

PURPOSE

To establish a controlled, repeatable, and verifiable process for dual-lane drive-thru merge control so specialty operations do not depend on improvisation, undocumented exceptions, or unassigned responsibility.

APPLIES TO

Drive-thru, curbside, expo, cashier, runner, kitchen, and manager teams assigned to high-volume off-premise service.

RESPONSIBILITY

The shift leader owns lane, staging, accuracy, and recovery controls. Assigned employees execute the station process and escalate safety, payment, timing, or accuracy failures.

WHEN USED

Whenever this specialty operation is performed and at each required monitoring, handoff, verification, or closeout point defined by the restaurant.

MATERIALS / INFORMATION

- Current off-premise menu and availability list
- Order display, headset, curbside, or communication equipment
- Order labels, staging identifiers, bags, seals, and condiments
- Speed, accuracy, remake, and escalation records
- Traffic and employee-safety equipment required by the site

CRITICAL STANDARDS

- Guest and employee safety takes priority over speed.
- Orders are positively identified before payment, staging, or handoff.
- Food quality, packaging, temperature protection, and order accuracy are verified before release.
- Queue controls and recovery decisions are used before volume overwhelms production or creates unsafe staging.

PROCEDURE

1. Confirm the station, lane, staging zone, menu availability, staffing, devices, and safety controls needed for dual-lane drive-thru merge control.
2. Test communications, order display/payment tools, labels, staging identifiers, and backup methods before volume builds.
3. Define who owns order acceptance, production, accuracy, payment, staging, handoff, guest updates, and recovery during the shift.
4. Keep guest/order identity attached to the order through every handoff and separate orders so bags, drinks, condiments, and special requests cannot be mixed.
5. Execute dual-lane drive-thru merge control while monitoring queue length, order age, food quality, traffic/employee safety, and production capacity.
6. Verify order identity, required packaging, product condition, payment status, and final accuracy before release.
7. Use the approved throttle, hold, menu-reduction, recovery, remake, or manager-escalation method before delays create uncontrolled errors.
8. Communicate realistic updates to guests/drivers and document significant delays, complaints, unsafe conditions, or recurring accuracy failures.
9. Reset the staging/traffic area, clear abandoned or unresolved orders through the approved disposition process, and reconcile exceptions.
10. The shift leader reviews speed, accuracy, recovery, and safety evidence and assigns follow-up for recurring bottlenecks.

MANAGER VERIFICATION

- ■ Dual-Lane Drive-Thru Merge Control was performed under the current approved restaurant procedure.
- ■ Required people, equipment, utilities, product, approvals, and records were verified before release or continued operation.
- ■ Critical readings, identities, handoffs, exceptions, or other evidence required by this procedure were recorded.
- ■ Unsafe, out-of-standard, unidentified, or undocumented conditions were held, stopped, or escalated instead of informally accepted.
- ■ Corrective actions and product/equipment/guest/employee disposition were completed and documented when required.

■ The accountable manager or program owner completed final verification and assigned unresolved follow-up.

COMMON MISTAKES

• Using an old, generic, or remembered procedure instead of the current approved specialty-operation standard.

• Starting before required permits, approvals, trained people, utilities, equipment, labels, or records are ready.

• Failing to document actual conditions, readings, identities, handoffs, or deviations at the time they occur.

• Continuing service or releasing product/equipment when a required control cannot be verified.

• Treating a vendor, platform, event organizer, sister unit, or outside agency as responsible for controls that still belong to the restaurant.

• Closing the activity without manager verification, record completion, cleanup/restoration, and follow-up ownership.

CUSTOMIZATION FIELDS

Primary owner / person in charge for this procedure: _____

Applicable permit, regulatory, certification, manufacturer, event, or company requirement: _____

Approved equipment, vendor, system, site, or product specifications: _____

Restaurant-specific critical limit, service target, frequency, or acceptance criterion: _____

Required log, checklist, tag, record, photo, or other evidence: _____

Escalation contact and stop-work / hold / closure authority: _____

REVISION CONTROL

Record future changes in the restaurant master SOP index, retain required evidence, and retrain affected employees whenever the approved process, equipment, authority requirement, or responsibility changes.

Curbside Arrival Notification and Handoff SOP

PURPOSE

To establish a controlled, repeatable, and verifiable process for curbside arrival notification and handoff so specialty operations do not depend on improvisation, undocumented exceptions, or unassigned responsibility.

APPLIES TO

Drive-thru, curbside, expo, cashier, runner, kitchen, and manager teams assigned to high-volume off-premise service.

RESPONSIBILITY

The shift leader owns lane, staging, accuracy, and recovery controls. Assigned employees execute the station process and escalate safety, payment, timing, or accuracy failures.

WHEN USED

For every applicable receipt, transfer, pickup, release, or custody handoff, before the product/order is accepted or released.

MATERIALS / INFORMATION

• Current off-premise menu and availability list

• Order display, headset, curbside, or communication equipment

• Order labels, staging identifiers, bags, seals, and condiments

• Speed, accuracy, remake, and escalation records

• Traffic and employee-safety equipment required by the site

CRITICAL STANDARDS

• Guest and employee safety takes priority over speed.

• Orders are positively identified before payment, staging, or handoff.

• Food quality, packaging, temperature protection, and order accuracy are verified before release.

• Queue controls and recovery decisions are used before volume overwhelms production or creates unsafe staging.

PROCEDURE

1. Confirm the station, lane, staging zone, menu availability, staffing, devices, and safety controls needed for curbside arrival notification and handoff.

2. Test communications, order display/payment tools, labels, staging identifiers, and backup methods before volume builds.

3. Define who owns order acceptance, production, accuracy, payment, staging, handoff, guest updates, and recovery during the shift.

4. Keep guest/order identity attached to the order through every handoff and separate orders so bags, drinks, condiments, and special requests cannot be mixed.

5. Execute curbside arrival notification and handoff while monitoring queue length, order age, food quality, traffic/employee safety, and production capacity.

6. Verify order identity, required packaging, product condition, payment status, and final accuracy before release.

7. Use the approved throttle, hold, menu-reduction, recovery, remake, or manager-escalation method before delays create uncontrolled errors.

8. Communicate realistic updates to guests/drivers and document significant delays, complaints, unsafe conditions, or recurring accuracy failures.

9. Reset the staging/traffic area, clear abandoned or unresolved orders through the approved disposition process, and reconcile exceptions.

10. The shift leader reviews speed, accuracy, recovery, and safety evidence and assigns follow-up for recurring bottlenecks.

MANAGER VERIFICATION

■ Curbside Arrival Notification and Handoff was performed under the current approved restaurant procedure.

■ Required people, equipment, utilities, product, approvals, and records were verified before release or continued operation.

■ Critical readings, identities, handoffs, exceptions, or other evidence required by this procedure were recorded.

■ Unsafe, out-of-standard, unidentified, or undocumented conditions were held, stopped, or escalated instead of informally accepted.

■ Corrective actions and product/equipment/guest/employee disposition were completed and documented when required.

■ The accountable manager or program owner completed final verification and assigned unresolved follow-up.

COMMON MISTAKES

• Using an old, generic, or remembered procedure instead of the current approved specialty-operation standard.

• Starting before required permits, approvals, trained people, utilities, equipment, labels, or records are ready.

• Failing to document actual conditions, readings, identities, handoffs, or deviations at the time they occur.

• Continuing service or releasing product/equipment when a required control cannot be verified.

• Treating a vendor, platform, event organizer, sister unit, or outside agency as responsible for controls that still belong to the restaurant.

• Closing the activity without manager verification, record completion, cleanup/restoration, and follow-up ownership.

CUSTOMIZATION FIELDS

Primary owner / person in charge for this procedure: _____

Applicable permit, regulatory, certification, manufacturer, event, or company requirement: _____

Approved equipment, vendor, system, site, or product specifications: _____

Restaurant-specific critical limit, service target, frequency, or acceptance criterion: _____

Required log, checklist, tag, record, photo, or other evidence: _____

Escalation contact and stop-work / hold / closure authority: _____

REVISION CONTROL

Record future changes in the restaurant master SOP index, retain required evidence, and retrain affected employees whenever the approved process, equipment, authority requirement, or responsibility changes.

Curbside Vehicle Identification and Safety SOP

PURPOSE

To establish a controlled, repeatable, and verifiable process for curbside vehicle identification and safety so specialty operations do not depend on improvisation, undocumented exceptions, or unassigned responsibility.

APPLIES TO

Drive-thru, curbside, expo, cashier, runner, kitchen, and manager teams assigned to high-volume off-premise service.

RESPONSIBILITY

The shift leader owns lane, staging, accuracy, and recovery controls. Assigned employees execute the station process and escalate safety, payment, timing, or accuracy failures.

WHEN USED

Whenever this specialty operation is performed and at each required monitoring, handoff, verification, or closeout point defined by the restaurant.

MATERIALS / INFORMATION

- Current off-premise menu and availability list
- Order display, headset, curbside, or communication equipment
- Order labels, staging identifiers, bags, seals, and condiments
- Speed, accuracy, remake, and escalation records
- Traffic and employee-safety equipment required by the site

CRITICAL STANDARDS

- Guest and employee safety takes priority over speed.
- Orders are positively identified before payment, staging, or handoff.
- Food quality, packaging, temperature protection, and order accuracy are verified before release.
- Queue controls and recovery decisions are used before volume overwhelms production or creates unsafe staging.

PROCEDURE

1. Confirm the station, lane, staging zone, menu availability, staffing, devices, and safety controls needed for curbside vehicle identification and safety.
2. Test communications, order display/payment tools, labels, staging identifiers, and backup methods before volume builds.
3. Define who owns order acceptance, production, accuracy, payment, staging, handoff, guest updates, and recovery during the shift.
4. Keep guest/order identity attached to the order through every handoff and separate orders so bags, drinks, condiments, and special requests cannot be mixed.
5. Execute curbside vehicle identification and safety while monitoring queue length, order age, food quality, traffic/employee safety, and production capacity.
6. Verify order identity, required packaging, product condition, payment status, and final accuracy before release.
7. Use the approved throttle, hold, menu-reduction, recovery, remake, or manager-escalation method before delays create uncontrolled errors.
8. Communicate realistic updates to guests/drivers and document significant delays, complaints, unsafe conditions, or recurring accuracy failures.
9. Reset the staging/traffic area, clear abandoned or unresolved orders through the approved disposition process, and reconcile exceptions.
10. The shift leader reviews speed, accuracy, recovery, and safety evidence and assigns follow-up for recurring bottlenecks.

MANAGER VERIFICATION

- ■ Curbside Vehicle Identification and Safety was performed under the current approved restaurant procedure.
- ■ Required people, equipment, utilities, product, approvals, and records were verified before release or continued operation.
- ■ Critical readings, identities, handoffs, exceptions, or other evidence required by this procedure were recorded.
- ■ Unsafe, out-of-standard, unidentified, or undocumented conditions were held, stopped, or escalated instead of informally accepted.
- ■ Corrective actions and product/equipment/guest/employee disposition were completed and documented when required.

■ The accountable manager or program owner completed final verification and assigned unresolved follow-up.

COMMON MISTAKES

• Using an old, generic, or remembered procedure instead of the current approved specialty-operation standard.

• Starting before required permits, approvals, trained people, utilities, equipment, labels, or records are ready.

• Failing to document actual conditions, readings, identities, handoffs, or deviations at the time they occur.

• Continuing service or releasing product/equipment when a required control cannot be verified.

• Treating a vendor, platform, event organizer, sister unit, or outside agency as responsible for controls that still belong to the restaurant.

• Closing the activity without manager verification, record completion, cleanup/restoration, and follow-up ownership.

CUSTOMIZATION FIELDS

Primary owner / person in charge for this procedure: _____

Applicable permit, regulatory, certification, manufacturer, event, or company requirement: _____

Approved equipment, vendor, system, site, or product specifications: _____

Restaurant-specific critical limit, service target, frequency, or acceptance criterion: _____

Required log, checklist, tag, record, photo, or other evidence: _____

Escalation contact and stop-work / hold / closure authority: _____

REVISION CONTROL

Record future changes in the restaurant master SOP index, retain required evidence, and retrain affected employees whenever the approved process, equipment, authority requirement, or responsibility changes.

Peak Off-Premise Staging Zone Control SOP

PURPOSE

To establish a controlled, repeatable, and verifiable process for peak off-premise staging zone control so specialty operations do not depend on improvisation, undocumented exceptions, or unassigned responsibility.

APPLIES TO

Drive-thru, curbside, expo, cashier, runner, kitchen, and manager teams assigned to high-volume off-premise service.

RESPONSIBILITY

The shift leader owns lane, staging, accuracy, and recovery controls. Assigned employees execute the station process and escalate safety, payment, timing, or accuracy failures.

WHEN USED

Whenever this specialty operation is performed and at each required monitoring, handoff, verification, or closeout point defined by the restaurant.

MATERIALS / INFORMATION

- Current off-premise menu and availability list
- Order display, headset, curbside, or communication equipment
- Order labels, staging identifiers, bags, seals, and condiments
- Speed, accuracy, remake, and escalation records
- Traffic and employee-safety equipment required by the site

CRITICAL STANDARDS

- Guest and employee safety takes priority over speed.
- Orders are positively identified before payment, staging, or handoff.
- Food quality, packaging, temperature protection, and order accuracy are verified before release.
- Queue controls and recovery decisions are used before volume overwhelms production or creates unsafe staging.

PROCEDURE

1. Confirm the station, lane, staging zone, menu availability, staffing, devices, and safety controls needed for peak off-premise staging zone control.
2. Test communications, order display/payment tools, labels, staging identifiers, and backup methods before volume builds.
3. Define who owns order acceptance, production, accuracy, payment, staging, handoff, guest updates, and recovery during the shift.
4. Keep guest/order identity attached to the order through every handoff and separate orders so bags, drinks, condiments, and special requests cannot be mixed.
5. Execute peak off-premise staging zone control while monitoring queue length, order age, food quality, traffic/employee safety, and production capacity.
6. Verify order identity, required packaging, product condition, payment status, and final accuracy before release.
7. Use the approved throttle, hold, menu-reduction, recovery, remake, or manager-escalation method before delays create uncontrolled errors.
8. Communicate realistic updates to guests/drivers and document significant delays, complaints, unsafe conditions, or recurring accuracy failures.
9. Reset the staging/traffic area, clear abandoned or unresolved orders through the approved disposition process, and reconcile exceptions.
10. The shift leader reviews speed, accuracy, recovery, and safety evidence and assigns follow-up for recurring bottlenecks.

MANAGER VERIFICATION

- ■ Peak Off-Premise Staging Zone Control was performed under the current approved restaurant procedure.
- ■ Required people, equipment, utilities, product, approvals, and records were verified before release or continued operation.
- ■ Critical readings, identities, handoffs, exceptions, or other evidence required by this procedure were recorded.
- ■ Unsafe, out-of-standard, unidentified, or undocumented conditions were held, stopped, or escalated instead of informally accepted.
- ■ Corrective actions and product/equipment/guest/employee disposition were completed and documented when required.

■ The accountable manager or program owner completed final verification and assigned unresolved follow-up.

COMMON MISTAKES

• Using an old, generic, or remembered procedure instead of the current approved specialty-operation standard.

• Starting before required permits, approvals, trained people, utilities, equipment, labels, or records are ready.

• Failing to document actual conditions, readings, identities, handoffs, or deviations at the time they occur.

• Continuing service or releasing product/equipment when a required control cannot be verified.

• Treating a vendor, platform, event organizer, sister unit, or outside agency as responsible for controls that still belong to the restaurant.

• Closing the activity without manager verification, record completion, cleanup/restoration, and follow-up ownership.

CUSTOMIZATION FIELDS

Primary owner / person in charge for this procedure: _____

Applicable permit, regulatory, certification, manufacturer, event, or company requirement: _____

Approved equipment, vendor, system, site, or product specifications: _____

Restaurant-specific critical limit, service target, frequency, or acceptance criterion: _____

Required log, checklist, tag, record, photo, or other evidence: _____

Escalation contact and stop-work / hold / closure authority: _____

REVISION CONTROL

Record future changes in the restaurant master SOP index, retain required evidence, and retrain affected employees whenever the approved process, equipment, authority requirement, or responsibility changes.

Large Digital Order Queue Throttling SOP

PURPOSE

To establish a controlled, repeatable, and verifiable process for large digital order queue throttling so specialty operations do not depend on improvisation, undocumented exceptions, or unassigned responsibility.

APPLIES TO

Drive-thru, curbside, expo, cashier, runner, kitchen, and manager teams assigned to high-volume off-premise service.

RESPONSIBILITY

The shift leader owns lane, staging, accuracy, and recovery controls. Assigned employees execute the station process and escalate safety, payment, timing, or accuracy failures.

WHEN USED

Whenever this specialty operation is performed and at each required monitoring, handoff, verification, or closeout point defined by the restaurant.

MATERIALS / INFORMATION

- Current off-premise menu and availability list
- Order display, headset, curbside, or communication equipment
- Order labels, staging identifiers, bags, seals, and condiments
- Speed, accuracy, remake, and escalation records
- Traffic and employee-safety equipment required by the site

CRITICAL STANDARDS

- Guest and employee safety takes priority over speed.
- Orders are positively identified before payment, staging, or handoff.
- Food quality, packaging, temperature protection, and order accuracy are verified before release.
- Queue controls and recovery decisions are used before volume overwhelms production or creates unsafe staging.

PROCEDURE

1. Confirm the station, lane, staging zone, menu availability, staffing, devices, and safety controls needed for large digital order queue throttling.
2. Test communications, order display/payment tools, labels, staging identifiers, and backup methods before volume builds.
3. Define who owns order acceptance, production, accuracy, payment, staging, handoff, guest updates, and recovery during the shift.
4. Keep guest/order identity attached to the order through every handoff and separate orders so bags, drinks, condiments, and special requests cannot be mixed.
5. Execute large digital order queue throttling while monitoring queue length, order age, food quality, traffic/employee safety, and production capacity.
6. Verify order identity, required packaging, product condition, payment status, and final accuracy before release.
7. Use the approved throttle, hold, menu-reduction, recovery, remake, or manager-escalation method before delays create uncontrolled errors.
8. Communicate realistic updates to guests/drivers and document significant delays, complaints, unsafe conditions, or recurring accuracy failures.
9. Reset the staging/traffic area, clear abandoned or unresolved orders through the approved disposition process, and reconcile exceptions.
10. The shift leader reviews speed, accuracy, recovery, and safety evidence and assigns follow-up for recurring bottlenecks.

MANAGER VERIFICATION

- ■ Large Digital Order Queue Throttling was performed under the current approved restaurant procedure.
- ■ Required people, equipment, utilities, product, approvals, and records were verified before release or continued operation.
- ■ Critical readings, identities, handoffs, exceptions, or other evidence required by this procedure were recorded.
- ■ Unsafe, out-of-standard, unidentified, or undocumented conditions were held, stopped, or escalated instead of informally accepted.
- ■ Corrective actions and product/equipment/guest/employee disposition were completed and documented when required.

■ The accountable manager or program owner completed final verification and assigned unresolved follow-up.

COMMON MISTAKES

• Using an old, generic, or remembered procedure instead of the current approved specialty-operation standard.

• Starting before required permits, approvals, trained people, utilities, equipment, labels, or records are ready.

• Failing to document actual conditions, readings, identities, handoffs, or deviations at the time they occur.

• Continuing service or releasing product/equipment when a required control cannot be verified.

• Treating a vendor, platform, event organizer, sister unit, or outside agency as responsible for controls that still belong to the restaurant.

• Closing the activity without manager verification, record completion, cleanup/restoration, and follow-up ownership.

CUSTOMIZATION FIELDS

Primary owner / person in charge for this procedure: _____

Applicable permit, regulatory, certification, manufacturer, event, or company requirement: _____

Approved equipment, vendor, system, site, or product specifications: _____

Restaurant-specific critical limit, service target, frequency, or acceptance criterion: _____

Required log, checklist, tag, record, photo, or other evidence: _____

Escalation contact and stop-work / hold / closure authority: _____

REVISION CONTROL

Record future changes in the restaurant master SOP index, retain required evidence, and retrain affected employees whenever the approved process, equipment, authority requirement, or responsibility changes.

Commissary Production Scheduling SOP

PURPOSE

To establish a controlled, repeatable, and verifiable process for commissary production scheduling so specialty operations do not depend on improvisation, undocumented exceptions, or unassigned responsibility.

APPLIES TO

Commissary leaders, production teams, receiving teams, drivers, inventory owners, and managers at sending and receiving units.

RESPONSIBILITY

The sending location owns production, labeling, and release. The receiving location verifies condition, identity, quantity, traceability, and acceptance before use.

WHEN USED

Whenever this specialty operation is performed and at each required monitoring, handoff, verification, or closeout point defined by the restaurant.

MATERIALS / INFORMATION

• Approved production/transfer order

• Batch, lot, date, label, and traceability materials

• Calibrated thermometers and approved transport equipment

• Transfer manifests, receiving records, and variance forms

• Clean food-grade totes, racks, or containers appropriate to the product

CRITICAL STANDARDS

• Every transferred product is identifiable from production through receipt and use.

• Time/temperature-controlled food remains within the restaurant's approved food-safety controls during production, cooling, transport, and receipt.

• Sending and receiving quantities are reconciled and variances are documented.

• Products with compromised identity, packaging, temperature control, or traceability are held from use pending manager disposition.

PROCEDURE

1. Confirm the approved production or transfer request for commissary production scheduling, including item identity, quantity, destination, required condition, and accountable sender/receiver.

2. Verify source product, batch/lot/date information, packaging, labels, transport containers, and calibrated monitoring tools before release.

3. Prepare product using the approved recipe/process and maintain traceability through cooling, packaging, staging, and loading as applicable.

4. Label each unit/container with the identifiers required by the company and applicable food-safety/traceability program.

5. Execute commissary production scheduling using equipment and transport conditions that protect time/temperature control, package integrity, and product identity.

6. Record departure/release condition, quantities, times, temperatures or other required verification before custody changes.

7. The receiving employee inspects identity, quantity, packaging, traceability, and product condition before acceptance and records any variance.

8. Hold and escalate any product with missing identity, damaged packaging, questionable condition, temperature deviation, or unexplained quantity variance.

9. Reconcile accepted, rejected, returned, wasted, and missing quantities and restore/clean reusable transport equipment.

10. Sending and receiving managers close the transfer record and investigate recurring yield, loss, timing, or cold-chain problems.

MANAGER VERIFICATION

■ Commissary Production Scheduling was performed under the current approved restaurant procedure.

■ Required people, equipment, utilities, product, approvals, and records were verified before release or continued operation.

■ Critical readings, identities, handoffs, exceptions, or other evidence required by this procedure were recorded.

■ Unsafe, out-of-standard, unidentified, or undocumented conditions were held, stopped, or escalated instead of informally accepted.

■ Corrective actions and product/equipment/guest/employee disposition were completed and documented when required.

■ The accountable manager or program owner completed final verification and assigned unresolved follow-up.

COMMON MISTAKES

• Using an old, generic, or remembered procedure instead of the current approved specialty-operation standard.

• Starting before required permits, approvals, trained people, utilities, equipment, labels, or records are ready.

• Failing to document actual conditions, readings, identities, handoffs, or deviations at the time they occur.

• Continuing service or releasing product/equipment when a required control cannot be verified.

• Treating a vendor, platform, event organizer, sister unit, or outside agency as responsible for controls that still belong to the restaurant.

• Closing the activity without manager verification, record completion, cleanup/restoration, and follow-up ownership.

CUSTOMIZATION FIELDS

Primary owner / person in charge for this procedure: _____

Applicable permit, regulatory, certification, manufacturer, event, or company requirement: _____

Approved equipment, vendor, system, site, or product specifications: _____

Restaurant-specific critical limit, service target, frequency, or acceptance criterion: _____

Required log, checklist, tag, record, photo, or other evidence: _____

Escalation contact and stop-work / hold / closure authority: _____

REVISION CONTROL

Record future changes in the restaurant master SOP index, retain required evidence, and retrain affected employees whenever the approved process, equipment, authority requirement, or responsibility changes.

Commissary Batch Coding and Traceability SOP

PURPOSE

To establish a controlled, repeatable, and verifiable process for commissary batch coding and traceability so specialty operations do not depend on improvisation, undocumented exceptions, or unassigned responsibility.

APPLIES TO

Commissary leaders, production teams, receiving teams, drivers, inventory owners, and managers at sending and receiving units.

RESPONSIBILITY

The sending location owns production, labeling, and release. The receiving location verifies condition, identity, quantity, traceability, and acceptance before use.

WHEN USED

Whenever this specialty operation is performed and at each required monitoring, handoff, verification, or closeout point defined by the restaurant.

MATERIALS / INFORMATION

• Approved production/transfer order

• Batch, lot, date, label, and traceability materials

• Calibrated thermometers and approved transport equipment

• Transfer manifests, receiving records, and variance forms

• Clean food-grade totes, racks, or containers appropriate to the product

CRITICAL STANDARDS

• Every transferred product is identifiable from production through receipt and use.

• Time/temperature-controlled food remains within the restaurant's approved food-safety controls during production, cooling, transport, and receipt.

• Sending and receiving quantities are reconciled and variances are documented.

• Products with compromised identity, packaging, temperature control, or traceability are held from use pending manager disposition.

PROCEDURE

1. Confirm the approved production or transfer request for commissary batch coding and traceability, including item identity, quantity, destination, required condition, and accountable sender/receiver.

2. Verify source product, batch/lot/date information, packaging, labels, transport containers, and calibrated monitoring tools before release.

3. Prepare product using the approved recipe/process and maintain traceability through cooling, packaging, staging, and loading as applicable.

4. Label each unit/container with the identifiers required by the company and applicable food-safety/traceability program.

5. Execute commissary batch coding and traceability using equipment and transport conditions that protect time/temperature control, package integrity, and product identity.

6. Record departure/release condition, quantities, times, temperatures or other required verification before custody changes.

7. The receiving employee inspects identity, quantity, packaging, traceability, and product condition before acceptance and records any variance.

8. Hold and escalate any product with missing identity, damaged packaging, questionable condition, temperature deviation, or unexplained quantity variance.

9. Reconcile accepted, rejected, returned, wasted, and missing quantities and restore/clean reusable transport equipment.

10. Sending and receiving managers close the transfer record and investigate recurring yield, loss, timing, or cold-chain problems.

MANAGER VERIFICATION

■ Commissary Batch Coding and Traceability was performed under the current approved restaurant procedure.

■ Required people, equipment, utilities, product, approvals, and records were verified before release or continued operation.

■ Critical readings, identities, handoffs, exceptions, or other evidence required by this procedure were recorded.

■ Unsafe, out-of-standard, unidentified, or undocumented conditions were held, stopped, or escalated instead of informally accepted.

■ Corrective actions and product/equipment/guest/employee disposition were completed and documented when required.

■ The accountable manager or program owner completed final verification and assigned unresolved follow-up.

COMMON MISTAKES

• Using an old, generic, or remembered procedure instead of the current approved specialty-operation standard.

• Starting before required permits, approvals, trained people, utilities, equipment, labels, or records are ready.

• Failing to document actual conditions, readings, identities, handoffs, or deviations at the time they occur.

• Continuing service or releasing product/equipment when a required control cannot be verified.

• Treating a vendor, platform, event organizer, sister unit, or outside agency as responsible for controls that still belong to the restaurant.

• Closing the activity without manager verification, record completion, cleanup/restoration, and follow-up ownership.

CUSTOMIZATION FIELDS

Primary owner / person in charge for this procedure: _____

Applicable permit, regulatory, certification, manufacturer, event, or company requirement: _____

Approved equipment, vendor, system, site, or product specifications: _____

Restaurant-specific critical limit, service target, frequency, or acceptance criterion: _____

Required log, checklist, tag, record, photo, or other evidence: _____

Escalation contact and stop-work / hold / closure authority: _____

REVISION CONTROL

Record future changes in the restaurant master SOP index, retain required evidence, and retrain affected employees whenever the approved process, equipment, authority requirement, or responsibility changes.

Commissary Cooling for Distribution SOP

PURPOSE

To establish a controlled, repeatable, and verifiable process for commissary cooling for distribution so specialty operations do not depend on improvisation, undocumented exceptions, or unassigned responsibility.

APPLIES TO

Commissary leaders, production teams, receiving teams, drivers, inventory owners, and managers at sending and receiving units.

RESPONSIBILITY

The sending location owns production, labeling, and release. The receiving location verifies condition, identity, quantity, traceability, and acceptance before use.

WHEN USED

Whenever this specialty operation is performed and at each required monitoring, handoff, verification, or closeout point defined by the restaurant.

MATERIALS / INFORMATION

• Approved production/transfer order

• Batch, lot, date, label, and traceability materials

• Calibrated thermometers and approved transport equipment

• Transfer manifests, receiving records, and variance forms

• Clean food-grade totes, racks, or containers appropriate to the product

• Calibrated probe thermometer and approved cold-holding/transport equipment

CRITICAL STANDARDS

• Every transferred product is identifiable from production through receipt and use.

• Time/temperature-controlled food remains within the restaurant’s approved food-safety controls during production, cooling, transport, and receipt.

• Sending and receiving quantities are reconciled and variances are documented.

• Products with compromised identity, packaging, temperature control, or traceability are held from use pending manager disposition.

PROCEDURE

1. Confirm the approved production or transfer request for commissary cooling for distribution, including item identity, quantity, destination, required condition, and accountable sender/receiver.

2. Verify source product, batch/lot/date information, packaging, labels, transport containers, and calibrated monitoring tools before release.

3. Prepare product using the approved recipe/process and maintain traceability through cooling, packaging, staging, and loading as applicable.

4. Label each unit/container with the identifiers required by the company and applicable food-safety/traceability program.

5. Execute commissary cooling for distribution using equipment and transport conditions that protect time/temperature control, package integrity, and product identity.

6. Record departure/release condition, quantities, times, temperatures or other required verification before custody changes.

7. The receiving employee inspects identity, quantity, packaging, traceability, and product condition before acceptance and records any variance.

8. Hold and escalate any product with missing identity, damaged packaging, questionable condition, temperature deviation, or unexplained quantity variance.

9. Reconcile accepted, rejected, returned, wasted, and missing quantities and restore/clean reusable transport equipment.

10. Sending and receiving managers close the transfer record and investigate recurring yield, loss, timing, or cold-chain problems.

MANAGER VERIFICATION

■ Commissary Cooling for Distribution was performed under the current approved restaurant procedure.

■ Required people, equipment, utilities, product, approvals, and records were verified before release or continued operation.

■ Critical readings, identities, handoffs, exceptions, or other evidence required by this procedure were recorded.

■ Unsafe, out-of-standard, unidentified, or undocumented conditions were held, stopped, or escalated instead of informally accepted.

■ Corrective actions and product/equipment/guest/employee disposition were completed and documented when required.

■ The accountable manager or program owner completed final verification and assigned unresolved follow-up.

COMMON MISTAKES

• Using an old, generic, or remembered procedure instead of the current approved specialty-operation standard.

• Starting before required permits, approvals, trained people, utilities, equipment, labels, or records are ready.

• Failing to document actual conditions, readings, identities, handoffs, or deviations at the time they occur.

• Continuing service or releasing product/equipment when a required control cannot be verified.

• Treating a vendor, platform, event organizer, sister unit, or outside agency as responsible for controls that still belong to the restaurant.

• Closing the activity without manager verification, record completion, cleanup/restoration, and follow-up ownership.

CUSTOMIZATION FIELDS

Primary owner / person in charge for this procedure: _____

Applicable permit, regulatory, certification, manufacturer, event, or company requirement: _____

Approved equipment, vendor, system, site, or product specifications: _____

Restaurant-specific critical limit, service target, frequency, or acceptance criterion: _____

Required log, checklist, tag, record, photo, or other evidence: _____

Escalation contact and stop-work / hold / closure authority: _____

REVISION CONTROL

Record future changes in the restaurant master SOP index, retain required evidence, and retrain affected employees whenever the approved process, equipment, authority requirement, or responsibility changes.

Commissary Packaging and Labeling for Transfer SOP

PURPOSE

To establish a controlled, repeatable, and verifiable process for commissary packaging and labeling for transfer so specialty operations do not depend on improvisation, undocumented exceptions, or unassigned responsibility.

APPLIES TO

Commissary leaders, production teams, receiving teams, drivers, inventory owners, and managers at sending and receiving units.

RESPONSIBILITY

The sending location owns production, labeling, and release. The receiving location verifies condition, identity, quantity, traceability, and acceptance before use.

WHEN USED

For every applicable receipt, transfer, pickup, release, or custody handoff, before the product/order is accepted or released.

MATERIALS / INFORMATION

• Approved production/transfer order

• Batch, lot, date, label, and traceability materials

• Calibrated thermometers and approved transport equipment

• Transfer manifests, receiving records, and variance forms

• Clean food-grade totes, racks, or containers appropriate to the product

CRITICAL STANDARDS

• Every transferred product is identifiable from production through receipt and use.

• Time/temperature-controlled food remains within the restaurant's approved food-safety controls during production, cooling, transport, and receipt.

• Sending and receiving quantities are reconciled and variances are documented.

• Products with compromised identity, packaging, temperature control, or traceability are held from use pending manager disposition.

PROCEDURE

1. Confirm the approved production or transfer request for commissary packaging and labeling for transfer, including item identity, quantity, destination, required condition, and accountable sender/receiver.

2. Verify source product, batch/lot/date information, packaging, labels, transport containers, and calibrated monitoring tools before release.

3. Prepare product using the approved recipe/process and maintain traceability through cooling, packaging, staging, and loading as applicable.

4. Label each unit/container with the identifiers required by the company and applicable food-safety/traceability program.

5. Execute commissary packaging and labeling for transfer using equipment and transport conditions that protect time/temperature control, package integrity, and product identity.

6. Record departure/release condition, quantities, times, temperatures or other required verification before custody changes.

7. The receiving employee inspects identity, quantity, packaging, traceability, and product condition before acceptance and records any variance.

8. Hold and escalate any product with missing identity, damaged packaging, questionable condition, temperature deviation, or unexplained quantity variance.

9. Reconcile accepted, rejected, returned, wasted, and missing quantities and restore/clean reusable transport equipment.

10. Sending and receiving managers close the transfer record and investigate recurring yield, loss, timing, or cold-chain problems.

MANAGER VERIFICATION

■ Commissary Packaging and Labeling for Transfer was performed under the current approved restaurant procedure.

■ Required people, equipment, utilities, product, approvals, and records were verified before release or continued operation.

■ Critical readings, identities, handoffs, exceptions, or other evidence required by this procedure were recorded.

■ Unsafe, out-of-standard, unidentified, or undocumented conditions were held, stopped, or escalated instead of informally accepted.

■ Corrective actions and product/equipment/guest/employee disposition were completed and documented when required.

■ The accountable manager or program owner completed final verification and assigned unresolved follow-up.

COMMON MISTAKES

• Using an old, generic, or remembered procedure instead of the current approved specialty-operation standard.

• Starting before required permits, approvals, trained people, utilities, equipment, labels, or records are ready.

• Failing to document actual conditions, readings, identities, handoffs, or deviations at the time they occur.

• Continuing service or releasing product/equipment when a required control cannot be verified.

• Treating a vendor, platform, event organizer, sister unit, or outside agency as responsible for controls that still belong to the restaurant.

• Closing the activity without manager verification, record completion, cleanup/restoration, and follow-up ownership.

CUSTOMIZATION FIELDS

Primary owner / person in charge for this procedure: _____

Applicable permit, regulatory, certification, manufacturer, event, or company requirement: _____

Approved equipment, vendor, system, site, or product specifications: _____

Restaurant-specific critical limit, service target, frequency, or acceptance criterion: _____

Required log, checklist, tag, record, photo, or other evidence: _____

Escalation contact and stop-work / hold / closure authority: _____

REVISION CONTROL

Record future changes in the restaurant master SOP index, retain required evidence, and retrain affected employees whenever the approved process, equipment, authority requirement, or responsibility changes.

Inter-Unit Product Transfer Authorization SOP

PURPOSE

To establish a controlled, repeatable, and verifiable process for inter-unit product transfer authorization so specialty operations do not depend on improvisation, undocumented exceptions, or unassigned responsibility.

APPLIES TO

Commissary leaders, production teams, receiving teams, drivers, inventory owners, and managers at sending and receiving units.

RESPONSIBILITY

The sending location owns production, labeling, and release. The receiving location verifies condition, identity, quantity, traceability, and acceptance before use.

WHEN USED

For every applicable receipt, transfer, pickup, release, or custody handoff, before the product/order is accepted or released.

MATERIALS / INFORMATION

• Approved production/transfer order

• Batch, lot, date, label, and traceability materials

• Calibrated thermometers and approved transport equipment

• Transfer manifests, receiving records, and variance forms

• Clean food-grade totes, racks, or containers appropriate to the product

CRITICAL STANDARDS

• Every transferred product is identifiable from production through receipt and use.

• Time/temperature-controlled food remains within the restaurant's approved food-safety controls during production, cooling, transport, and receipt.

• Sending and receiving quantities are reconciled and variances are documented.

• Products with compromised identity, packaging, temperature control, or traceability are held from use pending manager disposition.

PROCEDURE

1. Confirm the approved production or transfer request for inter-unit product transfer authorization, including item identity, quantity, destination, required condition, and accountable sender/receiver.

2. Verify source product, batch/lot/date information, packaging, labels, transport containers, and calibrated monitoring tools before release.

3. Prepare product using the approved recipe/process and maintain traceability through cooling, packaging, staging, and loading as applicable.

4. Label each unit/container with the identifiers required by the company and applicable food-safety/traceability program.

5. Execute inter-unit product transfer authorization using equipment and transport conditions that protect time/temperature control, package integrity, and product identity.

6. Record departure/release condition, quantities, times, temperatures or other required verification before custody changes.

7. The receiving employee inspects identity, quantity, packaging, traceability, and product condition before acceptance and records any variance.

8. Hold and escalate any product with missing identity, damaged packaging, questionable condition, temperature deviation, or unexplained quantity variance.

9. Reconcile accepted, rejected, returned, wasted, and missing quantities and restore/clean reusable transport equipment.

10. Sending and receiving managers close the transfer record and investigate recurring yield, loss, timing, or cold-chain problems.

MANAGER VERIFICATION

■ Inter-Unit Product Transfer Authorization was performed under the current approved restaurant procedure.

■ Required people, equipment, utilities, product, approvals, and records were verified before release or continued operation.

■ Critical readings, identities, handoffs, exceptions, or other evidence required by this procedure were recorded.

■ Unsafe, out-of-standard, unidentified, or undocumented conditions were held, stopped, or escalated instead of informally accepted.

■ Corrective actions and product/equipment/guest/employee disposition were completed and documented when required.

■ The accountable manager or program owner completed final verification and assigned unresolved follow-up.

COMMON MISTAKES

• Using an old, generic, or remembered procedure instead of the current approved specialty-operation standard.

• Starting before required permits, approvals, trained people, utilities, equipment, labels, or records are ready.

• Failing to document actual conditions, readings, identities, handoffs, or deviations at the time they occur.

• Continuing service or releasing product/equipment when a required control cannot be verified.

• Treating a vendor, platform, event organizer, sister unit, or outside agency as responsible for controls that still belong to the restaurant.

• Closing the activity without manager verification, record completion, cleanup/restoration, and follow-up ownership.

CUSTOMIZATION FIELDS

Primary owner / person in charge for this procedure: _____

Applicable permit, regulatory, certification, manufacturer, event, or company requirement: _____

Approved equipment, vendor, system, site, or product specifications: _____

Restaurant-specific critical limit, service target, frequency, or acceptance criterion: _____

Required log, checklist, tag, record, photo, or other evidence: _____

Escalation contact and stop-work / hold / closure authority: _____

REVISION CONTROL

Record future changes in the restaurant master SOP index, retain required evidence, and retrain affected employees whenever the approved process, equipment, authority requirement, or responsibility changes.

Inter-Unit Cold Chain Transfer SOP

PURPOSE

To establish a controlled, repeatable, and verifiable process for inter-unit cold chain transfer so specialty operations do not depend on improvisation, undocumented exceptions, or unassigned responsibility.

APPLIES TO

Commissary leaders, production teams, receiving teams, drivers, inventory owners, and managers at sending and receiving units.

RESPONSIBILITY

The sending location owns production, labeling, and release. The receiving location verifies condition, identity, quantity, traceability, and acceptance before use.

WHEN USED

For every applicable receipt, transfer, pickup, release, or custody handoff, before the product/order is accepted or released.

MATERIALS / INFORMATION

• Approved production/transfer order

• Batch, lot, date, label, and traceability materials

• Calibrated thermometers and approved transport equipment

• Transfer manifests, receiving records, and variance forms

• Clean food-grade totes, racks, or containers appropriate to the product

• Calibrated probe thermometer and approved cold-holding/transport equipment

CRITICAL STANDARDS

• Every transferred product is identifiable from production through receipt and use.

• Time/temperature-controlled food remains within the restaurant’s approved food-safety controls during production, cooling, transport, and receipt.

• Sending and receiving quantities are reconciled and variances are documented.

• Products with compromised identity, packaging, temperature control, or traceability are held from use pending manager disposition.

PROCEDURE

1. Confirm the approved production or transfer request for inter-unit cold chain transfer, including item identity, quantity, destination, required condition, and accountable sender/receiver.

2. Verify source product, batch/lot/date information, packaging, labels, transport containers, and calibrated monitoring tools before release.

3. Prepare product using the approved recipe/process and maintain traceability through cooling, packaging, staging, and loading as applicable.

4. Label each unit/container with the identifiers required by the company and applicable food-safety/traceability program.

5. Execute inter-unit cold chain transfer using equipment and transport conditions that protect time/temperature control, package integrity, and product identity.

6. Record departure/release condition, quantities, times, temperatures or other required verification before custody changes.

7. The receiving employee inspects identity, quantity, packaging, traceability, and product condition before acceptance and records any variance.

8. Hold and escalate any product with missing identity, damaged packaging, questionable condition, temperature deviation, or unexplained quantity variance.

9. Reconcile accepted, rejected, returned, wasted, and missing quantities and restore/clean reusable transport equipment.

10. Sending and receiving managers close the transfer record and investigate recurring yield, loss, timing, or cold-chain problems.

MANAGER VERIFICATION

■ Inter-Unit Cold Chain Transfer was performed under the current approved restaurant procedure.

■ Required people, equipment, utilities, product, approvals, and records were verified before release or continued operation.

■ Critical readings, identities, handoffs, exceptions, or other evidence required by this procedure were recorded.

■ Unsafe, out-of-standard, unidentified, or undocumented conditions were held, stopped, or escalated instead of informally accepted.

■ Corrective actions and product/equipment/guest/employee disposition were completed and documented when required.

■ The accountable manager or program owner completed final verification and assigned unresolved follow-up.

COMMON MISTAKES

• Using an old, generic, or remembered procedure instead of the current approved specialty-operation standard.

• Starting before required permits, approvals, trained people, utilities, equipment, labels, or records are ready.

• Failing to document actual conditions, readings, identities, handoffs, or deviations at the time they occur.

• Continuing service or releasing product/equipment when a required control cannot be verified.

• Treating a vendor, platform, event organizer, sister unit, or outside agency as responsible for controls that still belong to the restaurant.

• Closing the activity without manager verification, record completion, cleanup/restoration, and follow-up ownership.

CUSTOMIZATION FIELDS

Primary owner / person in charge for this procedure: _____

Applicable permit, regulatory, certification, manufacturer, event, or company requirement: _____

Approved equipment, vendor, system, site, or product specifications: _____

Restaurant-specific critical limit, service target, frequency, or acceptance criterion: _____

Required log, checklist, tag, record, photo, or other evidence: _____

Escalation contact and stop-work / hold / closure authority: _____

REVISION CONTROL

Record future changes in the restaurant master SOP index, retain required evidence, and retrain affected employees whenever the approved process, equipment, authority requirement, or responsibility changes.

Inter-Unit Hot Product Transfer SOP

PURPOSE

To establish a controlled, repeatable, and verifiable process for inter-unit hot product transfer so specialty operations do not depend on improvisation, undocumented exceptions, or unassigned responsibility.

APPLIES TO

Commissary leaders, production teams, receiving teams, drivers, inventory owners, and managers at sending and receiving units.

RESPONSIBILITY

The sending location owns production, labeling, and release. The receiving location verifies condition, identity, quantity, traceability, and acceptance before use.

WHEN USED

For every applicable receipt, transfer, pickup, release, or custody handoff, before the product/order is accepted or released.

MATERIALS / INFORMATION

• Approved production/transfer order

• Batch, lot, date, label, and traceability materials

• Calibrated thermometers and approved transport equipment

• Transfer manifests, receiving records, and variance forms

• Clean food-grade totes, racks, or containers appropriate to the product

• Calibrated probe thermometer and approved hot-holding/transport equipment

CRITICAL STANDARDS

• Every transferred product is identifiable from production through receipt and use.

• Time/temperature-controlled food remains within the restaurant’s approved food-safety controls during production, cooling, transport, and receipt.

• Sending and receiving quantities are reconciled and variances are documented.

• Products with compromised identity, packaging, temperature control, or traceability are held from use pending manager disposition.

PROCEDURE

1. Confirm the approved production or transfer request for inter-unit hot product transfer, including item identity, quantity, destination, required condition, and accountable sender/receiver.

2. Verify source product, batch/lot/date information, packaging, labels, transport containers, and calibrated monitoring tools before release.

3. Prepare product using the approved recipe/process and maintain traceability through cooling, packaging, staging, and loading as applicable.

4. Label each unit/container with the identifiers required by the company and applicable food-safety/traceability program.

5. Execute inter-unit hot product transfer using equipment and transport conditions that protect time/temperature control, package integrity, and product identity.

6. Record departure/release condition, quantities, times, temperatures or other required verification before custody changes.

7. The receiving employee inspects identity, quantity, packaging, traceability, and product condition before acceptance and records any variance.

8. Hold and escalate any product with missing identity, damaged packaging, questionable condition, temperature deviation, or unexplained quantity variance.

9. Reconcile accepted, rejected, returned, wasted, and missing quantities and restore/clean reusable transport equipment.

10. Sending and receiving managers close the transfer record and investigate recurring yield, loss, timing, or cold-chain problems.

MANAGER VERIFICATION

■ Inter-Unit Hot Product Transfer was performed under the current approved restaurant procedure.

■ Required people, equipment, utilities, product, approvals, and records were verified before release or continued operation.

■ Critical readings, identities, handoffs, exceptions, or other evidence required by this procedure were recorded.

■ Unsafe, out-of-standard, unidentified, or undocumented conditions were held, stopped, or escalated instead of informally accepted.

■ Corrective actions and product/equipment/guest/employee disposition were completed and documented when required.

■ The accountable manager or program owner completed final verification and assigned unresolved follow-up.

COMMON MISTAKES

• Using an old, generic, or remembered procedure instead of the current approved specialty-operation standard.

• Starting before required permits, approvals, trained people, utilities, equipment, labels, or records are ready.

• Failing to document actual conditions, readings, identities, handoffs, or deviations at the time they occur.

• Continuing service or releasing product/equipment when a required control cannot be verified.

• Treating a vendor, platform, event organizer, sister unit, or outside agency as responsible for controls that still belong to the restaurant.

• Closing the activity without manager verification, record completion, cleanup/restoration, and follow-up ownership.

CUSTOMIZATION FIELDS

Primary owner / person in charge for this procedure: _____

Applicable permit, regulatory, certification, manufacturer, event, or company requirement: _____

Approved equipment, vendor, system, site, or product specifications: _____

Restaurant-specific critical limit, service target, frequency, or acceptance criterion: _____

Required log, checklist, tag, record, photo, or other evidence: _____

Escalation contact and stop-work / hold / closure authority: _____

REVISION CONTROL

Record future changes in the restaurant master SOP index, retain required evidence, and retrain affected employees whenever the approved process, equipment, authority requirement, or responsibility changes.

Receiving Product from a Sister Location SOP

PURPOSE

To establish a controlled, repeatable, and verifiable process for receiving product from a sister location so specialty operations do not depend on improvisation, undocumented exceptions, or unassigned responsibility.

APPLIES TO

Commissary leaders, production teams, receiving teams, drivers, inventory owners, and managers at sending and receiving units.

RESPONSIBILITY

The sending location owns production, labeling, and release. The receiving location verifies condition, identity, quantity, traceability, and acceptance before use.

WHEN USED

For every applicable receipt, transfer, pickup, release, or custody handoff, before the product/order is accepted or released.

MATERIALS / INFORMATION

• Approved production/transfer order

• Batch, lot, date, label, and traceability materials

• Calibrated thermometers and approved transport equipment

• Transfer manifests, receiving records, and variance forms

• Clean food-grade totes, racks, or containers appropriate to the product

CRITICAL STANDARDS

• Every transferred product is identifiable from production through receipt and use.

• Time/temperature-controlled food remains within the restaurant's approved food-safety controls during production, cooling, transport, and receipt.

• Sending and receiving quantities are reconciled and variances are documented.

• Products with compromised identity, packaging, temperature control, or traceability are held from use pending manager disposition.

PROCEDURE

1. Confirm the approved production or transfer request for receiving product from a sister location, including item identity, quantity, destination, required condition, and accountable sender/receiver.

2. Verify source product, batch/lot/date information, packaging, labels, transport containers, and calibrated monitoring tools before release.

3. Prepare product using the approved recipe/process and maintain traceability through cooling, packaging, staging, and loading as applicable.

4. Label each unit/container with the identifiers required by the company and applicable food-safety/traceability program.

5. Execute receiving product from a sister location using equipment and transport conditions that protect time/temperature control, package integrity, and product identity.

6. Record departure/release condition, quantities, times, temperatures or other required verification before custody changes.

7. The receiving employee inspects identity, quantity, packaging, traceability, and product condition before acceptance and records any variance.

8. Hold and escalate any product with missing identity, damaged packaging, questionable condition, temperature deviation, or unexplained quantity variance.

9. Reconcile accepted, rejected, returned, wasted, and missing quantities and restore/clean reusable transport equipment.

10. Sending and receiving managers close the transfer record and investigate recurring yield, loss, timing, or cold-chain problems.

MANAGER VERIFICATION

■ Receiving Product from a Sister Location was performed under the current approved restaurant procedure.

■ Required people, equipment, utilities, product, approvals, and records were verified before release or continued operation.

■ Critical readings, identities, handoffs, exceptions, or other evidence required by this procedure were recorded.

■ Unsafe, out-of-standard, unidentified, or undocumented conditions were held, stopped, or escalated instead of informally accepted.

■ Corrective actions and product/equipment/guest/employee disposition were completed and documented when required.

■ The accountable manager or program owner completed final verification and assigned unresolved follow-up.

COMMON MISTAKES

• Using an old, generic, or remembered procedure instead of the current approved specialty-operation standard.

• Starting before required permits, approvals, trained people, utilities, equipment, labels, or records are ready.

• Failing to document actual conditions, readings, identities, handoffs, or deviations at the time they occur.

• Continuing service or releasing product/equipment when a required control cannot be verified.

• Treating a vendor, platform, event organizer, sister unit, or outside agency as responsible for controls that still belong to the restaurant.

• Closing the activity without manager verification, record completion, cleanup/restoration, and follow-up ownership.

CUSTOMIZATION FIELDS

Primary owner / person in charge for this procedure: _____

Applicable permit, regulatory, certification, manufacturer, event, or company requirement: _____

Approved equipment, vendor, system, site, or product specifications: _____

Restaurant-specific critical limit, service target, frequency, or acceptance criterion: _____

Required log, checklist, tag, record, photo, or other evidence: _____

Escalation contact and stop-work / hold / closure authority: _____

REVISION CONTROL

Record future changes in the restaurant master SOP index, retain required evidence, and retrain affected employees whenever the approved process, equipment, authority requirement, or responsibility changes.

Central Kitchen Yield Reconciliation SOP

PURPOSE

To establish a controlled, repeatable, and verifiable process for central kitchen yield reconciliation so specialty operations do not depend on improvisation, undocumented exceptions, or unassigned responsibility.

APPLIES TO

Commissary leaders, production teams, receiving teams, drivers, inventory owners, and managers at sending and receiving units.

RESPONSIBILITY

The sending location owns production, labeling, and release. The receiving location verifies condition, identity, quantity, traceability, and acceptance before use.

WHEN USED

Whenever this specialty operation is performed and at each required monitoring, handoff, verification, or closeout point defined by the restaurant.

MATERIALS / INFORMATION

• Approved production/transfer order

• Batch, lot, date, label, and traceability materials

• Calibrated thermometers and approved transport equipment

• Transfer manifests, receiving records, and variance forms

• Clean food-grade totes, racks, or containers appropriate to the product

CRITICAL STANDARDS

• Every transferred product is identifiable from production through receipt and use.

• Time/temperature-controlled food remains within the restaurant's approved food-safety controls during production, cooling, transport, and receipt.

• Sending and receiving quantities are reconciled and variances are documented.

• Products with compromised identity, packaging, temperature control, or traceability are held from use pending manager disposition.

PROCEDURE

1. Confirm the approved production or transfer request for central kitchen yield reconciliation, including item identity, quantity, destination, required condition, and accountable sender/receiver.

2. Verify source product, batch/lot/date information, packaging, labels, transport containers, and calibrated monitoring tools before release.

3. Prepare product using the approved recipe/process and maintain traceability through cooling, packaging, staging, and loading as applicable.

4. Label each unit/container with the identifiers required by the company and applicable food-safety/traceability program.

5. Execute central kitchen yield reconciliation using equipment and transport conditions that protect time/temperature control, package integrity, and product identity.

6. Record departure/release condition, quantities, times, temperatures or other required verification before custody changes.

7. The receiving employee inspects identity, quantity, packaging, traceability, and product condition before acceptance and records any variance.

8. Hold and escalate any product with missing identity, damaged packaging, questionable condition, temperature deviation, or unexplained quantity variance.

9. Reconcile accepted, rejected, returned, wasted, and missing quantities and restore/clean reusable transport equipment.

10. Sending and receiving managers close the transfer record and investigate recurring yield, loss, timing, or cold-chain problems.

MANAGER VERIFICATION

■ Central Kitchen Yield Reconciliation was performed under the current approved restaurant procedure.

■ Required people, equipment, utilities, product, approvals, and records were verified before release or continued operation.

■ Critical readings, identities, handoffs, exceptions, or other evidence required by this procedure were recorded.

■ Unsafe, out-of-standard, unidentified, or undocumented conditions were held, stopped, or escalated instead of informally accepted.

■ Corrective actions and product/equipment/guest/employee disposition were completed and documented when required.

■ The accountable manager or program owner completed final verification and assigned unresolved follow-up.

COMMON MISTAKES

• Using an old, generic, or remembered procedure instead of the current approved specialty-operation standard.

• Starting before required permits, approvals, trained people, utilities, equipment, labels, or records are ready.

• Failing to document actual conditions, readings, identities, handoffs, or deviations at the time they occur.

• Continuing service or releasing product/equipment when a required control cannot be verified.

• Treating a vendor, platform, event organizer, sister unit, or outside agency as responsible for controls that still belong to the restaurant.

• Closing the activity without manager verification, record completion, cleanup/restoration, and follow-up ownership.

CUSTOMIZATION FIELDS

Primary owner / person in charge for this procedure: _____

Applicable permit, regulatory, certification, manufacturer, event, or company requirement: _____

Approved equipment, vendor, system, site, or product specifications: _____

Restaurant-specific critical limit, service target, frequency, or acceptance criterion: _____

Required log, checklist, tag, record, photo, or other evidence: _____

Escalation contact and stop-work / hold / closure authority: _____

REVISION CONTROL

Record future changes in the restaurant master SOP index, retain required evidence, and retrain affected employees whenever the approved process, equipment, authority requirement, or responsibility changes.

Transfer Tote and Container Return Sanitation SOP

PURPOSE

To establish a controlled, repeatable, and verifiable process for transfer tote and container return sanitation so specialty operations do not depend on improvisation, undocumented exceptions, or unassigned responsibility.

APPLIES TO

Commissary leaders, production teams, receiving teams, drivers, inventory owners, and managers at sending and receiving units.

RESPONSIBILITY

The sending location owns production, labeling, and release. The receiving location verifies condition, identity, quantity, traceability, and acceptance before use.

WHEN USED

At the end of the applicable service, event, route, shift, equipment cycle, or temporary operation, before the responsible employee is released.

MATERIALS / INFORMATION

• Approved production/transfer order

• Batch, lot, date, label, and traceability materials

• Calibrated thermometers and approved transport equipment

• Transfer manifests, receiving records, and variance forms

• Clean food-grade totes, racks, or containers appropriate to the product

CRITICAL STANDARDS

• Every transferred product is identifiable from production through receipt and use.

• Time/temperature-controlled food remains within the restaurant's approved food-safety controls during production, cooling, transport, and receipt.

• Sending and receiving quantities are reconciled and variances are documented.

• Products with compromised identity, packaging, temperature control, or traceability are held from use pending manager disposition.

PROCEDURE

1. Confirm the approved production or transfer request for transfer tote and container return sanitation, including item identity, quantity, destination, required condition, and accountable sender/receiver.

2. Verify source product, batch/lot/date information, packaging, labels, transport containers, and calibrated monitoring tools before release.

3. Prepare product using the approved recipe/process and maintain traceability through cooling, packaging, staging, and loading as applicable.

4. Label each unit/container with the identifiers required by the company and applicable food-safety/traceability program.

5. Execute transfer tote and container return sanitation using equipment and transport conditions that protect time/temperature control, package integrity, and product identity.

6. Record departure/release condition, quantities, times, temperatures or other required verification before custody changes.

7. The receiving employee inspects identity, quantity, packaging, traceability, and product condition before acceptance and records any variance.

8. Hold and escalate any product with missing identity, damaged packaging, questionable condition, temperature deviation, or unexplained quantity variance.

9. Reconcile accepted, rejected, returned, wasted, and missing quantities and restore/clean reusable transport equipment.

10. Sending and receiving managers close the transfer record and investigate recurring yield, loss, timing, or cold-chain problems.

MANAGER VERIFICATION

■ Transfer Tote and Container Return Sanitation was performed under the current approved restaurant procedure.

■ Required people, equipment, utilities, product, approvals, and records were verified before release or continued operation.

■ Critical readings, identities, handoffs, exceptions, or other evidence required by this procedure were recorded.

■ Unsafe, out-of-standard, unidentified, or undocumented conditions were held, stopped, or escalated instead of informally accepted.

■ Corrective actions and product/equipment/guest/employee disposition were completed and documented when required.

■ The accountable manager or program owner completed final verification and assigned unresolved follow-up.

COMMON MISTAKES

• Using an old, generic, or remembered procedure instead of the current approved specialty-operation standard.

• Starting before required permits, approvals, trained people, utilities, equipment, labels, or records are ready.

• Failing to document actual conditions, readings, identities, handoffs, or deviations at the time they occur.

• Continuing service or releasing product/equipment when a required control cannot be verified.

• Treating a vendor, platform, event organizer, sister unit, or outside agency as responsible for controls that still belong to the restaurant.

• Closing the activity without manager verification, record completion, cleanup/restoration, and follow-up ownership.

CUSTOMIZATION FIELDS

Primary owner / person in charge for this procedure: _____

Applicable permit, regulatory, certification, manufacturer, event, or company requirement: _____

Approved equipment, vendor, system, site, or product specifications: _____

Restaurant-specific critical limit, service target, frequency, or acceptance criterion: _____

Required log, checklist, tag, record, photo, or other evidence: _____

Escalation contact and stop-work / hold / closure authority: _____

REVISION CONTROL

Record future changes in the restaurant master SOP index, retain required evidence, and retrain affected employees whenever the approved process, equipment, authority requirement, or responsibility changes.

Buffet Opening and Line Setup SOP

PURPOSE

To establish a controlled, repeatable, and verifiable process for buffet opening and line setup so specialty operations do not depend on improvisation, undocumented exceptions, or unassigned responsibility.

APPLIES TO

Buffet, self-service, carving/action-station, beverage, kitchen, service, and manager teams.

RESPONSIBILITY

The assigned station employee maintains the control during service. The shift manager verifies setup, monitoring frequency, guest protection, replenishment, and closing disposition.

WHEN USED

Before the applicable operation, service period, event, route, batch, opening, or equipment use, and again after any material condition changes.

MATERIALS / INFORMATION

• Approved station diagram and service plan

• Calibrated thermometers and station monitoring log

• Clean utensils, pans, labels, barriers, and service equipment

• Approved sanitizer and cleaning supplies

• Replenishment, discard, and corrective-action records

CRITICAL STANDARDS

• Guest self-service food is protected from contamination and monitored throughout service.

• Food is replenished in controlled quantities rather than mixing uncontrolled old and new product.

• Utensils, barriers, temperatures, labels, and station condition are checked at the restaurant’s approved frequency.

• Questionable or contaminated product is removed immediately and never returned to service.

PROCEDURE

1. Confirm the approved product/service specification and assigned employee for buffet opening and line setup.

2. Review required labels, ingredients, equipment, monitoring tools, service/display limits, rotation method, and corrective-action rules.

3. Inspect and clean the station/equipment; verify barriers, utensils, containers, monitoring devices, and guest-protection controls are ready.

4. Stage product in controlled quantities, maintain required segregation, and attach identity/date/allergen or handling information before display/use.

5. Perform buffet opening and line setup using the approved operating sequence; do not mix uncontrolled old and new product or bypass required monitoring.

6. Check product condition, time/temperature, labels, equipment, guest-contact risk, and sanitation at the restaurant-approved frequency and record results.

7. Remove, hold, discard, or replace product immediately when a required control is missed, contamination is suspected, or identity cannot be verified.

8. Replenish only from approved protected stock and keep the station orderly so employees can see age, condition, and ownership of product.

9. At close/changeover, dispose or store product only under the approved rule, clean and sanitize the station/equipment, and complete records.

10. The manager reviews the monitoring record and recurring deviations before the next service period.

MANAGER VERIFICATION

■ Buffet Opening and Line Setup was performed under the current approved restaurant procedure.

■ Required people, equipment, utilities, product, approvals, and records were verified before release or continued operation.

■ Critical readings, identities, handoffs, exceptions, or other evidence required by this procedure were recorded.

■ Unsafe, out-of-standard, unidentified, or undocumented conditions were held, stopped, or escalated instead of informally accepted.

■ Corrective actions and product/equipment/guest/employee disposition were completed and documented when required.

■ The accountable manager or program owner completed final verification and assigned unresolved follow-up.

COMMON MISTAKES

• Using an old, generic, or remembered procedure instead of the current approved specialty-operation standard.

• Starting before required permits, approvals, trained people, utilities, equipment, labels, or records are ready.

• Failing to document actual conditions, readings, identities, handoffs, or deviations at the time they occur.

• Continuing service or releasing product/equipment when a required control cannot be verified.

• Treating a vendor, platform, event organizer, sister unit, or outside agency as responsible for controls that still belong to the restaurant.

• Closing the activity without manager verification, record completion, cleanup/restoration, and follow-up ownership.

CUSTOMIZATION FIELDS

Primary owner / person in charge for this procedure: _____

Applicable permit, regulatory, certification, manufacturer, event, or company requirement: _____

Approved equipment, vendor, system, site, or product specifications: _____

Restaurant-specific critical limit, service target, frequency, or acceptance criterion: _____

Required log, checklist, tag, record, photo, or other evidence: _____

Escalation contact and stop-work / hold / closure authority: _____

REVISION CONTROL

Record future changes in the restaurant master SOP index, retain required evidence, and retrain affected employees whenever the approved process, equipment, authority requirement, or responsibility changes.

Buffet Temperature Monitoring SOP

PURPOSE

To establish a controlled, repeatable, and verifiable process for buffet temperature monitoring so specialty operations do not depend on improvisation, undocumented exceptions, or unassigned responsibility.

APPLIES TO

Buffet, self-service, carving/action-station, beverage, kitchen, service, and manager teams.

RESPONSIBILITY

The assigned station employee maintains the control during service. The shift manager verifies setup, monitoring frequency, guest protection, replenishment, and closing disposition.

WHEN USED

Whenever this specialty operation is performed and at each required monitoring, handoff, verification, or closeout point defined by the restaurant.

MATERIALS / INFORMATION

• Approved station diagram and service plan

• Calibrated thermometers and station monitoring log

• Clean utensils, pans, labels, barriers, and service equipment

• Approved sanitizer and cleaning supplies

• Replenishment, discard, and corrective-action records

CRITICAL STANDARDS

• Guest self-service food is protected from contamination and monitored throughout service.

• Food is replenished in controlled quantities rather than mixing uncontrolled old and new product.

• Utensils, barriers, temperatures, labels, and station condition are checked at the restaurant’s approved frequency.

• Questionable or contaminated product is removed immediately and never returned to service.

PROCEDURE

1. Confirm the approved product/service specification and assigned employee for buffet temperature monitoring.

2. Review required labels, ingredients, equipment, monitoring tools, service/display limits, rotation method, and corrective-action rules.

3. Inspect and clean the station/equipment; verify barriers, utensils, containers, monitoring devices, and guest-protection controls are ready.

4. Stage product in controlled quantities, maintain required segregation, and attach identity/date/allergen or handling information before display/use.

5. Perform buffet temperature monitoring using the approved operating sequence; do not mix uncontrolled old and new product or bypass required monitoring.

6. Check product condition, time/temperature, labels, equipment, guest-contact risk, and sanitation at the restaurant-approved frequency and record results.

7. Remove, hold, discard, or replace product immediately when a required control is missed, contamination is suspected, or identity cannot be verified.

8. Replenish only from approved protected stock and keep the station orderly so employees can see age, condition, and ownership of product.

9. At close/changeover, dispose or store product only under the approved rule, clean and sanitize the station/equipment, and complete records.

10. The manager reviews the monitoring record and recurring deviations before the next service period.

MANAGER VERIFICATION

■ Buffet Temperature Monitoring was performed under the current approved restaurant procedure.

■ Required people, equipment, utilities, product, approvals, and records were verified before release or continued operation.

■ Critical readings, identities, handoffs, exceptions, or other evidence required by this procedure were recorded.

■ Unsafe, out-of-standard, unidentified, or undocumented conditions were held, stopped, or escalated instead of informally accepted.

■ Corrective actions and product/equipment/guest/employee disposition were completed and documented when required.

■ The accountable manager or program owner completed final verification and assigned unresolved follow-up.

COMMON MISTAKES

• Using an old, generic, or remembered procedure instead of the current approved specialty-operation standard.

• Starting before required permits, approvals, trained people, utilities, equipment, labels, or records are ready.

• Failing to document actual conditions, readings, identities, handoffs, or deviations at the time they occur.

• Continuing service or releasing product/equipment when a required control cannot be verified.

• Treating a vendor, platform, event organizer, sister unit, or outside agency as responsible for controls that still belong to the restaurant.

• Closing the activity without manager verification, record completion, cleanup/restoration, and follow-up ownership.

CUSTOMIZATION FIELDS

Primary owner / person in charge for this procedure: _____

Applicable permit, regulatory, certification, manufacturer, event, or company requirement: _____

Approved equipment, vendor, system, site, or product specifications: _____

Restaurant-specific critical limit, service target, frequency, or acceptance criterion: _____

Required log, checklist, tag, record, photo, or other evidence: _____

Escalation contact and stop-work / hold / closure authority: _____

REVISION CONTROL

Record future changes in the restaurant master SOP index, retain required evidence, and retrain affected employees whenever the approved process, equipment, authority requirement, or responsibility changes.

Buffet Utensil Replacement and Contamination Response SOP

PURPOSE

To establish a controlled, repeatable, and verifiable process for buffet utensil replacement and contamination response so specialty operations do not depend on improvisation, undocumented exceptions, or unassigned responsibility.

APPLIES TO

Buffet, self-service, carving/action-station, beverage, kitchen, service, and manager teams.

RESPONSIBILITY

The assigned station employee maintains the control during service. The shift manager verifies setup, monitoring frequency, guest protection, replenishment, and closing disposition.

WHEN USED

Immediately when the condition is suspected or confirmed, and continuously until the manager documents safe stabilization, recovery, or closure.

MATERIALS / INFORMATION

• Approved station diagram and service plan

• Calibrated thermometers and station monitoring log

• Clean utensils, pans, labels, barriers, and service equipment

• Approved sanitizer and cleaning supplies

• Replenishment, discard, and corrective-action records

CRITICAL STANDARDS

• Guest self-service food is protected from contamination and monitored throughout service.

• Food is replenished in controlled quantities rather than mixing uncontrolled old and new product.

• Utensils, barriers, temperatures, labels, and station condition are checked at the restaurant’s approved frequency.

• Questionable or contaminated product is removed immediately and never returned to service.

PROCEDURE

1. Confirm the approved product/service specification and assigned employee for buffet utensil replacement and contamination response.

2. Review required labels, ingredients, equipment, monitoring tools, service/display limits, rotation method, and corrective-action rules.

3. Inspect and clean the station/equipment; verify barriers, utensils, containers, monitoring devices, and guest-protection controls are ready.

4. Stage product in controlled quantities, maintain required segregation, and attach identity/date/allergen or handling information before display/use.

5. Perform buffet utensil replacement and contamination response using the approved operating sequence; do not mix uncontrolled old and new product or bypass required monitoring.

6. Check product condition, time/temperature, labels, equipment, guest-contact risk, and sanitation at the restaurant-approved frequency and record results.

7. Remove, hold, discard, or replace product immediately when a required control is missed, contamination is suspected, or identity cannot be verified.

8. Replenish only from approved protected stock and keep the station orderly so employees can see age, condition, and ownership of product.

9. At close/changeover, dispose or store product only under the approved rule, clean and sanitize the station/equipment, and complete records.

10. The manager reviews the monitoring record and recurring deviations before the next service period.

MANAGER VERIFICATION

■ Buffet Utensil Replacement and Contamination Response was performed under the current approved restaurant procedure.

■ Required people, equipment, utilities, product, approvals, and records were verified before release or continued operation.

■ Critical readings, identities, handoffs, exceptions, or other evidence required by this procedure were recorded.

■ Unsafe, out-of-standard, unidentified, or undocumented conditions were held, stopped, or escalated instead of informally accepted.

■ Corrective actions and product/equipment/guest/employee disposition were completed and documented when required.

■ The accountable manager or program owner completed final verification and assigned unresolved follow-up.

COMMON MISTAKES

• Using an old, generic, or remembered procedure instead of the current approved specialty-operation standard.

• Starting before required permits, approvals, trained people, utilities, equipment, labels, or records are ready.

• Failing to document actual conditions, readings, identities, handoffs, or deviations at the time they occur.

• Continuing service or releasing product/equipment when a required control cannot be verified.

• Treating a vendor, platform, event organizer, sister unit, or outside agency as responsible for controls that still belong to the restaurant.

• Closing the activity without manager verification, record completion, cleanup/restoration, and follow-up ownership.

CUSTOMIZATION FIELDS

Primary owner / person in charge for this procedure: _____

Applicable permit, regulatory, certification, manufacturer, event, or company requirement: _____

Approved equipment, vendor, system, site, or product specifications: _____

Restaurant-specific critical limit, service target, frequency, or acceptance criterion: _____

Required log, checklist, tag, record, photo, or other evidence: _____

Escalation contact and stop-work / hold / closure authority: _____

REVISION CONTROL

Record future changes in the restaurant master SOP index, retain required evidence, and retrain affected employees whenever the approved process, equipment, authority requirement, or responsibility changes.

Buffet Replenishment and Small-Batch Rotation SOP

PURPOSE

To establish a controlled, repeatable, and verifiable process for buffet replenishment and small-batch rotation so specialty operations do not depend on improvisation, undocumented exceptions, or unassigned responsibility.

APPLIES TO

Buffet, self-service, carving/action-station, beverage, kitchen, service, and manager teams.

RESPONSIBILITY

The assigned station employee maintains the control during service. The shift manager verifies setup, monitoring frequency, guest protection, replenishment, and closing disposition.

WHEN USED

Whenever this specialty operation is performed and at each required monitoring, handoff, verification, or closeout point defined by the restaurant.

MATERIALS / INFORMATION

- Approved station diagram and service plan
- Calibrated thermometers and station monitoring log
- Clean utensils, pans, labels, barriers, and service equipment
- Approved sanitizer and cleaning supplies
- Replenishment, discard, and corrective-action records

CRITICAL STANDARDS

- Guest self-service food is protected from contamination and monitored throughout service.
- Food is replenished in controlled quantities rather than mixing uncontrolled old and new product.
- Utensils, barriers, temperatures, labels, and station condition are checked at the restaurant’s approved frequency.
- Questionable or contaminated product is removed immediately and never returned to service.

PROCEDURE

1. Confirm the approved product/service specification and assigned employee for buffet replenishment and small-batch rotation.
2. Review required labels, ingredients, equipment, monitoring tools, service/display limits, rotation method, and corrective-action rules.
3. Inspect and clean the station/equipment; verify barriers, utensils, containers, monitoring devices, and guest-protection controls are ready.
4. Stage product in controlled quantities, maintain required segregation, and attach identity/date/allergen or handling information before display/use.
5. Perform buffet replenishment and small-batch rotation using the approved operating sequence; do not mix uncontrolled old and new product or bypass required monitoring.
6. Check product condition, time/temperature, labels, equipment, guest-contact risk, and sanitation at the restaurant-approved frequency and record results.
7. Remove, hold, discard, or replace product immediately when a required control is missed, contamination is suspected, or identity cannot be verified.
8. Replenish only from approved protected stock and keep the station orderly so employees can see age, condition, and ownership of product.
9. At close/changeover, dispose or store product only under the approved rule, clean and sanitize the station/equipment, and complete records.
10. The manager reviews the monitoring record and recurring deviations before the next service period.

MANAGER VERIFICATION

- ■ Buffet Replenishment and Small-Batch Rotation was performed under the current approved restaurant procedure.
- ■ Required people, equipment, utilities, product, approvals, and records were verified before release or continued operation.
- ■ Critical readings, identities, handoffs, exceptions, or other evidence required by this procedure were recorded.
- ■ Unsafe, out-of-standard, unidentified, or undocumented conditions were held, stopped, or escalated instead of informally accepted.
- ■ Corrective actions and product/equipment/guest/employee disposition were completed and documented when required.

■ The accountable manager or program owner completed final verification and assigned unresolved follow-up.

COMMON MISTAKES

• Using an old, generic, or remembered procedure instead of the current approved specialty-operation standard.

• Starting before required permits, approvals, trained people, utilities, equipment, labels, or records are ready.

• Failing to document actual conditions, readings, identities, handoffs, or deviations at the time they occur.

• Continuing service or releasing product/equipment when a required control cannot be verified.

• Treating a vendor, platform, event organizer, sister unit, or outside agency as responsible for controls that still belong to the restaurant.

• Closing the activity without manager verification, record completion, cleanup/restoration, and follow-up ownership.

CUSTOMIZATION FIELDS

Primary owner / person in charge for this procedure: _____

Applicable permit, regulatory, certification, manufacturer, event, or company requirement: _____

Approved equipment, vendor, system, site, or product specifications: _____

Restaurant-specific critical limit, service target, frequency, or acceptance criterion: _____

Required log, checklist, tag, record, photo, or other evidence: _____

Escalation contact and stop-work / hold / closure authority: _____

REVISION CONTROL

Record future changes in the restaurant master SOP index, retain required evidence, and retrain affected employees whenever the approved process, equipment, authority requirement, or responsibility changes.

Buffet Sneeze Guard and Guest Barrier Readiness SOP

PURPOSE

To establish a controlled, repeatable, and verifiable process for buffet sneeze guard and guest barrier readiness so specialty operations do not depend on improvisation, undocumented exceptions, or unassigned responsibility.

APPLIES TO

Buffet, self-service, carving/action-station, beverage, kitchen, service, and manager teams.

RESPONSIBILITY

The assigned station employee maintains the control during service. The shift manager verifies setup, monitoring frequency, guest protection, replenishment, and closing disposition.

WHEN USED

Before the applicable operation, service period, event, route, batch, opening, or equipment use, and again after any material condition changes.

MATERIALS / INFORMATION

• Approved station diagram and service plan

• Calibrated thermometers and station monitoring log

• Clean utensils, pans, labels, barriers, and service equipment

• Approved sanitizer and cleaning supplies

• Replenishment, discard, and corrective-action records

CRITICAL STANDARDS

• Guest self-service food is protected from contamination and monitored throughout service.

• Food is replenished in controlled quantities rather than mixing uncontrolled old and new product.

• Utensils, barriers, temperatures, labels, and station condition are checked at the restaurant’s approved frequency.

• Questionable or contaminated product is removed immediately and never returned to service.

PROCEDURE

1. Confirm the approved product/service specification and assigned employee for buffet sneeze guard and guest barrier readiness.

2. Review required labels, ingredients, equipment, monitoring tools, service/display limits, rotation method, and corrective-action rules.

3. Inspect and clean the station/equipment; verify barriers, utensils, containers, monitoring devices, and guest-protection controls are ready.

4. Stage product in controlled quantities, maintain required segregation, and attach identity/date/allergen or handling information before display/use.

5. Perform buffet sneeze guard and guest barrier readiness using the approved operating sequence; do not mix uncontrolled old and new product or bypass required monitoring.

6. Check product condition, time/temperature, labels, equipment, guest-contact risk, and sanitation at the restaurant-approved frequency and record results.

7. Remove, hold, discard, or replace product immediately when a required control is missed, contamination is suspected, or identity cannot be verified.

8. Replenish only from approved protected stock and keep the station orderly so employees can see age, condition, and ownership of product.

9. At close/changeover, dispose or store product only under the approved rule, clean and sanitize the station/equipment, and complete records.

10. The manager reviews the monitoring record and recurring deviations before the next service period.

MANAGER VERIFICATION

■ Buffet Sneeze Guard and Guest Barrier Readiness was performed under the current approved restaurant procedure.

■ Required people, equipment, utilities, product, approvals, and records were verified before release or continued operation.

■ Critical readings, identities, handoffs, exceptions, or other evidence required by this procedure were recorded.

■ Unsafe, out-of-standard, unidentified, or undocumented conditions were held, stopped, or escalated instead of informally accepted.

■ Corrective actions and product/equipment/guest/employee disposition were completed and documented when required.

■ The accountable manager or program owner completed final verification and assigned unresolved follow-up.

COMMON MISTAKES

• Using an old, generic, or remembered procedure instead of the current approved specialty-operation standard.

• Starting before required permits, approvals, trained people, utilities, equipment, labels, or records are ready.

• Failing to document actual conditions, readings, identities, handoffs, or deviations at the time they occur.

• Continuing service or releasing product/equipment when a required control cannot be verified.

• Treating a vendor, platform, event organizer, sister unit, or outside agency as responsible for controls that still belong to the restaurant.

• Closing the activity without manager verification, record completion, cleanup/restoration, and follow-up ownership.

CUSTOMIZATION FIELDS

Primary owner / person in charge for this procedure: _____

Applicable permit, regulatory, certification, manufacturer, event, or company requirement: _____

Approved equipment, vendor, system, site, or product specifications: _____

Restaurant-specific critical limit, service target, frequency, or acceptance criterion: _____

Required log, checklist, tag, record, photo, or other evidence: _____

Escalation contact and stop-work / hold / closure authority: _____

REVISION CONTROL

Record future changes in the restaurant master SOP index, retain required evidence, and retrain affected employees whenever the approved process, equipment, authority requirement, or responsibility changes.

Self-Service Beverage Station Control SOP

PURPOSE

To establish a controlled, repeatable, and verifiable process for self-service beverage station control so specialty operations do not depend on improvisation, undocumented exceptions, or unassigned responsibility.

APPLIES TO

Buffet, self-service, carving/action-station, beverage, kitchen, service, and manager teams.

RESPONSIBILITY

The assigned station employee maintains the control during service. The shift manager verifies setup, monitoring frequency, guest protection, replenishment, and closing disposition.

WHEN USED

Whenever this specialty operation is performed and at each required monitoring, handoff, verification, or closeout point defined by the restaurant.

MATERIALS / INFORMATION

• Approved station diagram and service plan

• Calibrated thermometers and station monitoring log

• Clean utensils, pans, labels, barriers, and service equipment

• Approved sanitizer and cleaning supplies

• Replenishment, discard, and corrective-action records

CRITICAL STANDARDS

• Guest self-service food is protected from contamination and monitored throughout service.

• Food is replenished in controlled quantities rather than mixing uncontrolled old and new product.

• Utensils, barriers, temperatures, labels, and station condition are checked at the restaurant’s approved frequency.

• Questionable or contaminated product is removed immediately and never returned to service.

PROCEDURE

1. Confirm the approved product/service specification and assigned employee for self-service beverage station control.

2. Review required labels, ingredients, equipment, monitoring tools, service/display limits, rotation method, and corrective-action rules.

3. Inspect and clean the station/equipment; verify barriers, utensils, containers, monitoring devices, and guest-protection controls are ready.

4. Stage product in controlled quantities, maintain required segregation, and attach identity/date/allergen or handling information before display/use.

5. Perform self-service beverage station control using the approved operating sequence; do not mix uncontrolled old and new product or bypass required monitoring.

6. Check product condition, time/temperature, labels, equipment, guest-contact risk, and sanitation at the restaurant-approved frequency and record results.

7. Remove, hold, discard, or replace product immediately when a required control is missed, contamination is suspected, or identity cannot be verified.

8. Replenish only from approved protected stock and keep the station orderly so employees can see age, condition, and ownership of product.

9. At close/changeover, dispose or store product only under the approved rule, clean and sanitize the station/equipment, and complete records.

10. The manager reviews the monitoring record and recurring deviations before the next service period.

MANAGER VERIFICATION

■ Self-Service Beverage Station Control was performed under the current approved restaurant procedure.

■ Required people, equipment, utilities, product, approvals, and records were verified before release or continued operation.

■ Critical readings, identities, handoffs, exceptions, or other evidence required by this procedure were recorded.

■ Unsafe, out-of-standard, unidentified, or undocumented conditions were held, stopped, or escalated instead of informally accepted.

■ Corrective actions and product/equipment/guest/employee disposition were completed and documented when required.

■ The accountable manager or program owner completed final verification and assigned unresolved follow-up.

COMMON MISTAKES

• Using an old, generic, or remembered procedure instead of the current approved specialty-operation standard.

• Starting before required permits, approvals, trained people, utilities, equipment, labels, or records are ready.

• Failing to document actual conditions, readings, identities, handoffs, or deviations at the time they occur.

• Continuing service or releasing product/equipment when a required control cannot be verified.

• Treating a vendor, platform, event organizer, sister unit, or outside agency as responsible for controls that still belong to the restaurant.

• Closing the activity without manager verification, record completion, cleanup/restoration, and follow-up ownership.

CUSTOMIZATION FIELDS

Primary owner / person in charge for this procedure: _____

Applicable permit, regulatory, certification, manufacturer, event, or company requirement: _____

Approved equipment, vendor, system, site, or product specifications: _____

Restaurant-specific critical limit, service target, frequency, or acceptance criterion: _____

Required log, checklist, tag, record, photo, or other evidence: _____

Escalation contact and stop-work / hold / closure authority: _____

REVISION CONTROL

Record future changes in the restaurant master SOP index, retain required evidence, and retrain affected employees whenever the approved process, equipment, authority requirement, or responsibility changes.

Salad Bar Setup and Replenishment SOP

PURPOSE

To establish a controlled, repeatable, and verifiable process for salad bar setup and replenishment so specialty operations do not depend on improvisation, undocumented exceptions, or unassigned responsibility.

APPLIES TO

Buffet, self-service, carving/action-station, beverage, kitchen, service, and manager teams.

RESPONSIBILITY

The assigned station employee maintains the control during service. The shift manager verifies setup, monitoring frequency, guest protection, replenishment, and closing disposition.

WHEN USED

Before the applicable operation, service period, event, route, batch, opening, or equipment use, and again after any material condition changes.

MATERIALS / INFORMATION

• Approved station diagram and service plan

• Calibrated thermometers and station monitoring log

• Clean utensils, pans, labels, barriers, and service equipment

• Approved sanitizer and cleaning supplies

• Replenishment, discard, and corrective-action records

CRITICAL STANDARDS

• Guest self-service food is protected from contamination and monitored throughout service.

• Food is replenished in controlled quantities rather than mixing uncontrolled old and new product.

• Utensils, barriers, temperatures, labels, and station condition are checked at the restaurant’s approved frequency.

• Questionable or contaminated product is removed immediately and never returned to service.

PROCEDURE

1. Confirm the approved product/service specification and assigned employee for salad bar setup and replenishment.

2. Review required labels, ingredients, equipment, monitoring tools, service/display limits, rotation method, and corrective-action rules.

3. Inspect and clean the station/equipment; verify barriers, utensils, containers, monitoring devices, and guest-protection controls are ready.

4. Stage product in controlled quantities, maintain required segregation, and attach identity/date/allergen or handling information before display/use.

5. Perform salad bar setup and replenishment using the approved operating sequence; do not mix uncontrolled old and new product or bypass required monitoring.

6. Check product condition, time/temperature, labels, equipment, guest-contact risk, and sanitation at the restaurant-approved frequency and record results.

7. Remove, hold, discard, or replace product immediately when a required control is missed, contamination is suspected, or identity cannot be verified.

8. Replenish only from approved protected stock and keep the station orderly so employees can see age, condition, and ownership of product.

9. At close/changeover, dispose or store product only under the approved rule, clean and sanitize the station/equipment, and complete records.

10. The manager reviews the monitoring record and recurring deviations before the next service period.

MANAGER VERIFICATION

■ Salad Bar Setup and Replenishment was performed under the current approved restaurant procedure.

■ Required people, equipment, utilities, product, approvals, and records were verified before release or continued operation.

■ Critical readings, identities, handoffs, exceptions, or other evidence required by this procedure were recorded.

■ Unsafe, out-of-standard, unidentified, or undocumented conditions were held, stopped, or escalated instead of informally accepted.

■ Corrective actions and product/equipment/guest/employee disposition were completed and documented when required.

■ The accountable manager or program owner completed final verification and assigned unresolved follow-up.

COMMON MISTAKES

• Using an old, generic, or remembered procedure instead of the current approved specialty-operation standard.

• Starting before required permits, approvals, trained people, utilities, equipment, labels, or records are ready.

• Failing to document actual conditions, readings, identities, handoffs, or deviations at the time they occur.

• Continuing service or releasing product/equipment when a required control cannot be verified.

• Treating a vendor, platform, event organizer, sister unit, or outside agency as responsible for controls that still belong to the restaurant.

• Closing the activity without manager verification, record completion, cleanup/restoration, and follow-up ownership.

CUSTOMIZATION FIELDS

Primary owner / person in charge for this procedure: _____

Applicable permit, regulatory, certification, manufacturer, event, or company requirement: _____

Approved equipment, vendor, system, site, or product specifications: _____

Restaurant-specific critical limit, service target, frequency, or acceptance criterion: _____

Required log, checklist, tag, record, photo, or other evidence: _____

Escalation contact and stop-work / hold / closure authority: _____

REVISION CONTROL

Record future changes in the restaurant master SOP index, retain required evidence, and retrain affected employees whenever the approved process, equipment, authority requirement, or responsibility changes.

Carving Station Service and Hot Holding SOP

PURPOSE

To establish a controlled, repeatable, and verifiable process for carving station service and hot holding so specialty operations do not depend on improvisation, undocumented exceptions, or unassigned responsibility.

APPLIES TO

Buffet, self-service, carving/action-station, beverage, kitchen, service, and manager teams.

RESPONSIBILITY

The assigned station employee maintains the control during service. The shift manager verifies setup, monitoring frequency, guest protection, replenishment, and closing disposition.

WHEN USED

Whenever this specialty operation is performed and at each required monitoring, handoff, verification, or closeout point defined by the restaurant.

MATERIALS / INFORMATION

• Approved station diagram and service plan

• Calibrated thermometers and station monitoring log

• Clean utensils, pans, labels, barriers, and service equipment

• Approved sanitizer and cleaning supplies

• Replenishment, discard, and corrective-action records

• Calibrated probe thermometer and approved hot-holding/transport equipment

CRITICAL STANDARDS

• Guest self-service food is protected from contamination and monitored throughout service.

• Food is replenished in controlled quantities rather than mixing uncontrolled old and new product.

• Utensils, barriers, temperatures, labels, and station condition are checked at the restaurant’s approved frequency.

• Questionable or contaminated product is removed immediately and never returned to service.

PROCEDURE

1. Confirm the approved product/service specification and assigned employee for carving station service and hot holding.

2. Review required labels, ingredients, equipment, monitoring tools, service/display limits, rotation method, and corrective-action rules.

3. Inspect and clean the station/equipment; verify barriers, utensils, containers, monitoring devices, and guest-protection controls are ready.

4. Stage product in controlled quantities, maintain required segregation, and attach identity/date/allergen or handling information before display/use.

5. Perform carving station service and hot holding using the approved operating sequence; do not mix uncontrolled old and new product or bypass required monitoring.

6. Check product condition, time/temperature, labels, equipment, guest-contact risk, and sanitation at the restaurant-approved frequency and record results.

7. Remove, hold, discard, or replace product immediately when a required control is missed, contamination is suspected, or identity cannot be verified.

8. Replenish only from approved protected stock and keep the station orderly so employees can see age, condition, and ownership of product.

9. At close/changeover, dispose or store product only under the approved rule, clean and sanitize the station/equipment, and complete records.

10. The manager reviews the monitoring record and recurring deviations before the next service period.

MANAGER VERIFICATION

■ Carving Station Service and Hot Holding was performed under the current approved restaurant procedure.

■ Required people, equipment, utilities, product, approvals, and records were verified before release or continued operation.

■ Critical readings, identities, handoffs, exceptions, or other evidence required by this procedure were recorded.

■ Unsafe, out-of-standard, unidentified, or undocumented conditions were held, stopped, or escalated instead of informally accepted.

■ Corrective actions and product/equipment/guest/employee disposition were completed and documented when required.

■ The accountable manager or program owner completed final verification and assigned unresolved follow-up.

COMMON MISTAKES

• Using an old, generic, or remembered procedure instead of the current approved specialty-operation standard.

• Starting before required permits, approvals, trained people, utilities, equipment, labels, or records are ready.

• Failing to document actual conditions, readings, identities, handoffs, or deviations at the time they occur.

• Continuing service or releasing product/equipment when a required control cannot be verified.

• Treating a vendor, platform, event organizer, sister unit, or outside agency as responsible for controls that still belong to the restaurant.

• Closing the activity without manager verification, record completion, cleanup/restoration, and follow-up ownership.

CUSTOMIZATION FIELDS

Primary owner / person in charge for this procedure: _____

Applicable permit, regulatory, certification, manufacturer, event, or company requirement: _____

Approved equipment, vendor, system, site, or product specifications: _____

Restaurant-specific critical limit, service target, frequency, or acceptance criterion: _____

Required log, checklist, tag, record, photo, or other evidence: _____

Escalation contact and stop-work / hold / closure authority: _____

REVISION CONTROL

Record future changes in the restaurant master SOP index, retain required evidence, and retrain affected employees whenever the approved process, equipment, authority requirement, or responsibility changes.

Exhibition Cooking and Action Station SOP

PURPOSE

To establish a controlled, repeatable, and verifiable process for exhibition cooking and action station so specialty operations do not depend on improvisation, undocumented exceptions, or unassigned responsibility.

APPLIES TO

Buffet, self-service, carving/action-station, beverage, kitchen, service, and manager teams.

RESPONSIBILITY

The assigned station employee maintains the control during service. The shift manager verifies setup, monitoring frequency, guest protection, replenishment, and closing disposition.

WHEN USED

Whenever this specialty operation is performed and at each required monitoring, handoff, verification, or closeout point defined by the restaurant.

MATERIALS / INFORMATION

• Approved station diagram and service plan

• Calibrated thermometers and station monitoring log

• Clean utensils, pans, labels, barriers, and service equipment

• Approved sanitizer and cleaning supplies

• Replenishment, discard, and corrective-action records

CRITICAL STANDARDS

• Guest self-service food is protected from contamination and monitored throughout service.

• Food is replenished in controlled quantities rather than mixing uncontrolled old and new product.

• Utensils, barriers, temperatures, labels, and station condition are checked at the restaurant’s approved frequency.

• Questionable or contaminated product is removed immediately and never returned to service.

PROCEDURE

1. Confirm the approved product/service specification and assigned employee for exhibition cooking and action station.

2. Review required labels, ingredients, equipment, monitoring tools, service/display limits, rotation method, and corrective-action rules.

3. Inspect and clean the station/equipment; verify barriers, utensils, containers, monitoring devices, and guest-protection controls are ready.

4. Stage product in controlled quantities, maintain required segregation, and attach identity/date/allergen or handling information before display/use.

5. Perform exhibition cooking and action station using the approved operating sequence; do not mix uncontrolled old and new product or bypass required monitoring.

6. Check product condition, time/temperature, labels, equipment, guest-contact risk, and sanitation at the restaurant-approved frequency and record results.

7. Remove, hold, discard, or replace product immediately when a required control is missed, contamination is suspected, or identity cannot be verified.

8. Replenish only from approved protected stock and keep the station orderly so employees can see age, condition, and ownership of product.

9. At close/changeover, dispose or store product only under the approved rule, clean and sanitize the station/equipment, and complete records.

10. The manager reviews the monitoring record and recurring deviations before the next service period.

MANAGER VERIFICATION

■ Exhibition Cooking and Action Station was performed under the current approved restaurant procedure.

■ Required people, equipment, utilities, product, approvals, and records were verified before release or continued operation.

■ Critical readings, identities, handoffs, exceptions, or other evidence required by this procedure were recorded.

■ Unsafe, out-of-standard, unidentified, or undocumented conditions were held, stopped, or escalated instead of informally accepted.

■ Corrective actions and product/equipment/guest/employee disposition were completed and documented when required.

■ The accountable manager or program owner completed final verification and assigned unresolved follow-up.

COMMON MISTAKES

• Using an old, generic, or remembered procedure instead of the current approved specialty-operation standard.

• Starting before required permits, approvals, trained people, utilities, equipment, labels, or records are ready.

• Failing to document actual conditions, readings, identities, handoffs, or deviations at the time they occur.

• Continuing service or releasing product/equipment when a required control cannot be verified.

• Treating a vendor, platform, event organizer, sister unit, or outside agency as responsible for controls that still belong to the restaurant.

• Closing the activity without manager verification, record completion, cleanup/restoration, and follow-up ownership.

CUSTOMIZATION FIELDS

Primary owner / person in charge for this procedure: _____

Applicable permit, regulatory, certification, manufacturer, event, or company requirement: _____

Approved equipment, vendor, system, site, or product specifications: _____

Restaurant-specific critical limit, service target, frequency, or acceptance criterion: _____

Required log, checklist, tag, record, photo, or other evidence: _____

Escalation contact and stop-work / hold / closure authority: _____

REVISION CONTROL

Record future changes in the restaurant master SOP index, retain required evidence, and retrain affected employees whenever the approved process, equipment, authority requirement, or responsibility changes.

Buffet Closing and Leftover Disposition SOP

PURPOSE

To establish a controlled, repeatable, and verifiable process for buffet closing and leftover disposition so specialty operations do not depend on improvisation, undocumented exceptions, or unassigned responsibility.

APPLIES TO

Buffet, self-service, carving/action-station, beverage, kitchen, service, and manager teams.

RESPONSIBILITY

The assigned station employee maintains the control during service. The shift manager verifies setup, monitoring frequency, guest protection, replenishment, and closing disposition.

WHEN USED

At the end of the applicable service, event, route, shift, equipment cycle, or temporary operation, before the responsible employee is released.

MATERIALS / INFORMATION

• Approved station diagram and service plan

• Calibrated thermometers and station monitoring log

• Clean utensils, pans, labels, barriers, and service equipment

• Approved sanitizer and cleaning supplies

• Replenishment, discard, and corrective-action records

CRITICAL STANDARDS

• Guest self-service food is protected from contamination and monitored throughout service.

• Food is replenished in controlled quantities rather than mixing uncontrolled old and new product.

• Utensils, barriers, temperatures, labels, and station condition are checked at the restaurant’s approved frequency.

• Questionable or contaminated product is removed immediately and never returned to service.

PROCEDURE

1. Confirm the approved product/service specification and assigned employee for buffet closing and leftover disposition.

2. Review required labels, ingredients, equipment, monitoring tools, service/display limits, rotation method, and corrective-action rules.

3. Inspect and clean the station/equipment; verify barriers, utensils, containers, monitoring devices, and guest-protection controls are ready.

4. Stage product in controlled quantities, maintain required segregation, and attach identity/date/allergen or handling information before display/use.

5. Perform buffet closing and leftover disposition using the approved operating sequence; do not mix uncontrolled old and new product or bypass required monitoring.

6. Check product condition, time/temperature, labels, equipment, guest-contact risk, and sanitation at the restaurant-approved frequency and record results.

7. Remove, hold, discard, or replace product immediately when a required control is missed, contamination is suspected, or identity cannot be verified.

8. Replenish only from approved protected stock and keep the station orderly so employees can see age, condition, and ownership of product.

9. At close/changeover, dispose or store product only under the approved rule, clean and sanitize the station/equipment, and complete records.

10. The manager reviews the monitoring record and recurring deviations before the next service period.

MANAGER VERIFICATION

■ Buffet Closing and Leftover Disposition was performed under the current approved restaurant procedure.

■ Required people, equipment, utilities, product, approvals, and records were verified before release or continued operation.

■ Critical readings, identities, handoffs, exceptions, or other evidence required by this procedure were recorded.

■ Unsafe, out-of-standard, unidentified, or undocumented conditions were held, stopped, or escalated instead of informally accepted.

■ Corrective actions and product/equipment/guest/employee disposition were completed and documented when required.

■ The accountable manager or program owner completed final verification and assigned unresolved follow-up.

COMMON MISTAKES

• Using an old, generic, or remembered procedure instead of the current approved specialty-operation standard.

• Starting before required permits, approvals, trained people, utilities, equipment, labels, or records are ready.

• Failing to document actual conditions, readings, identities, handoffs, or deviations at the time they occur.

• Continuing service or releasing product/equipment when a required control cannot be verified.

• Treating a vendor, platform, event organizer, sister unit, or outside agency as responsible for controls that still belong to the restaurant.

• Closing the activity without manager verification, record completion, cleanup/restoration, and follow-up ownership.

CUSTOMIZATION FIELDS

Primary owner / person in charge for this procedure: _____

Applicable permit, regulatory, certification, manufacturer, event, or company requirement: _____

Approved equipment, vendor, system, site, or product specifications: _____

Restaurant-specific critical limit, service target, frequency, or acceptance criterion: _____

Required log, checklist, tag, record, photo, or other evidence: _____

Escalation contact and stop-work / hold / closure authority: _____

REVISION CONTROL

Record future changes in the restaurant master SOP index, retain required evidence, and retrain affected employees whenever the approved process, equipment, authority requirement, or responsibility changes.

Reduced Oxygen Packaging Approval and Control SOP

PURPOSE

To establish a controlled, repeatable, and verifiable process for reduced oxygen packaging approval and control so specialty operations do not depend on improvisation, undocumented exceptions, or unassigned responsibility.

APPLIES TO

Executive chefs, kitchen managers, food-safety managers, trained employees, and permit holders authorized to perform specialized food processes.

RESPONSIBILITY

The permit holder or designated food-safety leader owns the approved process. Only specifically trained employees may execute it, and the person in charge verifies records and deviation response.

WHEN USED

For every applicable batch, product, process, claim, or service event and whenever required records, approvals, or controls change.

MATERIALS / INFORMATION

• Current regulatory approval, variance, HACCP plan, or approved process documentation as applicable

• Calibrated monitoring instruments appropriate to the process

• Approved ingredients, packaging, labels, and process equipment

• Batch/process monitoring log and corrective-action record

• Product hold, disposition, and traceability materials

CRITICAL STANDARDS

• Do not use a specialized process unless required regulatory approvals, plans, equipment, training, and records are in place.

• The restaurant’s approved critical limits and monitoring method control the process; generic internet guidance does not replace the approved plan.

• Any missed critical limit, missing record, equipment failure, or unexplained deviation triggers immediate product hold and manager review.

• Affected product is not released until disposition is authorized under the approved plan and applicable regulatory requirements.

• This process may require a HACCP plan, variance, special process approval, or defined critical limits; the current approved plan governs and must be available to the person in charge.

PROCEDURE

1. Do not begin reduced-oxygen packaging until the person in charge verifies the restaurant has the required approved process/HACCP documentation, equipment, labels, monitoring tools, trained employees, and regulatory authorization applicable to the food and method.

2. Review the exact approved process, critical limits/acceptance criteria, monitoring method, corrective actions, record forms, and product-disposition rules before starting.

3. Verify approved source/ingredient identity, equipment condition, calibration, labels, dedicated tools/areas, and required segregation.

4. Start the batch/product/service record before processing so identity and required evidence remain linked from beginning to final disposition.

5. Perform reduced oxygen packaging approval and control exactly under the approved procedure; do not substitute an internet guideline or memory for the controlled process.

6. Monitor each required critical limit or acceptance point at the specified frequency and record the actual result, employee, date/time, and lot/batch identity as applicable.

7. Immediately stop, hold, segregate, and label affected product when a critical limit, approval, source record, certification control, or required monitoring step is missed.

8. Notify the person in charge and follow the approved corrective-action/disposition process; obtain regulatory, program, or technical direction when required.

9. Complete labeling, storage, service/consumer communication, traceability, and record-retention controls before affected product is released.

10. The accountable program owner reviews the complete record and authorizes release/continued use only when the documented process meets the approved standard.

MANAGER VERIFICATION

■ Reduced Oxygen Packaging Approval and Control was performed under the current approved restaurant procedure.

■ Required people, equipment, utilities, product, approvals, and records were verified before release or continued operation.

■ Critical readings, identities, handoffs, exceptions, or other evidence required by this procedure were recorded.

■ Unsafe, out-of-standard, unidentified, or undocumented conditions were held, stopped, or escalated instead of informally accepted.

■ Corrective actions and product/equipment/guest/employee disposition were completed and documented when required.

■ The accountable manager or program owner completed final verification and assigned unresolved follow-up.

COMMON MISTAKES

• Using an old, generic, or remembered procedure instead of the current approved specialty-operation standard.

• Starting before required permits, approvals, trained people, utilities, equipment, labels, or records are ready.

• Failing to document actual conditions, readings, identities, handoffs, or deviations at the time they occur.

• Continuing service or releasing product/equipment when a required control cannot be verified.

• Treating a vendor, platform, event organizer, sister unit, or outside agency as responsible for controls that still belong to the restaurant.

• Closing the activity without manager verification, record completion, cleanup/restoration, and follow-up ownership.

CUSTOMIZATION FIELDS

Primary owner / person in charge for this procedure: _____

Applicable permit, regulatory, certification, manufacturer, event, or company requirement: _____

Approved equipment, vendor, system, site, or product specifications: _____

Restaurant-specific critical limit, service target, frequency, or acceptance criterion: _____

Required log, checklist, tag, record, photo, or other evidence: _____

Escalation contact and stop-work / hold / closure authority: _____

REVISION CONTROL

Record future changes in the restaurant master SOP index, retain required evidence, and retrain affected employees whenever the approved process, equipment, authority requirement, or responsibility changes.

Sous Vide Process Monitoring SOP

PURPOSE

To establish a controlled, repeatable, and verifiable process for sous vide process monitoring so specialty operations do not depend on improvisation, undocumented exceptions, or unassigned responsibility.

APPLIES TO

Executive chefs, kitchen managers, food-safety managers, trained employees, and permit holders authorized to perform specialized food processes.

RESPONSIBILITY

The permit holder or designated food-safety leader owns the approved process. Only specifically trained employees may execute it, and the person in charge verifies records and deviation response.

WHEN USED

For every applicable batch, product, process, claim, or service event and whenever required records, approvals, or controls change.

MATERIALS / INFORMATION

• Current regulatory approval, variance, HACCP plan, or approved process documentation as applicable

• Calibrated monitoring instruments appropriate to the process

• Approved ingredients, packaging, labels, and process equipment

• Batch/process monitoring log and corrective-action record

• Product hold, disposition, and traceability materials

CRITICAL STANDARDS

• Do not use a specialized process unless required regulatory approvals, plans, equipment, training, and records are in place.

• The restaurant’s approved critical limits and monitoring method control the process; generic internet guidance does not replace the approved plan.

• Any missed critical limit, missing record, equipment failure, or unexplained deviation triggers immediate product hold and manager review.

• Affected product is not released until disposition is authorized under the approved plan and applicable regulatory requirements.

• This process may require a HACCP plan, variance, special process approval, or defined critical limits; the current approved plan governs and must be available to the person in charge.

PROCEDURE

1. Confirm that sous vide process monitoring is permitted under the restaurant’s current regulatory/certification program and that all required approvals, plans, supplier evidence, and trained personnel are current.

2. Review the exact approved process, critical limits/acceptance criteria, monitoring method, corrective actions, record forms, and product-disposition rules before starting.

3. Verify approved source/ingredient identity, equipment condition, calibration, labels, dedicated tools/areas, and required segregation.

4. Start the batch/product/service record before processing so identity and required evidence remain linked from beginning to final disposition.

5. Perform sous vide process monitoring exactly under the approved procedure; do not substitute an internet guideline or memory for the controlled process.

6. Monitor each required critical limit or acceptance point at the specified frequency and record the actual result, employee, date/time, and lot/batch identity as applicable.

7. Immediately stop, hold, segregate, and label affected product when a critical limit, approval, source record, certification control, or required monitoring step is missed.

8. Notify the person in charge and follow the approved corrective-action/disposition process; obtain regulatory, program, or technical direction when required.

9. Complete labeling, storage, service/consumer communication, traceability, and record-retention controls before affected product is released.

10. The accountable program owner reviews the complete record and authorizes release/continued use only when the documented process meets the approved standard.

MANAGER VERIFICATION

■ Sous Vide Process Monitoring was performed under the current approved restaurant procedure.

■ Required people, equipment, utilities, product, approvals, and records were verified before release or continued operation.

■ Critical readings, identities, handoffs, exceptions, or other evidence required by this procedure were recorded.

■ Unsafe, out-of-standard, unidentified, or undocumented conditions were held, stopped, or escalated instead of informally accepted.

■ Corrective actions and product/equipment/guest/employee disposition were completed and documented when required.

■ The accountable manager or program owner completed final verification and assigned unresolved follow-up.

COMMON MISTAKES

• Using an old, generic, or remembered procedure instead of the current approved specialty-operation standard.

• Starting before required permits, approvals, trained people, utilities, equipment, labels, or records are ready.

• Failing to document actual conditions, readings, identities, handoffs, or deviations at the time they occur.

• Continuing service or releasing product/equipment when a required control cannot be verified.

• Treating a vendor, platform, event organizer, sister unit, or outside agency as responsible for controls that still belong to the restaurant.

• Closing the activity without manager verification, record completion, cleanup/restoration, and follow-up ownership.

CUSTOMIZATION FIELDS

Primary owner / person in charge for this procedure: _____

Applicable permit, regulatory, certification, manufacturer, event, or company requirement: _____

Approved equipment, vendor, system, site, or product specifications: _____

Restaurant-specific critical limit, service target, frequency, or acceptance criterion: _____

Required log, checklist, tag, record, photo, or other evidence: _____

Escalation contact and stop-work / hold / closure authority: _____

REVISION CONTROL

Record future changes in the restaurant master SOP index, retain required evidence, and retrain affected employees whenever the approved process, equipment, authority requirement, or responsibility changes.

Cook-Chill Bag Cooling and Storage SOP

PURPOSE

To establish a controlled, repeatable, and verifiable process for cook-chill bag cooling and storage so specialty operations do not depend on improvisation, undocumented exceptions, or unassigned responsibility.

APPLIES TO

Executive chefs, kitchen managers, food-safety managers, trained employees, and permit holders authorized to perform specialized food processes.

RESPONSIBILITY

The permit holder or designated food-safety leader owns the approved process. Only specifically trained employees may execute it, and the person in charge verifies records and deviation response.

WHEN USED

For every applicable batch, product, process, claim, or service event and whenever required records, approvals, or controls change.

MATERIALS / INFORMATION

• Current regulatory approval, variance, HACCP plan, or approved process documentation as applicable

• Calibrated monitoring instruments appropriate to the process

• Approved ingredients, packaging, labels, and process equipment

• Batch/process monitoring log and corrective-action record

• Product hold, disposition, and traceability materials

• Calibrated probe thermometer and approved cold-holding/transport equipment

CRITICAL STANDARDS

• Do not use a specialized process unless required regulatory approvals, plans, equipment, training, and records are in place.

• The restaurant’s approved critical limits and monitoring method control the process; generic internet guidance does not replace the approved plan.

• Any missed critical limit, missing record, equipment failure, or unexplained deviation triggers immediate product hold and manager review.

• Affected product is not released until disposition is authorized under the approved plan and applicable regulatory requirements.

• This process may require a HACCP plan, variance, special process approval, or defined critical limits; the current approved plan governs and must be available to the person in charge.

PROCEDURE

1. Confirm that cook-chill bag cooling and storage is permitted under the restaurant’s current regulatory/certification program and that all required approvals, plans, supplier evidence, and trained personnel are current.

2. Review the exact approved process, critical limits/acceptance criteria, monitoring method, corrective actions, record forms, and product-disposition rules before starting.

3. Verify approved source/ingredient identity, equipment condition, calibration, labels, dedicated tools/areas, and required segregation.

4. Start the batch/product/service record before processing so identity and required evidence remain linked from beginning to final disposition.

5. Perform cook-chill bag cooling and storage exactly under the approved procedure; do not substitute an internet guideline or memory for the controlled process.

6. Monitor each required critical limit or acceptance point at the specified frequency and record the actual result, employee, date/time, and lot/batch identity as applicable.

7. Immediately stop, hold, segregate, and label affected product when a critical limit, approval, source record, certification control, or required monitoring step is missed.

8. Notify the person in charge and follow the approved corrective-action/disposition process; obtain regulatory, program, or technical direction when required.

9. Complete labeling, storage, service/consumer communication, traceability, and record-retention controls before affected product is released.

10. The accountable program owner reviews the complete record and authorizes release/continued use only when the documented process meets the approved standard.

MANAGER VERIFICATION

■ Cook-Chill Bag Cooling and Storage was performed under the current approved restaurant procedure.

■ Required people, equipment, utilities, product, approvals, and records were verified before release or continued operation.

■ Critical readings, identities, handoffs, exceptions, or other evidence required by this procedure were recorded.

■ Unsafe, out-of-standard, unidentified, or undocumented conditions were held, stopped, or escalated instead of informally accepted.

■ Corrective actions and product/equipment/guest/employee disposition were completed and documented when required.

■ The accountable manager or program owner completed final verification and assigned unresolved follow-up.

COMMON MISTAKES

• Using an old, generic, or remembered procedure instead of the current approved specialty-operation standard.

• Starting before required permits, approvals, trained people, utilities, equipment, labels, or records are ready.

• Failing to document actual conditions, readings, identities, handoffs, or deviations at the time they occur.

• Continuing service or releasing product/equipment when a required control cannot be verified.

• Treating a vendor, platform, event organizer, sister unit, or outside agency as responsible for controls that still belong to the restaurant.

• Closing the activity without manager verification, record completion, cleanup/restoration, and follow-up ownership.

CUSTOMIZATION FIELDS

Primary owner / person in charge for this procedure: _____

Applicable permit, regulatory, certification, manufacturer, event, or company requirement: _____

Approved equipment, vendor, system, site, or product specifications: _____

Restaurant-specific critical limit, service target, frequency, or acceptance criterion: _____

Required log, checklist, tag, record, photo, or other evidence: _____

Escalation contact and stop-work / hold / closure authority: _____

REVISION CONTROL

Record future changes in the restaurant master SOP index, retain required evidence, and retrain affected employees whenever the approved process, equipment, authority requirement, or responsibility changes.

Non-Continuous Cooking Process Control SOP

PURPOSE

To establish a controlled, repeatable, and verifiable process for non-continuous cooking process control so specialty operations do not depend on improvisation, undocumented exceptions, or unassigned responsibility.

APPLIES TO

Executive chefs, kitchen managers, food-safety managers, trained employees, and permit holders authorized to perform specialized food processes.

RESPONSIBILITY

The permit holder or designated food-safety leader owns the approved process. Only specifically trained employees may execute it, and the person in charge verifies records and deviation response.

WHEN USED

For every applicable batch, product, process, claim, or service event and whenever required records, approvals, or controls change.

MATERIALS / INFORMATION

• Current regulatory approval, variance, HACCP plan, or approved process documentation as applicable

• Calibrated monitoring instruments appropriate to the process

• Approved ingredients, packaging, labels, and process equipment

• Batch/process monitoring log and corrective-action record

• Product hold, disposition, and traceability materials

CRITICAL STANDARDS

• Do not use a specialized process unless required regulatory approvals, plans, equipment, training, and records are in place.

• The restaurant’s approved critical limits and monitoring method control the process; generic internet guidance does not replace the approved plan.

• Any missed critical limit, missing record, equipment failure, or unexplained deviation triggers immediate product hold and manager review.

• Affected product is not released until disposition is authorized under the approved plan and applicable regulatory requirements.

• This process may require a HACCP plan, variance, special process approval, or defined critical limits; the current approved plan governs and must be available to the person in charge.

PROCEDURE

1. Confirm that non-continuous cooking process control is permitted under the restaurant’s current regulatory/certification program and that all required approvals, plans, supplier evidence, and trained personnel are current.

2. Review the exact approved process, critical limits/acceptance criteria, monitoring method, corrective actions, record forms, and product-disposition rules before starting.

3. Verify approved source/ingredient identity, equipment condition, calibration, labels, dedicated tools/areas, and required segregation.

4. Start the batch/product/service record before processing so identity and required evidence remain linked from beginning to final disposition.

5. Perform non-continuous cooking process control exactly under the approved procedure; do not substitute an internet guideline or memory for the controlled process.

6. Monitor each required critical limit or acceptance point at the specified frequency and record the actual result, employee, date/time, and lot/batch identity as applicable.

7. Immediately stop, hold, segregate, and label affected product when a critical limit, approval, source record, certification control, or required monitoring step is missed.

8. Notify the person in charge and follow the approved corrective-action/disposition process; obtain regulatory, program, or technical direction when required.

9. Complete labeling, storage, service/consumer communication, traceability, and record-retention controls before affected product is released.

10. The accountable program owner reviews the complete record and authorizes release/continued use only when the documented process meets the approved standard.

MANAGER VERIFICATION

■ Non-Continuous Cooking Process Control was performed under the current approved restaurant procedure.

■ Required people, equipment, utilities, product, approvals, and records were verified before release or continued operation.

■ Critical readings, identities, handoffs, exceptions, or other evidence required by this procedure were recorded.

■ Unsafe, out-of-standard, unidentified, or undocumented conditions were held, stopped, or escalated instead of informally accepted.

■ Corrective actions and product/equipment/guest/employee disposition were completed and documented when required.

■ The accountable manager or program owner completed final verification and assigned unresolved follow-up.

COMMON MISTAKES

• Using an old, generic, or remembered procedure instead of the current approved specialty-operation standard.

• Starting before required permits, approvals, trained people, utilities, equipment, labels, or records are ready.

• Failing to document actual conditions, readings, identities, handoffs, or deviations at the time they occur.

• Continuing service or releasing product/equipment when a required control cannot be verified.

• Treating a vendor, platform, event organizer, sister unit, or outside agency as responsible for controls that still belong to the restaurant.

• Closing the activity without manager verification, record completion, cleanup/restoration, and follow-up ownership.

CUSTOMIZATION FIELDS

Primary owner / person in charge for this procedure: _____

Applicable permit, regulatory, certification, manufacturer, event, or company requirement: _____

Approved equipment, vendor, system, site, or product specifications: _____

Restaurant-specific critical limit, service target, frequency, or acceptance criterion: _____

Required log, checklist, tag, record, photo, or other evidence: _____

Escalation contact and stop-work / hold / closure authority: _____

REVISION CONTROL

Record future changes in the restaurant master SOP index, retain required evidence, and retrain affected employees whenever the approved process, equipment, authority requirement, or responsibility changes.

Specialized HACCP Plan Deviation Response SOP

PURPOSE

To establish a controlled, repeatable, and verifiable process for specialized haccp plan deviation response so specialty operations do not depend on improvisation, undocumented exceptions, or unassigned responsibility.

APPLIES TO

Executive chefs, kitchen managers, food-safety managers, trained employees, and permit holders authorized to perform specialized food processes.

RESPONSIBILITY

The permit holder or designated food-safety leader owns the approved process. Only specifically trained employees may execute it, and the person in charge verifies records and deviation response.

WHEN USED

Immediately when the condition is suspected or confirmed, and continuously until the manager documents safe stabilization, recovery, or closure.

MATERIALS / INFORMATION

• Current regulatory approval, variance, HACCP plan, or approved process documentation as applicable

• Calibrated monitoring instruments appropriate to the process

• Approved ingredients, packaging, labels, and process equipment

• Batch/process monitoring log and corrective-action record

• Product hold, disposition, and traceability materials

CRITICAL STANDARDS

• Do not use a specialized process unless required regulatory approvals, plans, equipment, training, and records are in place.

• The restaurant’s approved critical limits and monitoring method control the process; generic internet guidance does not replace the approved plan.

• Any missed critical limit, missing record, equipment failure, or unexplained deviation triggers immediate product hold and manager review.

• Affected product is not released until disposition is authorized under the approved plan and applicable regulatory requirements.

• This process may require a HACCP plan, variance, special process approval, or defined critical limits; the current approved plan governs and must be available to the person in charge.

PROCEDURE

1. Confirm that specialized haccp plan deviation response is permitted under the restaurant’s current regulatory/certification program and that all required approvals, plans, supplier evidence, and trained personnel are current.

2. Review the exact approved process, critical limits/acceptance criteria, monitoring method, corrective actions, record forms, and product-disposition rules before starting.

3. Verify approved source/ingredient identity, equipment condition, calibration, labels, dedicated tools/areas, and required segregation.

4. Start the batch/product/service record before processing so identity and required evidence remain linked from beginning to final disposition.

5. Perform specialized haccp plan deviation response exactly under the approved procedure; do not substitute an internet guideline or memory for the controlled process.

6. Monitor each required critical limit or acceptance point at the specified frequency and record the actual result, employee, date/time, and lot/batch identity as applicable.

7. Immediately stop, hold, segregate, and label affected product when a critical limit, approval, source record, certification control, or required monitoring step is missed.

8. Notify the person in charge and follow the approved corrective-action/disposition process; obtain regulatory, program, or technical direction when required.

9. Complete labeling, storage, service/consumer communication, traceability, and record-retention controls before affected product is released.

10. The accountable program owner reviews the complete record and authorizes release/continued use only when the documented process meets the approved standard.

MANAGER VERIFICATION

■ Specialized HACCP Plan Deviation Response was performed under the current approved restaurant procedure.

■ Required people, equipment, utilities, product, approvals, and records were verified before release or continued operation.

■ Critical readings, identities, handoffs, exceptions, or other evidence required by this procedure were recorded.

■ Unsafe, out-of-standard, unidentified, or undocumented conditions were held, stopped, or escalated instead of informally accepted.

■ Corrective actions and product/equipment/guest/employee disposition were completed and documented when required.

■ The accountable manager or program owner completed final verification and assigned unresolved follow-up.

COMMON MISTAKES

• Using an old, generic, or remembered procedure instead of the current approved specialty-operation standard.

• Starting before required permits, approvals, trained people, utilities, equipment, labels, or records are ready.

• Failing to document actual conditions, readings, identities, handoffs, or deviations at the time they occur.

• Continuing service or releasing product/equipment when a required control cannot be verified.

• Treating a vendor, platform, event organizer, sister unit, or outside agency as responsible for controls that still belong to the restaurant.

• Closing the activity without manager verification, record completion, cleanup/restoration, and follow-up ownership.

CUSTOMIZATION FIELDS

Primary owner / person in charge for this procedure: _____

Applicable permit, regulatory, certification, manufacturer, event, or company requirement: _____

Approved equipment, vendor, system, site, or product specifications: _____

Restaurant-specific critical limit, service target, frequency, or acceptance criterion: _____

Required log, checklist, tag, record, photo, or other evidence: _____

Escalation contact and stop-work / hold / closure authority: _____

REVISION CONTROL

Record future changes in the restaurant master SOP index, retain required evidence, and retrain affected employees whenever the approved process, equipment, authority requirement, or responsibility changes.

Regulatory Variance Process Control SOP

PURPOSE

To establish a controlled, repeatable, and verifiable process for regulatory variance process control so specialty operations do not depend on improvisation, undocumented exceptions, or unassigned responsibility.

APPLIES TO

Executive chefs, kitchen managers, food-safety managers, trained employees, and permit holders authorized to perform specialized food processes.

RESPONSIBILITY

The permit holder or designated food-safety leader owns the approved process. Only specifically trained employees may execute it, and the person in charge verifies records and deviation response.

WHEN USED

For every applicable batch, product, process, claim, or service event and whenever required records, approvals, or controls change.

MATERIALS / INFORMATION

• Current regulatory approval, variance, HACCP plan, or approved process documentation as applicable

• Calibrated monitoring instruments appropriate to the process

• Approved ingredients, packaging, labels, and process equipment

• Batch/process monitoring log and corrective-action record

• Product hold, disposition, and traceability materials

CRITICAL STANDARDS

• Do not use a specialized process unless required regulatory approvals, plans, equipment, training, and records are in place.

• The restaurant’s approved critical limits and monitoring method control the process; generic internet guidance does not replace the approved plan.

• Any missed critical limit, missing record, equipment failure, or unexplained deviation triggers immediate product hold and manager review.

• Affected product is not released until disposition is authorized under the approved plan and applicable regulatory requirements.

• This process may require a HACCP plan, variance, special process approval, or defined critical limits; the current approved plan governs and must be available to the person in charge.

PROCEDURE

1. Confirm that regulatory variance process control is permitted under the restaurant’s current regulatory/certification program and that all required approvals, plans, supplier evidence, and trained personnel are current.

2. Review the exact approved process, critical limits/acceptance criteria, monitoring method, corrective actions, record forms, and product-disposition rules before starting.

3. Verify approved source/ingredient identity, equipment condition, calibration, labels, dedicated tools/areas, and required segregation.

4. Start the batch/product/service record before processing so identity and required evidence remain linked from beginning to final disposition.

5. Perform regulatory variance process control exactly under the approved procedure; do not substitute an internet guideline or memory for the controlled process.

6. Monitor each required critical limit or acceptance point at the specified frequency and record the actual result, employee, date/time, and lot/batch identity as applicable.

7. Immediately stop, hold, segregate, and label affected product when a critical limit, approval, source record, certification control, or required monitoring step is missed.

8. Notify the person in charge and follow the approved corrective-action/disposition process; obtain regulatory, program, or technical direction when required.

9. Complete labeling, storage, service/consumer communication, traceability, and record-retention controls before affected product is released.

10. The accountable program owner reviews the complete record and authorizes release/continued use only when the documented process meets the approved standard.

MANAGER VERIFICATION

■ Regulatory Variance Process Control was performed under the current approved restaurant procedure.

■ Required people, equipment, utilities, product, approvals, and records were verified before release or continued operation.

■ Critical readings, identities, handoffs, exceptions, or other evidence required by this procedure were recorded.

■ Unsafe, out-of-standard, unidentified, or undocumented conditions were held, stopped, or escalated instead of informally accepted.

■ Corrective actions and product/equipment/guest/employee disposition were completed and documented when required.

■ The accountable manager or program owner completed final verification and assigned unresolved follow-up.

COMMON MISTAKES

• Using an old, generic, or remembered procedure instead of the current approved specialty-operation standard.

• Starting before required permits, approvals, trained people, utilities, equipment, labels, or records are ready.

• Failing to document actual conditions, readings, identities, handoffs, or deviations at the time they occur.

• Continuing service or releasing product/equipment when a required control cannot be verified.

• Treating a vendor, platform, event organizer, sister unit, or outside agency as responsible for controls that still belong to the restaurant.

• Closing the activity without manager verification, record completion, cleanup/restoration, and follow-up ownership.

CUSTOMIZATION FIELDS

Primary owner / person in charge for this procedure: _____

Applicable permit, regulatory, certification, manufacturer, event, or company requirement: _____

Approved equipment, vendor, system, site, or product specifications: _____

Restaurant-specific critical limit, service target, frequency, or acceptance criterion: _____

Required log, checklist, tag, record, photo, or other evidence: _____

Escalation contact and stop-work / hold / closure authority: _____

REVISION CONTROL

Record future changes in the restaurant master SOP index, retain required evidence, and retrain affected employees whenever the approved process, equipment, authority requirement, or responsibility changes.

Vacuum-Packaged Product Label and Date Control SOP

PURPOSE

To establish a controlled, repeatable, and verifiable process for vacuum-packaged product label and date control so specialty operations do not depend on improvisation, undocumented exceptions, or unassigned responsibility.

APPLIES TO

Executive chefs, kitchen managers, food-safety managers, trained employees, and permit holders authorized to perform specialized food processes.

RESPONSIBILITY

The permit holder or designated food-safety leader owns the approved process. Only specifically trained employees may execute it, and the person in charge verifies records and deviation response.

WHEN USED

For every applicable batch, product, process, claim, or service event and whenever required records, approvals, or controls change.

MATERIALS / INFORMATION

• Current regulatory approval, variance, HACCP plan, or approved process documentation as applicable

• Calibrated monitoring instruments appropriate to the process

• Approved ingredients, packaging, labels, and process equipment

• Batch/process monitoring log and corrective-action record

• Product hold, disposition, and traceability materials

CRITICAL STANDARDS

• Do not use a specialized process unless required regulatory approvals, plans, equipment, training, and records are in place.

• The restaurant’s approved critical limits and monitoring method control the process; generic internet guidance does not replace the approved plan.

• Any missed critical limit, missing record, equipment failure, or unexplained deviation triggers immediate product hold and manager review.

• Affected product is not released until disposition is authorized under the approved plan and applicable regulatory requirements.

PROCEDURE

1. Confirm that vacuum-packaged product label and date control is permitted under the restaurant’s current regulatory/certification program and that all required approvals, plans, supplier evidence, and trained personnel are current.

2. Review the exact approved process, critical limits/acceptance criteria, monitoring method, corrective actions, record forms, and product-disposition rules before starting.

3. Verify approved source/ingredient identity, equipment condition, calibration, labels, dedicated tools/areas, and required segregation.

4. Start the batch/product/service record before processing so identity and required evidence remain linked from beginning to final disposition.

5. Perform vacuum-packaged product label and date control exactly under the approved procedure; do not substitute an internet guideline or memory for the controlled process.

6. Monitor each required critical limit or acceptance point at the specified frequency and record the actual result, employee, date/time, and lot/batch identity as applicable.

7. Immediately stop, hold, segregate, and label affected product when a critical limit, approval, source record, certification control, or required monitoring step is missed.

8. Notify the person in charge and follow the approved corrective-action/disposition process; obtain regulatory, program, or technical direction when required.

9. Complete labeling, storage, service/consumer communication, traceability, and record-retention controls before affected product is released.

10. The accountable program owner reviews the complete record and authorizes release/continued use only when the documented process meets the approved standard.

MANAGER VERIFICATION

■ Vacuum-Packaged Product Label and Date Control was performed under the current approved restaurant procedure.

■ Required people, equipment, utilities, product, approvals, and records were verified before release or continued operation.

■ Critical readings, identities, handoffs, exceptions, or other evidence required by this procedure were recorded.

■ Unsafe, out-of-standard, unidentified, or undocumented conditions were held, stopped, or escalated instead of informally accepted.

■ Corrective actions and product/equipment/guest/employee disposition were completed and documented when required.

■ The accountable manager or program owner completed final verification and assigned unresolved follow-up.

COMMON MISTAKES

• Using an old, generic, or remembered procedure instead of the current approved specialty-operation standard.

• Starting before required permits, approvals, trained people, utilities, equipment, labels, or records are ready.

• Failing to document actual conditions, readings, identities, handoffs, or deviations at the time they occur.

• Continuing service or releasing product/equipment when a required control cannot be verified.

• Treating a vendor, platform, event organizer, sister unit, or outside agency as responsible for controls that still belong to the restaurant.

• Closing the activity without manager verification, record completion, cleanup/restoration, and follow-up ownership.

CUSTOMIZATION FIELDS

Primary owner / person in charge for this procedure: _____

Applicable permit, regulatory, certification, manufacturer, event, or company requirement: _____

Approved equipment, vendor, system, site, or product specifications: _____

Restaurant-specific critical limit, service target, frequency, or acceptance criterion: _____

Required log, checklist, tag, record, photo, or other evidence: _____

Escalation contact and stop-work / hold / closure authority: _____

REVISION CONTROL

Record future changes in the restaurant master SOP index, retain required evidence, and retrain affected employees whenever the approved process, equipment, authority requirement, or responsibility changes.

Curing or Smoking for Preservation Process Control SOP

PURPOSE

To establish a controlled, repeatable, and verifiable process for curing or smoking for preservation process control so specialty operations do not depend on improvisation, undocumented exceptions, or unassigned responsibility.

APPLIES TO

Executive chefs, kitchen managers, food-safety managers, trained employees, and permit holders authorized to perform specialized food processes.

RESPONSIBILITY

The permit holder or designated food-safety leader owns the approved process. Only specifically trained employees may execute it, and the person in charge verifies records and deviation response.

WHEN USED

For every applicable batch, product, process, claim, or service event and whenever required records, approvals, or controls change.

MATERIALS / INFORMATION

• Current regulatory approval, variance, HACCP plan, or approved process documentation as applicable

• Calibrated monitoring instruments appropriate to the process

• Approved ingredients, packaging, labels, and process equipment

• Batch/process monitoring log and corrective-action record

• Product hold, disposition, and traceability materials

CRITICAL STANDARDS

• Do not use a specialized process unless required regulatory approvals, plans, equipment, training, and records are in place.

• The restaurant’s approved critical limits and monitoring method control the process; generic internet guidance does not replace the approved plan.

• Any missed critical limit, missing record, equipment failure, or unexplained deviation triggers immediate product hold and manager review.

• Affected product is not released until disposition is authorized under the approved plan and applicable regulatory requirements.

• This process may require a HACCP plan, variance, special process approval, or defined critical limits; the current approved plan governs and must be available to the person in charge.

PROCEDURE

1. Confirm that curing or smoking for preservation process control is permitted under the restaurant’s current regulatory/certification program and that all required approvals, plans, supplier evidence, and trained personnel are current.

2. Review the exact approved process, critical limits/acceptance criteria, monitoring method, corrective actions, record forms, and product-disposition rules before starting.

3. Verify approved source/ingredient identity, equipment condition, calibration, labels, dedicated tools/areas, and required segregation.

4. Start the batch/product/service record before processing so identity and required evidence remain linked from beginning to final disposition.

5. Perform curing or smoking for preservation process control exactly under the approved procedure; do not substitute an internet guideline or memory for the controlled process.

6. Monitor each required critical limit or acceptance point at the specified frequency and record the actual result, employee, date/time, and lot/batch identity as applicable.

7. Immediately stop, hold, segregate, and label affected product when a critical limit, approval, source record, certification control, or required monitoring step is missed.

8. Notify the person in charge and follow the approved corrective-action/disposition process; obtain regulatory, program, or technical direction when required.

9. Complete labeling, storage, service/consumer communication, traceability, and record-retention controls before affected product is released.

10. The accountable program owner reviews the complete record and authorizes release/continued use only when the documented process meets the approved standard.

MANAGER VERIFICATION

■ Curing or Smoking for Preservation Process Control was performed under the current approved restaurant procedure.

■ Required people, equipment, utilities, product, approvals, and records were verified before release or continued operation.

■ Critical readings, identities, handoffs, exceptions, or other evidence required by this procedure were recorded.

■ Unsafe, out-of-standard, unidentified, or undocumented conditions were held, stopped, or escalated instead of informally accepted.

■ Corrective actions and product/equipment/guest/employee disposition were completed and documented when required.

■ The accountable manager or program owner completed final verification and assigned unresolved follow-up.

COMMON MISTAKES

• Using an old, generic, or remembered procedure instead of the current approved specialty-operation standard.

• Starting before required permits, approvals, trained people, utilities, equipment, labels, or records are ready.

• Failing to document actual conditions, readings, identities, handoffs, or deviations at the time they occur.

• Continuing service or releasing product/equipment when a required control cannot be verified.

• Treating a vendor, platform, event organizer, sister unit, or outside agency as responsible for controls that still belong to the restaurant.

• Closing the activity without manager verification, record completion, cleanup/restoration, and follow-up ownership.

CUSTOMIZATION FIELDS

Primary owner / person in charge for this procedure: _____

Applicable permit, regulatory, certification, manufacturer, event, or company requirement: _____

Approved equipment, vendor, system, site, or product specifications: _____

Restaurant-specific critical limit, service target, frequency, or acceptance criterion: _____

Required log, checklist, tag, record, photo, or other evidence: _____

Escalation contact and stop-work / hold / closure authority: _____

REVISION CONTROL

Record future changes in the restaurant master SOP index, retain required evidence, and retrain affected employees whenever the approved process, equipment, authority requirement, or responsibility changes.

Fermentation Process Control SOP

PURPOSE

To establish a controlled, repeatable, and verifiable process for fermentation process control so specialty operations do not depend on improvisation, undocumented exceptions, or unassigned responsibility.

APPLIES TO

Executive chefs, kitchen managers, food-safety managers, trained employees, and permit holders authorized to perform specialized food processes.

RESPONSIBILITY

The permit holder or designated food-safety leader owns the approved process. Only specifically trained employees may execute it, and the person in charge verifies records and deviation response.

WHEN USED

For every applicable batch, product, process, claim, or service event and whenever required records, approvals, or controls change.

MATERIALS / INFORMATION

• Current regulatory approval, variance, HACCP plan, or approved process documentation as applicable

• Calibrated monitoring instruments appropriate to the process

• Approved ingredients, packaging, labels, and process equipment

• Batch/process monitoring log and corrective-action record

• Product hold, disposition, and traceability materials

CRITICAL STANDARDS

• Do not use a specialized process unless required regulatory approvals, plans, equipment, training, and records are in place.

• The restaurant’s approved critical limits and monitoring method control the process; generic internet guidance does not replace the approved plan.

• Any missed critical limit, missing record, equipment failure, or unexplained deviation triggers immediate product hold and manager review.

• Affected product is not released until disposition is authorized under the approved plan and applicable regulatory requirements.

• This process may require a HACCP plan, variance, special process approval, or defined critical limits; the current approved plan governs and must be available to the person in charge.

PROCEDURE

1. Confirm that fermentation process control is permitted under the restaurant’s current regulatory/certification program and that all required approvals, plans, supplier evidence, and trained personnel are current.

2. Review the exact approved process, critical limits/acceptance criteria, monitoring method, corrective actions, record forms, and product-disposition rules before starting.

3. Verify approved source/ingredient identity, equipment condition, calibration, labels, dedicated tools/areas, and required segregation.

4. Start the batch/product/service record before processing so identity and required evidence remain linked from beginning to final disposition.

5. Perform fermentation process control exactly under the approved procedure; do not substitute an internet guideline or memory for the controlled process.

6. Monitor each required critical limit or acceptance point at the specified frequency and record the actual result, employee, date/time, and lot/batch identity as applicable.

7. Immediately stop, hold, segregate, and label affected product when a critical limit, approval, source record, certification control, or required monitoring step is missed.

8. Notify the person in charge and follow the approved corrective-action/disposition process; obtain regulatory, program, or technical direction when required.

9. Complete labeling, storage, service/consumer communication, traceability, and record-retention controls before affected product is released.

10. The accountable program owner reviews the complete record and authorizes release/continued use only when the documented process meets the approved standard.

MANAGER VERIFICATION

■ Fermentation Process Control was performed under the current approved restaurant procedure.

■ Required people, equipment, utilities, product, approvals, and records were verified before release or continued operation.

■ Critical readings, identities, handoffs, exceptions, or other evidence required by this procedure were recorded.

■ Unsafe, out-of-standard, unidentified, or undocumented conditions were held, stopped, or escalated instead of informally accepted.

■ Corrective actions and product/equipment/guest/employee disposition were completed and documented when required.

■ The accountable manager or program owner completed final verification and assigned unresolved follow-up.

COMMON MISTAKES

• Using an old, generic, or remembered procedure instead of the current approved specialty-operation standard.

• Starting before required permits, approvals, trained people, utilities, equipment, labels, or records are ready.

• Failing to document actual conditions, readings, identities, handoffs, or deviations at the time they occur.

• Continuing service or releasing product/equipment when a required control cannot be verified.

• Treating a vendor, platform, event organizer, sister unit, or outside agency as responsible for controls that still belong to the restaurant.

• Closing the activity without manager verification, record completion, cleanup/restoration, and follow-up ownership.

CUSTOMIZATION FIELDS

Primary owner / person in charge for this procedure: _____

Applicable permit, regulatory, certification, manufacturer, event, or company requirement: _____

Approved equipment, vendor, system, site, or product specifications: _____

Restaurant-specific critical limit, service target, frequency, or acceptance criterion: _____

Required log, checklist, tag, record, photo, or other evidence: _____

Escalation contact and stop-work / hold / closure authority: _____

REVISION CONTROL

Record future changes in the restaurant master SOP index, retain required evidence, and retrain affected employees whenever the approved process, equipment, authority requirement, or responsibility changes.

Acidified Food Process Verification SOP

PURPOSE

To establish a controlled, repeatable, and verifiable process for acidified food process verification so specialty operations do not depend on improvisation, undocumented exceptions, or unassigned responsibility.

APPLIES TO

Executive chefs, kitchen managers, food-safety managers, trained employees, and permit holders authorized to perform specialized food processes.

RESPONSIBILITY

The permit holder or designated food-safety leader owns the approved process. Only specifically trained employees may execute it, and the person in charge verifies records and deviation response.

WHEN USED

For every applicable batch, product, process, claim, or service event and whenever required records, approvals, or controls change.

MATERIALS / INFORMATION

• Current regulatory approval, variance, HACCP plan, or approved process documentation as applicable

• Calibrated monitoring instruments appropriate to the process

• Approved ingredients, packaging, labels, and process equipment

• Batch/process monitoring log and corrective-action record

• Product hold, disposition, and traceability materials

CRITICAL STANDARDS

• Do not use a specialized process unless required regulatory approvals, plans, equipment, training, and records are in place.

• The restaurant’s approved critical limits and monitoring method control the process; generic internet guidance does not replace the approved plan.

• Any missed critical limit, missing record, equipment failure, or unexplained deviation triggers immediate product hold and manager review.

• Affected product is not released until disposition is authorized under the approved plan and applicable regulatory requirements.

• This process may require a HACCP plan, variance, special process approval, or defined critical limits; the current approved plan governs and must be available to the person in charge.

PROCEDURE

1. Confirm that acidified food process verification is permitted under the restaurant’s current regulatory/certification program and that all required approvals, plans, supplier evidence, and trained personnel are current.

2. Review the exact approved process, critical limits/acceptance criteria, monitoring method, corrective actions, record forms, and product-disposition rules before starting.

3. Verify approved source/ingredient identity, equipment condition, calibration, labels, dedicated tools/areas, and required segregation.

4. Start the batch/product/service record before processing so identity and required evidence remain linked from beginning to final disposition.

5. Perform acidified food process verification exactly under the approved procedure; do not substitute an internet guideline or memory for the controlled process.

6. Monitor each required critical limit or acceptance point at the specified frequency and record the actual result, employee, date/time, and lot/batch identity as applicable.

7. Immediately stop, hold, segregate, and label affected product when a critical limit, approval, source record, certification control, or required monitoring step is missed.

8. Notify the person in charge and follow the approved corrective-action/disposition process; obtain regulatory, program, or technical direction when required.

9. Complete labeling, storage, service/consumer communication, traceability, and record-retention controls before affected product is released.

10. The accountable program owner reviews the complete record and authorizes release/continued use only when the documented process meets the approved standard.

MANAGER VERIFICATION

■ Acidified Food Process Verification was performed under the current approved restaurant procedure.

■ Required people, equipment, utilities, product, approvals, and records were verified before release or continued operation.

■ Critical readings, identities, handoffs, exceptions, or other evidence required by this procedure were recorded.

■ Unsafe, out-of-standard, unidentified, or undocumented conditions were held, stopped, or escalated instead of informally accepted.

■ Corrective actions and product/equipment/guest/employee disposition were completed and documented when required.

■ The accountable manager or program owner completed final verification and assigned unresolved follow-up.

COMMON MISTAKES

• Using an old, generic, or remembered procedure instead of the current approved specialty-operation standard.

• Starting before required permits, approvals, trained people, utilities, equipment, labels, or records are ready.

• Failing to document actual conditions, readings, identities, handoffs, or deviations at the time they occur.

• Continuing service or releasing product/equipment when a required control cannot be verified.

• Treating a vendor, platform, event organizer, sister unit, or outside agency as responsible for controls that still belong to the restaurant.

• Closing the activity without manager verification, record completion, cleanup/restoration, and follow-up ownership.

CUSTOMIZATION FIELDS

Primary owner / person in charge for this procedure: _____

Applicable permit, regulatory, certification, manufacturer, event, or company requirement: _____

Approved equipment, vendor, system, site, or product specifications: _____

Restaurant-specific critical limit, service target, frequency, or acceptance criterion: _____

Required log, checklist, tag, record, photo, or other evidence: _____

Escalation contact and stop-work / hold / closure authority: _____

REVISION CONTROL

Record future changes in the restaurant master SOP index, retain required evidence, and retrain affected employees whenever the approved process, equipment, authority requirement, or responsibility changes.

Shellstock Tag Receipt and Retention SOP

PURPOSE

To establish a controlled, repeatable, and verifiable process for shellstock tag receipt and retention so specialty operations do not depend on improvisation, undocumented exceptions, or unassigned responsibility.

APPLIES TO

Receiving employees, chefs, sushi/raw-bar teams, food-safety leaders, servers as applicable, and managers responsible for high-risk ingredients.

RESPONSIBILITY

The food-safety or kitchen leader owns source, identity, process, and record controls. Employees verify assigned controls and escalate any missing documentation, temperature, labeling, or source issue.

WHEN USED

For every applicable receipt, transfer, pickup, release, or custody handoff, before the product/order is accepted or released.

MATERIALS / INFORMATION

• Approved-source documentation, invoices, tags, or certificates as applicable

• Calibrated thermometers and process-monitoring tools

• Required consumer advisory, label, or traceability materials

• Dedicated containers, labels, and segregation tools where required

• Hold/disposition log and manager verification record

• Required shellfish source tags, invoices, labels, and identity records

CRITICAL STANDARDS

• Use only approved sources and maintain required identity/traceability records for the applicable product.

• Raw or undercooked service follows the restaurant’s current regulatory requirements and approved consumer communication.

• Specialized controls such as shellfish identity, parasite destruction, acidification, or warning labels are verified before service.

• Missing source records, identity, process evidence, or required warnings result in product hold until resolved.

• Shellfish identity and source records remain linked to the product for the period required by the applicable regulatory authority.

PROCEDURE

1. Accept molluscan shellfish only from an approved source with required source identity documentation/tag information intact and linked to the received lot.

2. Review the exact approved process, critical limits/acceptance criteria, monitoring method, corrective actions, record forms, and product-disposition rules before starting.

3. Verify approved source/ingredient identity, equipment condition, calibration, labels, dedicated tools/areas, and required segregation.

4. Start the batch/product/service record before processing so identity and required evidence remain linked from beginning to final disposition.

5. Perform shellstock tag receipt and retention exactly under the approved procedure; do not substitute an internet guideline or memory for the controlled process.

6. Monitor each required critical limit or acceptance point at the specified frequency and record the actual result, employee, date/time, and lot/batch identity as applicable.

7. Immediately stop, hold, segregate, and label affected product when a critical limit, approval, source record, certification control, or required monitoring step is missed.

8. Notify the person in charge and follow the approved corrective-action/disposition process; obtain regulatory, program, or technical direction when required.

9. Complete labeling, storage, service/consumer communication, traceability, and record-retention controls before affected product is released.

10. The accountable program owner reviews the complete record and authorizes release/continued use only when the documented process meets the approved standard.

MANAGER VERIFICATION

■ Shellstock Tag Receipt and Retention was performed under the current approved restaurant procedure.

■ Required people, equipment, utilities, product, approvals, and records were verified before release or continued operation.

■ Critical readings, identities, handoffs, exceptions, or other evidence required by this procedure were recorded.

■ Unsafe, out-of-standard, unidentified, or undocumented conditions were held, stopped, or escalated instead of informally accepted.

■ Corrective actions and product/equipment/guest/employee disposition were completed and documented when required.

■ The accountable manager or program owner completed final verification and assigned unresolved follow-up.

COMMON MISTAKES

• Using an old, generic, or remembered procedure instead of the current approved specialty-operation standard.

• Starting before required permits, approvals, trained people, utilities, equipment, labels, or records are ready.

• Failing to document actual conditions, readings, identities, handoffs, or deviations at the time they occur.

• Continuing service or releasing product/equipment when a required control cannot be verified.

• Treating a vendor, platform, event organizer, sister unit, or outside agency as responsible for controls that still belong to the restaurant.

• Closing the activity without manager verification, record completion, cleanup/restoration, and follow-up ownership.

CUSTOMIZATION FIELDS

Primary owner / person in charge for this procedure: _____

Applicable permit, regulatory, certification, manufacturer, event, or company requirement: _____

Approved equipment, vendor, system, site, or product specifications: _____

Restaurant-specific critical limit, service target, frequency, or acceptance criterion: _____

Required log, checklist, tag, record, photo, or other evidence: _____

Escalation contact and stop-work / hold / closure authority: _____

REVISION CONTROL

Record future changes in the restaurant master SOP index, retain required evidence, and retrain affected employees whenever the approved process, equipment, authority requirement, or responsibility changes.

Shellstock Display and Storage Identity Control SOP

PURPOSE

To establish a controlled, repeatable, and verifiable process for shellstock display and storage identity control so specialty operations do not depend on improvisation, undocumented exceptions, or unassigned responsibility.

APPLIES TO

Receiving employees, chefs, sushi/raw-bar teams, food-safety leaders, servers as applicable, and managers responsible for high-risk ingredients.

RESPONSIBILITY

The food-safety or kitchen leader owns source, identity, process, and record controls. Employees verify assigned controls and escalate any missing documentation, temperature, labeling, or source issue.

WHEN USED

For every applicable batch, product, process, claim, or service event and whenever required records, approvals, or controls change.

MATERIALS / INFORMATION

• Approved-source documentation, invoices, tags, or certificates as applicable

• Calibrated thermometers and process-monitoring tools

• Required consumer advisory, label, or traceability materials

• Dedicated containers, labels, and segregation tools where required

• Hold/disposition log and manager verification record

• Required shellfish source tags, invoices, labels, and identity records

CRITICAL STANDARDS

• Use only approved sources and maintain required identity/traceability records for the applicable product.

• Raw or undercooked service follows the restaurant’s current regulatory requirements and approved consumer communication.

• Specialized controls such as shellfish identity, parasite destruction, acidification, or warning labels are verified before service.

• Missing source records, identity, process evidence, or required warnings result in product hold until resolved.

• Shellfish identity and source records remain linked to the product for the period required by the applicable regulatory authority.

PROCEDURE

1. Confirm that shellstock display and storage identity control is permitted under the restaurant’s current regulatory/certification program and that all required approvals, plans, supplier evidence, and trained personnel are current.

2. Review the exact approved process, critical limits/acceptance criteria, monitoring method, corrective actions, record forms, and product-disposition rules before starting.

3. Verify approved source/ingredient identity, equipment condition, calibration, labels, dedicated tools/areas, and required segregation.

4. Start the batch/product/service record before processing so identity and required evidence remain linked from beginning to final disposition.

5. Perform shellstock display and storage identity control exactly under the approved procedure; do not substitute an internet guideline or memory for the controlled process.

6. Monitor each required critical limit or acceptance point at the specified frequency and record the actual result, employee, date/time, and lot/batch identity as applicable.

7. Immediately stop, hold, segregate, and label affected product when a critical limit, approval, source record, certification control, or required monitoring step is missed.

8. Notify the person in charge and follow the approved corrective-action/disposition process; obtain regulatory, program, or technical direction when required.

9. Complete labeling, storage, service/consumer communication, traceability, and record-retention controls before affected product is released.

10. The accountable program owner reviews the complete record and authorizes release/continued use only when the documented process meets the approved standard.

MANAGER VERIFICATION

■ Shellstock Display and Storage Identity Control was performed under the current approved restaurant procedure.

■ Required people, equipment, utilities, product, approvals, and records were verified before release or continued operation.

■ Critical readings, identities, handoffs, exceptions, or other evidence required by this procedure were recorded.

■ Unsafe, out-of-standard, unidentified, or undocumented conditions were held, stopped, or escalated instead of informally accepted.

■ Corrective actions and product/equipment/guest/employee disposition were completed and documented when required.

■ The accountable manager or program owner completed final verification and assigned unresolved follow-up.

COMMON MISTAKES

• Using an old, generic, or remembered procedure instead of the current approved specialty-operation standard.

• Starting before required permits, approvals, trained people, utilities, equipment, labels, or records are ready.

• Failing to document actual conditions, readings, identities, handoffs, or deviations at the time they occur.

• Continuing service or releasing product/equipment when a required control cannot be verified.

• Treating a vendor, platform, event organizer, sister unit, or outside agency as responsible for controls that still belong to the restaurant.

• Closing the activity without manager verification, record completion, cleanup/restoration, and follow-up ownership.

CUSTOMIZATION FIELDS

Primary owner / person in charge for this procedure: _____

Applicable permit, regulatory, certification, manufacturer, event, or company requirement: _____

Approved equipment, vendor, system, site, or product specifications: _____

Restaurant-specific critical limit, service target, frequency, or acceptance criterion: _____

Required log, checklist, tag, record, photo, or other evidence: _____

Escalation contact and stop-work / hold / closure authority: _____

REVISION CONTROL

Record future changes in the restaurant master SOP index, retain required evidence, and retrain affected employees whenever the approved process, equipment, authority requirement, or responsibility changes.

Raw Fish Parasite Destruction Documentation SOP

PURPOSE

To establish a controlled, repeatable, and verifiable process for raw fish parasite destruction documentation so specialty operations do not depend on improvisation, undocumented exceptions, or unassigned responsibility.

APPLIES TO

Receiving employees, chefs, sushi/raw-bar teams, food-safety leaders, servers as applicable, and managers responsible for high-risk ingredients.

RESPONSIBILITY

The food-safety or kitchen leader owns source, identity, process, and record controls. Employees verify assigned controls and escalate any missing documentation, temperature, labeling, or source issue.

WHEN USED

For every applicable batch, product, process, claim, or service event and whenever required records, approvals, or controls change.

MATERIALS / INFORMATION

• Approved-source documentation, invoices, tags, or certificates as applicable

• Calibrated thermometers and process-monitoring tools

• Required consumer advisory, label, or traceability materials

• Dedicated containers, labels, and segregation tools where required

• Hold/disposition log and manager verification record

CRITICAL STANDARDS

• Use only approved sources and maintain required identity/traceability records for the applicable product.

• Raw or undercooked service follows the restaurant’s current regulatory requirements and approved consumer communication.

• Specialized controls such as shellfish identity, parasite destruction, acidification, or warning labels are verified before service.

• Missing source records, identity, process evidence, or required warnings result in product hold until resolved.

PROCEDURE

1. Confirm that raw fish parasite destruction documentation is permitted under the restaurant’s current regulatory/certification program and that all required approvals, plans, supplier evidence, and trained personnel are current.

2. Review the exact approved process, critical limits/acceptance criteria, monitoring method, corrective actions, record forms, and product-disposition rules before starting.

3. Verify approved source/ingredient identity, equipment condition, calibration, labels, dedicated tools/areas, and required segregation.

4. Start the batch/product/service record before processing so identity and required evidence remain linked from beginning to final disposition.

5. Perform raw fish parasite destruction documentation exactly under the approved procedure; do not substitute an internet guideline or memory for the controlled process.

6. Monitor each required critical limit or acceptance point at the specified frequency and record the actual result, employee, date/time, and lot/batch identity as applicable.

7. Immediately stop, hold, segregate, and label affected product when a critical limit, approval, source record, certification control, or required monitoring step is missed.

8. Notify the person in charge and follow the approved corrective-action/disposition process; obtain regulatory, program, or technical direction when required.

9. Complete labeling, storage, service/consumer communication, traceability, and record-retention controls before affected product is released.

10. The accountable program owner reviews the complete record and authorizes release/continued use only when the documented process meets the approved standard.

MANAGER VERIFICATION

■ Raw Fish Parasite Destruction Documentation was performed under the current approved restaurant procedure.

■ Required people, equipment, utilities, product, approvals, and records were verified before release or continued operation.

■ Critical readings, identities, handoffs, exceptions, or other evidence required by this procedure were recorded.

■ Unsafe, out-of-standard, unidentified, or undocumented conditions were held, stopped, or escalated instead of informally accepted.

■ Corrective actions and product/equipment/guest/employee disposition were completed and documented when required.

■ The accountable manager or program owner completed final verification and assigned unresolved follow-up.

COMMON MISTAKES

• Using an old, generic, or remembered procedure instead of the current approved specialty-operation standard.

• Starting before required permits, approvals, trained people, utilities, equipment, labels, or records are ready.

• Failing to document actual conditions, readings, identities, handoffs, or deviations at the time they occur.

• Continuing service or releasing product/equipment when a required control cannot be verified.

• Treating a vendor, platform, event organizer, sister unit, or outside agency as responsible for controls that still belong to the restaurant.

• Closing the activity without manager verification, record completion, cleanup/restoration, and follow-up ownership.

CUSTOMIZATION FIELDS

Primary owner / person in charge for this procedure: _____

Applicable permit, regulatory, certification, manufacturer, event, or company requirement: _____

Approved equipment, vendor, system, site, or product specifications: _____

Restaurant-specific critical limit, service target, frequency, or acceptance criterion: _____

Required log, checklist, tag, record, photo, or other evidence: _____

Escalation contact and stop-work / hold / closure authority: _____

REVISION CONTROL

Record future changes in the restaurant master SOP index, retain required evidence, and retrain affected employees whenever the approved process, equipment, authority requirement, or responsibility changes.

Sushi Rice Acidification Monitoring SOP

PURPOSE

To establish a controlled, repeatable, and verifiable process for sushi rice acidification monitoring so specialty operations do not depend on improvisation, undocumented exceptions, or unassigned responsibility.

APPLIES TO

Receiving employees, chefs, sushi/raw-bar teams, food-safety leaders, servers as applicable, and managers responsible for high-risk ingredients.

RESPONSIBILITY

The food-safety or kitchen leader owns source, identity, process, and record controls. Employees verify assigned controls and escalate any missing documentation, temperature, labeling, or source issue.

WHEN USED

For every applicable batch, product, process, claim, or service event and whenever required records, approvals, or controls change.

MATERIALS / INFORMATION

• Approved-source documentation, invoices, tags, or certificates as applicable

• Calibrated thermometers and process-monitoring tools

• Required consumer advisory, label, or traceability materials

• Dedicated containers, labels, and segregation tools where required

• Hold/disposition log and manager verification record

CRITICAL STANDARDS

• Use only approved sources and maintain required identity/traceability records for the applicable product.

• Raw or undercooked service follows the restaurant’s current regulatory requirements and approved consumer communication.

• Specialized controls such as shellfish identity, parasite destruction, acidification, or warning labels are verified before service.

• Missing source records, identity, process evidence, or required warnings result in product hold until resolved.

• This process may require a HACCP plan, variance, special process approval, or defined critical limits; the current approved plan governs and must be available to the person in charge.

PROCEDURE

1. Do not treat acidified sushi rice as controlled by pH unless the restaurant is following its current approved process, specified formulation, monitoring method, trained-employee procedure, and any required variance/HACCP documentation.

2. Review the exact approved process, critical limits/acceptance criteria, monitoring method, corrective actions, record forms, and product-disposition rules before starting.

3. Verify approved source/ingredient identity, equipment condition, calibration, labels, dedicated tools/areas, and required segregation.

4. Start the batch/product/service record before processing so identity and required evidence remain linked from beginning to final disposition.

5. Perform sushi rice acidification monitoring exactly under the approved procedure; do not substitute an internet guideline or memory for the controlled process.

6. Monitor each required critical limit or acceptance point at the specified frequency and record the actual result, employee, date/time, and lot/batch identity as applicable.

7. Immediately stop, hold, segregate, and label affected product when a critical limit, approval, source record, certification control, or required monitoring step is missed.

8. Notify the person in charge and follow the approved corrective-action/disposition process; obtain regulatory, program, or technical direction when required.

9. Complete labeling, storage, service/consumer communication, traceability, and record-retention controls before affected product is released.

10. The accountable program owner reviews the complete record and authorizes release/continued use only when the documented process meets the approved standard.

MANAGER VERIFICATION

■ Sushi Rice Acidification Monitoring was performed under the current approved restaurant procedure.

■ Required people, equipment, utilities, product, approvals, and records were verified before release or continued operation.

■ Critical readings, identities, handoffs, exceptions, or other evidence required by this procedure were recorded.

■ Unsafe, out-of-standard, unidentified, or undocumented conditions were held, stopped, or escalated instead of informally accepted.

■ Corrective actions and product/equipment/guest/employee disposition were completed and documented when required.

■ The accountable manager or program owner completed final verification and assigned unresolved follow-up.

COMMON MISTAKES

• Using an old, generic, or remembered procedure instead of the current approved specialty-operation standard.

• Starting before required permits, approvals, trained people, utilities, equipment, labels, or records are ready.

• Failing to document actual conditions, readings, identities, handoffs, or deviations at the time they occur.

• Continuing service or releasing product/equipment when a required control cannot be verified.

• Treating a vendor, platform, event organizer, sister unit, or outside agency as responsible for controls that still belong to the restaurant.

• Closing the activity without manager verification, record completion, cleanup/restoration, and follow-up ownership.

CUSTOMIZATION FIELDS

Primary owner / person in charge for this procedure: _____

Applicable permit, regulatory, certification, manufacturer, event, or company requirement: _____

Approved equipment, vendor, system, site, or product specifications: _____

Restaurant-specific critical limit, service target, frequency, or acceptance criterion: _____

Required log, checklist, tag, record, photo, or other evidence: _____

Escalation contact and stop-work / hold / closure authority: _____

REVISION CONTROL

Record future changes in the restaurant master SOP index, retain required evidence, and retrain affected employees whenever the approved process, equipment, authority requirement, or responsibility changes.

Raw or Undercooked Consumer Advisory Control SOP

PURPOSE

To establish a controlled, repeatable, and verifiable process for raw or undercooked consumer advisory control so specialty operations do not depend on improvisation, undocumented exceptions, or unassigned responsibility.

APPLIES TO

Receiving employees, chefs, sushi/raw-bar teams, food-safety leaders, servers as applicable, and managers responsible for high-risk ingredients.

RESPONSIBILITY

The food-safety or kitchen leader owns source, identity, process, and record controls. Employees verify assigned controls and escalate any missing documentation, temperature, labeling, or source issue.

WHEN USED

For every applicable batch, product, process, claim, or service event and whenever required records, approvals, or controls change.

MATERIALS / INFORMATION

• Approved-source documentation, invoices, tags, or certificates as applicable

• Calibrated thermometers and process-monitoring tools

• Required consumer advisory, label, or traceability materials

• Dedicated containers, labels, and segregation tools where required

• Hold/disposition log and manager verification record

CRITICAL STANDARDS

• Use only approved sources and maintain required identity/traceability records for the applicable product.

• Raw or undercooked service follows the restaurant’s current regulatory requirements and approved consumer communication.

• Specialized controls such as shellfish identity, parasite destruction, acidification, or warning labels are verified before service.

• Missing source records, identity, process evidence, or required warnings result in product hold until resolved.

PROCEDURE

1. Confirm that raw or undercooked consumer advisory control is permitted under the restaurant’s current regulatory/certification program and that all required approvals, plans, supplier evidence, and trained personnel are current.

2. Review the exact approved process, critical limits/acceptance criteria, monitoring method, corrective actions, record forms, and product-disposition rules before starting.

3. Verify approved source/ingredient identity, equipment condition, calibration, labels, dedicated tools/areas, and required segregation.

4. Start the batch/product/service record before processing so identity and required evidence remain linked from beginning to final disposition.

5. Perform raw or undercooked consumer advisory control exactly under the approved procedure; do not substitute an internet guideline or memory for the controlled process.

6. Monitor each required critical limit or acceptance point at the specified frequency and record the actual result, employee, date/time, and lot/batch identity as applicable.

7. Immediately stop, hold, segregate, and label affected product when a critical limit, approval, source record, certification control, or required monitoring step is missed.

8. Notify the person in charge and follow the approved corrective-action/disposition process; obtain regulatory, program, or technical direction when required.

9. Complete labeling, storage, service/consumer communication, traceability, and record-retention controls before affected product is released.

10. The accountable program owner reviews the complete record and authorizes release/continued use only when the documented process meets the approved standard.

MANAGER VERIFICATION

■ Raw or Undercooked Consumer Advisory Control was performed under the current approved restaurant procedure.

■ Required people, equipment, utilities, product, approvals, and records were verified before release or continued operation.

■ Critical readings, identities, handoffs, exceptions, or other evidence required by this procedure were recorded.

■ Unsafe, out-of-standard, unidentified, or undocumented conditions were held, stopped, or escalated instead of informally accepted.

■ Corrective actions and product/equipment/guest/employee disposition were completed and documented when required.

■ The accountable manager or program owner completed final verification and assigned unresolved follow-up.

COMMON MISTAKES

• Using an old, generic, or remembered procedure instead of the current approved specialty-operation standard.

• Starting before required permits, approvals, trained people, utilities, equipment, labels, or records are ready.

• Failing to document actual conditions, readings, identities, handoffs, or deviations at the time they occur.

• Continuing service or releasing product/equipment when a required control cannot be verified.

• Treating a vendor, platform, event organizer, sister unit, or outside agency as responsible for controls that still belong to the restaurant.

• Closing the activity without manager verification, record completion, cleanup/restoration, and follow-up ownership.

CUSTOMIZATION FIELDS

Primary owner / person in charge for this procedure: _____

Applicable permit, regulatory, certification, manufacturer, event, or company requirement: _____

Approved equipment, vendor, system, site, or product specifications: _____

Restaurant-specific critical limit, service target, frequency, or acceptance criterion: _____

Required log, checklist, tag, record, photo, or other evidence: _____

Escalation contact and stop-work / hold / closure authority: _____

REVISION CONTROL

Record future changes in the restaurant master SOP index, retain required evidence, and retrain affected employees whenever the approved process, equipment, authority requirement, or responsibility changes.

Raw Oyster Service and Traceability SOP

PURPOSE

To establish a controlled, repeatable, and verifiable process for raw oyster service and traceability so specialty operations do not depend on improvisation, undocumented exceptions, or unassigned responsibility.

APPLIES TO

Receiving employees, chefs, sushi/raw-bar teams, food-safety leaders, servers as applicable, and managers responsible for high-risk ingredients.

RESPONSIBILITY

The food-safety or kitchen leader owns source, identity, process, and record controls. Employees verify assigned controls and escalate any missing documentation, temperature, labeling, or source issue.

WHEN USED

For every applicable batch, product, process, claim, or service event and whenever required records, approvals, or controls change.

MATERIALS / INFORMATION

• Approved-source documentation, invoices, tags, or certificates as applicable

• Calibrated thermometers and process-monitoring tools

• Required consumer advisory, label, or traceability materials

• Dedicated containers, labels, and segregation tools where required

• Hold/disposition log and manager verification record

• Required shellfish source tags, invoices, labels, and identity records

CRITICAL STANDARDS

• Use only approved sources and maintain required identity/traceability records for the applicable product.

• Raw or undercooked service follows the restaurant’s current regulatory requirements and approved consumer communication.

• Specialized controls such as shellfish identity, parasite destruction, acidification, or warning labels are verified before service.

• Missing source records, identity, process evidence, or required warnings result in product hold until resolved.

• Shellfish identity and source records remain linked to the product for the period required by the applicable regulatory authority.

PROCEDURE

1. Confirm that raw oyster service and traceability is permitted under the restaurant’s current regulatory/certification program and that all required approvals, plans, supplier evidence, and trained personnel are current.

2. Review the exact approved process, critical limits/acceptance criteria, monitoring method, corrective actions, record forms, and product-disposition rules before starting.

3. Verify approved source/ingredient identity, equipment condition, calibration, labels, dedicated tools/areas, and required segregation.

4. Start the batch/product/service record before processing so identity and required evidence remain linked from beginning to final disposition.

5. Perform raw oyster service and traceability exactly under the approved procedure; do not substitute an internet guideline or memory for the controlled process.

6. Monitor each required critical limit or acceptance point at the specified frequency and record the actual result, employee, date/time, and lot/batch identity as applicable.

7. Immediately stop, hold, segregate, and label affected product when a critical limit, approval, source record, certification control, or required monitoring step is missed.

8. Notify the person in charge and follow the approved corrective-action/disposition process; obtain regulatory, program, or technical direction when required.

9. Complete labeling, storage, service/consumer communication, traceability, and record-retention controls before affected product is released.

10. The accountable program owner reviews the complete record and authorizes release/continued use only when the documented process meets the approved standard.

MANAGER VERIFICATION

■ Raw Oyster Service and Traceability was performed under the current approved restaurant procedure.

■ Required people, equipment, utilities, product, approvals, and records were verified before release or continued operation.

■ Critical readings, identities, handoffs, exceptions, or other evidence required by this procedure were recorded.

■ Unsafe, out-of-standard, unidentified, or undocumented conditions were held, stopped, or escalated instead of informally accepted.

■ Corrective actions and product/equipment/guest/employee disposition were completed and documented when required.

■ The accountable manager or program owner completed final verification and assigned unresolved follow-up.

COMMON MISTAKES

• Using an old, generic, or remembered procedure instead of the current approved specialty-operation standard.

• Starting before required permits, approvals, trained people, utilities, equipment, labels, or records are ready.

• Failing to document actual conditions, readings, identities, handoffs, or deviations at the time they occur.

• Continuing service or releasing product/equipment when a required control cannot be verified.

• Treating a vendor, platform, event organizer, sister unit, or outside agency as responsible for controls that still belong to the restaurant.

• Closing the activity without manager verification, record completion, cleanup/restoration, and follow-up ownership.

CUSTOMIZATION FIELDS

Primary owner / person in charge for this procedure: _____

Applicable permit, regulatory, certification, manufacturer, event, or company requirement: _____

Approved equipment, vendor, system, site, or product specifications: _____

Restaurant-specific critical limit, service target, frequency, or acceptance criterion: _____

Required log, checklist, tag, record, photo, or other evidence: _____

Escalation contact and stop-work / hold / closure authority: _____

REVISION CONTROL

Record future changes in the restaurant master SOP index, retain required evidence, and retrain affected employees whenever the approved process, equipment, authority requirement, or responsibility changes.

Live Shellfish Storage and Handling SOP

PURPOSE

To establish a controlled, repeatable, and verifiable process for live shellfish storage and handling so specialty operations do not depend on improvisation, undocumented exceptions, or unassigned responsibility.

APPLIES TO

Receiving employees, chefs, sushi/raw-bar teams, food-safety leaders, servers as applicable, and managers responsible for high-risk ingredients.

RESPONSIBILITY

The food-safety or kitchen leader owns source, identity, process, and record controls. Employees verify assigned controls and escalate any missing documentation, temperature, labeling, or source issue.

WHEN USED

For every applicable batch, product, process, claim, or service event and whenever required records, approvals, or controls change.

MATERIALS / INFORMATION

• Approved-source documentation, invoices, tags, or certificates as applicable

• Calibrated thermometers and process-monitoring tools

• Required consumer advisory, label, or traceability materials

• Dedicated containers, labels, and segregation tools where required

• Hold/disposition log and manager verification record

• Required shellfish source tags, invoices, labels, and identity records

CRITICAL STANDARDS

• Use only approved sources and maintain required identity/traceability records for the applicable product.

• Raw or undercooked service follows the restaurant’s current regulatory requirements and approved consumer communication.

• Specialized controls such as shellfish identity, parasite destruction, acidification, or warning labels are verified before service.

• Missing source records, identity, process evidence, or required warnings result in product hold until resolved.

• Shellfish identity and source records remain linked to the product for the period required by the applicable regulatory authority.

PROCEDURE

1. Confirm that live shellfish storage and handling is permitted under the restaurant’s current regulatory/certification program and that all required approvals, plans, supplier evidence, and trained personnel are current.

2. Review the exact approved process, critical limits/acceptance criteria, monitoring method, corrective actions, record forms, and product-disposition rules before starting.

3. Verify approved source/ingredient identity, equipment condition, calibration, labels, dedicated tools/areas, and required segregation.

4. Start the batch/product/service record before processing so identity and required evidence remain linked from beginning to final disposition.

5. Perform live shellfish storage and handling exactly under the approved procedure; do not substitute an internet guideline or memory for the controlled process.

6. Monitor each required critical limit or acceptance point at the specified frequency and record the actual result, employee, date/time, and lot/batch identity as applicable.

7. Immediately stop, hold, segregate, and label affected product when a critical limit, approval, source record, certification control, or required monitoring step is missed.

8. Notify the person in charge and follow the approved corrective-action/disposition process; obtain regulatory, program, or technical direction when required.

9. Complete labeling, storage, service/consumer communication, traceability, and record-retention controls before affected product is released.

10. The accountable program owner reviews the complete record and authorizes release/continued use only when the documented process meets the approved standard.

MANAGER VERIFICATION

■ Live Shellfish Storage and Handling was performed under the current approved restaurant procedure.

■ Required people, equipment, utilities, product, approvals, and records were verified before release or continued operation.

■ Critical readings, identities, handoffs, exceptions, or other evidence required by this procedure were recorded.

■ Unsafe, out-of-standard, unidentified, or undocumented conditions were held, stopped, or escalated instead of informally accepted.

■ Corrective actions and product/equipment/guest/employee disposition were completed and documented when required.

■ The accountable manager or program owner completed final verification and assigned unresolved follow-up.

COMMON MISTAKES

• Using an old, generic, or remembered procedure instead of the current approved specialty-operation standard.

• Starting before required permits, approvals, trained people, utilities, equipment, labels, or records are ready.

• Failing to document actual conditions, readings, identities, handoffs, or deviations at the time they occur.

• Continuing service or releasing product/equipment when a required control cannot be verified.

• Treating a vendor, platform, event organizer, sister unit, or outside agency as responsible for controls that still belong to the restaurant.

• Closing the activity without manager verification, record completion, cleanup/restoration, and follow-up ownership.

CUSTOMIZATION FIELDS

Primary owner / person in charge for this procedure: _____

Applicable permit, regulatory, certification, manufacturer, event, or company requirement: _____

Approved equipment, vendor, system, site, or product specifications: _____

Restaurant-specific critical limit, service target, frequency, or acceptance criterion: _____

Required log, checklist, tag, record, photo, or other evidence: _____

Escalation contact and stop-work / hold / closure authority: _____

REVISION CONTROL

Record future changes in the restaurant master SOP index, retain required evidence, and retrain affected employees whenever the approved process, equipment, authority requirement, or responsibility changes.

Sprouted Seed and Bean Risk Control SOP

PURPOSE

To establish a controlled, repeatable, and verifiable process for sprouted seed and bean risk control so specialty operations do not depend on improvisation, undocumented exceptions, or unassigned responsibility.

APPLIES TO

Receiving employees, chefs, sushi/raw-bar teams, food-safety leaders, servers as applicable, and managers responsible for high-risk ingredients.

RESPONSIBILITY

The food-safety or kitchen leader owns source, identity, process, and record controls. Employees verify assigned controls and escalate any missing documentation, temperature, labeling, or source issue.

WHEN USED

For every applicable batch, product, process, claim, or service event and whenever required records, approvals, or controls change.

MATERIALS / INFORMATION

• Approved-source documentation, invoices, tags, or certificates as applicable

• Calibrated thermometers and process-monitoring tools

• Required consumer advisory, label, or traceability materials

• Dedicated containers, labels, and segregation tools where required

• Hold/disposition log and manager verification record

CRITICAL STANDARDS

• Use only approved sources and maintain required identity/traceability records for the applicable product.

• Raw or undercooked service follows the restaurant’s current regulatory requirements and approved consumer communication.

• Specialized controls such as shellfish identity, parasite destruction, acidification, or warning labels are verified before service.

• Missing source records, identity, process evidence, or required warnings result in product hold until resolved.

PROCEDURE

1. Confirm that sprouted seed and bean risk control is permitted under the restaurant’s current regulatory/certification program and that all required approvals, plans, supplier evidence, and trained personnel are current.

2. Review the exact approved process, critical limits/acceptance criteria, monitoring method, corrective actions, record forms, and product-disposition rules before starting.

3. Verify approved source/ingredient identity, equipment condition, calibration, labels, dedicated tools/areas, and required segregation.

4. Start the batch/product/service record before processing so identity and required evidence remain linked from beginning to final disposition.

5. Perform sprouted seed and bean risk control exactly under the approved procedure; do not substitute an internet guideline or memory for the controlled process.

6. Monitor each required critical limit or acceptance point at the specified frequency and record the actual result, employee, date/time, and lot/batch identity as applicable.

7. Immediately stop, hold, segregate, and label affected product when a critical limit, approval, source record, certification control, or required monitoring step is missed.

8. Notify the person in charge and follow the approved corrective-action/disposition process; obtain regulatory, program, or technical direction when required.

9. Complete labeling, storage, service/consumer communication, traceability, and record-retention controls before affected product is released.

10. The accountable program owner reviews the complete record and authorizes release/continued use only when the documented process meets the approved standard.

MANAGER VERIFICATION

■ Sprouted Seed and Bean Risk Control was performed under the current approved restaurant procedure.

■ Required people, equipment, utilities, product, approvals, and records were verified before release or continued operation.

■ Critical readings, identities, handoffs, exceptions, or other evidence required by this procedure were recorded.

■ Unsafe, out-of-standard, unidentified, or undocumented conditions were held, stopped, or escalated instead of informally accepted.

■ Corrective actions and product/equipment/guest/employee disposition were completed and documented when required.

■ The accountable manager or program owner completed final verification and assigned unresolved follow-up.

COMMON MISTAKES

• Using an old, generic, or remembered procedure instead of the current approved specialty-operation standard.

• Starting before required permits, approvals, trained people, utilities, equipment, labels, or records are ready.

• Failing to document actual conditions, readings, identities, handoffs, or deviations at the time they occur.

• Continuing service or releasing product/equipment when a required control cannot be verified.

• Treating a vendor, platform, event organizer, sister unit, or outside agency as responsible for controls that still belong to the restaurant.

• Closing the activity without manager verification, record completion, cleanup/restoration, and follow-up ownership.

CUSTOMIZATION FIELDS

Primary owner / person in charge for this procedure: _____

Applicable permit, regulatory, certification, manufacturer, event, or company requirement: _____

Approved equipment, vendor, system, site, or product specifications: _____

Restaurant-specific critical limit, service target, frequency, or acceptance criterion: _____

Required log, checklist, tag, record, photo, or other evidence: _____

Escalation contact and stop-work / hold / closure authority: _____

REVISION CONTROL

Record future changes in the restaurant master SOP index, retain required evidence, and retrain affected employees whenever the approved process, equipment, authority requirement, or responsibility changes.

Wild Mushroom Approved Source Verification SOP

PURPOSE

To establish a controlled, repeatable, and verifiable process for wild mushroom approved source verification so specialty operations do not depend on improvisation, undocumented exceptions, or unassigned responsibility.

APPLIES TO

Receiving employees, chefs, sushi/raw-bar teams, food-safety leaders, servers as applicable, and managers responsible for high-risk ingredients.

RESPONSIBILITY

The food-safety or kitchen leader owns source, identity, process, and record controls. Employees verify assigned controls and escalate any missing documentation, temperature, labeling, or source issue.

WHEN USED

For every applicable batch, product, process, claim, or service event and whenever required records, approvals, or controls change.

MATERIALS / INFORMATION

• Approved-source documentation, invoices, tags, or certificates as applicable

• Calibrated thermometers and process-monitoring tools

• Required consumer advisory, label, or traceability materials

• Dedicated containers, labels, and segregation tools where required

• Hold/disposition log and manager verification record

CRITICAL STANDARDS

• Use only approved sources and maintain required identity/traceability records for the applicable product.

• Raw or undercooked service follows the restaurant’s current regulatory requirements and approved consumer communication.

• Specialized controls such as shellfish identity, parasite destruction, acidification, or warning labels are verified before service.

• Missing source records, identity, process evidence, or required warnings result in product hold until resolved.

PROCEDURE

1. Confirm that wild mushroom approved source verification is permitted under the restaurant’s current regulatory/certification program and that all required approvals, plans, supplier evidence, and trained personnel are current.

2. Review the exact approved process, critical limits/acceptance criteria, monitoring method, corrective actions, record forms, and product-disposition rules before starting.

3. Verify approved source/ingredient identity, equipment condition, calibration, labels, dedicated tools/areas, and required segregation.

4. Start the batch/product/service record before processing so identity and required evidence remain linked from beginning to final disposition.

5. Perform wild mushroom approved source verification exactly under the approved procedure; do not substitute an internet guideline or memory for the controlled process.

6. Monitor each required critical limit or acceptance point at the specified frequency and record the actual result, employee, date/time, and lot/batch identity as applicable.

7. Immediately stop, hold, segregate, and label affected product when a critical limit, approval, source record, certification control, or required monitoring step is missed.

8. Notify the person in charge and follow the approved corrective-action/disposition process; obtain regulatory, program, or technical direction when required.

9. Complete labeling, storage, service/consumer communication, traceability, and record-retention controls before affected product is released.

10. The accountable program owner reviews the complete record and authorizes release/continued use only when the documented process meets the approved standard.

MANAGER VERIFICATION

■ Wild Mushroom Approved Source Verification was performed under the current approved restaurant procedure.

■ Required people, equipment, utilities, product, approvals, and records were verified before release or continued operation.

■ Critical readings, identities, handoffs, exceptions, or other evidence required by this procedure were recorded.

■ Unsafe, out-of-standard, unidentified, or undocumented conditions were held, stopped, or escalated instead of informally accepted.

■ Corrective actions and product/equipment/guest/employee disposition were completed and documented when required.

■ The accountable manager or program owner completed final verification and assigned unresolved follow-up.

COMMON MISTAKES

• Using an old, generic, or remembered procedure instead of the current approved specialty-operation standard.

• Starting before required permits, approvals, trained people, utilities, equipment, labels, or records are ready.

• Failing to document actual conditions, readings, identities, handoffs, or deviations at the time they occur.

• Continuing service or releasing product/equipment when a required control cannot be verified.

• Treating a vendor, platform, event organizer, sister unit, or outside agency as responsible for controls that still belong to the restaurant.

• Closing the activity without manager verification, record completion, cleanup/restoration, and follow-up ownership.

CUSTOMIZATION FIELDS

Primary owner / person in charge for this procedure: _____

Applicable permit, regulatory, certification, manufacturer, event, or company requirement: _____

Approved equipment, vendor, system, site, or product specifications: _____

Restaurant-specific critical limit, service target, frequency, or acceptance criterion: _____

Required log, checklist, tag, record, photo, or other evidence: _____

Escalation contact and stop-work / hold / closure authority: _____

REVISION CONTROL

Record future changes in the restaurant master SOP index, retain required evidence, and retrain affected employees whenever the approved process, equipment, authority requirement, or responsibility changes.

Fresh Juice Processing and Warning Label Control SOP

PURPOSE

To establish a controlled, repeatable, and verifiable process for fresh juice processing and warning label control so specialty operations do not depend on improvisation, undocumented exceptions, or unassigned responsibility.

APPLIES TO

Receiving employees, chefs, sushi/raw-bar teams, food-safety leaders, servers as applicable, and managers responsible for high-risk ingredients.

RESPONSIBILITY

The food-safety or kitchen leader owns source, identity, process, and record controls. Employees verify assigned controls and escalate any missing documentation, temperature, labeling, or source issue.

WHEN USED

For every applicable batch, product, process, claim, or service event and whenever required records, approvals, or controls change.

MATERIALS / INFORMATION

• Approved-source documentation, invoices, tags, or certificates as applicable

• Calibrated thermometers and process-monitoring tools

• Required consumer advisory, label, or traceability materials

• Dedicated containers, labels, and segregation tools where required

• Hold/disposition log and manager verification record

CRITICAL STANDARDS

• Use only approved sources and maintain required identity/traceability records for the applicable product.

• Raw or undercooked service follows the restaurant’s current regulatory requirements and approved consumer communication.

• Specialized controls such as shellfish identity, parasite destruction, acidification, or warning labels are verified before service.

• Missing source records, identity, process evidence, or required warnings result in product hold until resolved.

PROCEDURE

1. Confirm that fresh juice processing and warning label control is permitted under the restaurant’s current regulatory/certification program and that all required approvals, plans, supplier evidence, and trained personnel are current.

2. Review the exact approved process, critical limits/acceptance criteria, monitoring method, corrective actions, record forms, and product-disposition rules before starting.

3. Verify approved source/ingredient identity, equipment condition, calibration, labels, dedicated tools/areas, and required segregation.

4. Start the batch/product/service record before processing so identity and required evidence remain linked from beginning to final disposition.

5. Perform fresh juice processing and warning label control exactly under the approved procedure; do not substitute an internet guideline or memory for the controlled process.

6. Monitor each required critical limit or acceptance point at the specified frequency and record the actual result, employee, date/time, and lot/batch identity as applicable.

7. Immediately stop, hold, segregate, and label affected product when a critical limit, approval, source record, certification control, or required monitoring step is missed.

8. Notify the person in charge and follow the approved corrective-action/disposition process; obtain regulatory, program, or technical direction when required.

9. Complete labeling, storage, service/consumer communication, traceability, and record-retention controls before affected product is released.

10. The accountable program owner reviews the complete record and authorizes release/continued use only when the documented process meets the approved standard.

MANAGER VERIFICATION

■ Fresh Juice Processing and Warning Label Control was performed under the current approved restaurant procedure.

■ Required people, equipment, utilities, product, approvals, and records were verified before release or continued operation.

■ Critical readings, identities, handoffs, exceptions, or other evidence required by this procedure were recorded.

■ Unsafe, out-of-standard, unidentified, or undocumented conditions were held, stopped, or escalated instead of informally accepted.

■ Corrective actions and product/equipment/guest/employee disposition were completed and documented when required.

■ The accountable manager or program owner completed final verification and assigned unresolved follow-up.

COMMON MISTAKES

• Using an old, generic, or remembered procedure instead of the current approved specialty-operation standard.

• Starting before required permits, approvals, trained people, utilities, equipment, labels, or records are ready.

• Failing to document actual conditions, readings, identities, handoffs, or deviations at the time they occur.

• Continuing service or releasing product/equipment when a required control cannot be verified.

• Treating a vendor, platform, event organizer, sister unit, or outside agency as responsible for controls that still belong to the restaurant.

• Closing the activity without manager verification, record completion, cleanup/restoration, and follow-up ownership.

CUSTOMIZATION FIELDS

Primary owner / person in charge for this procedure: _____

Applicable permit, regulatory, certification, manufacturer, event, or company requirement: _____

Approved equipment, vendor, system, site, or product specifications: _____

Restaurant-specific critical limit, service target, frequency, or acceptance criterion: _____

Required log, checklist, tag, record, photo, or other evidence: _____

Escalation contact and stop-work / hold / closure authority: _____

REVISION CONTROL

Record future changes in the restaurant master SOP index, retain required evidence, and retrain affected employees whenever the approved process, equipment, authority requirement, or responsibility changes.

Third-Party Delivery Platform Opening Check SOP

PURPOSE

To establish a controlled, repeatable, and verifiable process for third-party delivery platform opening check so specialty operations do not depend on improvisation, undocumented exceptions, or unassigned responsibility.

APPLIES TO

Expo, to-go, kitchen, digital-order, delivery, virtual-brand, and manager teams.

RESPONSIBILITY

The off-premise leader owns platform readiness, brand separation, packaging, and release. The manager handles outages, driver disputes, missing orders, and unresolved marketplace issues.

WHEN USED

Before the applicable operation, service period, event, route, batch, opening, or equipment use, and again after any material condition changes.

MATERIALS / INFORMATION

- Current marketplace tablets/accounts and approved menus
- Order labels, packaging, seals, and staging identifiers
- Driver/order verification method
- Marketplace outage and escalation contacts
- Refund, remake, delay, and incident records

CRITICAL STANDARDS

- Only current, approved menus, prices, modifiers, hours, and availability are published.
- Orders remain separated by brand, guest, and delivery platform through production and release.
- Orders are released only after order and driver/pickup identity are verified by the approved method.
- Marketplace outages, delayed pickups, missing drivers, refunds, and chain-of-custody concerns are documented and escalated.

PROCEDURE

1. Confirm current platform/brand status, menu availability, hours, prices, modifiers, access, equipment, and owner for third-party delivery platform opening check.
2. Test required tablets, printers, displays, network connections, labels, packaging, and backup communication before accepting affected orders.
3. Verify brand/order separation and assign clear ownership for acceptance, production, staging, driver/pickup verification, guest contact, and recovery.
4. Keep each order linked to its platform, brand, guest/order identifier, promised time, special instructions, and payment status.
5. Execute third-party delivery platform opening check using the approved chain-of-custody and handoff process; protect completed orders from unauthorized access or mix-ups.
6. Monitor order age, platform status, driver arrival, packaging integrity, product condition, and unresolved exceptions.
7. Escalate outage, duplicate/missing orders, delayed pickup, suspected fraud, driver identity concerns, or cross-brand mix-ups before release.
8. Use the approved guest/marketplace recovery path for refunds, remakes, cancellations, and delay communication and document material losses.
9. Reconcile unresolved orders and reset availability, devices, staging, and access controls at shift end or after recovery.
10. The manager reviews recurring platform failures, delays, refunds, and handoff exceptions and assigns system/vendor follow-up.

MANAGER VERIFICATION

- ■ Third-Party Delivery Platform Opening Check was performed under the current approved restaurant procedure.
- ■ Required people, equipment, utilities, product, approvals, and records were verified before release or continued operation.
- ■ Critical readings, identities, handoffs, exceptions, or other evidence required by this procedure were recorded.
- ■ Unsafe, out-of-standard, unidentified, or undocumented conditions were held, stopped, or escalated instead of informally accepted.
- ■ Corrective actions and product/equipment/guest/employee disposition were completed and documented when required.

■ The accountable manager or program owner completed final verification and assigned unresolved follow-up.

COMMON MISTAKES

• Using an old, generic, or remembered procedure instead of the current approved specialty-operation standard.

• Starting before required permits, approvals, trained people, utilities, equipment, labels, or records are ready.

• Failing to document actual conditions, readings, identities, handoffs, or deviations at the time they occur.

• Continuing service or releasing product/equipment when a required control cannot be verified.

• Treating a vendor, platform, event organizer, sister unit, or outside agency as responsible for controls that still belong to the restaurant.

• Closing the activity without manager verification, record completion, cleanup/restoration, and follow-up ownership.

CUSTOMIZATION FIELDS

Primary owner / person in charge for this procedure: _____

Applicable permit, regulatory, certification, manufacturer, event, or company requirement: _____

Approved equipment, vendor, system, site, or product specifications: _____

Restaurant-specific critical limit, service target, frequency, or acceptance criterion: _____

Required log, checklist, tag, record, photo, or other evidence: _____

Escalation contact and stop-work / hold / closure authority: _____

REVISION CONTROL

Record future changes in the restaurant master SOP index, retain required evidence, and retrain affected employees whenever the approved process, equipment, authority requirement, or responsibility changes.

Delivery Marketplace Order Acceptance SOP

PURPOSE

To establish a controlled, repeatable, and verifiable process for delivery marketplace order acceptance so specialty operations do not depend on improvisation, undocumented exceptions, or unassigned responsibility.

APPLIES TO

Expo, to-go, kitchen, digital-order, delivery, virtual-brand, and manager teams.

RESPONSIBILITY

The off-premise leader owns platform readiness, brand separation, packaging, and release. The manager handles outages, driver disputes, missing orders, and unresolved marketplace issues.

WHEN USED

Whenever this specialty operation is performed and at each required monitoring, handoff, verification, or closeout point defined by the restaurant.

MATERIALS / INFORMATION

- Current marketplace tablets/accounts and approved menus
- Order labels, packaging, seals, and staging identifiers
- Driver/order verification method
- Marketplace outage and escalation contacts
- Refund, remake, delay, and incident records

CRITICAL STANDARDS

- Only current, approved menus, prices, modifiers, hours, and availability are published.
- Orders remain separated by brand, guest, and delivery platform through production and release.
- Orders are released only after order and driver/pickup identity are verified by the approved method.
- Marketplace outages, delayed pickups, missing drivers, refunds, and chain-of-custody concerns are documented and escalated.

PROCEDURE

1. Confirm current platform/brand status, menu availability, hours, prices, modifiers, access, equipment, and owner for delivery marketplace order acceptance.
2. Test required tablets, printers, displays, network connections, labels, packaging, and backup communication before accepting affected orders.
3. Verify brand/order separation and assign clear ownership for acceptance, production, staging, driver/pickup verification, guest contact, and recovery.
4. Keep each order linked to its platform, brand, guest/order identifier, promised time, special instructions, and payment status.
5. Execute delivery marketplace order acceptance using the approved chain-of-custody and handoff process; protect completed orders from unauthorized access or mix-ups.
6. Monitor order age, platform status, driver arrival, packaging integrity, product condition, and unresolved exceptions.
7. Escalate outage, duplicate/missing orders, delayed pickup, suspected fraud, driver identity concerns, or cross-brand mix-ups before release.
8. Use the approved guest/marketplace recovery path for refunds, remakes, cancellations, and delay communication and document material losses.
9. Reconcile unresolved orders and reset availability, devices, staging, and access controls at shift end or after recovery.
10. The manager reviews recurring platform failures, delays, refunds, and handoff exceptions and assigns system/vendor follow-up.

MANAGER VERIFICATION

- ■ Delivery Marketplace Order Acceptance was performed under the current approved restaurant procedure.
- ■ Required people, equipment, utilities, product, approvals, and records were verified before release or continued operation.
- ■ Critical readings, identities, handoffs, exceptions, or other evidence required by this procedure were recorded.
- ■ Unsafe, out-of-standard, unidentified, or undocumented conditions were held, stopped, or escalated instead of informally accepted.
- ■ Corrective actions and product/equipment/guest/employee disposition were completed and documented when required.

■ The accountable manager or program owner completed final verification and assigned unresolved follow-up.

COMMON MISTAKES

• Using an old, generic, or remembered procedure instead of the current approved specialty-operation standard.

• Starting before required permits, approvals, trained people, utilities, equipment, labels, or records are ready.

• Failing to document actual conditions, readings, identities, handoffs, or deviations at the time they occur.

• Continuing service or releasing product/equipment when a required control cannot be verified.

• Treating a vendor, platform, event organizer, sister unit, or outside agency as responsible for controls that still belong to the restaurant.

• Closing the activity without manager verification, record completion, cleanup/restoration, and follow-up ownership.

CUSTOMIZATION FIELDS

Primary owner / person in charge for this procedure: _____

Applicable permit, regulatory, certification, manufacturer, event, or company requirement: _____

Approved equipment, vendor, system, site, or product specifications: _____

Restaurant-specific critical limit, service target, frequency, or acceptance criterion: _____

Required log, checklist, tag, record, photo, or other evidence: _____

Escalation contact and stop-work / hold / closure authority: _____

REVISION CONTROL

Record future changes in the restaurant master SOP index, retain required evidence, and retrain affected employees whenever the approved process, equipment, authority requirement, or responsibility changes.

Multi-Platform Menu Availability Sync SOP

PURPOSE

To establish a controlled, repeatable, and verifiable process for multi-platform menu availability sync so specialty operations do not depend on improvisation, undocumented exceptions, or unassigned responsibility.

APPLIES TO

Expo, to-go, kitchen, digital-order, delivery, virtual-brand, and manager teams.

RESPONSIBILITY

The off-premise leader owns platform readiness, brand separation, packaging, and release. The manager handles outages, driver disputes, missing orders, and unresolved marketplace issues.

WHEN USED

Whenever this specialty operation is performed and at each required monitoring, handoff, verification, or closeout point defined by the restaurant.

MATERIALS / INFORMATION

- Current marketplace tablets/accounts and approved menus
- Order labels, packaging, seals, and staging identifiers
- Driver/order verification method
- Marketplace outage and escalation contacts
- Refund, remake, delay, and incident records

CRITICAL STANDARDS

- Only current, approved menus, prices, modifiers, hours, and availability are published.
- Orders remain separated by brand, guest, and delivery platform through production and release.
- Orders are released only after order and driver/pickup identity are verified by the approved method.
- Marketplace outages, delayed pickups, missing drivers, refunds, and chain-of-custody concerns are documented and escalated.

PROCEDURE

1. Confirm current platform/brand status, menu availability, hours, prices, modifiers, access, equipment, and owner for multi-platform menu availability sync.
2. Test required tablets, printers, displays, network connections, labels, packaging, and backup communication before accepting affected orders.
3. Verify brand/order separation and assign clear ownership for acceptance, production, staging, driver/pickup verification, guest contact, and recovery.
4. Keep each order linked to its platform, brand, guest/order identifier, promised time, special instructions, and payment status.
5. Execute multi-platform menu availability sync using the approved chain-of-custody and handoff process; protect completed orders from unauthorized access or mix-ups.
6. Monitor order age, platform status, driver arrival, packaging integrity, product condition, and unresolved exceptions.
7. Escalate outage, duplicate/missing orders, delayed pickup, suspected fraud, driver identity concerns, or cross-brand mix-ups before release.
8. Use the approved guest/marketplace recovery path for refunds, remakes, cancellations, and delay communication and document material losses.
9. Reconcile unresolved orders and reset availability, devices, staging, and access controls at shift end or after recovery.
10. The manager reviews recurring platform failures, delays, refunds, and handoff exceptions and assigns system/vendor follow-up.

MANAGER VERIFICATION

- ■ Multi-Platform Menu Availability Sync was performed under the current approved restaurant procedure.
- ■ Required people, equipment, utilities, product, approvals, and records were verified before release or continued operation.
- ■ Critical readings, identities, handoffs, exceptions, or other evidence required by this procedure were recorded.
- ■ Unsafe, out-of-standard, unidentified, or undocumented conditions were held, stopped, or escalated instead of informally accepted.
- ■ Corrective actions and product/equipment/guest/employee disposition were completed and documented when required.

■ The accountable manager or program owner completed final verification and assigned unresolved follow-up.

COMMON MISTAKES

• Using an old, generic, or remembered procedure instead of the current approved specialty-operation standard.

• Starting before required permits, approvals, trained people, utilities, equipment, labels, or records are ready.

• Failing to document actual conditions, readings, identities, handoffs, or deviations at the time they occur.

• Continuing service or releasing product/equipment when a required control cannot be verified.

• Treating a vendor, platform, event organizer, sister unit, or outside agency as responsible for controls that still belong to the restaurant.

• Closing the activity without manager verification, record completion, cleanup/restoration, and follow-up ownership.

CUSTOMIZATION FIELDS

Primary owner / person in charge for this procedure: _____

Applicable permit, regulatory, certification, manufacturer, event, or company requirement: _____

Approved equipment, vendor, system, site, or product specifications: _____

Restaurant-specific critical limit, service target, frequency, or acceptance criterion: _____

Required log, checklist, tag, record, photo, or other evidence: _____

Escalation contact and stop-work / hold / closure authority: _____

REVISION CONTROL

Record future changes in the restaurant master SOP index, retain required evidence, and retrain affected employees whenever the approved process, equipment, authority requirement, or responsibility changes.

Third-Party Driver Identity Verification and Order Release SOP

PURPOSE

To establish a controlled, repeatable, and verifiable process for third-party driver identity verification and order release so specialty operations do not depend on improvisation, undocumented exceptions, or unassigned responsibility.

APPLIES TO

Expo, to-go, kitchen, digital-order, delivery, virtual-brand, and manager teams.

RESPONSIBILITY

The off-premise leader owns platform readiness, brand separation, packaging, and release. The manager handles outages, driver disputes, missing orders, and unresolved marketplace issues.

WHEN USED

For every applicable receipt, transfer, pickup, release, or custody handoff, before the product/order is accepted or released.

MATERIALS / INFORMATION

• Current marketplace tablets/accounts and approved menus

• Order labels, packaging, seals, and staging identifiers

• Driver/order verification method

• Marketplace outage and escalation contacts

• Refund, remake, delay, and incident records

CRITICAL STANDARDS

• Only current, approved menus, prices, modifiers, hours, and availability are published.

• Orders remain separated by brand, guest, and delivery platform through production and release.

• Orders are released only after order and driver/pickup identity are verified by the approved method.

• Marketplace outages, delayed pickups, missing drivers, refunds, and chain-of-custody concerns are documented and escalated.

PROCEDURE

1. Confirm current platform/brand status, menu availability, hours, prices, modifiers, access, equipment, and owner for third-party driver identity verification and order release.

2. Test required tablets, printers, displays, network connections, labels, packaging, and backup communication before accepting affected orders.

3. Verify brand/order separation and assign clear ownership for acceptance, production, staging, driver/pickup verification, guest contact, and recovery.

4. Keep each order linked to its platform, brand, guest/order identifier, promised time, special instructions, and payment status.

5. Execute third-party driver identity verification and order release using the approved chain-of-custody and handoff process; protect completed orders from unauthorized access or mix-ups.

6. Monitor order age, platform status, driver arrival, packaging integrity, product condition, and unresolved exceptions.

7. Escalate outage, duplicate/missing orders, delayed pickup, suspected fraud, driver identity concerns, or cross-brand mix-ups before release.

8. Use the approved guest/marketplace recovery path for refunds, remakes, cancellations, and delay communication and document material losses.

9. Reconcile unresolved orders and reset availability, devices, staging, and access controls at shift end or after recovery.

10. The manager reviews recurring platform failures, delays, refunds, and handoff exceptions and assigns system/vendor follow-up.

MANAGER VERIFICATION

■ Third-Party Driver Identity Verification and Order Release was performed under the current approved restaurant procedure.

■ Required people, equipment, utilities, product, approvals, and records were verified before release or continued operation.

■ Critical readings, identities, handoffs, exceptions, or other evidence required by this procedure were recorded.

■ Unsafe, out-of-standard, unidentified, or undocumented conditions were held, stopped, or escalated instead of informally accepted.

■ Corrective actions and product/equipment/guest/employee disposition were completed and documented when required.

■ The accountable manager or program owner completed final verification and assigned unresolved follow-up.

COMMON MISTAKES

• Using an old, generic, or remembered procedure instead of the current approved specialty-operation standard.

• Starting before required permits, approvals, trained people, utilities, equipment, labels, or records are ready.

• Failing to document actual conditions, readings, identities, handoffs, or deviations at the time they occur.

• Continuing service or releasing product/equipment when a required control cannot be verified.

• Treating a vendor, platform, event organizer, sister unit, or outside agency as responsible for controls that still belong to the restaurant.

• Closing the activity without manager verification, record completion, cleanup/restoration, and follow-up ownership.

CUSTOMIZATION FIELDS

Primary owner / person in charge for this procedure: _____

Applicable permit, regulatory, certification, manufacturer, event, or company requirement: _____

Approved equipment, vendor, system, site, or product specifications: _____

Restaurant-specific critical limit, service target, frequency, or acceptance criterion: _____

Required log, checklist, tag, record, photo, or other evidence: _____

Escalation contact and stop-work / hold / closure authority: _____

REVISION CONTROL

Record future changes in the restaurant master SOP index, retain required evidence, and retrain affected employees whenever the approved process, equipment, authority requirement, or responsibility changes.

Tamper-Evident Packaging Application SOP

PURPOSE

To establish a controlled, repeatable, and verifiable process for tamper-evident packaging application so specialty operations do not depend on improvisation, undocumented exceptions, or unassigned responsibility.

APPLIES TO

Expo, to-go, kitchen, digital-order, delivery, virtual-brand, and manager teams.

RESPONSIBILITY

The off-premise leader owns platform readiness, brand separation, packaging, and release. The manager handles outages, driver disputes, missing orders, and unresolved marketplace issues.

WHEN USED

Whenever this specialty operation is performed and at each required monitoring, handoff, verification, or closeout point defined by the restaurant.

MATERIALS / INFORMATION

- Current marketplace tablets/accounts and approved menus
- Order labels, packaging, seals, and staging identifiers
- Driver/order verification method
- Marketplace outage and escalation contacts
- Refund, remake, delay, and incident records

CRITICAL STANDARDS

- Only current, approved menus, prices, modifiers, hours, and availability are published.
- Orders remain separated by brand, guest, and delivery platform through production and release.
- Orders are released only after order and driver/pickup identity are verified by the approved method.
- Marketplace outages, delayed pickups, missing drivers, refunds, and chain-of-custody concerns are documented and escalated.

PROCEDURE

1. Confirm current platform/brand status, menu availability, hours, prices, modifiers, access, equipment, and owner for tamper-evident packaging application.
2. Test required tablets, printers, displays, network connections, labels, packaging, and backup communication before accepting affected orders.
3. Verify brand/order separation and assign clear ownership for acceptance, production, staging, driver/pickup verification, guest contact, and recovery.
4. Keep each order linked to its platform, brand, guest/order identifier, promised time, special instructions, and payment status.
5. Execute tamper-evident packaging application using the approved chain-of-custody and handoff process; protect completed orders from unauthorized access or mix-ups.
6. Monitor order age, platform status, driver arrival, packaging integrity, product condition, and unresolved exceptions.
7. Escalate outage, duplicate/missing orders, delayed pickup, suspected fraud, driver identity concerns, or cross-brand mix-ups before release.
8. Use the approved guest/marketplace recovery path for refunds, remakes, cancellations, and delay communication and document material losses.
9. Reconcile unresolved orders and reset availability, devices, staging, and access controls at shift end or after recovery.
10. The manager reviews recurring platform failures, delays, refunds, and handoff exceptions and assigns system/vendor follow-up.

MANAGER VERIFICATION

- ■ Tamper-Evident Packaging Application was performed under the current approved restaurant procedure.
- ■ Required people, equipment, utilities, product, approvals, and records were verified before release or continued operation.
- ■ Critical readings, identities, handoffs, exceptions, or other evidence required by this procedure were recorded.
- ■ Unsafe, out-of-standard, unidentified, or undocumented conditions were held, stopped, or escalated instead of informally accepted.
- ■ Corrective actions and product/equipment/guest/employee disposition were completed and documented when required.

■ The accountable manager or program owner completed final verification and assigned unresolved follow-up.

COMMON MISTAKES

• Using an old, generic, or remembered procedure instead of the current approved specialty-operation standard.

• Starting before required permits, approvals, trained people, utilities, equipment, labels, or records are ready.

• Failing to document actual conditions, readings, identities, handoffs, or deviations at the time they occur.

• Continuing service or releasing product/equipment when a required control cannot be verified.

• Treating a vendor, platform, event organizer, sister unit, or outside agency as responsible for controls that still belong to the restaurant.

• Closing the activity without manager verification, record completion, cleanup/restoration, and follow-up ownership.

CUSTOMIZATION FIELDS

Primary owner / person in charge for this procedure: _____

Applicable permit, regulatory, certification, manufacturer, event, or company requirement: _____

Approved equipment, vendor, system, site, or product specifications: _____

Restaurant-specific critical limit, service target, frequency, or acceptance criterion: _____

Required log, checklist, tag, record, photo, or other evidence: _____

Escalation contact and stop-work / hold / closure authority: _____

REVISION CONTROL

Record future changes in the restaurant master SOP index, retain required evidence, and retrain affected employees whenever the approved process, equipment, authority requirement, or responsibility changes.

Delivery Handoff Verification and Chain of Custody SOP

PURPOSE

To establish a controlled, repeatable, and verifiable process for delivery handoff verification and chain of custody so specialty operations do not depend on improvisation, undocumented exceptions, or unassigned responsibility.

APPLIES TO

Expo, to-go, kitchen, digital-order, delivery, virtual-brand, and manager teams.

RESPONSIBILITY

The off-premise leader owns platform readiness, brand separation, packaging, and release. The manager handles outages, driver disputes, missing orders, and unresolved marketplace issues.

WHEN USED

For every applicable receipt, transfer, pickup, release, or custody handoff, before the product/order is accepted or released.

MATERIALS / INFORMATION

• Current marketplace tablets/accounts and approved menus

• Order labels, packaging, seals, and staging identifiers

• Driver/order verification method

• Marketplace outage and escalation contacts

• Refund, remake, delay, and incident records

CRITICAL STANDARDS

• Only current, approved menus, prices, modifiers, hours, and availability are published.

• Orders remain separated by brand, guest, and delivery platform through production and release.

• Orders are released only after order and driver/pickup identity are verified by the approved method.

• Marketplace outages, delayed pickups, missing drivers, refunds, and chain-of-custody concerns are documented and escalated.

PROCEDURE

1. Confirm current platform/brand status, menu availability, hours, prices, modifiers, access, equipment, and owner for delivery handoff verification and chain of custody.

2. Test required tablets, printers, displays, network connections, labels, packaging, and backup communication before accepting affected orders.

3. Verify brand/order separation and assign clear ownership for acceptance, production, staging, driver/pickup verification, guest contact, and recovery.

4. Keep each order linked to its platform, brand, guest/order identifier, promised time, special instructions, and payment status.

5. Execute delivery handoff verification and chain of custody using the approved chain-of-custody and handoff process; protect completed orders from unauthorized access or mix-ups.

6. Monitor order age, platform status, driver arrival, packaging integrity, product condition, and unresolved exceptions.

7. Escalate outage, duplicate/missing orders, delayed pickup, suspected fraud, driver identity concerns, or cross-brand mix-ups before release.

8. Use the approved guest/marketplace recovery path for refunds, remakes, cancellations, and delay communication and document material losses.

9. Reconcile unresolved orders and reset availability, devices, staging, and access controls at shift end or after recovery.

10. The manager reviews recurring platform failures, delays, refunds, and handoff exceptions and assigns system/vendor follow-up.

MANAGER VERIFICATION

■ Delivery Handoff Verification and Chain of Custody was performed under the current approved restaurant procedure.

■ Required people, equipment, utilities, product, approvals, and records were verified before release or continued operation.

■ Critical readings, identities, handoffs, exceptions, or other evidence required by this procedure were recorded.

■ Unsafe, out-of-standard, unidentified, or undocumented conditions were held, stopped, or escalated instead of informally accepted.

■ Corrective actions and product/equipment/guest/employee disposition were completed and documented when required.

■ The accountable manager or program owner completed final verification and assigned unresolved follow-up.

COMMON MISTAKES

• Using an old, generic, or remembered procedure instead of the current approved specialty-operation standard.

• Starting before required permits, approvals, trained people, utilities, equipment, labels, or records are ready.

• Failing to document actual conditions, readings, identities, handoffs, or deviations at the time they occur.

• Continuing service or releasing product/equipment when a required control cannot be verified.

• Treating a vendor, platform, event organizer, sister unit, or outside agency as responsible for controls that still belong to the restaurant.

• Closing the activity without manager verification, record completion, cleanup/restoration, and follow-up ownership.

CUSTOMIZATION FIELDS

Primary owner / person in charge for this procedure: _____

Applicable permit, regulatory, certification, manufacturer, event, or company requirement: _____

Approved equipment, vendor, system, site, or product specifications: _____

Restaurant-specific critical limit, service target, frequency, or acceptance criterion: _____

Required log, checklist, tag, record, photo, or other evidence: _____

Escalation contact and stop-work / hold / closure authority: _____

REVISION CONTROL

Record future changes in the restaurant master SOP index, retain required evidence, and retrain affected employees whenever the approved process, equipment, authority requirement, or responsibility changes.

Missing Driver or Delayed Pickup Escalation SOP

PURPOSE

To establish a controlled, repeatable, and verifiable process for missing driver or delayed pickup escalation so specialty operations do not depend on improvisation, undocumented exceptions, or unassigned responsibility.

APPLIES TO

Expo, to-go, kitchen, digital-order, delivery, virtual-brand, and manager teams.

RESPONSIBILITY

The off-premise leader owns platform readiness, brand separation, packaging, and release. The manager handles outages, driver disputes, missing orders, and unresolved marketplace issues.

WHEN USED

For every applicable receipt, transfer, pickup, release, or custody handoff, before the product/order is accepted or released.

MATERIALS / INFORMATION

• Current marketplace tablets/accounts and approved menus

• Order labels, packaging, seals, and staging identifiers

• Driver/order verification method

• Marketplace outage and escalation contacts

• Refund, remake, delay, and incident records

CRITICAL STANDARDS

• Only current, approved menus, prices, modifiers, hours, and availability are published.

• Orders remain separated by brand, guest, and delivery platform through production and release.

• Orders are released only after order and driver/pickup identity are verified by the approved method.

• Marketplace outages, delayed pickups, missing drivers, refunds, and chain-of-custody concerns are documented and escalated.

PROCEDURE

1. Confirm current platform/brand status, menu availability, hours, prices, modifiers, access, equipment, and owner for missing driver or delayed pickup escalation.

2. Test required tablets, printers, displays, network connections, labels, packaging, and backup communication before accepting affected orders.

3. Verify brand/order separation and assign clear ownership for acceptance, production, staging, driver/pickup verification, guest contact, and recovery.

4. Keep each order linked to its platform, brand, guest/order identifier, promised time, special instructions, and payment status.

5. Execute missing driver or delayed pickup escalation using the approved chain-of-custody and handoff process; protect completed orders from unauthorized access or mix-ups.

6. Monitor order age, platform status, driver arrival, packaging integrity, product condition, and unresolved exceptions.

7. Escalate outage, duplicate/missing orders, delayed pickup, suspected fraud, driver identity concerns, or cross-brand mix-ups before release.

8. Use the approved guest/marketplace recovery path for refunds, remakes, cancellations, and delay communication and document material losses.

9. Reconcile unresolved orders and reset availability, devices, staging, and access controls at shift end or after recovery.

10. The manager reviews recurring platform failures, delays, refunds, and handoff exceptions and assigns system/vendor follow-up.

MANAGER VERIFICATION

■ Missing Driver or Delayed Pickup Escalation was performed under the current approved restaurant procedure.

■ Required people, equipment, utilities, product, approvals, and records were verified before release or continued operation.

■ Critical readings, identities, handoffs, exceptions, or other evidence required by this procedure were recorded.

■ Unsafe, out-of-standard, unidentified, or undocumented conditions were held, stopped, or escalated instead of informally accepted.

■ Corrective actions and product/equipment/guest/employee disposition were completed and documented when required.

■ The accountable manager or program owner completed final verification and assigned unresolved follow-up.

COMMON MISTAKES

• Using an old, generic, or remembered procedure instead of the current approved specialty-operation standard.

• Starting before required permits, approvals, trained people, utilities, equipment, labels, or records are ready.

• Failing to document actual conditions, readings, identities, handoffs, or deviations at the time they occur.

• Continuing service or releasing product/equipment when a required control cannot be verified.

• Treating a vendor, platform, event organizer, sister unit, or outside agency as responsible for controls that still belong to the restaurant.

• Closing the activity without manager verification, record completion, cleanup/restoration, and follow-up ownership.

CUSTOMIZATION FIELDS

Primary owner / person in charge for this procedure: _____

Applicable permit, regulatory, certification, manufacturer, event, or company requirement: _____

Approved equipment, vendor, system, site, or product specifications: _____

Restaurant-specific critical limit, service target, frequency, or acceptance criterion: _____

Required log, checklist, tag, record, photo, or other evidence: _____

Escalation contact and stop-work / hold / closure authority: _____

REVISION CONTROL

Record future changes in the restaurant master SOP index, retain required evidence, and retrain affected employees whenever the approved process, equipment, authority requirement, or responsibility changes.

Ghost Kitchen Multi-Brand Order Separation SOP

PURPOSE

To establish a controlled, repeatable, and verifiable process for ghost kitchen multi-brand order separation so specialty operations do not depend on improvisation, undocumented exceptions, or unassigned responsibility.

APPLIES TO

Expo, to-go, kitchen, digital-order, delivery, virtual-brand, and manager teams.

RESPONSIBILITY

The off-premise leader owns platform readiness, brand separation, packaging, and release. The manager handles outages, driver disputes, missing orders, and unresolved marketplace issues.

WHEN USED

Whenever this specialty operation is performed and at each required monitoring, handoff, verification, or closeout point defined by the restaurant.

MATERIALS / INFORMATION

• Current marketplace tablets/accounts and approved menus

• Order labels, packaging, seals, and staging identifiers

• Driver/order verification method

• Marketplace outage and escalation contacts

• Refund, remake, delay, and incident records

CRITICAL STANDARDS

• Only current, approved menus, prices, modifiers, hours, and availability are published.

• Orders remain separated by brand, guest, and delivery platform through production and release.

• Orders are released only after order and driver/pickup identity are verified by the approved method.

• Marketplace outages, delayed pickups, missing drivers, refunds, and chain-of-custody concerns are documented and escalated.

PROCEDURE

1. Confirm current platform/brand status, menu availability, hours, prices, modifiers, access, equipment, and owner for ghost kitchen multi-brand order separation.

2. Test required tablets, printers, displays, network connections, labels, packaging, and backup communication before accepting affected orders.

3. Verify brand/order separation and assign clear ownership for acceptance, production, staging, driver/pickup verification, guest contact, and recovery.

4. Keep each order linked to its platform, brand, guest/order identifier, promised time, special instructions, and payment status.

5. Execute ghost kitchen multi-brand order separation using the approved chain-of-custody and handoff process; protect completed orders from unauthorized access or mix-ups.

6. Monitor order age, platform status, driver arrival, packaging integrity, product condition, and unresolved exceptions.

7. Escalate outage, duplicate/missing orders, delayed pickup, suspected fraud, driver identity concerns, or cross-brand mix-ups before release.

8. Use the approved guest/marketplace recovery path for refunds, remakes, cancellations, and delay communication and document material losses.

9. Reconcile unresolved orders and reset availability, devices, staging, and access controls at shift end or after recovery.

10. The manager reviews recurring platform failures, delays, refunds, and handoff exceptions and assigns system/vendor follow-up.

MANAGER VERIFICATION

■ Ghost Kitchen Multi-Brand Order Separation was performed under the current approved restaurant procedure.

■ Required people, equipment, utilities, product, approvals, and records were verified before release or continued operation.

■ Critical readings, identities, handoffs, exceptions, or other evidence required by this procedure were recorded.

■ Unsafe, out-of-standard, unidentified, or undocumented conditions were held, stopped, or escalated instead of informally accepted.

■ Corrective actions and product/equipment/guest/employee disposition were completed and documented when required.

■ The accountable manager or program owner completed final verification and assigned unresolved follow-up.

COMMON MISTAKES

• Using an old, generic, or remembered procedure instead of the current approved specialty-operation standard.

• Starting before required permits, approvals, trained people, utilities, equipment, labels, or records are ready.

• Failing to document actual conditions, readings, identities, handoffs, or deviations at the time they occur.

• Continuing service or releasing product/equipment when a required control cannot be verified.

• Treating a vendor, platform, event organizer, sister unit, or outside agency as responsible for controls that still belong to the restaurant.

• Closing the activity without manager verification, record completion, cleanup/restoration, and follow-up ownership.

CUSTOMIZATION FIELDS

Primary owner / person in charge for this procedure: _____

Applicable permit, regulatory, certification, manufacturer, event, or company requirement: _____

Approved equipment, vendor, system, site, or product specifications: _____

Restaurant-specific critical limit, service target, frequency, or acceptance criterion: _____

Required log, checklist, tag, record, photo, or other evidence: _____

Escalation contact and stop-work / hold / closure authority: _____

REVISION CONTROL

Record future changes in the restaurant master SOP index, retain required evidence, and retrain affected employees whenever the approved process, equipment, authority requirement, or responsibility changes.

Virtual Brand Ingredient and Packaging Control SOP

PURPOSE

To establish a controlled, repeatable, and verifiable process for virtual brand ingredient and packaging control so specialty operations do not depend on improvisation, undocumented exceptions, or unassigned responsibility.

APPLIES TO

Expo, to-go, kitchen, digital-order, delivery, virtual-brand, and manager teams.

RESPONSIBILITY

The off-premise leader owns platform readiness, brand separation, packaging, and release. The manager handles outages, driver disputes, missing orders, and unresolved marketplace issues.

WHEN USED

Whenever this specialty operation is performed and at each required monitoring, handoff, verification, or closeout point defined by the restaurant.

MATERIALS / INFORMATION

- Current marketplace tablets/accounts and approved menus
- Order labels, packaging, seals, and staging identifiers
- Driver/order verification method
- Marketplace outage and escalation contacts
- Refund, remake, delay, and incident records

CRITICAL STANDARDS

- Only current, approved menus, prices, modifiers, hours, and availability are published.
- Orders remain separated by brand, guest, and delivery platform through production and release.
- Orders are released only after order and driver/pickup identity are verified by the approved method.
- Marketplace outages, delayed pickups, missing drivers, refunds, and chain-of-custody concerns are documented and escalated.

PROCEDURE

1. Confirm current platform/brand status, menu availability, hours, prices, modifiers, access, equipment, and owner for virtual brand ingredient and packaging control.
2. Test required tablets, printers, displays, network connections, labels, packaging, and backup communication before accepting affected orders.
3. Verify brand/order separation and assign clear ownership for acceptance, production, staging, driver/pickup verification, guest contact, and recovery.
4. Keep each order linked to its platform, brand, guest/order identifier, promised time, special instructions, and payment status.
5. Execute virtual brand ingredient and packaging control using the approved chain-of-custody and handoff process; protect completed orders from unauthorized access or mix-ups.
6. Monitor order age, platform status, driver arrival, packaging integrity, product condition, and unresolved exceptions.
7. Escalate outage, duplicate/missing orders, delayed pickup, suspected fraud, driver identity concerns, or cross-brand mix-ups before release.
8. Use the approved guest/marketplace recovery path for refunds, remakes, cancellations, and delay communication and document material losses.
9. Reconcile unresolved orders and reset availability, devices, staging, and access controls at shift end or after recovery.
10. The manager reviews recurring platform failures, delays, refunds, and handoff exceptions and assigns system/vendor follow-up.

MANAGER VERIFICATION

- ■ Virtual Brand Ingredient and Packaging Control was performed under the current approved restaurant procedure.
- ■ Required people, equipment, utilities, product, approvals, and records were verified before release or continued operation.
- ■ Critical readings, identities, handoffs, exceptions, or other evidence required by this procedure were recorded.
- ■ Unsafe, out-of-standard, unidentified, or undocumented conditions were held, stopped, or escalated instead of informally accepted.
- ■ Corrective actions and product/equipment/guest/employee disposition were completed and documented when required.

■ The accountable manager or program owner completed final verification and assigned unresolved follow-up.

COMMON MISTAKES

• Using an old, generic, or remembered procedure instead of the current approved specialty-operation standard.

• Starting before required permits, approvals, trained people, utilities, equipment, labels, or records are ready.

• Failing to document actual conditions, readings, identities, handoffs, or deviations at the time they occur.

• Continuing service or releasing product/equipment when a required control cannot be verified.

• Treating a vendor, platform, event organizer, sister unit, or outside agency as responsible for controls that still belong to the restaurant.

• Closing the activity without manager verification, record completion, cleanup/restoration, and follow-up ownership.

CUSTOMIZATION FIELDS

Primary owner / person in charge for this procedure: _____

Applicable permit, regulatory, certification, manufacturer, event, or company requirement: _____

Approved equipment, vendor, system, site, or product specifications: _____

Restaurant-specific critical limit, service target, frequency, or acceptance criterion: _____

Required log, checklist, tag, record, photo, or other evidence: _____

Escalation contact and stop-work / hold / closure authority: _____

REVISION CONTROL

Record future changes in the restaurant master SOP index, retain required evidence, and retrain affected employees whenever the approved process, equipment, authority requirement, or responsibility changes.

Delivery Marketplace Outage Recovery SOP

PURPOSE

To establish a controlled, repeatable, and verifiable process for delivery marketplace outage recovery so specialty operations do not depend on improvisation, undocumented exceptions, or unassigned responsibility.

APPLIES TO

Expo, to-go, kitchen, digital-order, delivery, virtual-brand, and manager teams.

RESPONSIBILITY

The off-premise leader owns platform readiness, brand separation, packaging, and release. The manager handles outages, driver disputes, missing orders, and unresolved marketplace issues.

WHEN USED

Immediately when the condition is suspected or confirmed, and continuously until the manager documents safe stabilization, recovery, or closure.

MATERIALS / INFORMATION

- Current marketplace tablets/accounts and approved menus
- Order labels, packaging, seals, and staging identifiers
- Driver/order verification method
- Marketplace outage and escalation contacts
- Refund, remake, delay, and incident records

CRITICAL STANDARDS

- Only current, approved menus, prices, modifiers, hours, and availability are published.
- Orders remain separated by brand, guest, and delivery platform through production and release.
- Orders are released only after order and driver/pickup identity are verified by the approved method.
- Marketplace outages, delayed pickups, missing drivers, refunds, and chain-of-custody concerns are documented and escalated.

PROCEDURE

1. Confirm current platform/brand status, menu availability, hours, prices, modifiers, access, equipment, and owner for delivery marketplace outage recovery.
2. Test required tablets, printers, displays, network connections, labels, packaging, and backup communication before accepting affected orders.
3. Verify brand/order separation and assign clear ownership for acceptance, production, staging, driver/pickup verification, guest contact, and recovery.
4. Keep each order linked to its platform, brand, guest/order identifier, promised time, special instructions, and payment status.
5. Execute delivery marketplace outage recovery using the approved chain-of-custody and handoff process; protect completed orders from unauthorized access or mix-ups.
6. Monitor order age, platform status, driver arrival, packaging integrity, product condition, and unresolved exceptions.
7. Escalate outage, duplicate/missing orders, delayed pickup, suspected fraud, driver identity concerns, or cross-brand mix-ups before release.
8. Use the approved guest/marketplace recovery path for refunds, remakes, cancellations, and delay communication and document material losses.
9. Reconcile unresolved orders and reset availability, devices, staging, and access controls at shift end or after recovery.
10. The manager reviews recurring platform failures, delays, refunds, and handoff exceptions and assigns system/vendor follow-up.

MANAGER VERIFICATION

- ■ Delivery Marketplace Outage Recovery was performed under the current approved restaurant procedure.
- ■ Required people, equipment, utilities, product, approvals, and records were verified before release or continued operation.
- ■ Critical readings, identities, handoffs, exceptions, or other evidence required by this procedure were recorded.
- ■ Unsafe, out-of-standard, unidentified, or undocumented conditions were held, stopped, or escalated instead of informally accepted.
- ■ Corrective actions and product/equipment/guest/employee disposition were completed and documented when required.

■ The accountable manager or program owner completed final verification and assigned unresolved follow-up.

COMMON MISTAKES

• Using an old, generic, or remembered procedure instead of the current approved specialty-operation standard.

• Starting before required permits, approvals, trained people, utilities, equipment, labels, or records are ready.

• Failing to document actual conditions, readings, identities, handoffs, or deviations at the time they occur.

• Continuing service or releasing product/equipment when a required control cannot be verified.

• Treating a vendor, platform, event organizer, sister unit, or outside agency as responsible for controls that still belong to the restaurant.

• Closing the activity without manager verification, record completion, cleanup/restoration, and follow-up ownership.

CUSTOMIZATION FIELDS

Primary owner / person in charge for this procedure: _____

Applicable permit, regulatory, certification, manufacturer, event, or company requirement: _____

Approved equipment, vendor, system, site, or product specifications: _____

Restaurant-specific critical limit, service target, frequency, or acceptance criterion: _____

Required log, checklist, tag, record, photo, or other evidence: _____

Escalation contact and stop-work / hold / closure authority: _____

REVISION CONTROL

Record future changes in the restaurant master SOP index, retain required evidence, and retrain affected employees whenever the approved process, equipment, authority requirement, or responsibility changes.

Draft Beer Line Cleaning Verification SOP

PURPOSE

To establish a controlled, repeatable, and verifiable process for draft beer line cleaning verification so specialty operations do not depend on improvisation, undocumented exceptions, or unassigned responsibility.

APPLIES TO

Bartenders, barbacks, beverage managers, trained service employees, and maintenance/vendor personnel authorized for beverage systems.

RESPONSIBILITY

The beverage manager or shift leader owns product, sanitation, equipment, and quality standards. Only trained employees or approved vendors perform restricted maintenance or gas-system work.

WHEN USED

Whenever this specialty operation is performed and at each required monitoring, handoff, verification, or closeout point defined by the restaurant.

MATERIALS / INFORMATION

• Current beverage recipe/process standards

• Approved cleaning and sanitation supplies

• Manufacturer instructions and authorized service contacts

• Labels, batch/date records, and quality-control logs

• Required PPE, tools, gas-detection or safety equipment where applicable

CRITICAL STANDARDS

• Beverage systems are operated, cleaned, and maintained according to manufacturer instructions and approved restaurant procedures.

• Gas cylinders and pressurized systems are secured, handled, and serviced only by trained/authorized personnel.

• Batch beverages are identified, dated, stored, and discarded according to the approved process.

• Quality failures, leaks, sanitation concerns, pressure problems, or unsafe equipment require immediate stop-use and manager escalation.

PROCEDURE

1. Identify the exact equipment/system involved in draft beer line cleaning verification and review current manufacturer instructions, service history, hazards, and employee authorization limits.

2. Inspect the surrounding area for food, guest, electrical, gas, fire, chemical, pressure, slip/fall, or contamination hazards and control access as needed.

3. Remove affected equipment from service, isolate energy/product, post signage, or activate the approved emergency control when the condition requires it.

4. Gather the approved tools/PPE and contact an authorized service provider whenever the work exceeds normal trained-operator duties.

5. Perform or coordinate draft beer line cleaning verification according to the controlled maintenance/service procedure; never bypass guards, interlocks, alarms, ventilation, or safety devices.

6. Record findings, measurements, service performed, parts/replenishment, vendor identity, and any condition that can recur.

7. Clean/sanitize any food-contact or exposed area affected by the work and remove tools, debris, chemicals, and temporary barriers appropriately.

8. Test normal operation and all relevant safety, alarm, drainage, ventilation, temperature, pressure, or utility functions before return to service.

9. If the system cannot be verified safe and functional, keep it out of service and implement the approved operational workaround or closure decision.

10. The manager signs the service record, updates preventive-maintenance needs, and communicates any operating restriction to affected employees.

MANAGER VERIFICATION

■ Draft Beer Line Cleaning Verification was performed under the current approved restaurant procedure.

■ Required people, equipment, utilities, product, approvals, and records were verified before release or continued operation.

■ Critical readings, identities, handoffs, exceptions, or other evidence required by this procedure were recorded.

■ Unsafe, out-of-standard, unidentified, or undocumented conditions were held, stopped, or escalated instead of informally accepted.

■ Corrective actions and product/equipment/guest/employee disposition were completed and documented when required.

■ The accountable manager or program owner completed final verification and assigned unresolved follow-up.

COMMON MISTAKES

• Using an old, generic, or remembered procedure instead of the current approved specialty-operation standard.

• Starting before required permits, approvals, trained people, utilities, equipment, labels, or records are ready.

• Failing to document actual conditions, readings, identities, handoffs, or deviations at the time they occur.

• Continuing service or releasing product/equipment when a required control cannot be verified.

• Treating a vendor, platform, event organizer, sister unit, or outside agency as responsible for controls that still belong to the restaurant.

• Closing the activity without manager verification, record completion, cleanup/restoration, and follow-up ownership.

CUSTOMIZATION FIELDS

Primary owner / person in charge for this procedure: _____

Applicable permit, regulatory, certification, manufacturer, event, or company requirement: _____

Approved equipment, vendor, system, site, or product specifications: _____

Restaurant-specific critical limit, service target, frequency, or acceptance criterion: _____

Required log, checklist, tag, record, photo, or other evidence: _____

Escalation contact and stop-work / hold / closure authority: _____

REVISION CONTROL

Record future changes in the restaurant master SOP index, retain required evidence, and retrain affected employees whenever the approved process, equipment, authority requirement, or responsibility changes.

Draft System Pressure and Foam Troubleshooting SOP

PURPOSE

To establish a controlled, repeatable, and verifiable process for draft system pressure and foam troubleshooting so specialty operations do not depend on improvisation, undocumented exceptions, or unassigned responsibility.

APPLIES TO

Bartenders, barbacks, beverage managers, trained service employees, and maintenance/vendor personnel authorized for beverage systems.

RESPONSIBILITY

The beverage manager or shift leader owns product, sanitation, equipment, and quality standards. Only trained employees or approved vendors perform restricted maintenance or gas-system work.

WHEN USED

Whenever this specialty operation is performed and at each required monitoring, handoff, verification, or closeout point defined by the restaurant.

MATERIALS / INFORMATION

• Current beverage recipe/process standards

• Approved cleaning and sanitation supplies

• Manufacturer instructions and authorized service contacts

• Labels, batch/date records, and quality-control logs

• Required PPE, tools, gas-detection or safety equipment where applicable

CRITICAL STANDARDS

• Beverage systems are operated, cleaned, and maintained according to manufacturer instructions and approved restaurant procedures.

• Gas cylinders and pressurized systems are secured, handled, and serviced only by trained/authorized personnel.

• Batch beverages are identified, dated, stored, and discarded according to the approved process.

• Quality failures, leaks, sanitation concerns, pressure problems, or unsafe equipment require immediate stop-use and manager escalation.

PROCEDURE

1. Identify the exact equipment/system involved in draft system pressure and foam troubleshooting and review current manufacturer instructions, service history, hazards, and employee authorization limits.

2. Inspect the surrounding area for food, guest, electrical, gas, fire, chemical, pressure, slip/fall, or contamination hazards and control access as needed.

3. Remove affected equipment from service, isolate energy/product, post signage, or activate the approved emergency control when the condition requires it.

4. Gather the approved tools/PPE and contact an authorized service provider whenever the work exceeds normal trained-operator duties.

5. Perform or coordinate draft system pressure and foam troubleshooting according to the controlled maintenance/service procedure; never bypass guards, interlocks, alarms, ventilation, or safety devices.

6. Record findings, measurements, service performed, parts/replenishment, vendor identity, and any condition that can recur.

7. Clean/sanitize any food-contact or exposed area affected by the work and remove tools, debris, chemicals, and temporary barriers appropriately.

8. Test normal operation and all relevant safety, alarm, drainage, ventilation, temperature, pressure, or utility functions before return to service.

9. If the system cannot be verified safe and functional, keep it out of service and implement the approved operational workaround or closure decision.

10. The manager signs the service record, updates preventive-maintenance needs, and communicates any operating restriction to affected employees.

MANAGER VERIFICATION

■ Draft System Pressure and Foam Troubleshooting was performed under the current approved restaurant procedure.

■ Required people, equipment, utilities, product, approvals, and records were verified before release or continued operation.

■ Critical readings, identities, handoffs, exceptions, or other evidence required by this procedure were recorded.

■ Unsafe, out-of-standard, unidentified, or undocumented conditions were held, stopped, or escalated instead of informally accepted.

■ Corrective actions and product/equipment/guest/employee disposition were completed and documented when required.

■ The accountable manager or program owner completed final verification and assigned unresolved follow-up.

COMMON MISTAKES

• Using an old, generic, or remembered procedure instead of the current approved specialty-operation standard.

• Starting before required permits, approvals, trained people, utilities, equipment, labels, or records are ready.

• Failing to document actual conditions, readings, identities, handoffs, or deviations at the time they occur.

• Continuing service or releasing product/equipment when a required control cannot be verified.

• Treating a vendor, platform, event organizer, sister unit, or outside agency as responsible for controls that still belong to the restaurant.

• Closing the activity without manager verification, record completion, cleanup/restoration, and follow-up ownership.

CUSTOMIZATION FIELDS

Primary owner / person in charge for this procedure: _____

Applicable permit, regulatory, certification, manufacturer, event, or company requirement: _____

Approved equipment, vendor, system, site, or product specifications: _____

Restaurant-specific critical limit, service target, frequency, or acceptance criterion: _____

Required log, checklist, tag, record, photo, or other evidence: _____

Escalation contact and stop-work / hold / closure authority: _____

REVISION CONTROL

Record future changes in the restaurant master SOP index, retain required evidence, and retrain affected employees whenever the approved process, equipment, authority requirement, or responsibility changes.

CO2 Cylinder Storage and Change Safety SOP

PURPOSE

To establish a controlled, repeatable, and verifiable process for co2 cylinder storage and change safety so specialty operations do not depend on improvisation, undocumented exceptions, or unassigned responsibility.

APPLIES TO

Bartenders, barbacks, beverage managers, trained service employees, and maintenance/vendor personnel authorized for beverage systems.

RESPONSIBILITY

The beverage manager or shift leader owns product, sanitation, equipment, and quality standards. Only trained employees or approved vendors perform restricted maintenance or gas-system work.

WHEN USED

Whenever this specialty operation is performed and at each required monitoring, handoff, verification, or closeout point defined by the restaurant.

MATERIALS / INFORMATION

• Current beverage recipe/process standards

• Approved cleaning and sanitation supplies

• Manufacturer instructions and authorized service contacts

• Labels, batch/date records, and quality-control logs

• Required PPE, tools, gas-detection or safety equipment where applicable

• Manufacturer-approved fuel/gas equipment and required leak/safety controls

CRITICAL STANDARDS

• Beverage systems are operated, cleaned, and maintained according to manufacturer instructions and approved restaurant procedures.

• Gas cylinders and pressurized systems are secured, handled, and serviced only by trained/authorized personnel.

• Batch beverages are identified, dated, stored, and discarded according to the approved process.

• Quality failures, leaks, sanitation concerns, pressure problems, or unsafe equipment require immediate stop-use and manager escalation.

• Gas/fuel cylinders and systems are secured, ventilated, and handled only under manufacturer, fire-code, and trained-person requirements applicable to the location.

PROCEDURE

1. Identify the exact equipment/system involved in co2 cylinder storage and change safety and review current manufacturer instructions, service history, hazards, and employee authorization limits.

2. Inspect the surrounding area for food, guest, electrical, gas, fire, chemical, pressure, slip/fall, or contamination hazards and control access as needed.

3. Remove affected equipment from service, isolate energy/product, post signage, or activate the approved emergency control when the condition requires it.

4. Gather the approved tools/PPE and contact an authorized service provider whenever the work exceeds normal trained-operator duties.

5. Perform or coordinate co2 cylinder storage and change safety according to the controlled maintenance/service procedure; never bypass guards, interlocks, alarms, ventilation, or safety devices.

6. Record findings, measurements, service performed, parts/replenishment, vendor identity, and any condition that can recur.

7. Clean/sanitize any food-contact or exposed area affected by the work and remove tools, debris, chemicals, and temporary barriers appropriately.

8. Test normal operation and all relevant safety, alarm, drainage, ventilation, temperature, pressure, or utility functions before return to service.

9. If the system cannot be verified safe and functional, keep it out of service and implement the approved operational workaround or closure decision.

10. The manager signs the service record, updates preventive-maintenance needs, and communicates any operating restriction to affected employees.

MANAGER VERIFICATION

■ CO2 Cylinder Storage and Change Safety was performed under the current approved restaurant procedure.

■ Required people, equipment, utilities, product, approvals, and records were verified before release or continued operation.

■ Critical readings, identities, handoffs, exceptions, or other evidence required by this procedure were recorded.

■ Unsafe, out-of-standard, unidentified, or undocumented conditions were held, stopped, or escalated instead of informally accepted.

■ Corrective actions and product/equipment/guest/employee disposition were completed and documented when required.

■ The accountable manager or program owner completed final verification and assigned unresolved follow-up.

COMMON MISTAKES

• Using an old, generic, or remembered procedure instead of the current approved specialty-operation standard.

• Starting before required permits, approvals, trained people, utilities, equipment, labels, or records are ready.

• Failing to document actual conditions, readings, identities, handoffs, or deviations at the time they occur.

• Continuing service or releasing product/equipment when a required control cannot be verified.

• Treating a vendor, platform, event organizer, sister unit, or outside agency as responsible for controls that still belong to the restaurant.

• Closing the activity without manager verification, record completion, cleanup/restoration, and follow-up ownership.

CUSTOMIZATION FIELDS

Primary owner / person in charge for this procedure: _____

Applicable permit, regulatory, certification, manufacturer, event, or company requirement: _____

Approved equipment, vendor, system, site, or product specifications: _____

Restaurant-specific critical limit, service target, frequency, or acceptance criterion: _____

Required log, checklist, tag, record, photo, or other evidence: _____

Escalation contact and stop-work / hold / closure authority: _____

REVISION CONTROL

Record future changes in the restaurant master SOP index, retain required evidence, and retrain affected employees whenever the approved process, equipment, authority requirement, or responsibility changes.

Nitro Beverage System Control SOP

PURPOSE

To establish a controlled, repeatable, and verifiable process for nitro beverage system control so specialty operations do not depend on improvisation, undocumented exceptions, or unassigned responsibility.

APPLIES TO

Bartenders, barbacks, beverage managers, trained service employees, and maintenance/vendor personnel authorized for beverage systems.

RESPONSIBILITY

The beverage manager or shift leader owns product, sanitation, equipment, and quality standards. Only trained employees or approved vendors perform restricted maintenance or gas-system work.

WHEN USED

Whenever this specialty operation is performed and at each required monitoring, handoff, verification, or closeout point defined by the restaurant.

MATERIALS / INFORMATION

• Current beverage recipe/process standards

• Approved cleaning and sanitation supplies

• Manufacturer instructions and authorized service contacts

• Labels, batch/date records, and quality-control logs

• Required PPE, tools, gas-detection or safety equipment where applicable

CRITICAL STANDARDS

• Beverage systems are operated, cleaned, and maintained according to manufacturer instructions and approved restaurant procedures.

• Gas cylinders and pressurized systems are secured, handled, and serviced only by trained/authorized personnel.

• Batch beverages are identified, dated, stored, and discarded according to the approved process.

• Quality failures, leaks, sanitation concerns, pressure problems, or unsafe equipment require immediate stop-use and manager escalation.

PROCEDURE

1. Identify the exact equipment/system involved in nitro beverage system control and review current manufacturer instructions, service history, hazards, and employee authorization limits.

2. Inspect the surrounding area for food, guest, electrical, gas, fire, chemical, pressure, slip/fall, or contamination hazards and control access as needed.

3. Remove affected equipment from service, isolate energy/product, post signage, or activate the approved emergency control when the condition requires it.

4. Gather the approved tools/PPE and contact an authorized service provider whenever the work exceeds normal trained-operator duties.

5. Perform or coordinate nitro beverage system control according to the controlled maintenance/service procedure; never bypass guards, interlocks, alarms, ventilation, or safety devices.

6. Record findings, measurements, service performed, parts/replenishment, vendor identity, and any condition that can recur.

7. Clean/sanitize any food-contact or exposed area affected by the work and remove tools, debris, chemicals, and temporary barriers appropriately.

8. Test normal operation and all relevant safety, alarm, drainage, ventilation, temperature, pressure, or utility functions before return to service.

9. If the system cannot be verified safe and functional, keep it out of service and implement the approved operational workaround or closure decision.

10. The manager signs the service record, updates preventive-maintenance needs, and communicates any operating restriction to affected employees.

MANAGER VERIFICATION

■ Nitro Beverage System Control was performed under the current approved restaurant procedure.

■ Required people, equipment, utilities, product, approvals, and records were verified before release or continued operation.

■ Critical readings, identities, handoffs, exceptions, or other evidence required by this procedure were recorded.

■ Unsafe, out-of-standard, unidentified, or undocumented conditions were held, stopped, or escalated instead of informally accepted.

■ Corrective actions and product/equipment/guest/employee disposition were completed and documented when required.

■ The accountable manager or program owner completed final verification and assigned unresolved follow-up.

COMMON MISTAKES

• Using an old, generic, or remembered procedure instead of the current approved specialty-operation standard.

• Starting before required permits, approvals, trained people, utilities, equipment, labels, or records are ready.

• Failing to document actual conditions, readings, identities, handoffs, or deviations at the time they occur.

• Continuing service or releasing product/equipment when a required control cannot be verified.

• Treating a vendor, platform, event organizer, sister unit, or outside agency as responsible for controls that still belong to the restaurant.

• Closing the activity without manager verification, record completion, cleanup/restoration, and follow-up ownership.

CUSTOMIZATION FIELDS

Primary owner / person in charge for this procedure: _____

Applicable permit, regulatory, certification, manufacturer, event, or company requirement: _____

Approved equipment, vendor, system, site, or product specifications: _____

Restaurant-specific critical limit, service target, frequency, or acceptance criterion: _____

Required log, checklist, tag, record, photo, or other evidence: _____

Escalation contact and stop-work / hold / closure authority: _____

REVISION CONTROL

Record future changes in the restaurant master SOP index, retain required evidence, and retrain affected employees whenever the approved process, equipment, authority requirement, or responsibility changes.

Batch Cocktail Production and Labeling SOP

PURPOSE

To establish a controlled, repeatable, and verifiable process for batch cocktail production and labeling so specialty operations do not depend on improvisation, undocumented exceptions, or unassigned responsibility.

APPLIES TO

Bartenders, barbacks, beverage managers, trained service employees, and maintenance/vendor personnel authorized for beverage systems.

RESPONSIBILITY

The beverage manager or shift leader owns product, sanitation, equipment, and quality standards. Only trained employees or approved vendors perform restricted maintenance or gas-system work.

WHEN USED

Whenever this specialty operation is performed and at each required monitoring, handoff, verification, or closeout point defined by the restaurant.

MATERIALS / INFORMATION

• Current beverage recipe/process standards

• Approved cleaning and sanitation supplies

• Manufacturer instructions and authorized service contacts

• Labels, batch/date records, and quality-control logs

• Required PPE, tools, gas-detection or safety equipment where applicable

CRITICAL STANDARDS

• Beverage systems are operated, cleaned, and maintained according to manufacturer instructions and approved restaurant procedures.

• Gas cylinders and pressurized systems are secured, handled, and serviced only by trained/authorized personnel.

• Batch beverages are identified, dated, stored, and discarded according to the approved process.

• Quality failures, leaks, sanitation concerns, pressure problems, or unsafe equipment require immediate stop-use and manager escalation.

PROCEDURE

1. Identify the exact equipment/system involved in batch cocktail production and labeling and review current manufacturer instructions, service history, hazards, and employee authorization limits.

2. Inspect the surrounding area for food, guest, electrical, gas, fire, chemical, pressure, slip/fall, or contamination hazards and control access as needed.

3. Remove affected equipment from service, isolate energy/product, post signage, or activate the approved emergency control when the condition requires it.

4. Gather the approved tools/PPE and contact an authorized service provider whenever the work exceeds normal trained-operator duties.

5. Perform or coordinate batch cocktail production and labeling according to the controlled maintenance/service procedure; never bypass guards, interlocks, alarms, ventilation, or safety devices.

6. Record findings, measurements, service performed, parts/replenishment, vendor identity, and any condition that can recur.

7. Clean/sanitize any food-contact or exposed area affected by the work and remove tools, debris, chemicals, and temporary barriers appropriately.

8. Test normal operation and all relevant safety, alarm, drainage, ventilation, temperature, pressure, or utility functions before return to service.

9. If the system cannot be verified safe and functional, keep it out of service and implement the approved operational workaround or closure decision.

10. The manager signs the service record, updates preventive-maintenance needs, and communicates any operating restriction to affected employees.

MANAGER VERIFICATION

■ Batch Cocktail Production and Labeling was performed under the current approved restaurant procedure.

■ Required people, equipment, utilities, product, approvals, and records were verified before release or continued operation.

■ Critical readings, identities, handoffs, exceptions, or other evidence required by this procedure were recorded.

■ Unsafe, out-of-standard, unidentified, or undocumented conditions were held, stopped, or escalated instead of informally accepted.

■ Corrective actions and product/equipment/guest/employee disposition were completed and documented when required.

■ The accountable manager or program owner completed final verification and assigned unresolved follow-up.

COMMON MISTAKES

• Using an old, generic, or remembered procedure instead of the current approved specialty-operation standard.

• Starting before required permits, approvals, trained people, utilities, equipment, labels, or records are ready.

• Failing to document actual conditions, readings, identities, handoffs, or deviations at the time they occur.

• Continuing service or releasing product/equipment when a required control cannot be verified.

• Treating a vendor, platform, event organizer, sister unit, or outside agency as responsible for controls that still belong to the restaurant.

• Closing the activity without manager verification, record completion, cleanup/restoration, and follow-up ownership.

CUSTOMIZATION FIELDS

Primary owner / person in charge for this procedure: _____

Applicable permit, regulatory, certification, manufacturer, event, or company requirement: _____

Approved equipment, vendor, system, site, or product specifications: _____

Restaurant-specific critical limit, service target, frequency, or acceptance criterion: _____

Required log, checklist, tag, record, photo, or other evidence: _____

Escalation contact and stop-work / hold / closure authority: _____

REVISION CONTROL

Record future changes in the restaurant master SOP index, retain required evidence, and retrain affected employees whenever the approved process, equipment, authority requirement, or responsibility changes.

Frozen Beverage Machine Product and Cleaning Control SOP

PURPOSE

To establish a controlled, repeatable, and verifiable process for frozen beverage machine product and cleaning control so specialty operations do not depend on improvisation, undocumented exceptions, or unassigned responsibility.

APPLIES TO

Bartenders, barbacks, beverage managers, trained service employees, and maintenance/vendor personnel authorized for beverage systems.

RESPONSIBILITY

The beverage manager or shift leader owns product, sanitation, equipment, and quality standards. Only trained employees or approved vendors perform restricted maintenance or gas-system work.

WHEN USED

Whenever this specialty operation is performed and at each required monitoring, handoff, verification, or closeout point defined by the restaurant.

MATERIALS / INFORMATION

• Current beverage recipe/process standards

• Approved cleaning and sanitation supplies

• Manufacturer instructions and authorized service contacts

• Labels, batch/date records, and quality-control logs

• Required PPE, tools, gas-detection or safety equipment where applicable

CRITICAL STANDARDS

• Beverage systems are operated, cleaned, and maintained according to manufacturer instructions and approved restaurant procedures.

• Gas cylinders and pressurized systems are secured, handled, and serviced only by trained/authorized personnel.

• Batch beverages are identified, dated, stored, and discarded according to the approved process.

• Quality failures, leaks, sanitation concerns, pressure problems, or unsafe equipment require immediate stop-use and manager escalation.

PROCEDURE

1. Identify the exact equipment/system involved in frozen beverage machine product and cleaning control and review current manufacturer instructions, service history, hazards, and employee authorization limits.

2. Inspect the surrounding area for food, guest, electrical, gas, fire, chemical, pressure, slip/fall, or contamination hazards and control access as needed.

3. Remove affected equipment from service, isolate energy/product, post signage, or activate the approved emergency control when the condition requires it.

4. Gather the approved tools/PPE and contact an authorized service provider whenever the work exceeds normal trained-operator duties.

5. Perform or coordinate frozen beverage machine product and cleaning control according to the controlled maintenance/service procedure; never bypass guards, interlocks, alarms, ventilation, or safety devices.

6. Record findings, measurements, service performed, parts/replenishment, vendor identity, and any condition that can recur.

7. Clean/sanitize any food-contact or exposed area affected by the work and remove tools, debris, chemicals, and temporary barriers appropriately.

8. Test normal operation and all relevant safety, alarm, drainage, ventilation, temperature, pressure, or utility functions before return to service.

9. If the system cannot be verified safe and functional, keep it out of service and implement the approved operational workaround or closure decision.

10. The manager signs the service record, updates preventive-maintenance needs, and communicates any operating restriction to affected employees.

MANAGER VERIFICATION

■ Frozen Beverage Machine Product and Cleaning Control was performed under the current approved restaurant procedure.

■ Required people, equipment, utilities, product, approvals, and records were verified before release or continued operation.

■ Critical readings, identities, handoffs, exceptions, or other evidence required by this procedure were recorded.

■ Unsafe, out-of-standard, unidentified, or undocumented conditions were held, stopped, or escalated instead of informally accepted.

■ Corrective actions and product/equipment/guest/employee disposition were completed and documented when required.

■ The accountable manager or program owner completed final verification and assigned unresolved follow-up.

COMMON MISTAKES

• Using an old, generic, or remembered procedure instead of the current approved specialty-operation standard.

• Starting before required permits, approvals, trained people, utilities, equipment, labels, or records are ready.

• Failing to document actual conditions, readings, identities, handoffs, or deviations at the time they occur.

• Continuing service or releasing product/equipment when a required control cannot be verified.

• Treating a vendor, platform, event organizer, sister unit, or outside agency as responsible for controls that still belong to the restaurant.

• Closing the activity without manager verification, record completion, cleanup/restoration, and follow-up ownership.

CUSTOMIZATION FIELDS

Primary owner / person in charge for this procedure: _____

Applicable permit, regulatory, certification, manufacturer, event, or company requirement: _____

Approved equipment, vendor, system, site, or product specifications: _____

Restaurant-specific critical limit, service target, frequency, or acceptance criterion: _____

Required log, checklist, tag, record, photo, or other evidence: _____

Escalation contact and stop-work / hold / closure authority: _____

REVISION CONTROL

Record future changes in the restaurant master SOP index, retain required evidence, and retrain affected employees whenever the approved process, equipment, authority requirement, or responsibility changes.

Wine Preservation System Use SOP

PURPOSE

To establish a controlled, repeatable, and verifiable process for wine preservation system use so specialty operations do not depend on improvisation, undocumented exceptions, or unassigned responsibility.

APPLIES TO

Bartenders, barbacks, beverage managers, trained service employees, and maintenance/vendor personnel authorized for beverage systems.

RESPONSIBILITY

The beverage manager or shift leader owns product, sanitation, equipment, and quality standards. Only trained employees or approved vendors perform restricted maintenance or gas-system work.

WHEN USED

Whenever this specialty operation is performed and at each required monitoring, handoff, verification, or closeout point defined by the restaurant.

MATERIALS / INFORMATION

• Current beverage recipe/process standards

• Approved cleaning and sanitation supplies

• Manufacturer instructions and authorized service contacts

• Labels, batch/date records, and quality-control logs

• Required PPE, tools, gas-detection or safety equipment where applicable

CRITICAL STANDARDS

• Beverage systems are operated, cleaned, and maintained according to manufacturer instructions and approved restaurant procedures.

• Gas cylinders and pressurized systems are secured, handled, and serviced only by trained/authorized personnel.

• Batch beverages are identified, dated, stored, and discarded according to the approved process.

• Quality failures, leaks, sanitation concerns, pressure problems, or unsafe equipment require immediate stop-use and manager escalation.

PROCEDURE

1. Identify the exact equipment/system involved in wine preservation system use and review current manufacturer instructions, service history, hazards, and employee authorization limits.

2. Inspect the surrounding area for food, guest, electrical, gas, fire, chemical, pressure, slip/fall, or contamination hazards and control access as needed.

3. Remove affected equipment from service, isolate energy/product, post signage, or activate the approved emergency control when the condition requires it.

4. Gather the approved tools/PPE and contact an authorized service provider whenever the work exceeds normal trained-operator duties.

5. Perform or coordinate wine preservation system use according to the controlled maintenance/service procedure; never bypass guards, interlocks, alarms, ventilation, or safety devices.

6. Record findings, measurements, service performed, parts/replenishment, vendor identity, and any condition that can recur.

7. Clean/sanitize any food-contact or exposed area affected by the work and remove tools, debris, chemicals, and temporary barriers appropriately.

8. Test normal operation and all relevant safety, alarm, drainage, ventilation, temperature, pressure, or utility functions before return to service.

9. If the system cannot be verified safe and functional, keep it out of service and implement the approved operational workaround or closure decision.

10. The manager signs the service record, updates preventive-maintenance needs, and communicates any operating restriction to affected employees.

MANAGER VERIFICATION

■ Wine Preservation System Use was performed under the current approved restaurant procedure.

■ Required people, equipment, utilities, product, approvals, and records were verified before release or continued operation.

■ Critical readings, identities, handoffs, exceptions, or other evidence required by this procedure were recorded.

■ Unsafe, out-of-standard, unidentified, or undocumented conditions were held, stopped, or escalated instead of informally accepted.

■ Corrective actions and product/equipment/guest/employee disposition were completed and documented when required.

■ The accountable manager or program owner completed final verification and assigned unresolved follow-up.

COMMON MISTAKES

• Using an old, generic, or remembered procedure instead of the current approved specialty-operation standard.

• Starting before required permits, approvals, trained people, utilities, equipment, labels, or records are ready.

• Failing to document actual conditions, readings, identities, handoffs, or deviations at the time they occur.

• Continuing service or releasing product/equipment when a required control cannot be verified.

• Treating a vendor, platform, event organizer, sister unit, or outside agency as responsible for controls that still belong to the restaurant.

• Closing the activity without manager verification, record completion, cleanup/restoration, and follow-up ownership.

CUSTOMIZATION FIELDS

Primary owner / person in charge for this procedure: _____

Applicable permit, regulatory, certification, manufacturer, event, or company requirement: _____

Approved equipment, vendor, system, site, or product specifications: _____

Restaurant-specific critical limit, service target, frequency, or acceptance criterion: _____

Required log, checklist, tag, record, photo, or other evidence: _____

Escalation contact and stop-work / hold / closure authority: _____

REVISION CONTROL

Record future changes in the restaurant master SOP index, retain required evidence, and retrain affected employees whenever the approved process, equipment, authority requirement, or responsibility changes.

Growler or Crowler Filling and Sanitation SOP

PURPOSE

To establish a controlled, repeatable, and verifiable process for growler or crowler filling and sanitation so specialty operations do not depend on improvisation, undocumented exceptions, or unassigned responsibility.

APPLIES TO

Bartenders, barbacks, beverage managers, trained service employees, and maintenance/vendor personnel authorized for beverage systems.

RESPONSIBILITY

The beverage manager or shift leader owns product, sanitation, equipment, and quality standards. Only trained employees or approved vendors perform restricted maintenance or gas-system work.

WHEN USED

Whenever this specialty operation is performed and at each required monitoring, handoff, verification, or closeout point defined by the restaurant.

MATERIALS / INFORMATION

• Current beverage recipe/process standards

• Approved cleaning and sanitation supplies

• Manufacturer instructions and authorized service contacts

• Labels, batch/date records, and quality-control logs

• Required PPE, tools, gas-detection or safety equipment where applicable

CRITICAL STANDARDS

• Beverage systems are operated, cleaned, and maintained according to manufacturer instructions and approved restaurant procedures.

• Gas cylinders and pressurized systems are secured, handled, and serviced only by trained/authorized personnel.

• Batch beverages are identified, dated, stored, and discarded according to the approved process.

• Quality failures, leaks, sanitation concerns, pressure problems, or unsafe equipment require immediate stop-use and manager escalation.

PROCEDURE

1. Identify the exact equipment/system involved in growler or crowler filling and sanitation and review current manufacturer instructions, service history, hazards, and employee authorization limits.

2. Inspect the surrounding area for food, guest, electrical, gas, fire, chemical, pressure, slip/fall, or contamination hazards and control access as needed.

3. Remove affected equipment from service, isolate energy/product, post signage, or activate the approved emergency control when the condition requires it.

4. Gather the approved tools/PPE and contact an authorized service provider whenever the work exceeds normal trained-operator duties.

5. Perform or coordinate growler or crowler filling and sanitation according to the controlled maintenance/service procedure; never bypass guards, interlocks, alarms, ventilation, or safety devices.

6. Record findings, measurements, service performed, parts/replenishment, vendor identity, and any condition that can recur.

7. Clean/sanitize any food-contact or exposed area affected by the work and remove tools, debris, chemicals, and temporary barriers appropriately.

8. Test normal operation and all relevant safety, alarm, drainage, ventilation, temperature, pressure, or utility functions before return to service.

9. If the system cannot be verified safe and functional, keep it out of service and implement the approved operational workaround or closure decision.

10. The manager signs the service record, updates preventive-maintenance needs, and communicates any operating restriction to affected employees.

MANAGER VERIFICATION

■ Growler or Crowler Filling and Sanitation was performed under the current approved restaurant procedure.

■ Required people, equipment, utilities, product, approvals, and records were verified before release or continued operation.

■ Critical readings, identities, handoffs, exceptions, or other evidence required by this procedure were recorded.

■ Unsafe, out-of-standard, unidentified, or undocumented conditions were held, stopped, or escalated instead of informally accepted.

■ Corrective actions and product/equipment/guest/employee disposition were completed and documented when required.

■ The accountable manager or program owner completed final verification and assigned unresolved follow-up.

COMMON MISTAKES

• Using an old, generic, or remembered procedure instead of the current approved specialty-operation standard.

• Starting before required permits, approvals, trained people, utilities, equipment, labels, or records are ready.

• Failing to document actual conditions, readings, identities, handoffs, or deviations at the time they occur.

• Continuing service or releasing product/equipment when a required control cannot be verified.

• Treating a vendor, platform, event organizer, sister unit, or outside agency as responsible for controls that still belong to the restaurant.

• Closing the activity without manager verification, record completion, cleanup/restoration, and follow-up ownership.

CUSTOMIZATION FIELDS

Primary owner / person in charge for this procedure: _____

Applicable permit, regulatory, certification, manufacturer, event, or company requirement: _____

Approved equipment, vendor, system, site, or product specifications: _____

Restaurant-specific critical limit, service target, frequency, or acceptance criterion: _____

Required log, checklist, tag, record, photo, or other evidence: _____

Escalation contact and stop-work / hold / closure authority: _____

REVISION CONTROL

Record future changes in the restaurant master SOP index, retain required evidence, and retrain affected employees whenever the approved process, equipment, authority requirement, or responsibility changes.

Espresso Machine Dial-In and Shot Quality SOP

PURPOSE

To establish a controlled, repeatable, and verifiable process for espresso machine dial-in and shot quality so specialty operations do not depend on improvisation, undocumented exceptions, or unassigned responsibility.

APPLIES TO

Bartenders, barbacks, beverage managers, trained service employees, and maintenance/vendor personnel authorized for beverage systems.

RESPONSIBILITY

The beverage manager or shift leader owns product, sanitation, equipment, and quality standards. Only trained employees or approved vendors perform restricted maintenance or gas-system work.

WHEN USED

Whenever this specialty operation is performed and at each required monitoring, handoff, verification, or closeout point defined by the restaurant.

MATERIALS / INFORMATION

• Current beverage recipe/process standards

• Approved cleaning and sanitation supplies

• Manufacturer instructions and authorized service contacts

• Labels, batch/date records, and quality-control logs

• Required PPE, tools, gas-detection or safety equipment where applicable

CRITICAL STANDARDS

• Beverage systems are operated, cleaned, and maintained according to manufacturer instructions and approved restaurant procedures.

• Gas cylinders and pressurized systems are secured, handled, and serviced only by trained/authorized personnel.

• Batch beverages are identified, dated, stored, and discarded according to the approved process.

• Quality failures, leaks, sanitation concerns, pressure problems, or unsafe equipment require immediate stop-use and manager escalation.

PROCEDURE

1. Identify the exact equipment/system involved in espresso machine dial-in and shot quality and review current manufacturer instructions, service history, hazards, and employee authorization limits.

2. Inspect the surrounding area for food, guest, electrical, gas, fire, chemical, pressure, slip/fall, or contamination hazards and control access as needed.

3. Remove affected equipment from service, isolate energy/product, post signage, or activate the approved emergency control when the condition requires it.

4. Gather the approved tools/PPE and contact an authorized service provider whenever the work exceeds normal trained-operator duties.

5. Perform or coordinate espresso machine dial-in and shot quality according to the controlled maintenance/service procedure; never bypass guards, interlocks, alarms, ventilation, or safety devices.

6. Record findings, measurements, service performed, parts/replenishment, vendor identity, and any condition that can recur.

7. Clean/sanitize any food-contact or exposed area affected by the work and remove tools, debris, chemicals, and temporary barriers appropriately.

8. Test normal operation and all relevant safety, alarm, drainage, ventilation, temperature, pressure, or utility functions before return to service.

9. If the system cannot be verified safe and functional, keep it out of service and implement the approved operational workaround or closure decision.

10. The manager signs the service record, updates preventive-maintenance needs, and communicates any operating restriction to affected employees.

MANAGER VERIFICATION

■ Espresso Machine Dial-In and Shot Quality was performed under the current approved restaurant procedure.

■ Required people, equipment, utilities, product, approvals, and records were verified before release or continued operation.

■ Critical readings, identities, handoffs, exceptions, or other evidence required by this procedure were recorded.

■ Unsafe, out-of-standard, unidentified, or undocumented conditions were held, stopped, or escalated instead of informally accepted.

■ Corrective actions and product/equipment/guest/employee disposition were completed and documented when required.

■ The accountable manager or program owner completed final verification and assigned unresolved follow-up.

COMMON MISTAKES

• Using an old, generic, or remembered procedure instead of the current approved specialty-operation standard.

• Starting before required permits, approvals, trained people, utilities, equipment, labels, or records are ready.

• Failing to document actual conditions, readings, identities, handoffs, or deviations at the time they occur.

• Continuing service or releasing product/equipment when a required control cannot be verified.

• Treating a vendor, platform, event organizer, sister unit, or outside agency as responsible for controls that still belong to the restaurant.

• Closing the activity without manager verification, record completion, cleanup/restoration, and follow-up ownership.

CUSTOMIZATION FIELDS

Primary owner / person in charge for this procedure: _____

Applicable permit, regulatory, certification, manufacturer, event, or company requirement: _____

Approved equipment, vendor, system, site, or product specifications: _____

Restaurant-specific critical limit, service target, frequency, or acceptance criterion: _____

Required log, checklist, tag, record, photo, or other evidence: _____

Escalation contact and stop-work / hold / closure authority: _____

REVISION CONTROL

Record future changes in the restaurant master SOP index, retain required evidence, and retrain affected employees whenever the approved process, equipment, authority requirement, or responsibility changes.

Cold Brew Batch Production and Shelf-Life Control SOP

PURPOSE

To establish a controlled, repeatable, and verifiable process for cold brew batch production and shelf-life control so specialty operations do not depend on improvisation, undocumented exceptions, or unassigned responsibility.

APPLIES TO

Bartenders, barbacks, beverage managers, trained service employees, and maintenance/vendor personnel authorized for beverage systems.

RESPONSIBILITY

The beverage manager or shift leader owns product, sanitation, equipment, and quality standards. Only trained employees or approved vendors perform restricted maintenance or gas-system work.

WHEN USED

Whenever this specialty operation is performed and at each required monitoring, handoff, verification, or closeout point defined by the restaurant.

MATERIALS / INFORMATION

• Current beverage recipe/process standards

• Approved cleaning and sanitation supplies

• Manufacturer instructions and authorized service contacts

• Labels, batch/date records, and quality-control logs

• Required PPE, tools, gas-detection or safety equipment where applicable

CRITICAL STANDARDS

• Beverage systems are operated, cleaned, and maintained according to manufacturer instructions and approved restaurant procedures.

• Gas cylinders and pressurized systems are secured, handled, and serviced only by trained/authorized personnel.

• Batch beverages are identified, dated, stored, and discarded according to the approved process.

• Quality failures, leaks, sanitation concerns, pressure problems, or unsafe equipment require immediate stop-use and manager escalation.

PROCEDURE

1. Identify the exact equipment/system involved in cold brew batch production and shelf-life control and review current manufacturer instructions, service history, hazards, and employee authorization limits.

2. Inspect the surrounding area for food, guest, electrical, gas, fire, chemical, pressure, slip/fall, or contamination hazards and control access as needed.

3. Remove affected equipment from service, isolate energy/product, post signage, or activate the approved emergency control when the condition requires it.

4. Gather the approved tools/PPE and contact an authorized service provider whenever the work exceeds normal trained-operator duties.

5. Perform or coordinate cold brew batch production and shelf-life control according to the controlled maintenance/service procedure; never bypass guards, interlocks, alarms, ventilation, or safety devices.

6. Record findings, measurements, service performed, parts/replenishment, vendor identity, and any condition that can recur.

7. Clean/sanitize any food-contact or exposed area affected by the work and remove tools, debris, chemicals, and temporary barriers appropriately.

8. Test normal operation and all relevant safety, alarm, drainage, ventilation, temperature, pressure, or utility functions before return to service.

9. If the system cannot be verified safe and functional, keep it out of service and implement the approved operational workaround or closure decision.

10. The manager signs the service record, updates preventive-maintenance needs, and communicates any operating restriction to affected employees.

MANAGER VERIFICATION

■ Cold Brew Batch Production and Shelf-Life Control was performed under the current approved restaurant procedure.

■ Required people, equipment, utilities, product, approvals, and records were verified before release or continued operation.

■ Critical readings, identities, handoffs, exceptions, or other evidence required by this procedure were recorded.

■ Unsafe, out-of-standard, unidentified, or undocumented conditions were held, stopped, or escalated instead of informally accepted.

■ Corrective actions and product/equipment/guest/employee disposition were completed and documented when required.

■ The accountable manager or program owner completed final verification and assigned unresolved follow-up.

COMMON MISTAKES

• Using an old, generic, or remembered procedure instead of the current approved specialty-operation standard.

• Starting before required permits, approvals, trained people, utilities, equipment, labels, or records are ready.

• Failing to document actual conditions, readings, identities, handoffs, or deviations at the time they occur.

• Continuing service or releasing product/equipment when a required control cannot be verified.

• Treating a vendor, platform, event organizer, sister unit, or outside agency as responsible for controls that still belong to the restaurant.

• Closing the activity without manager verification, record completion, cleanup/restoration, and follow-up ownership.

CUSTOMIZATION FIELDS

Primary owner / person in charge for this procedure: _____

Applicable permit, regulatory, certification, manufacturer, event, or company requirement: _____

Approved equipment, vendor, system, site, or product specifications: _____

Restaurant-specific critical limit, service target, frequency, or acceptance criterion: _____

Required log, checklist, tag, record, photo, or other evidence: _____

Escalation contact and stop-work / hold / closure authority: _____

REVISION CONTROL

Record future changes in the restaurant master SOP index, retain required evidence, and retrain affected employees whenever the approved process, equipment, authority requirement, or responsibility changes.

Grease Interceptor Inspection and Service SOP

PURPOSE

To establish a controlled, repeatable, and verifiable process for grease interceptor inspection and service so specialty operations do not depend on improvisation, undocumented exceptions, or unassigned responsibility.

APPLIES TO

Facilities leaders, managers, maintenance employees, authorized vendors, and employees affected by utility or equipment controls.

RESPONSIBILITY

The facilities owner or manager on duty controls access, vendor coordination, shutdown/restart, and records. Employees do not bypass safety devices or perform work beyond their training or authorization.

WHEN USED

Whenever this specialty operation is performed and at each required monitoring, handoff, verification, or closeout point defined by the restaurant.

MATERIALS / INFORMATION

• Manufacturer/service documentation

• Preventive-maintenance and inspection records

• Lockout/signage or area-control materials as applicable

• Authorized vendor and emergency contact list

• Verification checklist and post-service record

CRITICAL STANDARDS

• Only trained employees or authorized service providers perform technical maintenance beyond normal operator tasks.

• Equipment or utilities with a suspected safety, sanitation, fire, electrical, gas, or contamination hazard are removed from service or isolated until cleared.

• Required inspections and service records are retained according to company and local requirements.

• Restart occurs only after the affected area is clean, safe, functional, and verified by the accountable manager.

PROCEDURE

1. Identify the exact equipment/system involved in grease interceptor inspection and service and review current manufacturer instructions, service history, hazards, and employee authorization limits.

2. Inspect the surrounding area for food, guest, electrical, gas, fire, chemical, pressure, slip/fall, or contamination hazards and control access as needed.

3. Remove affected equipment from service, isolate energy/product, post signage, or activate the approved emergency control when the condition requires it.

4. Gather the approved tools/PPE and contact an authorized service provider whenever the work exceeds normal trained-operator duties.

5. Perform or coordinate grease interceptor inspection and service according to the controlled maintenance/service procedure; never bypass guards, interlocks, alarms, ventilation, or safety devices.

6. Record findings, measurements, service performed, parts/replenishment, vendor identity, and any condition that can recur.

7. Clean/sanitize any food-contact or exposed area affected by the work and remove tools, debris, chemicals, and temporary barriers appropriately.

8. Test normal operation and all relevant safety, alarm, drainage, ventilation, temperature, pressure, or utility functions before return to service.

9. If the system cannot be verified safe and functional, keep it out of service and implement the approved operational workaround or closure decision.

10. The manager signs the service record, updates preventive-maintenance needs, and communicates any operating restriction to affected employees.

MANAGER VERIFICATION

■ Grease Interceptor Inspection and Service was performed under the current approved restaurant procedure.

■ Required people, equipment, utilities, product, approvals, and records were verified before release or continued operation.

■ Critical readings, identities, handoffs, exceptions, or other evidence required by this procedure were recorded.

■ Unsafe, out-of-standard, unidentified, or undocumented conditions were held, stopped, or escalated instead of informally accepted.

■ Corrective actions and product/equipment/guest/employee disposition were completed and documented when required.

■ The accountable manager or program owner completed final verification and assigned unresolved follow-up.

COMMON MISTAKES

• Using an old, generic, or remembered procedure instead of the current approved specialty-operation standard.

• Starting before required permits, approvals, trained people, utilities, equipment, labels, or records are ready.

• Failing to document actual conditions, readings, identities, handoffs, or deviations at the time they occur.

• Continuing service or releasing product/equipment when a required control cannot be verified.

• Treating a vendor, platform, event organizer, sister unit, or outside agency as responsible for controls that still belong to the restaurant.

• Closing the activity without manager verification, record completion, cleanup/restoration, and follow-up ownership.

CUSTOMIZATION FIELDS

Primary owner / person in charge for this procedure: _____

Applicable permit, regulatory, certification, manufacturer, event, or company requirement: _____

Approved equipment, vendor, system, site, or product specifications: _____

Restaurant-specific critical limit, service target, frequency, or acceptance criterion: _____

Required log, checklist, tag, record, photo, or other evidence: _____

Escalation contact and stop-work / hold / closure authority: _____

REVISION CONTROL

Record future changes in the restaurant master SOP index, retain required evidence, and retrain affected employees whenever the approved process, equipment, authority requirement, or responsibility changes.

Backflow Prevention Device Verification SOP

PURPOSE

To establish a controlled, repeatable, and verifiable process for backflow prevention device verification so specialty operations do not depend on improvisation, undocumented exceptions, or unassigned responsibility.

APPLIES TO

Facilities leaders, managers, maintenance employees, authorized vendors, and employees affected by utility or equipment controls.

RESPONSIBILITY

The facilities owner or manager on duty controls access, vendor coordination, shutdown/restart, and records. Employees do not bypass safety devices or perform work beyond their training or authorization.

WHEN USED

Whenever this specialty operation is performed and at each required monitoring, handoff, verification, or closeout point defined by the restaurant.

MATERIALS / INFORMATION

- Manufacturer/service documentation
- Preventive-maintenance and inspection records
- Lockout/signage or area-control materials as applicable
- Authorized vendor and emergency contact list
- Verification checklist and post-service record

CRITICAL STANDARDS

- Only trained employees or authorized service providers perform technical maintenance beyond normal operator tasks.
- Equipment or utilities with a suspected safety, sanitation, fire, electrical, gas, or contamination hazard are removed from service or isolated until cleared.
- Required inspections and service records are retained according to company and local requirements.
- Restart occurs only after the affected area is clean, safe, functional, and verified by the accountable manager.

PROCEDURE

1. Identify the exact equipment/system involved in backflow prevention device verification and review current manufacturer instructions, service history, hazards, and employee authorization limits.
2. Inspect the surrounding area for food, guest, electrical, gas, fire, chemical, pressure, slip/fall, or contamination hazards and control access as needed.
3. Remove affected equipment from service, isolate energy/product, post signage, or activate the approved emergency control when the condition requires it.
4. Gather the approved tools/PPE and contact an authorized service provider whenever the work exceeds normal trained-operator duties.
5. Perform or coordinate backflow prevention device verification according to the controlled maintenance/service procedure; never bypass guards, interlocks, alarms, ventilation, or safety devices.
6. Record findings, measurements, service performed, parts/replenishment, vendor identity, and any condition that can recur.
7. Clean/sanitize any food-contact or exposed area affected by the work and remove tools, debris, chemicals, and temporary barriers appropriately.
8. Test normal operation and all relevant safety, alarm, drainage, ventilation, temperature, pressure, or utility functions before return to service.
9. If the system cannot be verified safe and functional, keep it out of service and implement the approved operational workaround or closure decision.
10. The manager signs the service record, updates preventive-maintenance needs, and communicates any operating restriction to affected employees.

MANAGER VERIFICATION

- ■ Backflow Prevention Device Verification was performed under the current approved restaurant procedure.
- ■ Required people, equipment, utilities, product, approvals, and records were verified before release or continued operation.
- ■ Critical readings, identities, handoffs, exceptions, or other evidence required by this procedure were recorded.
- ■ Unsafe, out-of-standard, unidentified, or undocumented conditions were held, stopped, or escalated instead of informally accepted.

■ Corrective actions and product/equipment/guest/employee disposition were completed and documented when required.

■ The accountable manager or program owner completed final verification and assigned unresolved follow-up.

COMMON MISTAKES

• Using an old, generic, or remembered procedure instead of the current approved specialty-operation standard.

• Starting before required permits, approvals, trained people, utilities, equipment, labels, or records are ready.

• Failing to document actual conditions, readings, identities, handoffs, or deviations at the time they occur.

• Continuing service or releasing product/equipment when a required control cannot be verified.

• Treating a vendor, platform, event organizer, sister unit, or outside agency as responsible for controls that still belong to the restaurant.

• Closing the activity without manager verification, record completion, cleanup/restoration, and follow-up ownership.

CUSTOMIZATION FIELDS

Primary owner / person in charge for this procedure: _____

Applicable permit, regulatory, certification, manufacturer, event, or company requirement: _____

Approved equipment, vendor, system, site, or product specifications: _____

Restaurant-specific critical limit, service target, frequency, or acceptance criterion: _____

Required log, checklist, tag, record, photo, or other evidence: _____

Escalation contact and stop-work / hold / closure authority: _____

REVISION CONTROL

Record future changes in the restaurant master SOP index, retain required evidence, and retrain affected employees whenever the approved process, equipment, authority requirement, or responsibility changes.

Fire Suppression System Service Coordination SOP

PURPOSE

To establish a controlled, repeatable, and verifiable process for fire suppression system service coordination so specialty operations do not depend on improvisation, undocumented exceptions, or unassigned responsibility.

APPLIES TO

Facilities leaders, managers, maintenance employees, authorized vendors, and employees affected by utility or equipment controls.

RESPONSIBILITY

The facilities owner or manager on duty controls access, vendor coordination, shutdown/restart, and records. Employees do not bypass safety devices or perform work beyond their training or authorization.

WHEN USED

Whenever this specialty operation is performed and at each required monitoring, handoff, verification, or closeout point defined by the restaurant.

MATERIALS / INFORMATION

• Manufacturer/service documentation

• Preventive-maintenance and inspection records

• Lockout/signage or area-control materials as applicable

• Authorized vendor and emergency contact list

• Verification checklist and post-service record

• Current fire-system service documentation and authorized service contact

CRITICAL STANDARDS

• Only trained employees or authorized service providers perform technical maintenance beyond normal operator tasks.

• Equipment or utilities with a suspected safety, sanitation, fire, electrical, gas, or contamination hazard are removed from service or isolated until cleared.

• Required inspections and service records are retained according to company and local requirements.

• Restart occurs only after the affected area is clean, safe, functional, and verified by the accountable manager.

PROCEDURE

1. Identify the exact equipment/system involved in fire suppression system service coordination and review current manufacturer instructions, service history, hazards, and employee authorization limits.

2. Inspect the surrounding area for food, guest, electrical, gas, fire, chemical, pressure, slip/fall, or contamination hazards and control access as needed.

3. Remove affected equipment from service, isolate energy/product, post signage, or activate the approved emergency control when the condition requires it.

4. Gather the approved tools/PPE and contact an authorized service provider whenever the work exceeds normal trained-operator duties.

5. Perform or coordinate fire suppression system service coordination according to the controlled maintenance/service procedure; never bypass guards, interlocks, alarms, ventilation, or safety devices.

6. Record findings, measurements, service performed, parts/replenishment, vendor identity, and any condition that can recur.

7. Clean/sanitize any food-contact or exposed area affected by the work and remove tools, debris, chemicals, and temporary barriers appropriately.

8. Test normal operation and all relevant safety, alarm, drainage, ventilation, temperature, pressure, or utility functions before return to service.

9. If the system cannot be verified safe and functional, keep it out of service and implement the approved operational workaround or closure decision.

10. The manager signs the service record, updates preventive-maintenance needs, and communicates any operating restriction to affected employees.

MANAGER VERIFICATION

■ Fire Suppression System Service Coordination was performed under the current approved restaurant procedure.

■ Required people, equipment, utilities, product, approvals, and records were verified before release or continued operation.

■ Critical readings, identities, handoffs, exceptions, or other evidence required by this procedure were recorded.

■ Unsafe, out-of-standard, unidentified, or undocumented conditions were held, stopped, or escalated instead of informally accepted.

■ Corrective actions and product/equipment/guest/employee disposition were completed and documented when required.

■ The accountable manager or program owner completed final verification and assigned unresolved follow-up.

COMMON MISTAKES

• Using an old, generic, or remembered procedure instead of the current approved specialty-operation standard.

• Starting before required permits, approvals, trained people, utilities, equipment, labels, or records are ready.

• Failing to document actual conditions, readings, identities, handoffs, or deviations at the time they occur.

• Continuing service or releasing product/equipment when a required control cannot be verified.

• Treating a vendor, platform, event organizer, sister unit, or outside agency as responsible for controls that still belong to the restaurant.

• Closing the activity without manager verification, record completion, cleanup/restoration, and follow-up ownership.

CUSTOMIZATION FIELDS

Primary owner / person in charge for this procedure: _____

Applicable permit, regulatory, certification, manufacturer, event, or company requirement: _____

Approved equipment, vendor, system, site, or product specifications: _____

Restaurant-specific critical limit, service target, frequency, or acceptance criterion: _____

Required log, checklist, tag, record, photo, or other evidence: _____

Escalation contact and stop-work / hold / closure authority: _____

REVISION CONTROL

Record future changes in the restaurant master SOP index, retain required evidence, and retrain affected employees whenever the approved process, equipment, authority requirement, or responsibility changes.

Hood and Exhaust Deep-Cleaning Shutdown and Restart SOP

PURPOSE

To establish a controlled, repeatable, and verifiable process for hood and exhaust deep-cleaning shutdown and restart so specialty operations do not depend on improvisation, undocumented exceptions, or unassigned responsibility.

APPLIES TO

Facilities leaders, managers, maintenance employees, authorized vendors, and employees affected by utility or equipment controls.

RESPONSIBILITY

The facilities owner or manager on duty controls access, vendor coordination, shutdown/restart, and records. Employees do not bypass safety devices or perform work beyond their training or authorization.

WHEN USED

At the end of the applicable service, event, route, shift, equipment cycle, or temporary operation, before the responsible employee is released.

MATERIALS / INFORMATION

• Manufacturer/service documentation

• Preventive-maintenance and inspection records

• Lockout/signage or area-control materials as applicable

• Authorized vendor and emergency contact list

• Verification checklist and post-service record

• Current fire-system service documentation and authorized service contact

CRITICAL STANDARDS

• Only trained employees or authorized service providers perform technical maintenance beyond normal operator tasks.

• Equipment or utilities with a suspected safety, sanitation, fire, electrical, gas, or contamination hazard are removed from service or isolated until cleared.

• Required inspections and service records are retained according to company and local requirements.

• Restart occurs only after the affected area is clean, safe, functional, and verified by the accountable manager.

PROCEDURE

1. Identify the exact equipment/system involved in hood and exhaust deep-cleaning shutdown and restart and review current manufacturer instructions, service history, hazards, and employee authorization limits.

2. Inspect the surrounding area for food, guest, electrical, gas, fire, chemical, pressure, slip/fall, or contamination hazards and control access as needed.

3. Remove affected equipment from service, isolate energy/product, post signage, or activate the approved emergency control when the condition requires it.

4. Gather the approved tools/PPE and contact an authorized service provider whenever the work exceeds normal trained-operator duties.

5. Perform or coordinate hood and exhaust deep-cleaning shutdown and restart according to the controlled maintenance/service procedure; never bypass guards, interlocks, alarms, ventilation, or safety devices.

6. Record findings, measurements, service performed, parts/replenishment, vendor identity, and any condition that can recur.

7. Clean/sanitize any food-contact or exposed area affected by the work and remove tools, debris, chemicals, and temporary barriers appropriately.

8. Test normal operation and all relevant safety, alarm, drainage, ventilation, temperature, pressure, or utility functions before return to service.

9. If the system cannot be verified safe and functional, keep it out of service and implement the approved operational workaround or closure decision.

10. The manager signs the service record, updates preventive-maintenance needs, and communicates any operating restriction to affected employees.

MANAGER VERIFICATION

■ Hood and Exhaust Deep-Cleaning Shutdown and Restart was performed under the current approved restaurant procedure.

■ Required people, equipment, utilities, product, approvals, and records were verified before release or continued operation.

■ Critical readings, identities, handoffs, exceptions, or other evidence required by this procedure were recorded.

■ Unsafe, out-of-standard, unidentified, or undocumented conditions were held, stopped, or escalated instead of informally accepted.

■ Corrective actions and product/equipment/guest/employee disposition were completed and documented when required.

■ The accountable manager or program owner completed final verification and assigned unresolved follow-up.

COMMON MISTAKES

• Using an old, generic, or remembered procedure instead of the current approved specialty-operation standard.

• Starting before required permits, approvals, trained people, utilities, equipment, labels, or records are ready.

• Failing to document actual conditions, readings, identities, handoffs, or deviations at the time they occur.

• Continuing service or releasing product/equipment when a required control cannot be verified.

• Treating a vendor, platform, event organizer, sister unit, or outside agency as responsible for controls that still belong to the restaurant.

• Closing the activity without manager verification, record completion, cleanup/restoration, and follow-up ownership.

CUSTOMIZATION FIELDS

Primary owner / person in charge for this procedure: _____

Applicable permit, regulatory, certification, manufacturer, event, or company requirement: _____

Approved equipment, vendor, system, site, or product specifications: _____

Restaurant-specific critical limit, service target, frequency, or acceptance criterion: _____

Required log, checklist, tag, record, photo, or other evidence: _____

Escalation contact and stop-work / hold / closure authority: _____

REVISION CONTROL

Record future changes in the restaurant master SOP index, retain required evidence, and retrain affected employees whenever the approved process, equipment, authority requirement, or responsibility changes.

Emergency Generator Test and Load Readiness SOP

PURPOSE

To establish a controlled, repeatable, and verifiable process for emergency generator test and load readiness so specialty operations do not depend on improvisation, undocumented exceptions, or unassigned responsibility.

APPLIES TO

Facilities leaders, managers, maintenance employees, authorized vendors, and employees affected by utility or equipment controls.

RESPONSIBILITY

The facilities owner or manager on duty controls access, vendor coordination, shutdown/restart, and records. Employees do not bypass safety devices or perform work beyond their training or authorization.

WHEN USED

Before the applicable operation, service period, event, route, batch, opening, or equipment use, and again after any material condition changes.

MATERIALS / INFORMATION

• Manufacturer/service documentation

• Preventive-maintenance and inspection records

• Lockout/signage or area-control materials as applicable

• Authorized vendor and emergency contact list

• Verification checklist and post-service record

• Manufacturer-approved fuel/gas equipment and required leak/safety controls

CRITICAL STANDARDS

• Only trained employees or authorized service providers perform technical maintenance beyond normal operator tasks.

• Equipment or utilities with a suspected safety, sanitation, fire, electrical, gas, or contamination hazard are removed from service or isolated until cleared.

• Required inspections and service records are retained according to company and local requirements.

• Restart occurs only after the affected area is clean, safe, functional, and verified by the accountable manager.

PROCEDURE

1. Identify the exact equipment/system involved in emergency generator test and load readiness and review current manufacturer instructions, service history, hazards, and employee authorization limits.

2. Inspect the surrounding area for food, guest, electrical, gas, fire, chemical, pressure, slip/fall, or contamination hazards and control access as needed.

3. Remove affected equipment from service, isolate energy/product, post signage, or activate the approved emergency control when the condition requires it.

4. Gather the approved tools/PPE and contact an authorized service provider whenever the work exceeds normal trained-operator duties.

5. Perform or coordinate emergency generator test and load readiness according to the controlled maintenance/service procedure; never bypass guards, interlocks, alarms, ventilation, or safety devices.

6. Record findings, measurements, service performed, parts/replenishment, vendor identity, and any condition that can recur.

7. Clean/sanitize any food-contact or exposed area affected by the work and remove tools, debris, chemicals, and temporary barriers appropriately.

8. Test normal operation and all relevant safety, alarm, drainage, ventilation, temperature, pressure, or utility functions before return to service.

9. If the system cannot be verified safe and functional, keep it out of service and implement the approved operational workaround or closure decision.

10. The manager signs the service record, updates preventive-maintenance needs, and communicates any operating restriction to affected employees.

MANAGER VERIFICATION

■ Emergency Generator Test and Load Readiness was performed under the current approved restaurant procedure.

■ Required people, equipment, utilities, product, approvals, and records were verified before release or continued operation.

■ Critical readings, identities, handoffs, exceptions, or other evidence required by this procedure were recorded.

■ Unsafe, out-of-standard, unidentified, or undocumented conditions were held, stopped, or escalated instead of informally accepted.

■ Corrective actions and product/equipment/guest/employee disposition were completed and documented when required.

■ The accountable manager or program owner completed final verification and assigned unresolved follow-up.

COMMON MISTAKES

• Using an old, generic, or remembered procedure instead of the current approved specialty-operation standard.

• Starting before required permits, approvals, trained people, utilities, equipment, labels, or records are ready.

• Failing to document actual conditions, readings, identities, handoffs, or deviations at the time they occur.

• Continuing service or releasing product/equipment when a required control cannot be verified.

• Treating a vendor, platform, event organizer, sister unit, or outside agency as responsible for controls that still belong to the restaurant.

• Closing the activity without manager verification, record completion, cleanup/restoration, and follow-up ownership.

CUSTOMIZATION FIELDS

Primary owner / person in charge for this procedure: _____

Applicable permit, regulatory, certification, manufacturer, event, or company requirement: _____

Approved equipment, vendor, system, site, or product specifications: _____

Restaurant-specific critical limit, service target, frequency, or acceptance criterion: _____

Required log, checklist, tag, record, photo, or other evidence: _____

Escalation contact and stop-work / hold / closure authority: _____

REVISION CONTROL

Record future changes in the restaurant master SOP index, retain required evidence, and retrain affected employees whenever the approved process, equipment, authority requirement, or responsibility changes.

Walk-In Refrigeration Extended Failure Containment SOP

PURPOSE

To establish a controlled, repeatable, and verifiable process for walk-in refrigeration extended failure containment so specialty operations do not depend on improvisation, undocumented exceptions, or unassigned responsibility.

APPLIES TO

Facilities leaders, managers, maintenance employees, authorized vendors, and employees affected by utility or equipment controls.

RESPONSIBILITY

The facilities owner or manager on duty controls access, vendor coordination, shutdown/restart, and records. Employees do not bypass safety devices or perform work beyond their training or authorization.

WHEN USED

Immediately when the condition is suspected or confirmed, and continuously until the manager documents safe stabilization, recovery, or closure.

MATERIALS / INFORMATION

- Manufacturer/service documentation
- Preventive-maintenance and inspection records
- Lockout/signage or area-control materials as applicable
- Authorized vendor and emergency contact list
- Verification checklist and post-service record

CRITICAL STANDARDS

- Only trained employees or authorized service providers perform technical maintenance beyond normal operator tasks.
- Equipment or utilities with a suspected safety, sanitation, fire, electrical, gas, or contamination hazard are removed from service or isolated until cleared.
- Required inspections and service records are retained according to company and local requirements.
- Restart occurs only after the affected area is clean, safe, functional, and verified by the accountable manager.

PROCEDURE

1. Identify the exact equipment/system involved in walk-in refrigeration extended failure containment and review current manufacturer instructions, service history, hazards, and employee authorization limits.
2. Inspect the surrounding area for food, guest, electrical, gas, fire, chemical, pressure, slip/fall, or contamination hazards and control access as needed.
3. Remove affected equipment from service, isolate energy/product, post signage, or activate the approved emergency control when the condition requires it.
4. Gather the approved tools/PPE and contact an authorized service provider whenever the work exceeds normal trained-operator duties.
5. Perform or coordinate walk-in refrigeration extended failure containment according to the controlled maintenance/service procedure; never bypass guards, interlocks, alarms, ventilation, or safety devices.
6. Record findings, measurements, service performed, parts/replenishment, vendor identity, and any condition that can recur.
7. Clean/sanitize any food-contact or exposed area affected by the work and remove tools, debris, chemicals, and temporary barriers appropriately.
8. Test normal operation and all relevant safety, alarm, drainage, ventilation, temperature, pressure, or utility functions before return to service.
9. If the system cannot be verified safe and functional, keep it out of service and implement the approved operational workaround or closure decision.
10. The manager signs the service record, updates preventive-maintenance needs, and communicates any operating restriction to affected employees.

MANAGER VERIFICATION

- ■ Walk-In Refrigeration Extended Failure Containment was performed under the current approved restaurant procedure.
- ■ Required people, equipment, utilities, product, approvals, and records were verified before release or continued operation.
- ■ Critical readings, identities, handoffs, exceptions, or other evidence required by this procedure were recorded.
- ■ Unsafe, out-of-standard, unidentified, or undocumented conditions were held, stopped, or escalated instead of informally accepted.

■ Corrective actions and product/equipment/guest/employee disposition were completed and documented when required.

■ The accountable manager or program owner completed final verification and assigned unresolved follow-up.

COMMON MISTAKES

• Using an old, generic, or remembered procedure instead of the current approved specialty-operation standard.

• Starting before required permits, approvals, trained people, utilities, equipment, labels, or records are ready.

• Failing to document actual conditions, readings, identities, handoffs, or deviations at the time they occur.

• Continuing service or releasing product/equipment when a required control cannot be verified.

• Treating a vendor, platform, event organizer, sister unit, or outside agency as responsible for controls that still belong to the restaurant.

• Closing the activity without manager verification, record completion, cleanup/restoration, and follow-up ownership.

CUSTOMIZATION FIELDS

Primary owner / person in charge for this procedure: _____

Applicable permit, regulatory, certification, manufacturer, event, or company requirement: _____

Approved equipment, vendor, system, site, or product specifications: _____

Restaurant-specific critical limit, service target, frequency, or acceptance criterion: _____

Required log, checklist, tag, record, photo, or other evidence: _____

Escalation contact and stop-work / hold / closure authority: _____

REVISION CONTROL

Record future changes in the restaurant master SOP index, retain required evidence, and retrain affected employees whenever the approved process, equipment, authority requirement, or responsibility changes.

Ice Machine Contamination Shutdown and Recommissioning SOP

PURPOSE

To establish a controlled, repeatable, and verifiable process for ice machine contamination shutdown and recommissioning so specialty operations do not depend on improvisation, undocumented exceptions, or unassigned responsibility.

APPLIES TO

Facilities leaders, managers, maintenance employees, authorized vendors, and employees affected by utility or equipment controls.

RESPONSIBILITY

The facilities owner or manager on duty controls access, vendor coordination, shutdown/restart, and records. Employees do not bypass safety devices or perform work beyond their training or authorization.

WHEN USED

At the end of the applicable service, event, route, shift, equipment cycle, or temporary operation, before the responsible employee is released.

MATERIALS / INFORMATION

- Manufacturer/service documentation
- Preventive-maintenance and inspection records
- Lockout/signage or area-control materials as applicable
- Authorized vendor and emergency contact list
- Verification checklist and post-service record

CRITICAL STANDARDS

- Only trained employees or authorized service providers perform technical maintenance beyond normal operator tasks.
- Equipment or utilities with a suspected safety, sanitation, fire, electrical, gas, or contamination hazard are removed from service or isolated until cleared.
- Required inspections and service records are retained according to company and local requirements.
- Restart occurs only after the affected area is clean, safe, functional, and verified by the accountable manager.

PROCEDURE

1. Identify the exact equipment/system involved in ice machine contamination shutdown and recommissioning and review current manufacturer instructions, service history, hazards, and employee authorization limits.
2. Inspect the surrounding area for food, guest, electrical, gas, fire, chemical, pressure, slip/fall, or contamination hazards and control access as needed.
3. Remove affected equipment from service, isolate energy/product, post signage, or activate the approved emergency control when the condition requires it.
4. Gather the approved tools/PPE and contact an authorized service provider whenever the work exceeds normal trained-operator duties.
5. Perform or coordinate ice machine contamination shutdown and recommissioning according to the controlled maintenance/service procedure; never bypass guards, interlocks, alarms, ventilation, or safety devices.
6. Record findings, measurements, service performed, parts/replenishment, vendor identity, and any condition that can recur.
7. Clean/sanitize any food-contact or exposed area affected by the work and remove tools, debris, chemicals, and temporary barriers appropriately.
8. Test normal operation and all relevant safety, alarm, drainage, ventilation, temperature, pressure, or utility functions before return to service.
9. If the system cannot be verified safe and functional, keep it out of service and implement the approved operational workaround or closure decision.
10. The manager signs the service record, updates preventive-maintenance needs, and communicates any operating restriction to affected employees.

MANAGER VERIFICATION

- ■ Ice Machine Contamination Shutdown and Recommissioning was performed under the current approved restaurant procedure.
- ■ Required people, equipment, utilities, product, approvals, and records were verified before release or continued operation.
- ■ Critical readings, identities, handoffs, exceptions, or other evidence required by this procedure were recorded.
- ■ Unsafe, out-of-standard, unidentified, or undocumented conditions were held, stopped, or escalated instead of informally accepted.

■ Corrective actions and product/equipment/guest/employee disposition were completed and documented when required.

■ The accountable manager or program owner completed final verification and assigned unresolved follow-up.

COMMON MISTAKES

• Using an old, generic, or remembered procedure instead of the current approved specialty-operation standard.

• Starting before required permits, approvals, trained people, utilities, equipment, labels, or records are ready.

• Failing to document actual conditions, readings, identities, handoffs, or deviations at the time they occur.

• Continuing service or releasing product/equipment when a required control cannot be verified.

• Treating a vendor, platform, event organizer, sister unit, or outside agency as responsible for controls that still belong to the restaurant.

• Closing the activity without manager verification, record completion, cleanup/restoration, and follow-up ownership.

CUSTOMIZATION FIELDS

Primary owner / person in charge for this procedure: _____

Applicable permit, regulatory, certification, manufacturer, event, or company requirement: _____

Approved equipment, vendor, system, site, or product specifications: _____

Restaurant-specific critical limit, service target, frequency, or acceptance criterion: _____

Required log, checklist, tag, record, photo, or other evidence: _____

Escalation contact and stop-work / hold / closure authority: _____

REVISION CONTROL

Record future changes in the restaurant master SOP index, retain required evidence, and retrain affected employees whenever the approved process, equipment, authority requirement, or responsibility changes.

Water Filtration and Softener Maintenance SOP

PURPOSE

To establish a controlled, repeatable, and verifiable process for water filtration and softener maintenance so specialty operations do not depend on improvisation, undocumented exceptions, or unassigned responsibility.

APPLIES TO

Facilities leaders, managers, maintenance employees, authorized vendors, and employees affected by utility or equipment controls.

RESPONSIBILITY

The facilities owner or manager on duty controls access, vendor coordination, shutdown/restart, and records. Employees do not bypass safety devices or perform work beyond their training or authorization.

WHEN USED

Whenever this specialty operation is performed and at each required monitoring, handoff, verification, or closeout point defined by the restaurant.

MATERIALS / INFORMATION

- Manufacturer/service documentation
- Preventive-maintenance and inspection records
- Lockout/signage or area-control materials as applicable
- Authorized vendor and emergency contact list
- Verification checklist and post-service record

CRITICAL STANDARDS

- Only trained employees or authorized service providers perform technical maintenance beyond normal operator tasks.
- Equipment or utilities with a suspected safety, sanitation, fire, electrical, gas, or contamination hazard are removed from service or isolated until cleared.
- Required inspections and service records are retained according to company and local requirements.
- Restart occurs only after the affected area is clean, safe, functional, and verified by the accountable manager.

PROCEDURE

1. Identify the exact equipment/system involved in water filtration and softener maintenance and review current manufacturer instructions, service history, hazards, and employee authorization limits.
2. Inspect the surrounding area for food, guest, electrical, gas, fire, chemical, pressure, slip/fall, or contamination hazards and control access as needed.
3. Remove affected equipment from service, isolate energy/product, post signage, or activate the approved emergency control when the condition requires it.
4. Gather the approved tools/PPE and contact an authorized service provider whenever the work exceeds normal trained-operator duties.
5. Perform or coordinate water filtration and softener maintenance according to the controlled maintenance/service procedure; never bypass guards, interlocks, alarms, ventilation, or safety devices.
6. Record findings, measurements, service performed, parts/replenishment, vendor identity, and any condition that can recur.
7. Clean/sanitize any food-contact or exposed area affected by the work and remove tools, debris, chemicals, and temporary barriers appropriately.
8. Test normal operation and all relevant safety, alarm, drainage, ventilation, temperature, pressure, or utility functions before return to service.
9. If the system cannot be verified safe and functional, keep it out of service and implement the approved operational workaround or closure decision.
10. The manager signs the service record, updates preventive-maintenance needs, and communicates any operating restriction to affected employees.

MANAGER VERIFICATION

- ■ Water Filtration and Softener Maintenance was performed under the current approved restaurant procedure.
- ■ Required people, equipment, utilities, product, approvals, and records were verified before release or continued operation.
- ■ Critical readings, identities, handoffs, exceptions, or other evidence required by this procedure were recorded.
- ■ Unsafe, out-of-standard, unidentified, or undocumented conditions were held, stopped, or escalated instead of informally accepted.

■ Corrective actions and product/equipment/guest/employee disposition were completed and documented when required.

■ The accountable manager or program owner completed final verification and assigned unresolved follow-up.

COMMON MISTAKES

• Using an old, generic, or remembered procedure instead of the current approved specialty-operation standard.

• Starting before required permits, approvals, trained people, utilities, equipment, labels, or records are ready.

• Failing to document actual conditions, readings, identities, handoffs, or deviations at the time they occur.

• Continuing service or releasing product/equipment when a required control cannot be verified.

• Treating a vendor, platform, event organizer, sister unit, or outside agency as responsible for controls that still belong to the restaurant.

• Closing the activity without manager verification, record completion, cleanup/restoration, and follow-up ownership.

CUSTOMIZATION FIELDS

Primary owner / person in charge for this procedure: _____

Applicable permit, regulatory, certification, manufacturer, event, or company requirement: _____

Approved equipment, vendor, system, site, or product specifications: _____

Restaurant-specific critical limit, service target, frequency, or acceptance criterion: _____

Required log, checklist, tag, record, photo, or other evidence: _____

Escalation contact and stop-work / hold / closure authority: _____

REVISION CONTROL

Record future changes in the restaurant master SOP index, retain required evidence, and retrain affected employees whenever the approved process, equipment, authority requirement, or responsibility changes.

Floor Drain and Sewer Gas Investigation SOP

PURPOSE

To establish a controlled, repeatable, and verifiable process for floor drain and sewer gas investigation so specialty operations do not depend on improvisation, undocumented exceptions, or unassigned responsibility.

APPLIES TO

Facilities leaders, managers, maintenance employees, authorized vendors, and employees affected by utility or equipment controls.

RESPONSIBILITY

The facilities owner or manager on duty controls access, vendor coordination, shutdown/restart, and records. Employees do not bypass safety devices or perform work beyond their training or authorization.

WHEN USED

Whenever this specialty operation is performed and at each required monitoring, handoff, verification, or closeout point defined by the restaurant.

MATERIALS / INFORMATION

• Manufacturer/service documentation

• Preventive-maintenance and inspection records

• Lockout/signage or area-control materials as applicable

• Authorized vendor and emergency contact list

• Verification checklist and post-service record

CRITICAL STANDARDS

• Only trained employees or authorized service providers perform technical maintenance beyond normal operator tasks.

• Equipment or utilities with a suspected safety, sanitation, fire, electrical, gas, or contamination hazard are removed from service or isolated until cleared.

• Required inspections and service records are retained according to company and local requirements.

• Restart occurs only after the affected area is clean, safe, functional, and verified by the accountable manager.

PROCEDURE

1. Identify the exact equipment/system involved in floor drain and sewer gas investigation and review current manufacturer instructions, service history, hazards, and employee authorization limits.

2. Inspect the surrounding area for food, guest, electrical, gas, fire, chemical, pressure, slip/fall, or contamination hazards and control access as needed.

3. Remove affected equipment from service, isolate energy/product, post signage, or activate the approved emergency control when the condition requires it.

4. Gather the approved tools/PPE and contact an authorized service provider whenever the work exceeds normal trained-operator duties.

5. Perform or coordinate floor drain and sewer gas investigation according to the controlled maintenance/service procedure; never bypass guards, interlocks, alarms, ventilation, or safety devices.

6. Record findings, measurements, service performed, parts/replenishment, vendor identity, and any condition that can recur.

7. Clean/sanitize any food-contact or exposed area affected by the work and remove tools, debris, chemicals, and temporary barriers appropriately.

8. Test normal operation and all relevant safety, alarm, drainage, ventilation, temperature, pressure, or utility functions before return to service.

9. If the system cannot be verified safe and functional, keep it out of service and implement the approved operational workaround or closure decision.

10. The manager signs the service record, updates preventive-maintenance needs, and communicates any operating restriction to affected employees.

MANAGER VERIFICATION

■ Floor Drain and Sewer Gas Investigation was performed under the current approved restaurant procedure.

■ Required people, equipment, utilities, product, approvals, and records were verified before release or continued operation.

■ Critical readings, identities, handoffs, exceptions, or other evidence required by this procedure were recorded.

■ Unsafe, out-of-standard, unidentified, or undocumented conditions were held, stopped, or escalated instead of informally accepted.

■ Corrective actions and product/equipment/guest/employee disposition were completed and documented when required.

■ The accountable manager or program owner completed final verification and assigned unresolved follow-up.

COMMON MISTAKES

• Using an old, generic, or remembered procedure instead of the current approved specialty-operation standard.

• Starting before required permits, approvals, trained people, utilities, equipment, labels, or records are ready.

• Failing to document actual conditions, readings, identities, handoffs, or deviations at the time they occur.

• Continuing service or releasing product/equipment when a required control cannot be verified.

• Treating a vendor, platform, event organizer, sister unit, or outside agency as responsible for controls that still belong to the restaurant.

• Closing the activity without manager verification, record completion, cleanup/restoration, and follow-up ownership.

CUSTOMIZATION FIELDS

Primary owner / person in charge for this procedure: _____

Applicable permit, regulatory, certification, manufacturer, event, or company requirement: _____

Approved equipment, vendor, system, site, or product specifications: _____

Restaurant-specific critical limit, service target, frequency, or acceptance criterion: _____

Required log, checklist, tag, record, photo, or other evidence: _____

Escalation contact and stop-work / hold / closure authority: _____

REVISION CONTROL

Record future changes in the restaurant master SOP index, retain required evidence, and retrain affected employees whenever the approved process, equipment, authority requirement, or responsibility changes.

Dumbwaiter or Food Lift Sanitation and Safety SOP

PURPOSE

To establish a controlled, repeatable, and verifiable process for dumbwaiter or food lift sanitation and safety so specialty operations do not depend on improvisation, undocumented exceptions, or unassigned responsibility.

APPLIES TO

Facilities leaders, managers, maintenance employees, authorized vendors, and employees affected by utility or equipment controls.

RESPONSIBILITY

The facilities owner or manager on duty controls access, vendor coordination, shutdown/restart, and records. Employees do not bypass safety devices or perform work beyond their training or authorization.

WHEN USED

Whenever this specialty operation is performed and at each required monitoring, handoff, verification, or closeout point defined by the restaurant.

MATERIALS / INFORMATION

- Manufacturer/service documentation
- Preventive-maintenance and inspection records
- Lockout/signage or area-control materials as applicable
- Authorized vendor and emergency contact list
- Verification checklist and post-service record

CRITICAL STANDARDS

- Only trained employees or authorized service providers perform technical maintenance beyond normal operator tasks.
- Equipment or utilities with a suspected safety, sanitation, fire, electrical, gas, or contamination hazard are removed from service or isolated until cleared.
- Required inspections and service records are retained according to company and local requirements.
- Restart occurs only after the affected area is clean, safe, functional, and verified by the accountable manager.

PROCEDURE

1. Identify the exact equipment/system involved in dumbwaiter or food lift sanitation and safety and review current manufacturer instructions, service history, hazards, and employee authorization limits.
2. Inspect the surrounding area for food, guest, electrical, gas, fire, chemical, pressure, slip/fall, or contamination hazards and control access as needed.
3. Remove affected equipment from service, isolate energy/product, post signage, or activate the approved emergency control when the condition requires it.
4. Gather the approved tools/PPE and contact an authorized service provider whenever the work exceeds normal trained-operator duties.
5. Perform or coordinate dumbwaiter or food lift sanitation and safety according to the controlled maintenance/service procedure; never bypass guards, interlocks, alarms, ventilation, or safety devices.
6. Record findings, measurements, service performed, parts/replenishment, vendor identity, and any condition that can recur.
7. Clean/sanitize any food-contact or exposed area affected by the work and remove tools, debris, chemicals, and temporary barriers appropriately.
8. Test normal operation and all relevant safety, alarm, drainage, ventilation, temperature, pressure, or utility functions before return to service.
9. If the system cannot be verified safe and functional, keep it out of service and implement the approved operational workaround or closure decision.
10. The manager signs the service record, updates preventive-maintenance needs, and communicates any operating restriction to affected employees.

MANAGER VERIFICATION

- ■ Dumbwaiter or Food Lift Sanitation and Safety was performed under the current approved restaurant procedure.
- ■ Required people, equipment, utilities, product, approvals, and records were verified before release or continued operation.
- ■ Critical readings, identities, handoffs, exceptions, or other evidence required by this procedure were recorded.
- ■ Unsafe, out-of-standard, unidentified, or undocumented conditions were held, stopped, or escalated instead of informally accepted.

■ Corrective actions and product/equipment/guest/employee disposition were completed and documented when required.

■ The accountable manager or program owner completed final verification and assigned unresolved follow-up.

COMMON MISTAKES

• Using an old, generic, or remembered procedure instead of the current approved specialty-operation standard.

• Starting before required permits, approvals, trained people, utilities, equipment, labels, or records are ready.

• Failing to document actual conditions, readings, identities, handoffs, or deviations at the time they occur.

• Continuing service or releasing product/equipment when a required control cannot be verified.

• Treating a vendor, platform, event organizer, sister unit, or outside agency as responsible for controls that still belong to the restaurant.

• Closing the activity without manager verification, record completion, cleanup/restoration, and follow-up ownership.

CUSTOMIZATION FIELDS

Primary owner / person in charge for this procedure: _____

Applicable permit, regulatory, certification, manufacturer, event, or company requirement: _____

Approved equipment, vendor, system, site, or product specifications: _____

Restaurant-specific critical limit, service target, frequency, or acceptance criterion: _____

Required log, checklist, tag, record, photo, or other evidence: _____

Escalation contact and stop-work / hold / closure authority: _____

REVISION CONTROL

Record future changes in the restaurant master SOP index, retain required evidence, and retrain affected employees whenever the approved process, equipment, authority requirement, or responsibility changes.

Floodwater Intrusion Assessment and Sanitization SOP

PURPOSE

To establish a controlled, repeatable, and verifiable process for floodwater intrusion assessment and sanitization so specialty operations do not depend on improvisation, undocumented exceptions, or unassigned responsibility.

APPLIES TO

Owners, general managers, managers on duty, facilities leaders, food-safety leaders, and employees assigned to emergency continuity roles.

RESPONSIBILITY

The senior manager present activates the response, protects people first, coordinates authorities/vendors, controls product and building decisions, and documents reopening authorization.

WHEN USED

Immediately when the condition is suspected or confirmed, and continuously until the manager documents safe stabilization, recovery, or closure.

MATERIALS / INFORMATION

• Emergency contact and authority list

• Business-continuity and closure/reopening checklist

• Employee accountability roster

• Food/product hold and disposition records

• Flashlights, radios, PPE, barriers, emergency water/power supplies, or other site-specific emergency equipment

CRITICAL STANDARDS

• Life safety and official emergency instructions override normal operations.

• The restaurant closes, limits access, or suspends affected operations when safe food, water, utilities, air quality, sanitation, or building conditions cannot be maintained.

• Potentially affected food, water, equipment, and surfaces are placed under control until evaluated.

• Reopening requires documented verification that critical utilities, sanitation, food safety, staffing, and building conditions are acceptable.

PROCEDURE

1. Treat floodwater intrusion assessment and sanitization as an abnormal condition and immediately determine whether people, food, water, utilities, air quality, access, or the building are in immediate danger.

2. Call emergency services, utilities, property management, health/fire authorities, or other official resources when the event requires external direction.

3. Stop or restrict affected operations, keep employees/guests away from the hazard, and establish an accountable incident leader and communication method.

4. Identify potentially affected food, water, equipment, documents, cash/data, and building areas; label/hold or secure them from use until evaluated.

5. Execute the approved response for floodwater intrusion assessment and sanitization and follow official instructions even when that requires closure, evacuation, sheltering, menu reduction, or disposal.

6. Account for employees and communicate schedule/access instructions; document important decisions, times, conditions, photos, readings, and authority/vendor contacts.

7. Do not reopen or restore affected food/equipment merely because the visible hazard has passed; verify sanitation, utilities, structure, food safety, and equipment function.

8. Complete required cleaning, disinfection, disposal, repair, flushing, pest control, testing, or professional remediation before recommissioning.

9. Obtain manager/authority approval required by the applicable event and communicate any temporary restriction or reduced operating scope to the team.

10. Conduct a post-incident review, close employee/guest/vendor follow-up, preserve records, and update continuity controls based on what failed or worked.

MANAGER VERIFICATION

■ Floodwater Intrusion Assessment and Sanitization was performed under the current approved restaurant procedure.

■ Required people, equipment, utilities, product, approvals, and records were verified before release or continued operation.

■ Critical readings, identities, handoffs, exceptions, or other evidence required by this procedure were recorded.

■ Unsafe, out-of-standard, unidentified, or undocumented conditions were held, stopped, or escalated instead of informally accepted.

■ Corrective actions and product/equipment/guest/employee disposition were completed and documented when required.

■ The accountable manager or program owner completed final verification and assigned unresolved follow-up.

COMMON MISTAKES

• Using an old, generic, or remembered procedure instead of the current approved specialty-operation standard.

• Starting before required permits, approvals, trained people, utilities, equipment, labels, or records are ready.

• Failing to document actual conditions, readings, identities, handoffs, or deviations at the time they occur.

• Continuing service or releasing product/equipment when a required control cannot be verified.

• Treating a vendor, platform, event organizer, sister unit, or outside agency as responsible for controls that still belong to the restaurant.

• Closing the activity without manager verification, record completion, cleanup/restoration, and follow-up ownership.

CUSTOMIZATION FIELDS

Primary owner / person in charge for this procedure: _____

Applicable permit, regulatory, certification, manufacturer, event, or company requirement: _____

Approved equipment, vendor, system, site, or product specifications: _____

Restaurant-specific critical limit, service target, frequency, or acceptance criterion: _____

Required log, checklist, tag, record, photo, or other evidence: _____

Escalation contact and stop-work / hold / closure authority: _____

REVISION CONTROL

Record future changes in the restaurant master SOP index, retain required evidence, and retrain affected employees whenever the approved process, equipment, authority requirement, or responsibility changes.

Wildfire Smoke and Air Quality Operations SOP

PURPOSE

To establish a controlled, repeatable, and verifiable process for wildfire smoke and air quality operations so specialty operations do not depend on improvisation, undocumented exceptions, or unassigned responsibility.

APPLIES TO

Owners, general managers, managers on duty, facilities leaders, food-safety leaders, and employees assigned to emergency continuity roles.

RESPONSIBILITY

The senior manager present activates the response, protects people first, coordinates authorities/vendors, controls product and building decisions, and documents reopening authorization.

WHEN USED

Whenever this specialty operation is performed and at each required monitoring, handoff, verification, or closeout point defined by the restaurant.

MATERIALS / INFORMATION

• Emergency contact and authority list

• Business-continuity and closure/reopening checklist

• Employee accountability roster

• Food/product hold and disposition records

• Flashlights, radios, PPE, barriers, emergency water/power supplies, or other site-specific emergency equipment

CRITICAL STANDARDS

• Life safety and official emergency instructions override normal operations.

• The restaurant closes, limits access, or suspends affected operations when safe food, water, utilities, air quality, sanitation, or building conditions cannot be maintained.

• Potentially affected food, water, equipment, and surfaces are placed under control until evaluated.

• Reopening requires documented verification that critical utilities, sanitation, food safety, staffing, and building conditions are acceptable.

PROCEDURE

1. Treat wildfire smoke and air quality operations as an abnormal condition and immediately determine whether people, food, water, utilities, air quality, access, or the building are in immediate danger.

2. Call emergency services, utilities, property management, health/fire authorities, or other official resources when the event requires external direction.

3. Stop or restrict affected operations, keep employees/guests away from the hazard, and establish an accountable incident leader and communication method.

4. Identify potentially affected food, water, equipment, documents, cash/data, and building areas; label/hold or secure them from use until evaluated.

5. Execute the approved response for wildfire smoke and air quality operations and follow official instructions even when that requires closure, evacuation, sheltering, menu reduction, or disposal.

6. Account for employees and communicate schedule/access instructions; document important decisions, times, conditions, photos, readings, and authority/vendor contacts.

7. Do not reopen or restore affected food/equipment merely because the visible hazard has passed; verify sanitation, utilities, structure, food safety, and equipment function.

8. Complete required cleaning, disinfection, disposal, repair, flushing, pest control, testing, or professional remediation before recommissioning.

9. Obtain manager/authority approval required by the applicable event and communicate any temporary restriction or reduced operating scope to the team.

10. Conduct a post-incident review, close employee/guest/vendor follow-up, preserve records, and update continuity controls based on what failed or worked.

MANAGER VERIFICATION

■ Wildfire Smoke and Air Quality Operations was performed under the current approved restaurant procedure.

■ Required people, equipment, utilities, product, approvals, and records were verified before release or continued operation.

■ Critical readings, identities, handoffs, exceptions, or other evidence required by this procedure were recorded.

■ Unsafe, out-of-standard, unidentified, or undocumented conditions were held, stopped, or escalated instead of informally accepted.

■ Corrective actions and product/equipment/guest/employee disposition were completed and documented when required.

■ The accountable manager or program owner completed final verification and assigned unresolved follow-up.

COMMON MISTAKES

• Using an old, generic, or remembered procedure instead of the current approved specialty-operation standard.

• Starting before required permits, approvals, trained people, utilities, equipment, labels, or records are ready.

• Failing to document actual conditions, readings, identities, handoffs, or deviations at the time they occur.

• Continuing service or releasing product/equipment when a required control cannot be verified.

• Treating a vendor, platform, event organizer, sister unit, or outside agency as responsible for controls that still belong to the restaurant.

• Closing the activity without manager verification, record completion, cleanup/restoration, and follow-up ownership.

CUSTOMIZATION FIELDS

Primary owner / person in charge for this procedure: _____

Applicable permit, regulatory, certification, manufacturer, event, or company requirement: _____

Approved equipment, vendor, system, site, or product specifications: _____

Restaurant-specific critical limit, service target, frequency, or acceptance criterion: _____

Required log, checklist, tag, record, photo, or other evidence: _____

Escalation contact and stop-work / hold / closure authority: _____

REVISION CONTROL

Record future changes in the restaurant master SOP index, retain required evidence, and retrain affected employees whenever the approved process, equipment, authority requirement, or responsibility changes.

Civil Unrest or Police Perimeter Access Control SOP

PURPOSE

To establish a controlled, repeatable, and verifiable process for civil unrest or police perimeter access control so specialty operations do not depend on improvisation, undocumented exceptions, or unassigned responsibility.

APPLIES TO

Owners, general managers, managers on duty, facilities leaders, food-safety leaders, and employees assigned to emergency continuity roles.

RESPONSIBILITY

The senior manager present activates the response, protects people first, coordinates authorities/vendors, controls product and building decisions, and documents reopening authorization.

WHEN USED

Whenever this specialty operation is performed and at each required monitoring, handoff, verification, or closeout point defined by the restaurant.

MATERIALS / INFORMATION

• Emergency contact and authority list

• Business-continuity and closure/reopening checklist

• Employee accountability roster

• Food/product hold and disposition records

• Flashlights, radios, PPE, barriers, emergency water/power supplies, or other site-specific emergency equipment

CRITICAL STANDARDS

• Life safety and official emergency instructions override normal operations.

• The restaurant closes, limits access, or suspends affected operations when safe food, water, utilities, air quality, sanitation, or building conditions cannot be maintained.

• Potentially affected food, water, equipment, and surfaces are placed under control until evaluated.

• Reopening requires documented verification that critical utilities, sanitation, food safety, staffing, and building conditions are acceptable.

PROCEDURE

1. Treat civil unrest or police perimeter access control as an abnormal condition and immediately determine whether people, food, water, utilities, air quality, access, or the building are in immediate danger.

2. Call emergency services, utilities, property management, health/fire authorities, or other official resources when the event requires external direction.

3. Stop or restrict affected operations, keep employees/guests away from the hazard, and establish an accountable incident leader and communication method.

4. Identify potentially affected food, water, equipment, documents, cash/data, and building areas; label/hold or secure them from use until evaluated.

5. Execute the approved response for civil unrest or police perimeter access control and follow official instructions even when that requires closure, evacuation, sheltering, menu reduction, or disposal.

6. Account for employees and communicate schedule/access instructions; document important decisions, times, conditions, photos, readings, and authority/vendor contacts.

7. Do not reopen or restore affected food/equipment merely because the visible hazard has passed; verify sanitation, utilities, structure, food safety, and equipment function.

8. Complete required cleaning, disinfection, disposal, repair, flushing, pest control, testing, or professional remediation before recommissioning.

9. Obtain manager/authority approval required by the applicable event and communicate any temporary restriction or reduced operating scope to the team.

10. Conduct a post-incident review, close employee/guest/vendor follow-up, preserve records, and update continuity controls based on what failed or worked.

MANAGER VERIFICATION

■ Civil Unrest or Police Perimeter Access Control was performed under the current approved restaurant procedure.

■ Required people, equipment, utilities, product, approvals, and records were verified before release or continued operation.

■ Critical readings, identities, handoffs, exceptions, or other evidence required by this procedure were recorded.

■ Unsafe, out-of-standard, unidentified, or undocumented conditions were held, stopped, or escalated instead of informally accepted.

■ Corrective actions and product/equipment/guest/employee disposition were completed and documented when required.

■ The accountable manager or program owner completed final verification and assigned unresolved follow-up.

COMMON MISTAKES

• Using an old, generic, or remembered procedure instead of the current approved specialty-operation standard.

• Starting before required permits, approvals, trained people, utilities, equipment, labels, or records are ready.

• Failing to document actual conditions, readings, identities, handoffs, or deviations at the time they occur.

• Continuing service or releasing product/equipment when a required control cannot be verified.

• Treating a vendor, platform, event organizer, sister unit, or outside agency as responsible for controls that still belong to the restaurant.

• Closing the activity without manager verification, record completion, cleanup/restoration, and follow-up ownership.

CUSTOMIZATION FIELDS

Primary owner / person in charge for this procedure: _____

Applicable permit, regulatory, certification, manufacturer, event, or company requirement: _____

Approved equipment, vendor, system, site, or product specifications: _____

Restaurant-specific critical limit, service target, frequency, or acceptance criterion: _____

Required log, checklist, tag, record, photo, or other evidence: _____

Escalation contact and stop-work / hold / closure authority: _____

REVISION CONTROL

Record future changes in the restaurant master SOP index, retain required evidence, and retrain affected employees whenever the approved process, equipment, authority requirement, or responsibility changes.

Nearby Hazardous Material Release Shelter-in-Place SOP

PURPOSE

To establish a controlled, repeatable, and verifiable process for nearby hazardous material release shelter-in-place so specialty operations do not depend on improvisation, undocumented exceptions, or unassigned responsibility.

APPLIES TO

Owners, general managers, managers on duty, facilities leaders, food-safety leaders, and employees assigned to emergency continuity roles.

RESPONSIBILITY

The senior manager present activates the response, protects people first, coordinates authorities/vendors, controls product and building decisions, and documents reopening authorization.

WHEN USED

For every applicable receipt, transfer, pickup, release, or custody handoff, before the product/order is accepted or released.

MATERIALS / INFORMATION

• Emergency contact and authority list

• Business-continuity and closure/reopening checklist

• Employee accountability roster

• Food/product hold and disposition records

• Flashlights, radios, PPE, barriers, emergency water/power supplies, or other site-specific emergency equipment

CRITICAL STANDARDS

• Life safety and official emergency instructions override normal operations.

• The restaurant closes, limits access, or suspends affected operations when safe food, water, utilities, air quality, sanitation, or building conditions cannot be maintained.

• Potentially affected food, water, equipment, and surfaces are placed under control until evaluated.

• Reopening requires documented verification that critical utilities, sanitation, food safety, staffing, and building conditions are acceptable.

PROCEDURE

1. Treat nearby hazardous material release shelter-in-place as an abnormal condition and immediately determine whether people, food, water, utilities, air quality, access, or the building are in immediate danger.

2. Call emergency services, utilities, property management, health/fire authorities, or other official resources when the event requires external direction.

3. Stop or restrict affected operations, keep employees/guests away from the hazard, and establish an accountable incident leader and communication method.

4. Identify potentially affected food, water, equipment, documents, cash/data, and building areas; label/hold or secure them from use until evaluated.

5. Execute the approved response for nearby hazardous material release shelter-in-place and follow official instructions even when that requires closure, evacuation, sheltering, menu reduction, or disposal.

6. Account for employees and communicate schedule/access instructions; document important decisions, times, conditions, photos, readings, and authority/vendor contacts.

7. Do not reopen or restore affected food/equipment merely because the visible hazard has passed; verify sanitation, utilities, structure, food safety, and equipment function.

8. Complete required cleaning, disinfection, disposal, repair, flushing, pest control, testing, or professional remediation before recommissioning.

9. Obtain manager/authority approval required by the applicable event and communicate any temporary restriction or reduced operating scope to the team.

10. Conduct a post-incident review, close employee/guest/vendor follow-up, preserve records, and update continuity controls based on what failed or worked.

MANAGER VERIFICATION

■ Nearby Hazardous Material Release Shelter-in-Place was performed under the current approved restaurant procedure.

■ Required people, equipment, utilities, product, approvals, and records were verified before release or continued operation.

■ Critical readings, identities, handoffs, exceptions, or other evidence required by this procedure were recorded.

■ Unsafe, out-of-standard, unidentified, or undocumented conditions were held, stopped, or escalated instead of informally accepted.

■ Corrective actions and product/equipment/guest/employee disposition were completed and documented when required.

■ The accountable manager or program owner completed final verification and assigned unresolved follow-up.

COMMON MISTAKES

• Using an old, generic, or remembered procedure instead of the current approved specialty-operation standard.

• Starting before required permits, approvals, trained people, utilities, equipment, labels, or records are ready.

• Failing to document actual conditions, readings, identities, handoffs, or deviations at the time they occur.

• Continuing service or releasing product/equipment when a required control cannot be verified.

• Treating a vendor, platform, event organizer, sister unit, or outside agency as responsible for controls that still belong to the restaurant.

• Closing the activity without manager verification, record completion, cleanup/restoration, and follow-up ownership.

CUSTOMIZATION FIELDS

Primary owner / person in charge for this procedure: _____

Applicable permit, regulatory, certification, manufacturer, event, or company requirement: _____

Approved equipment, vendor, system, site, or product specifications: _____

Restaurant-specific critical limit, service target, frequency, or acceptance criterion: _____

Required log, checklist, tag, record, photo, or other evidence: _____

Escalation contact and stop-work / hold / closure authority: _____

REVISION CONTROL

Record future changes in the restaurant master SOP index, retain required evidence, and retrain affected employees whenever the approved process, equipment, authority requirement, or responsibility changes.

Regional Refrigeration Grid Failure Product Triage SOP

PURPOSE

To establish a controlled, repeatable, and verifiable process for regional refrigeration grid failure product triage so specialty operations do not depend on improvisation, undocumented exceptions, or unassigned responsibility.

APPLIES TO

Owners, general managers, managers on duty, facilities leaders, food-safety leaders, and employees assigned to emergency continuity roles.

RESPONSIBILITY

The senior manager present activates the response, protects people first, coordinates authorities/vendors, controls product and building decisions, and documents reopening authorization.

WHEN USED

Immediately when the condition is suspected or confirmed, and continuously until the manager documents safe stabilization, recovery, or closure.

MATERIALS / INFORMATION

• Emergency contact and authority list

• Business-continuity and closure/reopening checklist

• Employee accountability roster

• Food/product hold and disposition records

• Flashlights, radios, PPE, barriers, emergency water/power supplies, or other site-specific emergency equipment

CRITICAL STANDARDS

• Life safety and official emergency instructions override normal operations.

• The restaurant closes, limits access, or suspends affected operations when safe food, water, utilities, air quality, sanitation, or building conditions cannot be maintained.

• Potentially affected food, water, equipment, and surfaces are placed under control until evaluated.

• Reopening requires documented verification that critical utilities, sanitation, food safety, staffing, and building conditions are acceptable.

PROCEDURE

1. Treat regional refrigeration grid failure product triage as an abnormal condition and immediately determine whether people, food, water, utilities, air quality, access, or the building are in immediate danger.

2. Call emergency services, utilities, property management, health/fire authorities, or other official resources when the event requires external direction.

3. Stop or restrict affected operations, keep employees/guests away from the hazard, and establish an accountable incident leader and communication method.

4. Identify potentially affected food, water, equipment, documents, cash/data, and building areas; label/hold or secure them from use until evaluated.

5. Execute the approved response for regional refrigeration grid failure product triage and follow official instructions even when that requires closure, evacuation, sheltering, menu reduction, or disposal.

6. Account for employees and communicate schedule/access instructions; document important decisions, times, conditions, photos, readings, and authority/vendor contacts.

7. Do not reopen or restore affected food/equipment merely because the visible hazard has passed; verify sanitation, utilities, structure, food safety, and equipment function.

8. Complete required cleaning, disinfection, disposal, repair, flushing, pest control, testing, or professional remediation before recommissioning.

9. Obtain manager/authority approval required by the applicable event and communicate any temporary restriction or reduced operating scope to the team.

10. Conduct a post-incident review, close employee/guest/vendor follow-up, preserve records, and update continuity controls based on what failed or worked.

MANAGER VERIFICATION

■ Regional Refrigeration Grid Failure Product Triage was performed under the current approved restaurant procedure.

■ Required people, equipment, utilities, product, approvals, and records were verified before release or continued operation.

■ Critical readings, identities, handoffs, exceptions, or other evidence required by this procedure were recorded.

■ Unsafe, out-of-standard, unidentified, or undocumented conditions were held, stopped, or escalated instead of informally accepted.

■ Corrective actions and product/equipment/guest/employee disposition were completed and documented when required.

■ The accountable manager or program owner completed final verification and assigned unresolved follow-up.

COMMON MISTAKES

• Using an old, generic, or remembered procedure instead of the current approved specialty-operation standard.

• Starting before required permits, approvals, trained people, utilities, equipment, labels, or records are ready.

• Failing to document actual conditions, readings, identities, handoffs, or deviations at the time they occur.

• Continuing service or releasing product/equipment when a required control cannot be verified.

• Treating a vendor, platform, event organizer, sister unit, or outside agency as responsible for controls that still belong to the restaurant.

• Closing the activity without manager verification, record completion, cleanup/restoration, and follow-up ownership.

CUSTOMIZATION FIELDS

Primary owner / person in charge for this procedure: _____

Applicable permit, regulatory, certification, manufacturer, event, or company requirement: _____

Approved equipment, vendor, system, site, or product specifications: _____

Restaurant-specific critical limit, service target, frequency, or acceptance criterion: _____

Required log, checklist, tag, record, photo, or other evidence: _____

Escalation contact and stop-work / hold / closure authority: _____

REVISION CONTROL

Record future changes in the restaurant master SOP index, retain required evidence, and retrain affected employees whenever the approved process, equipment, authority requirement, or responsibility changes.

Regional Supply Chain Disruption Menu Reduction SOP

PURPOSE

To establish a controlled, repeatable, and verifiable process for regional supply chain disruption menu reduction so specialty operations do not depend on improvisation, undocumented exceptions, or unassigned responsibility.

APPLIES TO

Owners, general managers, managers on duty, facilities leaders, food-safety leaders, and employees assigned to emergency continuity roles.

RESPONSIBILITY

The senior manager present activates the response, protects people first, coordinates authorities/vendors, controls product and building decisions, and documents reopening authorization.

WHEN USED

Immediately when the condition is suspected or confirmed, and continuously until the manager documents safe stabilization, recovery, or closure.

MATERIALS / INFORMATION

• Emergency contact and authority list

• Business-continuity and closure/reopening checklist

• Employee accountability roster

• Food/product hold and disposition records

• Flashlights, radios, PPE, barriers, emergency water/power supplies, or other site-specific emergency equipment

CRITICAL STANDARDS

• Life safety and official emergency instructions override normal operations.

• The restaurant closes, limits access, or suspends affected operations when safe food, water, utilities, air quality, sanitation, or building conditions cannot be maintained.

• Potentially affected food, water, equipment, and surfaces are placed under control until evaluated.

• Reopening requires documented verification that critical utilities, sanitation, food safety, staffing, and building conditions are acceptable.

PROCEDURE

1. Treat regional supply chain disruption menu reduction as an abnormal condition and immediately determine whether people, food, water, utilities, air quality, access, or the building are in immediate danger.

2. Call emergency services, utilities, property management, health/fire authorities, or other official resources when the event requires external direction.

3. Stop or restrict affected operations, keep employees/guests away from the hazard, and establish an accountable incident leader and communication method.

4. Identify potentially affected food, water, equipment, documents, cash/data, and building areas; label/hold or secure them from use until evaluated.

5. Execute the approved response for regional supply chain disruption menu reduction and follow official instructions even when that requires closure, evacuation, sheltering, menu reduction, or disposal.

6. Account for employees and communicate schedule/access instructions; document important decisions, times, conditions, photos, readings, and authority/vendor contacts.

7. Do not reopen or restore affected food/equipment merely because the visible hazard has passed; verify sanitation, utilities, structure, food safety, and equipment function.

8. Complete required cleaning, disinfection, disposal, repair, flushing, pest control, testing, or professional remediation before recommissioning.

9. Obtain manager/authority approval required by the applicable event and communicate any temporary restriction or reduced operating scope to the team.

10. Conduct a post-incident review, close employee/guest/vendor follow-up, preserve records, and update continuity controls based on what failed or worked.

MANAGER VERIFICATION

■ Regional Supply Chain Disruption Menu Reduction was performed under the current approved restaurant procedure.

■ Required people, equipment, utilities, product, approvals, and records were verified before release or continued operation.

■ Critical readings, identities, handoffs, exceptions, or other evidence required by this procedure were recorded.

■ Unsafe, out-of-standard, unidentified, or undocumented conditions were held, stopped, or escalated instead of informally accepted.

■ Corrective actions and product/equipment/guest/employee disposition were completed and documented when required.

■ The accountable manager or program owner completed final verification and assigned unresolved follow-up.

COMMON MISTAKES

• Using an old, generic, or remembered procedure instead of the current approved specialty-operation standard.

• Starting before required permits, approvals, trained people, utilities, equipment, labels, or records are ready.

• Failing to document actual conditions, readings, identities, handoffs, or deviations at the time they occur.

• Continuing service or releasing product/equipment when a required control cannot be verified.

• Treating a vendor, platform, event organizer, sister unit, or outside agency as responsible for controls that still belong to the restaurant.

• Closing the activity without manager verification, record completion, cleanup/restoration, and follow-up ownership.

CUSTOMIZATION FIELDS

Primary owner / person in charge for this procedure: _____

Applicable permit, regulatory, certification, manufacturer, event, or company requirement: _____

Approved equipment, vendor, system, site, or product specifications: _____

Restaurant-specific critical limit, service target, frequency, or acceptance criterion: _____

Required log, checklist, tag, record, photo, or other evidence: _____

Escalation contact and stop-work / hold / closure authority: _____

REVISION CONTROL

Record future changes in the restaurant master SOP index, retain required evidence, and retrain affected employees whenever the approved process, equipment, authority requirement, or responsibility changes.

Emergency Potable Water Supply Activation SOP

PURPOSE

To establish a controlled, repeatable, and verifiable process for emergency potable water supply activation so specialty operations do not depend on improvisation, undocumented exceptions, or unassigned responsibility.

APPLIES TO

Owners, general managers, managers on duty, facilities leaders, food-safety leaders, and employees assigned to emergency continuity roles.

RESPONSIBILITY

The senior manager present activates the response, protects people first, coordinates authorities/vendors, controls product and building decisions, and documents reopening authorization.

WHEN USED

Whenever this specialty operation is performed and at each required monitoring, handoff, verification, or closeout point defined by the restaurant.

MATERIALS / INFORMATION

• Emergency contact and authority list

• Business-continuity and closure/reopening checklist

• Employee accountability roster

• Food/product hold and disposition records

• Flashlights, radios, PPE, barriers, emergency water/power supplies, or other site-specific emergency equipment

CRITICAL STANDARDS

• Life safety and official emergency instructions override normal operations.

• The restaurant closes, limits access, or suspends affected operations when safe food, water, utilities, air quality, sanitation, or building conditions cannot be maintained.

• Potentially affected food, water, equipment, and surfaces are placed under control until evaluated.

• Reopening requires documented verification that critical utilities, sanitation, food safety, staffing, and building conditions are acceptable.

PROCEDURE

1. Treat emergency potable water supply activation as an abnormal condition and immediately determine whether people, food, water, utilities, air quality, access, or the building are in immediate danger.

2. Call emergency services, utilities, property management, health/fire authorities, or other official resources when the event requires external direction.

3. Stop or restrict affected operations, keep employees/guests away from the hazard, and establish an accountable incident leader and communication method.

4. Identify potentially affected food, water, equipment, documents, cash/data, and building areas; label/hold or secure them from use until evaluated.

5. Execute the approved response for emergency potable water supply activation and follow official instructions even when that requires closure, evacuation, sheltering, menu reduction, or disposal.

6. Account for employees and communicate schedule/access instructions; document important decisions, times, conditions, photos, readings, and authority/vendor contacts.

7. Do not reopen or restore affected food/equipment merely because the visible hazard has passed; verify sanitation, utilities, structure, food safety, and equipment function.

8. Complete required cleaning, disinfection, disposal, repair, flushing, pest control, testing, or professional remediation before recommissioning.

9. Obtain manager/authority approval required by the applicable event and communicate any temporary restriction or reduced operating scope to the team.

10. Conduct a post-incident review, close employee/guest/vendor follow-up, preserve records, and update continuity controls based on what failed or worked.

MANAGER VERIFICATION

■ Emergency Potable Water Supply Activation was performed under the current approved restaurant procedure.

■ Required people, equipment, utilities, product, approvals, and records were verified before release or continued operation.

■ Critical readings, identities, handoffs, exceptions, or other evidence required by this procedure were recorded.

■ Unsafe, out-of-standard, unidentified, or undocumented conditions were held, stopped, or escalated instead of informally accepted.

■ Corrective actions and product/equipment/guest/employee disposition were completed and documented when required.

■ The accountable manager or program owner completed final verification and assigned unresolved follow-up.

COMMON MISTAKES

• Using an old, generic, or remembered procedure instead of the current approved specialty-operation standard.

• Starting before required permits, approvals, trained people, utilities, equipment, labels, or records are ready.

• Failing to document actual conditions, readings, identities, handoffs, or deviations at the time they occur.

• Continuing service or releasing product/equipment when a required control cannot be verified.

• Treating a vendor, platform, event organizer, sister unit, or outside agency as responsible for controls that still belong to the restaurant.

• Closing the activity without manager verification, record completion, cleanup/restoration, and follow-up ownership.

CUSTOMIZATION FIELDS

Primary owner / person in charge for this procedure: _____

Applicable permit, regulatory, certification, manufacturer, event, or company requirement: _____

Approved equipment, vendor, system, site, or product specifications: _____

Restaurant-specific critical limit, service target, frequency, or acceptance criterion: _____

Required log, checklist, tag, record, photo, or other evidence: _____

Escalation contact and stop-work / hold / closure authority: _____

REVISION CONTROL

Record future changes in the restaurant master SOP index, retain required evidence, and retrain affected employees whenever the approved process, equipment, authority requirement, or responsibility changes.

Emergency Ice Supply During Water Quality Restriction SOP

PURPOSE

To establish a controlled, repeatable, and verifiable process for emergency ice supply during water quality restriction so specialty operations do not depend on improvisation, undocumented exceptions, or unassigned responsibility.

APPLIES TO

Owners, general managers, managers on duty, facilities leaders, food-safety leaders, and employees assigned to emergency continuity roles.

RESPONSIBILITY

The senior manager present activates the response, protects people first, coordinates authorities/vendors, controls product and building decisions, and documents reopening authorization.

WHEN USED

Whenever this specialty operation is performed and at each required monitoring, handoff, verification, or closeout point defined by the restaurant.

MATERIALS / INFORMATION

• Emergency contact and authority list

• Business-continuity and closure/reopening checklist

• Employee accountability roster

• Food/product hold and disposition records

• Flashlights, radios, PPE, barriers, emergency water/power supplies, or other site-specific emergency equipment

CRITICAL STANDARDS

• Life safety and official emergency instructions override normal operations.

• The restaurant closes, limits access, or suspends affected operations when safe food, water, utilities, air quality, sanitation, or building conditions cannot be maintained.

• Potentially affected food, water, equipment, and surfaces are placed under control until evaluated.

• Reopening requires documented verification that critical utilities, sanitation, food safety, staffing, and building conditions are acceptable.

PROCEDURE

1. Treat emergency ice supply during water quality restriction as an abnormal condition and immediately determine whether people, food, water, utilities, air quality, access, or the building are in immediate danger.

2. Call emergency services, utilities, property management, health/fire authorities, or other official resources when the event requires external direction.

3. Stop or restrict affected operations, keep employees/guests away from the hazard, and establish an accountable incident leader and communication method.

4. Identify potentially affected food, water, equipment, documents, cash/data, and building areas; label/hold or secure them from use until evaluated.

5. Execute the approved response for emergency ice supply during water quality restriction and follow official instructions even when that requires closure, evacuation, sheltering, menu reduction, or disposal.

6. Account for employees and communicate schedule/access instructions; document important decisions, times, conditions, photos, readings, and authority/vendor contacts.

7. Do not reopen or restore affected food/equipment merely because the visible hazard has passed; verify sanitation, utilities, structure, food safety, and equipment function.

8. Complete required cleaning, disinfection, disposal, repair, flushing, pest control, testing, or professional remediation before recommissioning.

9. Obtain manager/authority approval required by the applicable event and communicate any temporary restriction or reduced operating scope to the team.

10. Conduct a post-incident review, close employee/guest/vendor follow-up, preserve records, and update continuity controls based on what failed or worked.

MANAGER VERIFICATION

■ Emergency Ice Supply During Water Quality Restriction was performed under the current approved restaurant procedure.

■ Required people, equipment, utilities, product, approvals, and records were verified before release or continued operation.

■ Critical readings, identities, handoffs, exceptions, or other evidence required by this procedure were recorded.

■ Unsafe, out-of-standard, unidentified, or undocumented conditions were held, stopped, or escalated instead of informally accepted.

■ Corrective actions and product/equipment/guest/employee disposition were completed and documented when required.

■ The accountable manager or program owner completed final verification and assigned unresolved follow-up.

COMMON MISTAKES

• Using an old, generic, or remembered procedure instead of the current approved specialty-operation standard.

• Starting before required permits, approvals, trained people, utilities, equipment, labels, or records are ready.

• Failing to document actual conditions, readings, identities, handoffs, or deviations at the time they occur.

• Continuing service or releasing product/equipment when a required control cannot be verified.

• Treating a vendor, platform, event organizer, sister unit, or outside agency as responsible for controls that still belong to the restaurant.

• Closing the activity without manager verification, record completion, cleanup/restoration, and follow-up ownership.

CUSTOMIZATION FIELDS

Primary owner / person in charge for this procedure: _____

Applicable permit, regulatory, certification, manufacturer, event, or company requirement: _____

Approved equipment, vendor, system, site, or product specifications: _____

Restaurant-specific critical limit, service target, frequency, or acceptance criterion: _____

Required log, checklist, tag, record, photo, or other evidence: _____

Escalation contact and stop-work / hold / closure authority: _____

REVISION CONTROL

Record future changes in the restaurant master SOP index, retain required evidence, and retrain affected employees whenever the approved process, equipment, authority requirement, or responsibility changes.

Disaster Employee Accountability and Welfare Check SOP

PURPOSE

To establish a controlled, repeatable, and verifiable process for disaster employee accountability and welfare check so specialty operations do not depend on improvisation, undocumented exceptions, or unassigned responsibility.

APPLIES TO

Owners, general managers, managers on duty, facilities leaders, food-safety leaders, and employees assigned to emergency continuity roles.

RESPONSIBILITY

The senior manager present activates the response, protects people first, coordinates authorities/vendors, controls product and building decisions, and documents reopening authorization.

WHEN USED

Whenever this specialty operation is performed and at each required monitoring, handoff, verification, or closeout point defined by the restaurant.

MATERIALS / INFORMATION

• Emergency contact and authority list

• Business-continuity and closure/reopening checklist

• Employee accountability roster

• Food/product hold and disposition records

• Flashlights, radios, PPE, barriers, emergency water/power supplies, or other site-specific emergency equipment

CRITICAL STANDARDS

• Life safety and official emergency instructions override normal operations.

• The restaurant closes, limits access, or suspends affected operations when safe food, water, utilities, air quality, sanitation, or building conditions cannot be maintained.

• Potentially affected food, water, equipment, and surfaces are placed under control until evaluated.

• Reopening requires documented verification that critical utilities, sanitation, food safety, staffing, and building conditions are acceptable.

PROCEDURE

1. Treat disaster employee accountability and welfare check as an abnormal condition and immediately determine whether people, food, water, utilities, air quality, access, or the building are in immediate danger.

2. Call emergency services, utilities, property management, health/fire authorities, or other official resources when the event requires external direction.

3. Stop or restrict affected operations, keep employees/guests away from the hazard, and establish an accountable incident leader and communication method.

4. Identify potentially affected food, water, equipment, documents, cash/data, and building areas; label/hold or secure them from use until evaluated.

5. Execute the approved response for disaster employee accountability and welfare check and follow official instructions even when that requires closure, evacuation, sheltering, menu reduction, or disposal.

6. Account for employees and communicate schedule/access instructions; document important decisions, times, conditions, photos, readings, and authority/vendor contacts.

7. Do not reopen or restore affected food/equipment merely because the visible hazard has passed; verify sanitation, utilities, structure, food safety, and equipment function.

8. Complete required cleaning, disinfection, disposal, repair, flushing, pest control, testing, or professional remediation before recommissioning.

9. Obtain manager/authority approval required by the applicable event and communicate any temporary restriction or reduced operating scope to the team.

10. Conduct a post-incident review, close employee/guest/vendor follow-up, preserve records, and update continuity controls based on what failed or worked.

MANAGER VERIFICATION

■ Disaster Employee Accountability and Welfare Check was performed under the current approved restaurant procedure.

■ Required people, equipment, utilities, product, approvals, and records were verified before release or continued operation.

■ Critical readings, identities, handoffs, exceptions, or other evidence required by this procedure were recorded.

■ Unsafe, out-of-standard, unidentified, or undocumented conditions were held, stopped, or escalated instead of informally accepted.

■ Corrective actions and product/equipment/guest/employee disposition were completed and documented when required.

■ The accountable manager or program owner completed final verification and assigned unresolved follow-up.

COMMON MISTAKES

• Using an old, generic, or remembered procedure instead of the current approved specialty-operation standard.

• Starting before required permits, approvals, trained people, utilities, equipment, labels, or records are ready.

• Failing to document actual conditions, readings, identities, handoffs, or deviations at the time they occur.

• Continuing service or releasing product/equipment when a required control cannot be verified.

• Treating a vendor, platform, event organizer, sister unit, or outside agency as responsible for controls that still belong to the restaurant.

• Closing the activity without manager verification, record completion, cleanup/restoration, and follow-up ownership.

CUSTOMIZATION FIELDS

Primary owner / person in charge for this procedure: _____

Applicable permit, regulatory, certification, manufacturer, event, or company requirement: _____

Approved equipment, vendor, system, site, or product specifications: _____

Restaurant-specific critical limit, service target, frequency, or acceptance criterion: _____

Required log, checklist, tag, record, photo, or other evidence: _____

Escalation contact and stop-work / hold / closure authority: _____

REVISION CONTROL

Record future changes in the restaurant master SOP index, retain required evidence, and retrain affected employees whenever the approved process, equipment, authority requirement, or responsibility changes.

Post-Disaster Building Recommissioning SOP

PURPOSE

To establish a controlled, repeatable, and verifiable process for post-disaster building recommissioning so specialty operations do not depend on improvisation, undocumented exceptions, or unassigned responsibility.

APPLIES TO

Owners, general managers, managers on duty, facilities leaders, food-safety leaders, and employees assigned to emergency continuity roles.

RESPONSIBILITY

The senior manager present activates the response, protects people first, coordinates authorities/vendors, controls product and building decisions, and documents reopening authorization.

WHEN USED

Whenever this specialty operation is performed and at each required monitoring, handoff, verification, or closeout point defined by the restaurant.

MATERIALS / INFORMATION

• Emergency contact and authority list

• Business-continuity and closure/reopening checklist

• Employee accountability roster

• Food/product hold and disposition records

• Flashlights, radios, PPE, barriers, emergency water/power supplies, or other site-specific emergency equipment

CRITICAL STANDARDS

• Life safety and official emergency instructions override normal operations.

• The restaurant closes, limits access, or suspends affected operations when safe food, water, utilities, air quality, sanitation, or building conditions cannot be maintained.

• Potentially affected food, water, equipment, and surfaces are placed under control until evaluated.

• Reopening requires documented verification that critical utilities, sanitation, food safety, staffing, and building conditions are acceptable.

PROCEDURE

1. Treat post-disaster building recommissioning as an abnormal condition and immediately determine whether people, food, water, utilities, air quality, access, or the building are in immediate danger.

2. Call emergency services, utilities, property management, health/fire authorities, or other official resources when the event requires external direction.

3. Stop or restrict affected operations, keep employees/guests away from the hazard, and establish an accountable incident leader and communication method.

4. Identify potentially affected food, water, equipment, documents, cash/data, and building areas; label/hold or secure them from use until evaluated.

5. Execute the approved response for post-disaster building recommissioning and follow official instructions even when that requires closure, evacuation, sheltering, menu reduction, or disposal.

6. Account for employees and communicate schedule/access instructions; document important decisions, times, conditions, photos, readings, and authority/vendor contacts.

7. Do not reopen or restore affected food/equipment merely because the visible hazard has passed; verify sanitation, utilities, structure, food safety, and equipment function.

8. Complete required cleaning, disinfection, disposal, repair, flushing, pest control, testing, or professional remediation before recommissioning.

9. Obtain manager/authority approval required by the applicable event and communicate any temporary restriction or reduced operating scope to the team.

10. Conduct a post-incident review, close employee/guest/vendor follow-up, preserve records, and update continuity controls based on what failed or worked.

MANAGER VERIFICATION

■ Post-Disaster Building Recommissioning was performed under the current approved restaurant procedure.

■ Required people, equipment, utilities, product, approvals, and records were verified before release or continued operation.

■ Critical readings, identities, handoffs, exceptions, or other evidence required by this procedure were recorded.

■ Unsafe, out-of-standard, unidentified, or undocumented conditions were held, stopped, or escalated instead of informally accepted.

■ Corrective actions and product/equipment/guest/employee disposition were completed and documented when required.

■ The accountable manager or program owner completed final verification and assigned unresolved follow-up.

COMMON MISTAKES

• Using an old, generic, or remembered procedure instead of the current approved specialty-operation standard.

• Starting before required permits, approvals, trained people, utilities, equipment, labels, or records are ready.

• Failing to document actual conditions, readings, identities, handoffs, or deviations at the time they occur.

• Continuing service or releasing product/equipment when a required control cannot be verified.

• Treating a vendor, platform, event organizer, sister unit, or outside agency as responsible for controls that still belong to the restaurant.

• Closing the activity without manager verification, record completion, cleanup/restoration, and follow-up ownership.

CUSTOMIZATION FIELDS

Primary owner / person in charge for this procedure: _____

Applicable permit, regulatory, certification, manufacturer, event, or company requirement: _____

Approved equipment, vendor, system, site, or product specifications: _____

Restaurant-specific critical limit, service target, frequency, or acceptance criterion: _____

Required log, checklist, tag, record, photo, or other evidence: _____

Escalation contact and stop-work / hold / closure authority: _____

REVISION CONTROL

Record future changes in the restaurant master SOP index, retain required evidence, and retrain affected employees whenever the approved process, equipment, authority requirement, or responsibility changes.

Food Donation Eligibility and Segregation SOP

PURPOSE

To establish a controlled, repeatable, and verifiable process for food donation eligibility and segregation so specialty operations do not depend on improvisation, undocumented exceptions, or unassigned responsibility.

APPLIES TO

Kitchen, food-safety, inventory, receiving, dish, sustainability, and manager teams responsible for donation, waste diversion, recycling, oil, or reusable-container programs.

RESPONSIBILITY

The assigned program owner verifies eligibility, segregation, sanitation, vendor/agency handoff, and records. The manager resolves any food-safety, contamination, vendor, or documentation concern.

WHEN USED

Whenever this specialty operation is performed and at each required monitoring, handoff, verification, or closeout point defined by the restaurant.

MATERIALS / INFORMATION

• Approved program criteria and vendor/agency agreement

• Dedicated labeled containers or storage area

• Temperature/condition records when food safety applies

• Pickup/weight/diversion or transfer log

• Cleaning and sanitation supplies for reusable-program equipment

• Approved recipient-agency criteria and transfer documentation

CRITICAL STANDARDS

• Donation and reuse programs never override food-safety requirements or approved disposition rules.

• Materials are clearly segregated so food, chemicals, waste, oil, recyclables, and reusable containers cannot cross-contaminate.

• Third-party handoffs are documented to the level required by the restaurant’s program and applicable rules.

• Unclear eligibility, contamination, damaged reusable items, or missed controls require hold/disposal rather than informal release.

PROCEDURE

1. Confirm the approved program criteria, participating vendor/agency, eligible material/product, responsible employee, and required record for food donation eligibility and segregation.

2. Verify that food-safety, sanitation, chemical, waste, oil, packaging, and cross-contamination controls take priority over diversion or sustainability goals.

3. Inspect dedicated containers/storage and labels; remove anything damaged, contaminated, leaking, unidentified, or outside program criteria.

4. Segregate eligible items at the point of generation so they do not become mixed with trash, chemicals, allergens, unsafe food, or non-approved material.

5. Perform food donation eligibility and segregation using the approved storage, temperature, sanitation, handling, pickup, or return method.

6. Record quantities/weights, condition, temperatures where applicable, date/time, responsible employee, and receiving vendor/agency or disposition.

7. Stop the handoff or reuse when eligibility, food safety, sanitation, container condition, vendor authorization, or documentation cannot be verified.

8. Clean and restore the collection/storage area after each handoff and control pests, spills, odor, leaks, and employee/guest access.

9. Reconcile missed pickups, rejected material, waste, contamination, or program exceptions and document corrective action.

10. The program owner reviews results and vendor/agency performance and adjusts pars, pickup frequency, training, or approved materials as needed.

MANAGER VERIFICATION

■ Food Donation Eligibility and Segregation was performed under the current approved restaurant procedure.

■ Required people, equipment, utilities, product, approvals, and records were verified before release or continued operation.

■ Critical readings, identities, handoffs, exceptions, or other evidence required by this procedure were recorded.

■ Unsafe, out-of-standard, unidentified, or undocumented conditions were held, stopped, or escalated instead of informally accepted.

■ Corrective actions and product/equipment/guest/employee disposition were completed and documented when required.

■ The accountable manager or program owner completed final verification and assigned unresolved follow-up.

COMMON MISTAKES

• Using an old, generic, or remembered procedure instead of the current approved specialty-operation standard.

• Starting before required permits, approvals, trained people, utilities, equipment, labels, or records are ready.

• Failing to document actual conditions, readings, identities, handoffs, or deviations at the time they occur.

• Continuing service or releasing product/equipment when a required control cannot be verified.

• Treating a vendor, platform, event organizer, sister unit, or outside agency as responsible for controls that still belong to the restaurant.

• Closing the activity without manager verification, record completion, cleanup/restoration, and follow-up ownership.

CUSTOMIZATION FIELDS

Primary owner / person in charge for this procedure: _____

Applicable permit, regulatory, certification, manufacturer, event, or company requirement: _____

Approved equipment, vendor, system, site, or product specifications: _____

Restaurant-specific critical limit, service target, frequency, or acceptance criterion: _____

Required log, checklist, tag, record, photo, or other evidence: _____

Escalation contact and stop-work / hold / closure authority: _____

REVISION CONTROL

Record future changes in the restaurant master SOP index, retain required evidence, and retrain affected employees whenever the approved process, equipment, authority requirement, or responsibility changes.

Food Donation Cooling, Storage and Handoff SOP

PURPOSE

To establish a controlled, repeatable, and verifiable process for food donation cooling, storage and handoff so specialty operations do not depend on improvisation, undocumented exceptions, or unassigned responsibility.

APPLIES TO

Kitchen, food-safety, inventory, receiving, dish, sustainability, and manager teams responsible for donation, waste diversion, recycling, oil, or reusable-container programs.

RESPONSIBILITY

The assigned program owner verifies eligibility, segregation, sanitation, vendor/agency handoff, and records. The manager resolves any food-safety, contamination, vendor, or documentation concern.

WHEN USED

For every applicable receipt, transfer, pickup, release, or custody handoff, before the product/order is accepted or released.

MATERIALS / INFORMATION

• Approved program criteria and vendor/agency agreement

• Dedicated labeled containers or storage area

• Temperature/condition records when food safety applies

• Pickup/weight/diversion or transfer log

• Cleaning and sanitation supplies for reusable-program equipment

• Calibrated probe thermometer and approved cold-holding/transport equipment

• Approved recipient-agency criteria and transfer documentation

CRITICAL STANDARDS

• Donation and reuse programs never override food-safety requirements or approved disposition rules.

• Materials are clearly segregated so food, chemicals, waste, oil, recyclables, and reusable containers cannot cross-contaminate.

• Third-party handoffs are documented to the level required by the restaurant’s program and applicable rules.

• Unclear eligibility, contamination, damaged reusable items, or missed controls require hold/disposal rather than informal release.

PROCEDURE

1. Confirm the approved program criteria, participating vendor/agency, eligible material/product, responsible employee, and required record for food donation cooling, storage and handoff.

2. Verify that food-safety, sanitation, chemical, waste, oil, packaging, and cross-contamination controls take priority over diversion or sustainability goals.

3. Inspect dedicated containers/storage and labels; remove anything damaged, contaminated, leaking, unidentified, or outside program criteria.

4. Segregate eligible items at the point of generation so they do not become mixed with trash, chemicals, allergens, unsafe food, or non-approved material.

5. Perform food donation cooling, storage and handoff using the approved storage, temperature, sanitation, handling, pickup, or return method.

6. Record quantities/weights, condition, temperatures where applicable, date/time, responsible employee, and receiving vendor/agency or disposition.

7. Stop the handoff or reuse when eligibility, food safety, sanitation, container condition, vendor authorization, or documentation cannot be verified.

8. Clean and restore the collection/storage area after each handoff and control pests, spills, odor, leaks, and employee/guest access.

9. Reconcile missed pickups, rejected material, waste, contamination, or program exceptions and document corrective action.

10. The program owner reviews results and vendor/agency performance and adjusts pars, pickup frequency, training, or approved materials as needed.

MANAGER VERIFICATION

■ Food Donation Cooling, Storage and Handoff was performed under the current approved restaurant procedure.

■ Required people, equipment, utilities, product, approvals, and records were verified before release or continued operation.

■ Critical readings, identities, handoffs, exceptions, or other evidence required by this procedure were recorded.

■ Unsafe, out-of-standard, unidentified, or undocumented conditions were held, stopped, or escalated instead of informally accepted.

■ Corrective actions and product/equipment/guest/employee disposition were completed and documented when required.

■ The accountable manager or program owner completed final verification and assigned unresolved follow-up.

COMMON MISTAKES

• Using an old, generic, or remembered procedure instead of the current approved specialty-operation standard.

• Starting before required permits, approvals, trained people, utilities, equipment, labels, or records are ready.

• Failing to document actual conditions, readings, identities, handoffs, or deviations at the time they occur.

• Continuing service or releasing product/equipment when a required control cannot be verified.

• Treating a vendor, platform, event organizer, sister unit, or outside agency as responsible for controls that still belong to the restaurant.

• Closing the activity without manager verification, record completion, cleanup/restoration, and follow-up ownership.

CUSTOMIZATION FIELDS

Primary owner / person in charge for this procedure: _____

Applicable permit, regulatory, certification, manufacturer, event, or company requirement: _____

Approved equipment, vendor, system, site, or product specifications: _____

Restaurant-specific critical limit, service target, frequency, or acceptance criterion: _____

Required log, checklist, tag, record, photo, or other evidence: _____

Escalation contact and stop-work / hold / closure authority: _____

REVISION CONTROL

Record future changes in the restaurant master SOP index, retain required evidence, and retrain affected employees whenever the approved process, equipment, authority requirement, or responsibility changes.

Donation Agency Pickup Verification SOP

PURPOSE

To establish a controlled, repeatable, and verifiable process for donation agency pickup verification so specialty operations do not depend on improvisation, undocumented exceptions, or unassigned responsibility.

APPLIES TO

Kitchen, food-safety, inventory, receiving, dish, sustainability, and manager teams responsible for donation, waste diversion, recycling, oil, or reusable-container programs.

RESPONSIBILITY

The assigned program owner verifies eligibility, segregation, sanitation, vendor/agency handoff, and records. The manager resolves any food-safety, contamination, vendor, or documentation concern.

WHEN USED

For every applicable receipt, transfer, pickup, release, or custody handoff, before the product/order is accepted or released.

MATERIALS / INFORMATION

• Approved program criteria and vendor/agency agreement

• Dedicated labeled containers or storage area

• Temperature/condition records when food safety applies

• Pickup/weight/diversion or transfer log

• Cleaning and sanitation supplies for reusable-program equipment

• Approved recipient-agency criteria and transfer documentation

CRITICAL STANDARDS

• Donation and reuse programs never override food-safety requirements or approved disposition rules.

• Materials are clearly segregated so food, chemicals, waste, oil, recyclables, and reusable containers cannot cross-contaminate.

• Third-party handoffs are documented to the level required by the restaurant’s program and applicable rules.

• Unclear eligibility, contamination, damaged reusable items, or missed controls require hold/disposal rather than informal release.

PROCEDURE

1. Confirm the approved program criteria, participating vendor/agency, eligible material/product, responsible employee, and required record for donation agency pickup verification.

2. Verify that food-safety, sanitation, chemical, waste, oil, packaging, and cross-contamination controls take priority over diversion or sustainability goals.

3. Inspect dedicated containers/storage and labels; remove anything damaged, contaminated, leaking, unidentified, or outside program criteria.

4. Segregate eligible items at the point of generation so they do not become mixed with trash, chemicals, allergens, unsafe food, or non-approved material.

5. Perform donation agency pickup verification using the approved storage, temperature, sanitation, handling, pickup, or return method.

6. Record quantities/weights, condition, temperatures where applicable, date/time, responsible employee, and receiving vendor/agency or disposition.

7. Stop the handoff or reuse when eligibility, food safety, sanitation, container condition, vendor authorization, or documentation cannot be verified.

8. Clean and restore the collection/storage area after each handoff and control pests, spills, odor, leaks, and employee/guest access.

9. Reconcile missed pickups, rejected material, waste, contamination, or program exceptions and document corrective action.

10. The program owner reviews results and vendor/agency performance and adjusts pars, pickup frequency, training, or approved materials as needed.

MANAGER VERIFICATION

■ Donation Agency Pickup Verification was performed under the current approved restaurant procedure.

■ Required people, equipment, utilities, product, approvals, and records were verified before release or continued operation.

■ Critical readings, identities, handoffs, exceptions, or other evidence required by this procedure were recorded.

■ Unsafe, out-of-standard, unidentified, or undocumented conditions were held, stopped, or escalated instead of informally accepted.

■ Corrective actions and product/equipment/guest/employee disposition were completed and documented when required.

■ The accountable manager or program owner completed final verification and assigned unresolved follow-up.

COMMON MISTAKES

• Using an old, generic, or remembered procedure instead of the current approved specialty-operation standard.

• Starting before required permits, approvals, trained people, utilities, equipment, labels, or records are ready.

• Failing to document actual conditions, readings, identities, handoffs, or deviations at the time they occur.

• Continuing service or releasing product/equipment when a required control cannot be verified.

• Treating a vendor, platform, event organizer, sister unit, or outside agency as responsible for controls that still belong to the restaurant.

• Closing the activity without manager verification, record completion, cleanup/restoration, and follow-up ownership.

CUSTOMIZATION FIELDS

Primary owner / person in charge for this procedure: _____

Applicable permit, regulatory, certification, manufacturer, event, or company requirement: _____

Approved equipment, vendor, system, site, or product specifications: _____

Restaurant-specific critical limit, service target, frequency, or acceptance criterion: _____

Required log, checklist, tag, record, photo, or other evidence: _____

Escalation contact and stop-work / hold / closure authority: _____

REVISION CONTROL

Record future changes in the restaurant master SOP index, retain required evidence, and retrain affected employees whenever the approved process, equipment, authority requirement, or responsibility changes.

Used Cooking Oil Storage and Vendor Pickup SOP

PURPOSE

To establish a controlled, repeatable, and verifiable process for used cooking oil storage and vendor pickup so specialty operations do not depend on improvisation, undocumented exceptions, or unassigned responsibility.

APPLIES TO

Kitchen, food-safety, inventory, receiving, dish, sustainability, and manager teams responsible for donation, waste diversion, recycling, oil, or reusable-container programs.

RESPONSIBILITY

The assigned program owner verifies eligibility, segregation, sanitation, vendor/agency handoff, and records. The manager resolves any food-safety, contamination, vendor, or documentation concern.

WHEN USED

For every applicable receipt, transfer, pickup, release, or custody handoff, before the product/order is accepted or released.

MATERIALS / INFORMATION

• Approved program criteria and vendor/agency agreement

• Dedicated labeled containers or storage area

• Temperature/condition records when food safety applies

• Pickup/weight/diversion or transfer log

• Cleaning and sanitation supplies for reusable-program equipment

CRITICAL STANDARDS

• Donation and reuse programs never override food-safety requirements or approved disposition rules.

• Materials are clearly segregated so food, chemicals, waste, oil, recyclables, and reusable containers cannot cross-contaminate.

• Third-party handoffs are documented to the level required by the restaurant’s program and applicable rules.

• Unclear eligibility, contamination, damaged reusable items, or missed controls require hold/disposal rather than informal release.

PROCEDURE

1. Confirm the approved program criteria, participating vendor/agency, eligible material/product, responsible employee, and required record for used cooking oil storage and vendor pickup.

2. Verify that food-safety, sanitation, chemical, waste, oil, packaging, and cross-contamination controls take priority over diversion or sustainability goals.

3. Inspect dedicated containers/storage and labels; remove anything damaged, contaminated, leaking, unidentified, or outside program criteria.

4. Segregate eligible items at the point of generation so they do not become mixed with trash, chemicals, allergens, unsafe food, or non-approved material.

5. Perform used cooking oil storage and vendor pickup using the approved storage, temperature, sanitation, handling, pickup, or return method.

6. Record quantities/weights, condition, temperatures where applicable, date/time, responsible employee, and receiving vendor/agency or disposition.

7. Stop the handoff or reuse when eligibility, food safety, sanitation, container condition, vendor authorization, or documentation cannot be verified.

8. Clean and restore the collection/storage area after each handoff and control pests, spills, odor, leaks, and employee/guest access.

9. Reconcile missed pickups, rejected material, waste, contamination, or program exceptions and document corrective action.

10. The program owner reviews results and vendor/agency performance and adjusts pars, pickup frequency, training, or approved materials as needed.

MANAGER VERIFICATION

■ Used Cooking Oil Storage and Vendor Pickup was performed under the current approved restaurant procedure.

■ Required people, equipment, utilities, product, approvals, and records were verified before release or continued operation.

■ Critical readings, identities, handoffs, exceptions, or other evidence required by this procedure were recorded.

■ Unsafe, out-of-standard, unidentified, or undocumented conditions were held, stopped, or escalated instead of informally accepted.

■ Corrective actions and product/equipment/guest/employee disposition were completed and documented when required.

■ The accountable manager or program owner completed final verification and assigned unresolved follow-up.

COMMON MISTAKES

• Using an old, generic, or remembered procedure instead of the current approved specialty-operation standard.

• Starting before required permits, approvals, trained people, utilities, equipment, labels, or records are ready.

• Failing to document actual conditions, readings, identities, handoffs, or deviations at the time they occur.

• Continuing service or releasing product/equipment when a required control cannot be verified.

• Treating a vendor, platform, event organizer, sister unit, or outside agency as responsible for controls that still belong to the restaurant.

• Closing the activity without manager verification, record completion, cleanup/restoration, and follow-up ownership.

CUSTOMIZATION FIELDS

Primary owner / person in charge for this procedure: _____

Applicable permit, regulatory, certification, manufacturer, event, or company requirement: _____

Approved equipment, vendor, system, site, or product specifications: _____

Restaurant-specific critical limit, service target, frequency, or acceptance criterion: _____

Required log, checklist, tag, record, photo, or other evidence: _____

Escalation contact and stop-work / hold / closure authority: _____

REVISION CONTROL

Record future changes in the restaurant master SOP index, retain required evidence, and retrain affected employees whenever the approved process, equipment, authority requirement, or responsibility changes.

Compostable Food Waste Segregation SOP

PURPOSE

To establish a controlled, repeatable, and verifiable process for compostable food waste segregation so specialty operations do not depend on improvisation, undocumented exceptions, or unassigned responsibility.

APPLIES TO

Kitchen, food-safety, inventory, receiving, dish, sustainability, and manager teams responsible for donation, waste diversion, recycling, oil, or reusable-container programs.

RESPONSIBILITY

The assigned program owner verifies eligibility, segregation, sanitation, vendor/agency handoff, and records. The manager resolves any food-safety, contamination, vendor, or documentation concern.

WHEN USED

Whenever this specialty operation is performed and at each required monitoring, handoff, verification, or closeout point defined by the restaurant.

MATERIALS / INFORMATION

• Approved program criteria and vendor/agency agreement

• Dedicated labeled containers or storage area

• Temperature/condition records when food safety applies

• Pickup/weight/diversion or transfer log

• Cleaning and sanitation supplies for reusable-program equipment

CRITICAL STANDARDS

• Donation and reuse programs never override food-safety requirements or approved disposition rules.

• Materials are clearly segregated so food, chemicals, waste, oil, recyclables, and reusable containers cannot cross-contaminate.

• Third-party handoffs are documented to the level required by the restaurant’s program and applicable rules.

• Unclear eligibility, contamination, damaged reusable items, or missed controls require hold/disposal rather than informal release.

PROCEDURE

1. Confirm the approved program criteria, participating vendor/agency, eligible material/product, responsible employee, and required record for compostable food waste segregation.

2. Verify that food-safety, sanitation, chemical, waste, oil, packaging, and cross-contamination controls take priority over diversion or sustainability goals.

3. Inspect dedicated containers/storage and labels; remove anything damaged, contaminated, leaking, unidentified, or outside program criteria.

4. Segregate eligible items at the point of generation so they do not become mixed with trash, chemicals, allergens, unsafe food, or non-approved material.

5. Perform compostable food waste segregation using the approved storage, temperature, sanitation, handling, pickup, or return method.

6. Record quantities/weights, condition, temperatures where applicable, date/time, responsible employee, and receiving vendor/agency or disposition.

7. Stop the handoff or reuse when eligibility, food safety, sanitation, container condition, vendor authorization, or documentation cannot be verified.

8. Clean and restore the collection/storage area after each handoff and control pests, spills, odor, leaks, and employee/guest access.

9. Reconcile missed pickups, rejected material, waste, contamination, or program exceptions and document corrective action.

10. The program owner reviews results and vendor/agency performance and adjusts pars, pickup frequency, training, or approved materials as needed.

MANAGER VERIFICATION

■ Compostable Food Waste Segregation was performed under the current approved restaurant procedure.

■ Required people, equipment, utilities, product, approvals, and records were verified before release or continued operation.

■ Critical readings, identities, handoffs, exceptions, or other evidence required by this procedure were recorded.

■ Unsafe, out-of-standard, unidentified, or undocumented conditions were held, stopped, or escalated instead of informally accepted.

■ Corrective actions and product/equipment/guest/employee disposition were completed and documented when required.

■ The accountable manager or program owner completed final verification and assigned unresolved follow-up.

COMMON MISTAKES

• Using an old, generic, or remembered procedure instead of the current approved specialty-operation standard.

• Starting before required permits, approvals, trained people, utilities, equipment, labels, or records are ready.

• Failing to document actual conditions, readings, identities, handoffs, or deviations at the time they occur.

• Continuing service or releasing product/equipment when a required control cannot be verified.

• Treating a vendor, platform, event organizer, sister unit, or outside agency as responsible for controls that still belong to the restaurant.

• Closing the activity without manager verification, record completion, cleanup/restoration, and follow-up ownership.

CUSTOMIZATION FIELDS

Primary owner / person in charge for this procedure: _____

Applicable permit, regulatory, certification, manufacturer, event, or company requirement: _____

Approved equipment, vendor, system, site, or product specifications: _____

Restaurant-specific critical limit, service target, frequency, or acceptance criterion: _____

Required log, checklist, tag, record, photo, or other evidence: _____

Escalation contact and stop-work / hold / closure authority: _____

REVISION CONTROL

Record future changes in the restaurant master SOP index, retain required evidence, and retrain affected employees whenever the approved process, equipment, authority requirement, or responsibility changes.

Back-of-House Recycling Control SOP

PURPOSE

To establish a controlled, repeatable, and verifiable process for back-of-house recycling control so specialty operations do not depend on improvisation, undocumented exceptions, or unassigned responsibility.

APPLIES TO

Kitchen, food-safety, inventory, receiving, dish, sustainability, and manager teams responsible for donation, waste diversion, recycling, oil, or reusable-container programs.

RESPONSIBILITY

The assigned program owner verifies eligibility, segregation, sanitation, vendor/agency handoff, and records. The manager resolves any food-safety, contamination, vendor, or documentation concern.

WHEN USED

Whenever this specialty operation is performed and at each required monitoring, handoff, verification, or closeout point defined by the restaurant.

MATERIALS / INFORMATION

• Approved program criteria and vendor/agency agreement

• Dedicated labeled containers or storage area

• Temperature/condition records when food safety applies

• Pickup/weight/diversion or transfer log

• Cleaning and sanitation supplies for reusable-program equipment

CRITICAL STANDARDS

• Donation and reuse programs never override food-safety requirements or approved disposition rules.

• Materials are clearly segregated so food, chemicals, waste, oil, recyclables, and reusable containers cannot cross-contaminate.

• Third-party handoffs are documented to the level required by the restaurant’s program and applicable rules.

• Unclear eligibility, contamination, damaged reusable items, or missed controls require hold/disposal rather than informal release.

PROCEDURE

1. Confirm the approved program criteria, participating vendor/agency, eligible material/product, responsible employee, and required record for back-of-house recycling control.

2. Verify that food-safety, sanitation, chemical, waste, oil, packaging, and cross-contamination controls take priority over diversion or sustainability goals.

3. Inspect dedicated containers/storage and labels; remove anything damaged, contaminated, leaking, unidentified, or outside program criteria.

4. Segregate eligible items at the point of generation so they do not become mixed with trash, chemicals, allergens, unsafe food, or non-approved material.

5. Perform back-of-house recycling control using the approved storage, temperature, sanitation, handling, pickup, or return method.

6. Record quantities/weights, condition, temperatures where applicable, date/time, responsible employee, and receiving vendor/agency or disposition.

7. Stop the handoff or reuse when eligibility, food safety, sanitation, container condition, vendor authorization, or documentation cannot be verified.

8. Clean and restore the collection/storage area after each handoff and control pests, spills, odor, leaks, and employee/guest access.

9. Reconcile missed pickups, rejected material, waste, contamination, or program exceptions and document corrective action.

10. The program owner reviews results and vendor/agency performance and adjusts pars, pickup frequency, training, or approved materials as needed.

MANAGER VERIFICATION

■ Back-of-House Recycling Control was performed under the current approved restaurant procedure.

■ Required people, equipment, utilities, product, approvals, and records were verified before release or continued operation.

■ Critical readings, identities, handoffs, exceptions, or other evidence required by this procedure were recorded.

■ Unsafe, out-of-standard, unidentified, or undocumented conditions were held, stopped, or escalated instead of informally accepted.

■ Corrective actions and product/equipment/guest/employee disposition were completed and documented when required.

■ The accountable manager or program owner completed final verification and assigned unresolved follow-up.

COMMON MISTAKES

• Using an old, generic, or remembered procedure instead of the current approved specialty-operation standard.

• Starting before required permits, approvals, trained people, utilities, equipment, labels, or records are ready.

• Failing to document actual conditions, readings, identities, handoffs, or deviations at the time they occur.

• Continuing service or releasing product/equipment when a required control cannot be verified.

• Treating a vendor, platform, event organizer, sister unit, or outside agency as responsible for controls that still belong to the restaurant.

• Closing the activity without manager verification, record completion, cleanup/restoration, and follow-up ownership.

CUSTOMIZATION FIELDS

Primary owner / person in charge for this procedure: _____

Applicable permit, regulatory, certification, manufacturer, event, or company requirement: _____

Approved equipment, vendor, system, site, or product specifications: _____

Restaurant-specific critical limit, service target, frequency, or acceptance criterion: _____

Required log, checklist, tag, record, photo, or other evidence: _____

Escalation contact and stop-work / hold / closure authority: _____

REVISION CONTROL

Record future changes in the restaurant master SOP index, retain required evidence, and retrain affected employees whenever the approved process, equipment, authority requirement, or responsibility changes.

Reusable Takeout Container Return and Sanitation SOP

PURPOSE

To establish a controlled, repeatable, and verifiable process for reusable takeout container return and sanitation so specialty operations do not depend on improvisation, undocumented exceptions, or unassigned responsibility.

APPLIES TO

Kitchen, food-safety, inventory, receiving, dish, sustainability, and manager teams responsible for donation, waste diversion, recycling, oil, or reusable-container programs.

RESPONSIBILITY

The assigned program owner verifies eligibility, segregation, sanitation, vendor/agency handoff, and records. The manager resolves any food-safety, contamination, vendor, or documentation concern.

WHEN USED

At the end of the applicable service, event, route, shift, equipment cycle, or temporary operation, before the responsible employee is released.

MATERIALS / INFORMATION

• Approved program criteria and vendor/agency agreement

• Dedicated labeled containers or storage area

• Temperature/condition records when food safety applies

• Pickup/weight/diversion or transfer log

• Cleaning and sanitation supplies for reusable-program equipment

• Approved reusable-container sanitation/acceptance criteria

CRITICAL STANDARDS

• Donation and reuse programs never override food-safety requirements or approved disposition rules.

• Materials are clearly segregated so food, chemicals, waste, oil, recyclables, and reusable containers cannot cross-contaminate.

• Third-party handoffs are documented to the level required by the restaurant’s program and applicable rules.

• Unclear eligibility, contamination, damaged reusable items, or missed controls require hold/disposal rather than informal release.

PROCEDURE

1. Confirm the approved program criteria, participating vendor/agency, eligible material/product, responsible employee, and required record for reusable takeout container return and sanitation.

2. Verify that food-safety, sanitation, chemical, waste, oil, packaging, and cross-contamination controls take priority over diversion or sustainability goals.

3. Inspect dedicated containers/storage and labels; remove anything damaged, contaminated, leaking, unidentified, or outside program criteria.

4. Segregate eligible items at the point of generation so they do not become mixed with trash, chemicals, allergens, unsafe food, or non-approved material.

5. Perform reusable takeout container return and sanitation using the approved storage, temperature, sanitation, handling, pickup, or return method.

6. Record quantities/weights, condition, temperatures where applicable, date/time, responsible employee, and receiving vendor/agency or disposition.

7. Stop the handoff or reuse when eligibility, food safety, sanitation, container condition, vendor authorization, or documentation cannot be verified.

8. Clean and restore the collection/storage area after each handoff and control pests, spills, odor, leaks, and employee/guest access.

9. Reconcile missed pickups, rejected material, waste, contamination, or program exceptions and document corrective action.

10. The program owner reviews results and vendor/agency performance and adjusts pars, pickup frequency, training, or approved materials as needed.

MANAGER VERIFICATION

■ Reusable Takeout Container Return and Sanitation was performed under the current approved restaurant procedure.

■ Required people, equipment, utilities, product, approvals, and records were verified before release or continued operation.

■ Critical readings, identities, handoffs, exceptions, or other evidence required by this procedure were recorded.

■ Unsafe, out-of-standard, unidentified, or undocumented conditions were held, stopped, or escalated instead of informally accepted.

■ Corrective actions and product/equipment/guest/employee disposition were completed and documented when required.

■ The accountable manager or program owner completed final verification and assigned unresolved follow-up.

COMMON MISTAKES

• Using an old, generic, or remembered procedure instead of the current approved specialty-operation standard.

• Starting before required permits, approvals, trained people, utilities, equipment, labels, or records are ready.

• Failing to document actual conditions, readings, identities, handoffs, or deviations at the time they occur.

• Continuing service or releasing product/equipment when a required control cannot be verified.

• Treating a vendor, platform, event organizer, sister unit, or outside agency as responsible for controls that still belong to the restaurant.

• Closing the activity without manager verification, record completion, cleanup/restoration, and follow-up ownership.

CUSTOMIZATION FIELDS

Primary owner / person in charge for this procedure: _____

Applicable permit, regulatory, certification, manufacturer, event, or company requirement: _____

Approved equipment, vendor, system, site, or product specifications: _____

Restaurant-specific critical limit, service target, frequency, or acceptance criterion: _____

Required log, checklist, tag, record, photo, or other evidence: _____

Escalation contact and stop-work / hold / closure authority: _____

REVISION CONTROL

Record future changes in the restaurant master SOP index, retain required evidence, and retrain affected employees whenever the approved process, equipment, authority requirement, or responsibility changes.

Customer-Owned Refillable Container Acceptance SOP

PURPOSE

To establish a controlled, repeatable, and verifiable process for customer-owned refillable container acceptance so specialty operations do not depend on improvisation, undocumented exceptions, or unassigned responsibility.

APPLIES TO

Kitchen, food-safety, inventory, receiving, dish, sustainability, and manager teams responsible for donation, waste diversion, recycling, oil, or reusable-container programs.

RESPONSIBILITY

The assigned program owner verifies eligibility, segregation, sanitation, vendor/agency handoff, and records. The manager resolves any food-safety, contamination, vendor, or documentation concern.

WHEN USED

Whenever this specialty operation is performed and at each required monitoring, handoff, verification, or closeout point defined by the restaurant.

MATERIALS / INFORMATION

- Approved program criteria and vendor/agency agreement
- Dedicated labeled containers or storage area
- Temperature/condition records when food safety applies
- Pickup/weight/diversion or transfer log
- Cleaning and sanitation supplies for reusable-program equipment
- Approved reusable-container sanitation/acceptance criteria

CRITICAL STANDARDS

- Donation and reuse programs never override food-safety requirements or approved disposition rules.
- Materials are clearly segregated so food, chemicals, waste, oil, recyclables, and reusable containers cannot cross-contaminate.
- Third-party handoffs are documented to the level required by the restaurant’s program and applicable rules.
- Unclear eligibility, contamination, damaged reusable items, or missed controls require hold/disposal rather than informal release.

PROCEDURE

1. Confirm the approved program criteria, participating vendor/agency, eligible material/product, responsible employee, and required record for customer-owned refillable container acceptance.
2. Verify that food-safety, sanitation, chemical, waste, oil, packaging, and cross-contamination controls take priority over diversion or sustainability goals.
3. Inspect dedicated containers/storage and labels; remove anything damaged, contaminated, leaking, unidentified, or outside program criteria.
4. Segregate eligible items at the point of generation so they do not become mixed with trash, chemicals, allergens, unsafe food, or non-approved material.
5. Perform customer-owned refillable container acceptance using the approved storage, temperature, sanitation, handling, pickup, or return method.
6. Record quantities/weights, condition, temperatures where applicable, date/time, responsible employee, and receiving vendor/agency or disposition.
7. Stop the handoff or reuse when eligibility, food safety, sanitation, container condition, vendor authorization, or documentation cannot be verified.
8. Clean and restore the collection/storage area after each handoff and control pests, spills, odor, leaks, and employee/guest access.
9. Reconcile missed pickups, rejected material, waste, contamination, or program exceptions and document corrective action.
10. The program owner reviews results and vendor/agency performance and adjusts pars, pickup frequency, training, or approved materials as needed.

MANAGER VERIFICATION

- ■ Customer-Owned Refillable Container Acceptance was performed under the current approved restaurant procedure.
- ■ Required people, equipment, utilities, product, approvals, and records were verified before release or continued operation.
- ■ Critical readings, identities, handoffs, exceptions, or other evidence required by this procedure were recorded.

■ Unsafe, out-of-standard, unidentified, or undocumented conditions were held, stopped, or escalated instead of informally accepted.

■ Corrective actions and product/equipment/guest/employee disposition were completed and documented when required.

■ The accountable manager or program owner completed final verification and assigned unresolved follow-up.

COMMON MISTAKES

• Using an old, generic, or remembered procedure instead of the current approved specialty-operation standard.

• Starting before required permits, approvals, trained people, utilities, equipment, labels, or records are ready.

• Failing to document actual conditions, readings, identities, handoffs, or deviations at the time they occur.

• Continuing service or releasing product/equipment when a required control cannot be verified.

• Treating a vendor, platform, event organizer, sister unit, or outside agency as responsible for controls that still belong to the restaurant.

• Closing the activity without manager verification, record completion, cleanup/restoration, and follow-up ownership.

CUSTOMIZATION FIELDS

Primary owner / person in charge for this procedure: _____

Applicable permit, regulatory, certification, manufacturer, event, or company requirement: _____

Approved equipment, vendor, system, site, or product specifications: _____

Restaurant-specific critical limit, service target, frequency, or acceptance criterion: _____

Required log, checklist, tag, record, photo, or other evidence: _____

Escalation contact and stop-work / hold / closure authority: _____

REVISION CONTROL

Record future changes in the restaurant master SOP index, retain required evidence, and retrain affected employees whenever the approved process, equipment, authority requirement, or responsibility changes.

Packaging Material Reduction and Approved Substitution SOP

PURPOSE

To establish a controlled, repeatable, and verifiable process for packaging material reduction and approved substitution so specialty operations do not depend on improvisation, undocumented exceptions, or unassigned responsibility.

APPLIES TO

Kitchen, food-safety, inventory, receiving, dish, sustainability, and manager teams responsible for donation, waste diversion, recycling, oil, or reusable-container programs.

RESPONSIBILITY

The assigned program owner verifies eligibility, segregation, sanitation, vendor/agency handoff, and records. The manager resolves any food-safety, contamination, vendor, or documentation concern.

WHEN USED

Whenever this specialty operation is performed and at each required monitoring, handoff, verification, or closeout point defined by the restaurant.

MATERIALS / INFORMATION

• Approved program criteria and vendor/agency agreement

• Dedicated labeled containers or storage area

• Temperature/condition records when food safety applies

• Pickup/weight/diversion or transfer log

• Cleaning and sanitation supplies for reusable-program equipment

CRITICAL STANDARDS

• Donation and reuse programs never override food-safety requirements or approved disposition rules.

• Materials are clearly segregated so food, chemicals, waste, oil, recyclables, and reusable containers cannot cross-contaminate.

• Third-party handoffs are documented to the level required by the restaurant's program and applicable rules.

• Unclear eligibility, contamination, damaged reusable items, or missed controls require hold/disposal rather than informal release.

PROCEDURE

1. Confirm the approved program criteria, participating vendor/agency, eligible material/product, responsible employee, and required record for packaging material reduction and approved substitution.

2. Verify that food-safety, sanitation, chemical, waste, oil, packaging, and cross-contamination controls take priority over diversion or sustainability goals.

3. Inspect dedicated containers/storage and labels; remove anything damaged, contaminated, leaking, unidentified, or outside program criteria.

4. Segregate eligible items at the point of generation so they do not become mixed with trash, chemicals, allergens, unsafe food, or non-approved material.

5. Perform packaging material reduction and approved substitution using the approved storage, temperature, sanitation, handling, pickup, or return method.

6. Record quantities/weights, condition, temperatures where applicable, date/time, responsible employee, and receiving vendor/agency or disposition.

7. Stop the handoff or reuse when eligibility, food safety, sanitation, container condition, vendor authorization, or documentation cannot be verified.

8. Clean and restore the collection/storage area after each handoff and control pests, spills, odor, leaks, and employee/guest access.

9. Reconcile missed pickups, rejected material, waste, contamination, or program exceptions and document corrective action.

10. The program owner reviews results and vendor/agency performance and adjusts pars, pickup frequency, training, or approved materials as needed.

MANAGER VERIFICATION

■ Packaging Material Reduction and Approved Substitution was performed under the current approved restaurant procedure.

■ Required people, equipment, utilities, product, approvals, and records were verified before release or continued operation.

■ Critical readings, identities, handoffs, exceptions, or other evidence required by this procedure were recorded.

■ Unsafe, out-of-standard, unidentified, or undocumented conditions were held, stopped, or escalated instead of informally accepted.

■ Corrective actions and product/equipment/guest/employee disposition were completed and documented when required.

■ The accountable manager or program owner completed final verification and assigned unresolved follow-up.

COMMON MISTAKES

• Using an old, generic, or remembered procedure instead of the current approved specialty-operation standard.

• Starting before required permits, approvals, trained people, utilities, equipment, labels, or records are ready.

• Failing to document actual conditions, readings, identities, handoffs, or deviations at the time they occur.

• Continuing service or releasing product/equipment when a required control cannot be verified.

• Treating a vendor, platform, event organizer, sister unit, or outside agency as responsible for controls that still belong to the restaurant.

• Closing the activity without manager verification, record completion, cleanup/restoration, and follow-up ownership.

CUSTOMIZATION FIELDS

Primary owner / person in charge for this procedure: _____

Applicable permit, regulatory, certification, manufacturer, event, or company requirement: _____

Approved equipment, vendor, system, site, or product specifications: _____

Restaurant-specific critical limit, service target, frequency, or acceptance criterion: _____

Required log, checklist, tag, record, photo, or other evidence: _____

Escalation contact and stop-work / hold / closure authority: _____

REVISION CONTROL

Record future changes in the restaurant master SOP index, retain required evidence, and retrain affected employees whenever the approved process, equipment, authority requirement, or responsibility changes.

Surplus Food Tracking and Diversion Reporting SOP

PURPOSE

To establish a controlled, repeatable, and verifiable process for surplus food tracking and diversion reporting so specialty operations do not depend on improvisation, undocumented exceptions, or unassigned responsibility.

APPLIES TO

Kitchen, food-safety, inventory, receiving, dish, sustainability, and manager teams responsible for donation, waste diversion, recycling, oil, or reusable-container programs.

RESPONSIBILITY

The assigned program owner verifies eligibility, segregation, sanitation, vendor/agency handoff, and records. The manager resolves any food-safety, contamination, vendor, or documentation concern.

WHEN USED

Whenever this specialty operation is performed and at each required monitoring, handoff, verification, or closeout point defined by the restaurant.

MATERIALS / INFORMATION

• Approved program criteria and vendor/agency agreement

• Dedicated labeled containers or storage area

• Temperature/condition records when food safety applies

• Pickup/weight/diversion or transfer log

• Cleaning and sanitation supplies for reusable-program equipment

CRITICAL STANDARDS

• Donation and reuse programs never override food-safety requirements or approved disposition rules.

• Materials are clearly segregated so food, chemicals, waste, oil, recyclables, and reusable containers cannot cross-contaminate.

• Third-party handoffs are documented to the level required by the restaurant's program and applicable rules.

• Unclear eligibility, contamination, damaged reusable items, or missed controls require hold/disposal rather than informal release.

PROCEDURE

1. Confirm the approved program criteria, participating vendor/agency, eligible material/product, responsible employee, and required record for surplus food tracking and diversion reporting.

2. Verify that food-safety, sanitation, chemical, waste, oil, packaging, and cross-contamination controls take priority over diversion or sustainability goals.

3. Inspect dedicated containers/storage and labels; remove anything damaged, contaminated, leaking, unidentified, or outside program criteria.

4. Segregate eligible items at the point of generation so they do not become mixed with trash, chemicals, allergens, unsafe food, or non-approved material.

5. Perform surplus food tracking and diversion reporting using the approved storage, temperature, sanitation, handling, pickup, or return method.

6. Record quantities/weights, condition, temperatures where applicable, date/time, responsible employee, and receiving vendor/agency or disposition.

7. Stop the handoff or reuse when eligibility, food safety, sanitation, container condition, vendor authorization, or documentation cannot be verified.

8. Clean and restore the collection/storage area after each handoff and control pests, spills, odor, leaks, and employee/guest access.

9. Reconcile missed pickups, rejected material, waste, contamination, or program exceptions and document corrective action.

10. The program owner reviews results and vendor/agency performance and adjusts pars, pickup frequency, training, or approved materials as needed.

MANAGER VERIFICATION

■ Surplus Food Tracking and Diversion Reporting was performed under the current approved restaurant procedure.

■ Required people, equipment, utilities, product, approvals, and records were verified before release or continued operation.

■ Critical readings, identities, handoffs, exceptions, or other evidence required by this procedure were recorded.

■ Unsafe, out-of-standard, unidentified, or undocumented conditions were held, stopped, or escalated instead of informally accepted.

■ Corrective actions and product/equipment/guest/employee disposition were completed and documented when required.

■ The accountable manager or program owner completed final verification and assigned unresolved follow-up.

COMMON MISTAKES

• Using an old, generic, or remembered procedure instead of the current approved specialty-operation standard.

• Starting before required permits, approvals, trained people, utilities, equipment, labels, or records are ready.

• Failing to document actual conditions, readings, identities, handoffs, or deviations at the time they occur.

• Continuing service or releasing product/equipment when a required control cannot be verified.

• Treating a vendor, platform, event organizer, sister unit, or outside agency as responsible for controls that still belong to the restaurant.

• Closing the activity without manager verification, record completion, cleanup/restoration, and follow-up ownership.

CUSTOMIZATION FIELDS

Primary owner / person in charge for this procedure: _____

Applicable permit, regulatory, certification, manufacturer, event, or company requirement: _____

Approved equipment, vendor, system, site, or product specifications: _____

Restaurant-specific critical limit, service target, frequency, or acceptance criterion: _____

Required log, checklist, tag, record, photo, or other evidence: _____

Escalation contact and stop-work / hold / closure authority: _____

REVISION CONTROL

Record future changes in the restaurant master SOP index, retain required evidence, and retrain affected employees whenever the approved process, equipment, authority requirement, or responsibility changes.

Festival or Concert Demand Surge Readiness SOP

PURPOSE

To establish a controlled, repeatable, and verifiable process for festival or concert demand surge readiness so specialty operations do not depend on improvisation, undocumented exceptions, or unassigned responsibility.

APPLIES TO

Managers, event leaders, kitchen/service leads, security or host leaders, and employees assigned to surge, seasonal, patio, group, or special-event operations.

RESPONSIBILITY

The manager on duty owns the event/surge plan, staffing, capacity, safety, and service adjustments. Department leaders execute assigned controls and report deviations immediately.

WHEN USED

Before the applicable operation, service period, event, route, batch, opening, or equipment use, and again after any material condition changes.

MATERIALS / INFORMATION

• Event or demand forecast and staffing plan

• Capacity, seating, queue, production, and staging plan

• Weather/site monitoring resources when applicable

• Communication devices and emergency contacts

• Event closeout, variance, and incident records

CRITICAL STANDARDS

• Capacity, staffing, production, guest flow, and safety controls are set before the surge begins.

• Weather, crowd, group, and special-access risks are actively monitored rather than treated as normal-volume conditions.

• Managers reduce menu, seating, service scope, or operating area before demand exceeds safe control.

• Event changes and post-event lessons are documented for the next comparable event.

PROCEDURE

1. Confirm the current approved scope for festival or concert demand surge readiness, including date/time, location, guest count or demand assumption, responsible leader, and special commitments.

2. Review staffing, production, equipment, transport/site, payment, guest-access, safety, and food-safety requirements; assign an owner to each critical control.

3. Inspect the required area, equipment, supplies, communication method, and backup resources before product or guests arrive.

4. Stage and label materials in the sequence they will be used; separate guest-specific, event-specific, allergen, payment, and high-risk items as applicable.

5. Execute festival or concert demand surge readiness using the current event/service plan and verify critical handoffs before proceeding to the next phase.

6. Monitor volume, staffing, timing, food condition, guest flow, and safety; record exceptions and adjust before control is lost.

7. Escalate shortages, unsafe conditions, late changes, quality failures, or guest commitments the team cannot meet to the event manager immediately.

8. Complete the guest/client or internal handoff, confirm unresolved items, and document any approved change to the original plan.

9. Reconcile product, equipment, payments, damage, waste, incidents, and outstanding follow-up; clean and restore the work/site area.

10. The accountable manager reviews the record, closes open issues, and captures lessons that should change the next comparable event.

MANAGER VERIFICATION

■ Festival or Concert Demand Surge Readiness was performed under the current approved restaurant procedure.

■ Required people, equipment, utilities, product, approvals, and records were verified before release or continued operation.

■ Critical readings, identities, handoffs, exceptions, or other evidence required by this procedure were recorded.

■ Unsafe, out-of-standard, unidentified, or undocumented conditions were held, stopped, or escalated instead of informally accepted.

■ Corrective actions and product/equipment/guest/employee disposition were completed and documented when required.

■ The accountable manager or program owner completed final verification and assigned unresolved follow-up.

COMMON MISTAKES

• Using an old, generic, or remembered procedure instead of the current approved specialty-operation standard.

• Starting before required permits, approvals, trained people, utilities, equipment, labels, or records are ready.

• Failing to document actual conditions, readings, identities, handoffs, or deviations at the time they occur.

• Continuing service or releasing product/equipment when a required control cannot be verified.

• Treating a vendor, platform, event organizer, sister unit, or outside agency as responsible for controls that still belong to the restaurant.

• Closing the activity without manager verification, record completion, cleanup/restoration, and follow-up ownership.

CUSTOMIZATION FIELDS

Primary owner / person in charge for this procedure: _____

Applicable permit, regulatory, certification, manufacturer, event, or company requirement: _____

Approved equipment, vendor, system, site, or product specifications: _____

Restaurant-specific critical limit, service target, frequency, or acceptance criterion: _____

Required log, checklist, tag, record, photo, or other evidence: _____

Escalation contact and stop-work / hold / closure authority: _____

REVISION CONTROL

Record future changes in the restaurant master SOP index, retain required evidence, and retrain affected employees whenever the approved process, equipment, authority requirement, or responsibility changes.

Stadium or Arena Event Service Surge Plan SOP

PURPOSE

To establish a controlled, repeatable, and verifiable process for stadium or arena event service surge plan so specialty operations do not depend on improvisation, undocumented exceptions, or unassigned responsibility.

APPLIES TO

Managers, event leaders, kitchen/service leads, security or host leaders, and employees assigned to surge, seasonal, patio, group, or special-event operations.

RESPONSIBILITY

The manager on duty owns the event/surge plan, staffing, capacity, safety, and service adjustments. Department leaders execute assigned controls and report deviations immediately.

WHEN USED

Whenever this specialty operation is performed and at each required monitoring, handoff, verification, or closeout point defined by the restaurant.

MATERIALS / INFORMATION

• Event or demand forecast and staffing plan

• Capacity, seating, queue, production, and staging plan

• Weather/site monitoring resources when applicable

• Communication devices and emergency contacts

• Event closeout, variance, and incident records

CRITICAL STANDARDS

• Capacity, staffing, production, guest flow, and safety controls are set before the surge begins.

• Weather, crowd, group, and special-access risks are actively monitored rather than treated as normal-volume conditions.

• Managers reduce menu, seating, service scope, or operating area before demand exceeds safe control.

• Event changes and post-event lessons are documented for the next comparable event.

PROCEDURE

1. Confirm the current approved scope for stadium or arena event service surge plan, including date/time, location, guest count or demand assumption, responsible leader, and special commitments.

2. Review staffing, production, equipment, transport/site, payment, guest-access, safety, and food-safety requirements; assign an owner to each critical control.

3. Inspect the required area, equipment, supplies, communication method, and backup resources before product or guests arrive.

4. Stage and label materials in the sequence they will be used; separate guest-specific, event-specific, allergen, payment, and high-risk items as applicable.

5. Execute stadium or arena event service surge plan using the current event/service plan and verify critical handoffs before proceeding to the next phase.

6. Monitor volume, staffing, timing, food condition, guest flow, and safety; record exceptions and adjust before control is lost.

7. Escalate shortages, unsafe conditions, late changes, quality failures, or guest commitments the team cannot meet to the event manager immediately.

8. Complete the guest/client or internal handoff, confirm unresolved items, and document any approved change to the original plan.

9. Reconcile product, equipment, payments, damage, waste, incidents, and outstanding follow-up; clean and restore the work/site area.

10. The accountable manager reviews the record, closes open issues, and captures lessons that should change the next comparable event.

MANAGER VERIFICATION

■ Stadium or Arena Event Service Surge Plan was performed under the current approved restaurant procedure.

■ Required people, equipment, utilities, product, approvals, and records were verified before release or continued operation.

■ Critical readings, identities, handoffs, exceptions, or other evidence required by this procedure were recorded.

■ Unsafe, out-of-standard, unidentified, or undocumented conditions were held, stopped, or escalated instead of informally accepted.

■ Corrective actions and product/equipment/guest/employee disposition were completed and documented when required.

■ The accountable manager or program owner completed final verification and assigned unresolved follow-up.

COMMON MISTAKES

• Using an old, generic, or remembered procedure instead of the current approved specialty-operation standard.

• Starting before required permits, approvals, trained people, utilities, equipment, labels, or records are ready.

• Failing to document actual conditions, readings, identities, handoffs, or deviations at the time they occur.

• Continuing service or releasing product/equipment when a required control cannot be verified.

• Treating a vendor, platform, event organizer, sister unit, or outside agency as responsible for controls that still belong to the restaurant.

• Closing the activity without manager verification, record completion, cleanup/restoration, and follow-up ownership.

CUSTOMIZATION FIELDS

Primary owner / person in charge for this procedure: _____

Applicable permit, regulatory, certification, manufacturer, event, or company requirement: _____

Approved equipment, vendor, system, site, or product specifications: _____

Restaurant-specific critical limit, service target, frequency, or acceptance criterion: _____

Required log, checklist, tag, record, photo, or other evidence: _____

Escalation contact and stop-work / hold / closure authority: _____

REVISION CONTROL

Record future changes in the restaurant master SOP index, retain required evidence, and retrain affected employees whenever the approved process, equipment, authority requirement, or responsibility changes.

Holiday Peak Production and Staffing Readiness SOP

PURPOSE

To establish a controlled, repeatable, and verifiable process for holiday peak production and staffing readiness so specialty operations do not depend on improvisation, undocumented exceptions, or unassigned responsibility.

APPLIES TO

Managers, event leaders, kitchen/service leads, security or host leaders, and employees assigned to surge, seasonal, patio, group, or special-event operations.

RESPONSIBILITY

The manager on duty owns the event/surge plan, staffing, capacity, safety, and service adjustments. Department leaders execute assigned controls and report deviations immediately.

WHEN USED

Before the applicable operation, service period, event, route, batch, opening, or equipment use, and again after any material condition changes.

MATERIALS / INFORMATION

• Event or demand forecast and staffing plan

• Capacity, seating, queue, production, and staging plan

• Weather/site monitoring resources when applicable

• Communication devices and emergency contacts

• Event closeout, variance, and incident records

CRITICAL STANDARDS

• Capacity, staffing, production, guest flow, and safety controls are set before the surge begins.

• Weather, crowd, group, and special-access risks are actively monitored rather than treated as normal-volume conditions.

• Managers reduce menu, seating, service scope, or operating area before demand exceeds safe control.

• Event changes and post-event lessons are documented for the next comparable event.

PROCEDURE

1. Confirm the current approved scope for holiday peak production and staffing readiness, including date/time, location, guest count or demand assumption, responsible leader, and special commitments.

2. Review staffing, production, equipment, transport/site, payment, guest-access, safety, and food-safety requirements; assign an owner to each critical control.

3. Inspect the required area, equipment, supplies, communication method, and backup resources before product or guests arrive.

4. Stage and label materials in the sequence they will be used; separate guest-specific, event-specific, allergen, payment, and high-risk items as applicable.

5. Execute holiday peak production and staffing readiness using the current event/service plan and verify critical handoffs before proceeding to the next phase.

6. Monitor volume, staffing, timing, food condition, guest flow, and safety; record exceptions and adjust before control is lost.

7. Escalate shortages, unsafe conditions, late changes, quality failures, or guest commitments the team cannot meet to the event manager immediately.

8. Complete the guest/client or internal handoff, confirm unresolved items, and document any approved change to the original plan.

9. Reconcile product, equipment, payments, damage, waste, incidents, and outstanding follow-up; clean and restore the work/site area.

10. The accountable manager reviews the record, closes open issues, and captures lessons that should change the next comparable event.

MANAGER VERIFICATION

■ Holiday Peak Production and Staffing Readiness was performed under the current approved restaurant procedure.

■ Required people, equipment, utilities, product, approvals, and records were verified before release or continued operation.

■ Critical readings, identities, handoffs, exceptions, or other evidence required by this procedure were recorded.

■ Unsafe, out-of-standard, unidentified, or undocumented conditions were held, stopped, or escalated instead of informally accepted.

■ Corrective actions and product/equipment/guest/employee disposition were completed and documented when required.

■ The accountable manager or program owner completed final verification and assigned unresolved follow-up.

COMMON MISTAKES

• Using an old, generic, or remembered procedure instead of the current approved specialty-operation standard.

• Starting before required permits, approvals, trained people, utilities, equipment, labels, or records are ready.

• Failing to document actual conditions, readings, identities, handoffs, or deviations at the time they occur.

• Continuing service or releasing product/equipment when a required control cannot be verified.

• Treating a vendor, platform, event organizer, sister unit, or outside agency as responsible for controls that still belong to the restaurant.

• Closing the activity without manager verification, record completion, cleanup/restoration, and follow-up ownership.

CUSTOMIZATION FIELDS

Primary owner / person in charge for this procedure: _____

Applicable permit, regulatory, certification, manufacturer, event, or company requirement: _____

Approved equipment, vendor, system, site, or product specifications: _____

Restaurant-specific critical limit, service target, frequency, or acceptance criterion: _____

Required log, checklist, tag, record, photo, or other evidence: _____

Escalation contact and stop-work / hold / closure authority: _____

REVISION CONTROL

Record future changes in the restaurant master SOP index, retain required evidence, and retrain affected employees whenever the approved process, equipment, authority requirement, or responsibility changes.

Outdoor Patio Extreme Heat Service SOP

PURPOSE

To establish a controlled, repeatable, and verifiable process for outdoor patio extreme heat service so specialty operations do not depend on improvisation, undocumented exceptions, or unassigned responsibility.

APPLIES TO

Managers, event leaders, kitchen/service leads, security or host leaders, and employees assigned to surge, seasonal, patio, group, or special-event operations.

RESPONSIBILITY

The manager on duty owns the event/surge plan, staffing, capacity, safety, and service adjustments. Department leaders execute assigned controls and report deviations immediately.

WHEN USED

Whenever this specialty operation is performed and at each required monitoring, handoff, verification, or closeout point defined by the restaurant.

MATERIALS / INFORMATION

• Event or demand forecast and staffing plan

• Capacity, seating, queue, production, and staging plan

• Weather/site monitoring resources when applicable

• Communication devices and emergency contacts

• Event closeout, variance, and incident records

CRITICAL STANDARDS

• Capacity, staffing, production, guest flow, and safety controls are set before the surge begins.

• Weather, crowd, group, and special-access risks are actively monitored rather than treated as normal-volume conditions.

• Managers reduce menu, seating, service scope, or operating area before demand exceeds safe control.

• Event changes and post-event lessons are documented for the next comparable event.

PROCEDURE

1. Confirm the current approved scope for outdoor patio extreme heat service, including date/time, location, guest count or demand assumption, responsible leader, and special commitments.

2. Review staffing, production, equipment, transport/site, payment, guest-access, safety, and food-safety requirements; assign an owner to each critical control.

3. Inspect the required area, equipment, supplies, communication method, and backup resources before product or guests arrive.

4. Stage and label materials in the sequence they will be used; separate guest-specific, event-specific, allergen, payment, and high-risk items as applicable.

5. Execute outdoor patio extreme heat service using the current event/service plan and verify critical handoffs before proceeding to the next phase.

6. Monitor volume, staffing, timing, food condition, guest flow, and safety; record exceptions and adjust before control is lost.

7. Escalate shortages, unsafe conditions, late changes, quality failures, or guest commitments the team cannot meet to the event manager immediately.

8. Complete the guest/client or internal handoff, confirm unresolved items, and document any approved change to the original plan.

9. Reconcile product, equipment, payments, damage, waste, incidents, and outstanding follow-up; clean and restore the work/site area.

10. The accountable manager reviews the record, closes open issues, and captures lessons that should change the next comparable event.

MANAGER VERIFICATION

■ Outdoor Patio Extreme Heat Service was performed under the current approved restaurant procedure.

■ Required people, equipment, utilities, product, approvals, and records were verified before release or continued operation.

■ Critical readings, identities, handoffs, exceptions, or other evidence required by this procedure were recorded.

■ Unsafe, out-of-standard, unidentified, or undocumented conditions were held, stopped, or escalated instead of informally accepted.

■ Corrective actions and product/equipment/guest/employee disposition were completed and documented when required.

■ The accountable manager or program owner completed final verification and assigned unresolved follow-up.

COMMON MISTAKES

• Using an old, generic, or remembered procedure instead of the current approved specialty-operation standard.

• Starting before required permits, approvals, trained people, utilities, equipment, labels, or records are ready.

• Failing to document actual conditions, readings, identities, handoffs, or deviations at the time they occur.

• Continuing service or releasing product/equipment when a required control cannot be verified.

• Treating a vendor, platform, event organizer, sister unit, or outside agency as responsible for controls that still belong to the restaurant.

• Closing the activity without manager verification, record completion, cleanup/restoration, and follow-up ownership.

CUSTOMIZATION FIELDS

Primary owner / person in charge for this procedure: _____

Applicable permit, regulatory, certification, manufacturer, event, or company requirement: _____

Approved equipment, vendor, system, site, or product specifications: _____

Restaurant-specific critical limit, service target, frequency, or acceptance criterion: _____

Required log, checklist, tag, record, photo, or other evidence: _____

Escalation contact and stop-work / hold / closure authority: _____

REVISION CONTROL

Record future changes in the restaurant master SOP index, retain required evidence, and retrain affected employees whenever the approved process, equipment, authority requirement, or responsibility changes.

Outdoor Patio High-Wind Shutdown SOP

PURPOSE

To establish a controlled, repeatable, and verifiable process for outdoor patio high-wind shutdown so specialty operations do not depend on improvisation, undocumented exceptions, or unassigned responsibility.

APPLIES TO

Managers, event leaders, kitchen/service leads, security or host leaders, and employees assigned to surge, seasonal, patio, group, or special-event operations.

RESPONSIBILITY

The manager on duty owns the event/surge plan, staffing, capacity, safety, and service adjustments. Department leaders execute assigned controls and report deviations immediately.

WHEN USED

At the end of the applicable service, event, route, shift, equipment cycle, or temporary operation, before the responsible employee is released.

MATERIALS / INFORMATION

- Event or demand forecast and staffing plan
- Capacity, seating, queue, production, and staging plan
- Weather/site monitoring resources when applicable
- Communication devices and emergency contacts
- Event closeout, variance, and incident records

CRITICAL STANDARDS

- Capacity, staffing, production, guest flow, and safety controls are set before the surge begins.
- Weather, crowd, group, and special-access risks are actively monitored rather than treated as normal-volume conditions.
- Managers reduce menu, seating, service scope, or operating area before demand exceeds safe control.
- Event changes and post-event lessons are documented for the next comparable event.

PROCEDURE

1. Confirm the current approved scope for outdoor patio high-wind shutdown, including date/time, location, guest count or demand assumption, responsible leader, and special commitments.
2. Review staffing, production, equipment, transport/site, payment, guest-access, safety, and food-safety requirements; assign an owner to each critical control.
3. Inspect the required area, equipment, supplies, communication method, and backup resources before product or guests arrive.
4. Stage and label materials in the sequence they will be used; separate guest-specific, event-specific, allergen, payment, and high-risk items as applicable.
5. Execute outdoor patio high-wind shutdown using the current event/service plan and verify critical handoffs before proceeding to the next phase.
6. Monitor volume, staffing, timing, food condition, guest flow, and safety; record exceptions and adjust before control is lost.
7. Escalate shortages, unsafe conditions, late changes, quality failures, or guest commitments the team cannot meet to the event manager immediately.
8. Complete the guest/client or internal handoff, confirm unresolved items, and document any approved change to the original plan.
9. Reconcile product, equipment, payments, damage, waste, incidents, and outstanding follow-up; clean and restore the work/site area.
10. The accountable manager reviews the record, closes open issues, and captures lessons that should change the next comparable event.

MANAGER VERIFICATION

- ■ Outdoor Patio High-Wind Shutdown was performed under the current approved restaurant procedure.
- ■ Required people, equipment, utilities, product, approvals, and records were verified before release or continued operation.
- ■ Critical readings, identities, handoffs, exceptions, or other evidence required by this procedure were recorded.
- ■ Unsafe, out-of-standard, unidentified, or undocumented conditions were held, stopped, or escalated instead of informally accepted.

■ Corrective actions and product/equipment/guest/employee disposition were completed and documented when required.

■ The accountable manager or program owner completed final verification and assigned unresolved follow-up.

COMMON MISTAKES

• Using an old, generic, or remembered procedure instead of the current approved specialty-operation standard.

• Starting before required permits, approvals, trained people, utilities, equipment, labels, or records are ready.

• Failing to document actual conditions, readings, identities, handoffs, or deviations at the time they occur.

• Continuing service or releasing product/equipment when a required control cannot be verified.

• Treating a vendor, platform, event organizer, sister unit, or outside agency as responsible for controls that still belong to the restaurant.

• Closing the activity without manager verification, record completion, cleanup/restoration, and follow-up ownership.

CUSTOMIZATION FIELDS

Primary owner / person in charge for this procedure: _____

Applicable permit, regulatory, certification, manufacturer, event, or company requirement: _____

Approved equipment, vendor, system, site, or product specifications: _____

Restaurant-specific critical limit, service target, frequency, or acceptance criterion: _____

Required log, checklist, tag, record, photo, or other evidence: _____

Escalation contact and stop-work / hold / closure authority: _____

REVISION CONTROL

Record future changes in the restaurant master SOP index, retain required evidence, and retrain affected employees whenever the approved process, equipment, authority requirement, or responsibility changes.

Large Group or Bus Tour Arrival Control SOP

PURPOSE

To establish a controlled, repeatable, and verifiable process for large group or bus tour arrival control so specialty operations do not depend on improvisation, undocumented exceptions, or unassigned responsibility.

APPLIES TO

Managers, event leaders, kitchen/service leads, security or host leaders, and employees assigned to surge, seasonal, patio, group, or special-event operations.

RESPONSIBILITY

The manager on duty owns the event/surge plan, staffing, capacity, safety, and service adjustments. Department leaders execute assigned controls and report deviations immediately.

WHEN USED

Whenever this specialty operation is performed and at each required monitoring, handoff, verification, or closeout point defined by the restaurant.

MATERIALS / INFORMATION

• Event or demand forecast and staffing plan

• Capacity, seating, queue, production, and staging plan

• Weather/site monitoring resources when applicable

• Communication devices and emergency contacts

• Event closeout, variance, and incident records

CRITICAL STANDARDS

• Capacity, staffing, production, guest flow, and safety controls are set before the surge begins.

• Weather, crowd, group, and special-access risks are actively monitored rather than treated as normal-volume conditions.

• Managers reduce menu, seating, service scope, or operating area before demand exceeds safe control.

• Event changes and post-event lessons are documented for the next comparable event.

PROCEDURE

1. Confirm the current approved scope for large group or bus tour arrival control, including date/time, location, guest count or demand assumption, responsible leader, and special commitments.

2. Review staffing, production, equipment, transport/site, payment, guest-access, safety, and food-safety requirements; assign an owner to each critical control.

3. Inspect the required area, equipment, supplies, communication method, and backup resources before product or guests arrive.

4. Stage and label materials in the sequence they will be used; separate guest-specific, event-specific, allergen, payment, and high-risk items as applicable.

5. Execute large group or bus tour arrival control using the current event/service plan and verify critical handoffs before proceeding to the next phase.

6. Monitor volume, staffing, timing, food condition, guest flow, and safety; record exceptions and adjust before control is lost.

7. Escalate shortages, unsafe conditions, late changes, quality failures, or guest commitments the team cannot meet to the event manager immediately.

8. Complete the guest/client or internal handoff, confirm unresolved items, and document any approved change to the original plan.

9. Reconcile product, equipment, payments, damage, waste, incidents, and outstanding follow-up; clean and restore the work/site area.

10. The accountable manager reviews the record, closes open issues, and captures lessons that should change the next comparable event.

MANAGER VERIFICATION

■ Large Group or Bus Tour Arrival Control was performed under the current approved restaurant procedure.

■ Required people, equipment, utilities, product, approvals, and records were verified before release or continued operation.

■ Critical readings, identities, handoffs, exceptions, or other evidence required by this procedure were recorded.

■ Unsafe, out-of-standard, unidentified, or undocumented conditions were held, stopped, or escalated instead of informally accepted.

■ Corrective actions and product/equipment/guest/employee disposition were completed and documented when required.

■ The accountable manager or program owner completed final verification and assigned unresolved follow-up.

COMMON MISTAKES

• Using an old, generic, or remembered procedure instead of the current approved specialty-operation standard.

• Starting before required permits, approvals, trained people, utilities, equipment, labels, or records are ready.

• Failing to document actual conditions, readings, identities, handoffs, or deviations at the time they occur.

• Continuing service or releasing product/equipment when a required control cannot be verified.

• Treating a vendor, platform, event organizer, sister unit, or outside agency as responsible for controls that still belong to the restaurant.

• Closing the activity without manager verification, record completion, cleanup/restoration, and follow-up ownership.

CUSTOMIZATION FIELDS

Primary owner / person in charge for this procedure: _____

Applicable permit, regulatory, certification, manufacturer, event, or company requirement: _____

Approved equipment, vendor, system, site, or product specifications: _____

Restaurant-specific critical limit, service target, frequency, or acceptance criterion: _____

Required log, checklist, tag, record, photo, or other evidence: _____

Escalation contact and stop-work / hold / closure authority: _____

REVISION CONTROL

Record future changes in the restaurant master SOP index, retain required evidence, and retrain affected employees whenever the approved process, equipment, authority requirement, or responsibility changes.

School or Team Group Meal Service SOP

PURPOSE

To establish a controlled, repeatable, and verifiable process for school or team group meal service so specialty operations do not depend on improvisation, undocumented exceptions, or unassigned responsibility.

APPLIES TO

Managers, event leaders, kitchen/service leads, security or host leaders, and employees assigned to surge, seasonal, patio, group, or special-event operations.

RESPONSIBILITY

The manager on duty owns the event/surge plan, staffing, capacity, safety, and service adjustments. Department leaders execute assigned controls and report deviations immediately.

WHEN USED

Whenever this specialty operation is performed and at each required monitoring, handoff, verification, or closeout point defined by the restaurant.

MATERIALS / INFORMATION

• Event or demand forecast and staffing plan

• Capacity, seating, queue, production, and staging plan

• Weather/site monitoring resources when applicable

• Communication devices and emergency contacts

• Event closeout, variance, and incident records

CRITICAL STANDARDS

• Capacity, staffing, production, guest flow, and safety controls are set before the surge begins.

• Weather, crowd, group, and special-access risks are actively monitored rather than treated as normal-volume conditions.

• Managers reduce menu, seating, service scope, or operating area before demand exceeds safe control.

• Event changes and post-event lessons are documented for the next comparable event.

PROCEDURE

1. Confirm the current approved scope for school or team group meal service, including date/time, location, guest count or demand assumption, responsible leader, and special commitments.

2. Review staffing, production, equipment, transport/site, payment, guest-access, safety, and food-safety requirements; assign an owner to each critical control.

3. Inspect the required area, equipment, supplies, communication method, and backup resources before product or guests arrive.

4. Stage and label materials in the sequence they will be used; separate guest-specific, event-specific, allergen, payment, and high-risk items as applicable.

5. Execute school or team group meal service using the current event/service plan and verify critical handoffs before proceeding to the next phase.

6. Monitor volume, staffing, timing, food condition, guest flow, and safety; record exceptions and adjust before control is lost.

7. Escalate shortages, unsafe conditions, late changes, quality failures, or guest commitments the team cannot meet to the event manager immediately.

8. Complete the guest/client or internal handoff, confirm unresolved items, and document any approved change to the original plan.

9. Reconcile product, equipment, payments, damage, waste, incidents, and outstanding follow-up; clean and restore the work/site area.

10. The accountable manager reviews the record, closes open issues, and captures lessons that should change the next comparable event.

MANAGER VERIFICATION

■ School or Team Group Meal Service was performed under the current approved restaurant procedure.

■ Required people, equipment, utilities, product, approvals, and records were verified before release or continued operation.

■ Critical readings, identities, handoffs, exceptions, or other evidence required by this procedure were recorded.

■ Unsafe, out-of-standard, unidentified, or undocumented conditions were held, stopped, or escalated instead of informally accepted.

■ Corrective actions and product/equipment/guest/employee disposition were completed and documented when required.

■ The accountable manager or program owner completed final verification and assigned unresolved follow-up.

COMMON MISTAKES

• Using an old, generic, or remembered procedure instead of the current approved specialty-operation standard.

• Starting before required permits, approvals, trained people, utilities, equipment, labels, or records are ready.

• Failing to document actual conditions, readings, identities, handoffs, or deviations at the time they occur.

• Continuing service or releasing product/equipment when a required control cannot be verified.

• Treating a vendor, platform, event organizer, sister unit, or outside agency as responsible for controls that still belong to the restaurant.

• Closing the activity without manager verification, record completion, cleanup/restoration, and follow-up ownership.

CUSTOMIZATION FIELDS

Primary owner / person in charge for this procedure: _____

Applicable permit, regulatory, certification, manufacturer, event, or company requirement: _____

Approved equipment, vendor, system, site, or product specifications: _____

Restaurant-specific critical limit, service target, frequency, or acceptance criterion: _____

Required log, checklist, tag, record, photo, or other evidence: _____

Escalation contact and stop-work / hold / closure authority: _____

REVISION CONTROL

Record future changes in the restaurant master SOP index, retain required evidence, and retrain affected employees whenever the approved process, equipment, authority requirement, or responsibility changes.

VIP or Media Visit Service Control SOP

PURPOSE

To establish a controlled, repeatable, and verifiable process for vip or media visit service control so specialty operations do not depend on improvisation, undocumented exceptions, or unassigned responsibility.

APPLIES TO

Managers, event leaders, kitchen/service leads, security or host leaders, and employees assigned to surge, seasonal, patio, group, or special-event operations.

RESPONSIBILITY

The manager on duty owns the event/surge plan, staffing, capacity, safety, and service adjustments. Department leaders execute assigned controls and report deviations immediately.

WHEN USED

Whenever this specialty operation is performed and at each required monitoring, handoff, verification, or closeout point defined by the restaurant.

MATERIALS / INFORMATION

- Event or demand forecast and staffing plan
- Capacity, seating, queue, production, and staging plan
- Weather/site monitoring resources when applicable
- Communication devices and emergency contacts
- Event closeout, variance, and incident records

CRITICAL STANDARDS

- Capacity, staffing, production, guest flow, and safety controls are set before the surge begins.
- Weather, crowd, group, and special-access risks are actively monitored rather than treated as normal-volume conditions.
- Managers reduce menu, seating, service scope, or operating area before demand exceeds safe control.
- Event changes and post-event lessons are documented for the next comparable event.

PROCEDURE

1. Confirm the current approved scope for vip or media visit service control, including date/time, location, guest count or demand assumption, responsible leader, and special commitments.
2. Review staffing, production, equipment, transport/site, payment, guest-access, safety, and food-safety requirements; assign an owner to each critical control.
3. Inspect the required area, equipment, supplies, communication method, and backup resources before product or guests arrive.
4. Stage and label materials in the sequence they will be used; separate guest-specific, event-specific, allergen, payment, and high-risk items as applicable.
5. Execute vip or media visit service control using the current event/service plan and verify critical handoffs before proceeding to the next phase.
6. Monitor volume, staffing, timing, food condition, guest flow, and safety; record exceptions and adjust before control is lost.
7. Escalate shortages, unsafe conditions, late changes, quality failures, or guest commitments the team cannot meet to the event manager immediately.
8. Complete the guest/client or internal handoff, confirm unresolved items, and document any approved change to the original plan.
9. Reconcile product, equipment, payments, damage, waste, incidents, and outstanding follow-up; clean and restore the work/site area.
10. The accountable manager reviews the record, closes open issues, and captures lessons that should change the next comparable event.

MANAGER VERIFICATION

- ■ VIP or Media Visit Service Control was performed under the current approved restaurant procedure.
- ■ Required people, equipment, utilities, product, approvals, and records were verified before release or continued operation.
- ■ Critical readings, identities, handoffs, exceptions, or other evidence required by this procedure were recorded.
- ■ Unsafe, out-of-standard, unidentified, or undocumented conditions were held, stopped, or escalated instead of informally accepted.

■ Corrective actions and product/equipment/guest/employee disposition were completed and documented when required.

■ The accountable manager or program owner completed final verification and assigned unresolved follow-up.

COMMON MISTAKES

• Using an old, generic, or remembered procedure instead of the current approved specialty-operation standard.

• Starting before required permits, approvals, trained people, utilities, equipment, labels, or records are ready.

• Failing to document actual conditions, readings, identities, handoffs, or deviations at the time they occur.

• Continuing service or releasing product/equipment when a required control cannot be verified.

• Treating a vendor, platform, event organizer, sister unit, or outside agency as responsible for controls that still belong to the restaurant.

• Closing the activity without manager verification, record completion, cleanup/restoration, and follow-up ownership.

CUSTOMIZATION FIELDS

Primary owner / person in charge for this procedure: _____

Applicable permit, regulatory, certification, manufacturer, event, or company requirement: _____

Approved equipment, vendor, system, site, or product specifications: _____

Restaurant-specific critical limit, service target, frequency, or acceptance criterion: _____

Required log, checklist, tag, record, photo, or other evidence: _____

Escalation contact and stop-work / hold / closure authority: _____

REVISION CONTROL

Record future changes in the restaurant master SOP index, retain required evidence, and retrain affected employees whenever the approved process, equipment, authority requirement, or responsibility changes.

Private Restaurant Buyout Transition SOP

PURPOSE

To establish a controlled, repeatable, and verifiable process for private restaurant buyout transition so specialty operations do not depend on improvisation, undocumented exceptions, or unassigned responsibility.

APPLIES TO

Managers, event leaders, kitchen/service leads, security or host leaders, and employees assigned to surge, seasonal, patio, group, or special-event operations.

RESPONSIBILITY

The manager on duty owns the event/surge plan, staffing, capacity, safety, and service adjustments. Department leaders execute assigned controls and report deviations immediately.

WHEN USED

Whenever this specialty operation is performed and at each required monitoring, handoff, verification, or closeout point defined by the restaurant.

MATERIALS / INFORMATION

• Event or demand forecast and staffing plan

• Capacity, seating, queue, production, and staging plan

• Weather/site monitoring resources when applicable

• Communication devices and emergency contacts

• Event closeout, variance, and incident records

CRITICAL STANDARDS

• Capacity, staffing, production, guest flow, and safety controls are set before the surge begins.

• Weather, crowd, group, and special-access risks are actively monitored rather than treated as normal-volume conditions.

• Managers reduce menu, seating, service scope, or operating area before demand exceeds safe control.

• Event changes and post-event lessons are documented for the next comparable event.

PROCEDURE

1. Confirm the current approved scope for private restaurant buyout transition, including date/time, location, guest count or demand assumption, responsible leader, and special commitments.

2. Review staffing, production, equipment, transport/site, payment, guest-access, safety, and food-safety requirements; assign an owner to each critical control.

3. Inspect the required area, equipment, supplies, communication method, and backup resources before product or guests arrive.

4. Stage and label materials in the sequence they will be used; separate guest-specific, event-specific, allergen, payment, and high-risk items as applicable.

5. Execute private restaurant buyout transition using the current event/service plan and verify critical handoffs before proceeding to the next phase.

6. Monitor volume, staffing, timing, food condition, guest flow, and safety; record exceptions and adjust before control is lost.

7. Escalate shortages, unsafe conditions, late changes, quality failures, or guest commitments the team cannot meet to the event manager immediately.

8. Complete the guest/client or internal handoff, confirm unresolved items, and document any approved change to the original plan.

9. Reconcile product, equipment, payments, damage, waste, incidents, and outstanding follow-up; clean and restore the work/site area.

10. The accountable manager reviews the record, closes open issues, and captures lessons that should change the next comparable event.

MANAGER VERIFICATION

■ Private Restaurant Buyout Transition was performed under the current approved restaurant procedure.

■ Required people, equipment, utilities, product, approvals, and records were verified before release or continued operation.

■ Critical readings, identities, handoffs, exceptions, or other evidence required by this procedure were recorded.

■ Unsafe, out-of-standard, unidentified, or undocumented conditions were held, stopped, or escalated instead of informally accepted.

■ Corrective actions and product/equipment/guest/employee disposition were completed and documented when required.

■ The accountable manager or program owner completed final verification and assigned unresolved follow-up.

COMMON MISTAKES

• Using an old, generic, or remembered procedure instead of the current approved specialty-operation standard.

• Starting before required permits, approvals, trained people, utilities, equipment, labels, or records are ready.

• Failing to document actual conditions, readings, identities, handoffs, or deviations at the time they occur.

• Continuing service or releasing product/equipment when a required control cannot be verified.

• Treating a vendor, platform, event organizer, sister unit, or outside agency as responsible for controls that still belong to the restaurant.

• Closing the activity without manager verification, record completion, cleanup/restoration, and follow-up ownership.

CUSTOMIZATION FIELDS

Primary owner / person in charge for this procedure: _____

Applicable permit, regulatory, certification, manufacturer, event, or company requirement: _____

Approved equipment, vendor, system, site, or product specifications: _____

Restaurant-specific critical limit, service target, frequency, or acceptance criterion: _____

Required log, checklist, tag, record, photo, or other evidence: _____

Escalation contact and stop-work / hold / closure authority: _____

REVISION CONTROL

Record future changes in the restaurant master SOP index, retain required evidence, and retrain affected employees whenever the approved process, equipment, authority requirement, or responsibility changes.

Late-Night Special Event Closeout SOP

PURPOSE

To establish a controlled, repeatable, and verifiable process for late-night special event closeout so specialty operations do not depend on improvisation, undocumented exceptions, or unassigned responsibility.

APPLIES TO

Managers, event leaders, kitchen/service leads, security or host leaders, and employees assigned to surge, seasonal, patio, group, or special-event operations.

RESPONSIBILITY

The manager on duty owns the event/surge plan, staffing, capacity, safety, and service adjustments. Department leaders execute assigned controls and report deviations immediately.

WHEN USED

At the end of the applicable service, event, route, shift, equipment cycle, or temporary operation, before the responsible employee is released.

MATERIALS / INFORMATION

• Event or demand forecast and staffing plan

• Capacity, seating, queue, production, and staging plan

• Weather/site monitoring resources when applicable

• Communication devices and emergency contacts

• Event closeout, variance, and incident records

CRITICAL STANDARDS

• Capacity, staffing, production, guest flow, and safety controls are set before the surge begins.

• Weather, crowd, group, and special-access risks are actively monitored rather than treated as normal-volume conditions.

• Managers reduce menu, seating, service scope, or operating area before demand exceeds safe control.

• Event changes and post-event lessons are documented for the next comparable event.

PROCEDURE

1. Confirm the current approved scope for late-night special event closeout, including date/time, location, guest count or demand assumption, responsible leader, and special commitments.

2. Review staffing, production, equipment, transport/site, payment, guest-access, safety, and food-safety requirements; assign an owner to each critical control.

3. Inspect the required area, equipment, supplies, communication method, and backup resources before product or guests arrive.

4. Stage and label materials in the sequence they will be used; separate guest-specific, event-specific, allergen, payment, and high-risk items as applicable.

5. Execute late-night special event closeout using the current event/service plan and verify critical handoffs before proceeding to the next phase.

6. Monitor volume, staffing, timing, food condition, guest flow, and safety; record exceptions and adjust before control is lost.

7. Escalate shortages, unsafe conditions, late changes, quality failures, or guest commitments the team cannot meet to the event manager immediately.

8. Complete the guest/client or internal handoff, confirm unresolved items, and document any approved change to the original plan.

9. Reconcile product, equipment, payments, damage, waste, incidents, and outstanding follow-up; clean and restore the work/site area.

10. The accountable manager reviews the record, closes open issues, and captures lessons that should change the next comparable event.

MANAGER VERIFICATION

■ Late-Night Special Event Closeout was performed under the current approved restaurant procedure.

■ Required people, equipment, utilities, product, approvals, and records were verified before release or continued operation.

■ Critical readings, identities, handoffs, exceptions, or other evidence required by this procedure were recorded.

■ Unsafe, out-of-standard, unidentified, or undocumented conditions were held, stopped, or escalated instead of informally accepted.

■ Corrective actions and product/equipment/guest/employee disposition were completed and documented when required.

■ The accountable manager or program owner completed final verification and assigned unresolved follow-up.

COMMON MISTAKES

• Using an old, generic, or remembered procedure instead of the current approved specialty-operation standard.

• Starting before required permits, approvals, trained people, utilities, equipment, labels, or records are ready.

• Failing to document actual conditions, readings, identities, handoffs, or deviations at the time they occur.

• Continuing service or releasing product/equipment when a required control cannot be verified.

• Treating a vendor, platform, event organizer, sister unit, or outside agency as responsible for controls that still belong to the restaurant.

• Closing the activity without manager verification, record completion, cleanup/restoration, and follow-up ownership.

CUSTOMIZATION FIELDS

Primary owner / person in charge for this procedure: _____

Applicable permit, regulatory, certification, manufacturer, event, or company requirement: _____

Approved equipment, vendor, system, site, or product specifications: _____

Restaurant-specific critical limit, service target, frequency, or acceptance criterion: _____

Required log, checklist, tag, record, photo, or other evidence: _____

Escalation contact and stop-work / hold / closure authority: _____

REVISION CONTROL

Record future changes in the restaurant master SOP index, retain required evidence, and retrain affected employees whenever the approved process, equipment, authority requirement, or responsibility changes.

New Unit Pre-Opening Operational Readiness SOP

PURPOSE

To establish a controlled, repeatable, and verifiable process for new unit pre-opening operational readiness so specialty operations do not depend on improvisation, undocumented exceptions, or unassigned responsibility.

APPLIES TO

Owners, regional leaders, general managers, opening teams, temporary managers, trainers, auditors, and unit leaders.

RESPONSIBILITY

The designated regional or ownership authority defines decision rights and approves exceptions. Unit managers execute the current controlled standard and document deviations or temporary authority.

WHEN USED

Before the applicable operation, service period, event, route, batch, opening, or equipment use, and again after any material condition changes.

MATERIALS / INFORMATION

• Current controlled SOP/index and deployment record

• Opening, handoff, or transition checklist

• Authority matrix and escalation contacts

• Audit/calibration forms and exception record

• Training, acknowledgment, and implementation evidence

CRITICAL STANDARDS

• Every unit can identify the current approved version of a standard and who may authorize exceptions.

• Temporary leadership authority is written, time-bounded, and communicated before decisions are delegated.

• New or acquired units do not claim readiness until critical people, systems, records, food-safety, cash, facility, and opening controls are verified.

• Cross-unit audits use the same definitions and evidence standards so results are comparable.

PROCEDURE

1. Define the scope, effective date, accountable leader, participating units, and decision authority for new unit pre-opening operational readiness.

2. Verify the current controlled standard, version, required forms, training evidence, system dependencies, and any legal/permit constraints before implementation.

3. Document temporary or permanent authority, exceptions, transition risks, unresolved liabilities, and escalation paths in writing.

4. Brief affected managers and employees on what changes, what does not change, who owns decisions, and what evidence proves adoption.

5. Execute new unit pre-opening operational readiness according to the approved deployment/transition plan and prevent local workarounds from silently replacing the controlled standard.

6. Verify implementation through records, observation, audit evidence, training sign-off, and manager acknowledgment—not verbal assurance alone.

7. Log exceptions and require the authorized owner to approve, time-limit, and review any deviation from the system standard.

8. Calibrate findings across units/leaders so identical conditions are scored and corrected consistently.

9. Close transition/opening/coverage actions with evidence and transfer unresolved items to the named owner and due date.

10. The regional/ownership authority records the final decision and updates controlled standards or support resources when the transition reveals a systemic gap.

MANAGER VERIFICATION

■ New Unit Pre-Opening Operational Readiness was performed under the current approved restaurant procedure.

■ Required people, equipment, utilities, product, approvals, and records were verified before release or continued operation.

■ Critical readings, identities, handoffs, exceptions, or other evidence required by this procedure were recorded.

■ Unsafe, out-of-standard, unidentified, or undocumented conditions were held, stopped, or escalated instead of informally accepted.

■ Corrective actions and product/equipment/guest/employee disposition were completed and documented when required.

■ The accountable manager or program owner completed final verification and assigned unresolved follow-up.

COMMON MISTAKES

• Using an old, generic, or remembered procedure instead of the current approved specialty-operation standard.

• Starting before required permits, approvals, trained people, utilities, equipment, labels, or records are ready.

• Failing to document actual conditions, readings, identities, handoffs, or deviations at the time they occur.

• Continuing service or releasing product/equipment when a required control cannot be verified.

• Treating a vendor, platform, event organizer, sister unit, or outside agency as responsible for controls that still belong to the restaurant.

• Closing the activity without manager verification, record completion, cleanup/restoration, and follow-up ownership.

CUSTOMIZATION FIELDS

Primary owner / person in charge for this procedure: _____

Applicable permit, regulatory, certification, manufacturer, event, or company requirement: _____

Approved equipment, vendor, system, site, or product specifications: _____

Restaurant-specific critical limit, service target, frequency, or acceptance criterion: _____

Required log, checklist, tag, record, photo, or other evidence: _____

Escalation contact and stop-work / hold / closure authority: _____

REVISION CONTROL

Record future changes in the restaurant master SOP index, retain required evidence, and retrain affected employees whenever the approved process, equipment, authority requirement, or responsibility changes.

New Unit Soft Opening Control SOP

PURPOSE

To establish a controlled, repeatable, and verifiable process for new unit soft opening control so specialty operations do not depend on improvisation, undocumented exceptions, or unassigned responsibility.

APPLIES TO

Owners, regional leaders, general managers, opening teams, temporary managers, trainers, auditors, and unit leaders.

RESPONSIBILITY

The designated regional or ownership authority defines decision rights and approves exceptions. Unit managers execute the current controlled standard and document deviations or temporary authority.

WHEN USED

Before the applicable operation, service period, event, route, batch, opening, or equipment use, and again after any material condition changes.

MATERIALS / INFORMATION

- Current controlled SOP/index and deployment record
- Opening, handoff, or transition checklist
- Authority matrix and escalation contacts
- Audit/calibration forms and exception record
- Training, acknowledgment, and implementation evidence

CRITICAL STANDARDS

- Every unit can identify the current approved version of a standard and who may authorize exceptions.
- Temporary leadership authority is written, time-bounded, and communicated before decisions are delegated.
- New or acquired units do not claim readiness until critical people, systems, records, food-safety, cash, facility, and opening controls are verified.
- Cross-unit audits use the same definitions and evidence standards so results are comparable.

PROCEDURE

1. Define the scope, effective date, accountable leader, participating units, and decision authority for new unit soft opening control.
2. Verify the current controlled standard, version, required forms, training evidence, system dependencies, and any legal/permit constraints before implementation.
3. Document temporary or permanent authority, exceptions, transition risks, unresolved liabilities, and escalation paths in writing.
4. Brief affected managers and employees on what changes, what does not change, who owns decisions, and what evidence proves adoption.
5. Execute new unit soft opening control according to the approved deployment/transition plan and prevent local workarounds from silently replacing the controlled standard.
6. Verify implementation through records, observation, audit evidence, training sign-off, and manager acknowledgment—not verbal assurance alone.
7. Log exceptions and require the authorized owner to approve, time-limit, and review any deviation from the system standard.
8. Calibrate findings across units/leaders so identical conditions are scored and corrected consistently.
9. Close transition/opening/coverage actions with evidence and transfer unresolved items to the named owner and due date.
10. The regional/ownership authority records the final decision and updates controlled standards or support resources when the transition reveals a systemic gap.

MANAGER VERIFICATION

- ■ New Unit Soft Opening Control was performed under the current approved restaurant procedure.
- ■ Required people, equipment, utilities, product, approvals, and records were verified before release or continued operation.
- ■ Critical readings, identities, handoffs, exceptions, or other evidence required by this procedure were recorded.
- ■ Unsafe, out-of-standard, unidentified, or undocumented conditions were held, stopped, or escalated instead of informally accepted.

■ Corrective actions and product/equipment/guest/employee disposition were completed and documented when required.

■ The accountable manager or program owner completed final verification and assigned unresolved follow-up.

COMMON MISTAKES

• Using an old, generic, or remembered procedure instead of the current approved specialty-operation standard.

• Starting before required permits, approvals, trained people, utilities, equipment, labels, or records are ready.

• Failing to document actual conditions, readings, identities, handoffs, or deviations at the time they occur.

• Continuing service or releasing product/equipment when a required control cannot be verified.

• Treating a vendor, platform, event organizer, sister unit, or outside agency as responsible for controls that still belong to the restaurant.

• Closing the activity without manager verification, record completion, cleanup/restoration, and follow-up ownership.

CUSTOMIZATION FIELDS

Primary owner / person in charge for this procedure: _____

Applicable permit, regulatory, certification, manufacturer, event, or company requirement: _____

Approved equipment, vendor, system, site, or product specifications: _____

Restaurant-specific critical limit, service target, frequency, or acceptance criterion: _____

Required log, checklist, tag, record, photo, or other evidence: _____

Escalation contact and stop-work / hold / closure authority: _____

REVISION CONTROL

Record future changes in the restaurant master SOP index, retain required evidence, and retrain affected employees whenever the approved process, equipment, authority requirement, or responsibility changes.

New Unit Grand Opening Stabilization SOP

PURPOSE

To establish a controlled, repeatable, and verifiable process for new unit grand opening stabilization so specialty operations do not depend on improvisation, undocumented exceptions, or unassigned responsibility.

APPLIES TO

Owners, regional leaders, general managers, opening teams, temporary managers, trainers, auditors, and unit leaders.

RESPONSIBILITY

The designated regional or ownership authority defines decision rights and approves exceptions. Unit managers execute the current controlled standard and document deviations or temporary authority.

WHEN USED

Before the applicable operation, service period, event, route, batch, opening, or equipment use, and again after any material condition changes.

MATERIALS / INFORMATION

- Current controlled SOP/index and deployment record
- Opening, handoff, or transition checklist
- Authority matrix and escalation contacts
- Audit/calibration forms and exception record
- Training, acknowledgment, and implementation evidence

CRITICAL STANDARDS

- Every unit can identify the current approved version of a standard and who may authorize exceptions.
- Temporary leadership authority is written, time-bounded, and communicated before decisions are delegated.
- New or acquired units do not claim readiness until critical people, systems, records, food-safety, cash, facility, and opening controls are verified.
- Cross-unit audits use the same definitions and evidence standards so results are comparable.

PROCEDURE

1. Define the scope, effective date, accountable leader, participating units, and decision authority for new unit grand opening stabilization.
2. Verify the current controlled standard, version, required forms, training evidence, system dependencies, and any legal/permit constraints before implementation.
3. Document temporary or permanent authority, exceptions, transition risks, unresolved liabilities, and escalation paths in writing.
4. Brief affected managers and employees on what changes, what does not change, who owns decisions, and what evidence proves adoption.
5. Execute new unit grand opening stabilization according to the approved deployment/transition plan and prevent local workarounds from silently replacing the controlled standard.
6. Verify implementation through records, observation, audit evidence, training sign-off, and manager acknowledgment—not verbal assurance alone.
7. Log exceptions and require the authorized owner to approve, time-limit, and review any deviation from the system standard.
8. Calibrate findings across units/leaders so identical conditions are scored and corrected consistently.
9. Close transition/opening/coverage actions with evidence and transfer unresolved items to the named owner and due date.
10. The regional/ownership authority records the final decision and updates controlled standards or support resources when the transition reveals a systemic gap.

MANAGER VERIFICATION

- ■ New Unit Grand Opening Stabilization was performed under the current approved restaurant procedure.
- ■ Required people, equipment, utilities, product, approvals, and records were verified before release or continued operation.
- ■ Critical readings, identities, handoffs, exceptions, or other evidence required by this procedure were recorded.
- ■ Unsafe, out-of-standard, unidentified, or undocumented conditions were held, stopped, or escalated instead of informally accepted.

■ Corrective actions and product/equipment/guest/employee disposition were completed and documented when required.

■ The accountable manager or program owner completed final verification and assigned unresolved follow-up.

COMMON MISTAKES

• Using an old, generic, or remembered procedure instead of the current approved specialty-operation standard.

• Starting before required permits, approvals, trained people, utilities, equipment, labels, or records are ready.

• Failing to document actual conditions, readings, identities, handoffs, or deviations at the time they occur.

• Continuing service or releasing product/equipment when a required control cannot be verified.

• Treating a vendor, platform, event organizer, sister unit, or outside agency as responsible for controls that still belong to the restaurant.

• Closing the activity without manager verification, record completion, cleanup/restoration, and follow-up ownership.

CUSTOMIZATION FIELDS

Primary owner / person in charge for this procedure: _____

Applicable permit, regulatory, certification, manufacturer, event, or company requirement: _____

Approved equipment, vendor, system, site, or product specifications: _____

Restaurant-specific critical limit, service target, frequency, or acceptance criterion: _____

Required log, checklist, tag, record, photo, or other evidence: _____

Escalation contact and stop-work / hold / closure authority: _____

REVISION CONTROL

Record future changes in the restaurant master SOP index, retain required evidence, and retrain affected employees whenever the approved process, equipment, authority requirement, or responsibility changes.

Temporary Manager Assignment and Authority SOP

PURPOSE

To establish a controlled, repeatable, and verifiable process for temporary manager assignment and authority so specialty operations do not depend on improvisation, undocumented exceptions, or unassigned responsibility.

APPLIES TO

Owners, regional leaders, general managers, opening teams, temporary managers, trainers, auditors, and unit leaders.

RESPONSIBILITY

The designated regional or ownership authority defines decision rights and approves exceptions. Unit managers execute the current controlled standard and document deviations or temporary authority.

WHEN USED

Whenever this specialty operation is performed and at each required monitoring, handoff, verification, or closeout point defined by the restaurant.

MATERIALS / INFORMATION

- Current controlled SOP/index and deployment record
- Opening, handoff, or transition checklist
- Authority matrix and escalation contacts
- Audit/calibration forms and exception record
- Training, acknowledgment, and implementation evidence

CRITICAL STANDARDS

- Every unit can identify the current approved version of a standard and who may authorize exceptions.
- Temporary leadership authority is written, time-bounded, and communicated before decisions are delegated.
- New or acquired units do not claim readiness until critical people, systems, records, food-safety, cash, facility, and opening controls are verified.
- Cross-unit audits use the same definitions and evidence standards so results are comparable.

PROCEDURE

1. Define the scope, effective date, accountable leader, participating units, and decision authority for temporary manager assignment and authority.
2. Verify the current controlled standard, version, required forms, training evidence, system dependencies, and any legal/permit constraints before implementation.
3. Document temporary or permanent authority, exceptions, transition risks, unresolved liabilities, and escalation paths in writing.
4. Brief affected managers and employees on what changes, what does not change, who owns decisions, and what evidence proves adoption.
5. Execute temporary manager assignment and authority according to the approved deployment/transition plan and prevent local workarounds from silently replacing the controlled standard.
6. Verify implementation through records, observation, audit evidence, training sign-off, and manager acknowledgment—not verbal assurance alone.
7. Log exceptions and require the authorized owner to approve, time-limit, and review any deviation from the system standard.
8. Calibrate findings across units/leaders so identical conditions are scored and corrected consistently.
9. Close transition/opening/coverage actions with evidence and transfer unresolved items to the named owner and due date.
10. The regional/ownership authority records the final decision and updates controlled standards or support resources when the transition reveals a systemic gap.

MANAGER VERIFICATION

- ■ Temporary Manager Assignment and Authority was performed under the current approved restaurant procedure.
- ■ Required people, equipment, utilities, product, approvals, and records were verified before release or continued operation.
- ■ Critical readings, identities, handoffs, exceptions, or other evidence required by this procedure were recorded.
- ■ Unsafe, out-of-standard, unidentified, or undocumented conditions were held, stopped, or escalated instead of informally accepted.

■ Corrective actions and product/equipment/guest/employee disposition were completed and documented when required.

■ The accountable manager or program owner completed final verification and assigned unresolved follow-up.

COMMON MISTAKES

• Using an old, generic, or remembered procedure instead of the current approved specialty-operation standard.

• Starting before required permits, approvals, trained people, utilities, equipment, labels, or records are ready.

• Failing to document actual conditions, readings, identities, handoffs, or deviations at the time they occur.

• Continuing service or releasing product/equipment when a required control cannot be verified.

• Treating a vendor, platform, event organizer, sister unit, or outside agency as responsible for controls that still belong to the restaurant.

• Closing the activity without manager verification, record completion, cleanup/restoration, and follow-up ownership.

CUSTOMIZATION FIELDS

Primary owner / person in charge for this procedure: _____

Applicable permit, regulatory, certification, manufacturer, event, or company requirement: _____

Approved equipment, vendor, system, site, or product specifications: _____

Restaurant-specific critical limit, service target, frequency, or acceptance criterion: _____

Required log, checklist, tag, record, photo, or other evidence: _____

Escalation contact and stop-work / hold / closure authority: _____

REVISION CONTROL

Record future changes in the restaurant master SOP index, retain required evidence, and retrain affected employees whenever the approved process, equipment, authority requirement, or responsibility changes.

Inter-Unit Manager Coverage Handoff SOP

PURPOSE

To establish a controlled, repeatable, and verifiable process for inter-unit manager coverage handoff so specialty operations do not depend on improvisation, undocumented exceptions, or unassigned responsibility.

APPLIES TO

Owners, regional leaders, general managers, opening teams, temporary managers, trainers, auditors, and unit leaders.

RESPONSIBILITY

The designated regional or ownership authority defines decision rights and approves exceptions. Unit managers execute the current controlled standard and document deviations or temporary authority.

WHEN USED

For every applicable receipt, transfer, pickup, release, or custody handoff, before the product/order is accepted or released.

MATERIALS / INFORMATION

• Current controlled SOP/index and deployment record

• Opening, handoff, or transition checklist

• Authority matrix and escalation contacts

• Audit/calibration forms and exception record

• Training, acknowledgment, and implementation evidence

CRITICAL STANDARDS

• Every unit can identify the current approved version of a standard and who may authorize exceptions.

• Temporary leadership authority is written, time-bounded, and communicated before decisions are delegated.

• New or acquired units do not claim readiness until critical people, systems, records, food-safety, cash, facility, and opening controls are verified.

• Cross-unit audits use the same definitions and evidence standards so results are comparable.

PROCEDURE

1. Define the scope, effective date, accountable leader, participating units, and decision authority for inter-unit manager coverage handoff.

2. Verify the current controlled standard, version, required forms, training evidence, system dependencies, and any legal/permit constraints before implementation.

3. Document temporary or permanent authority, exceptions, transition risks, unresolved liabilities, and escalation paths in writing.

4. Brief affected managers and employees on what changes, what does not change, who owns decisions, and what evidence proves adoption.

5. Execute inter-unit manager coverage handoff according to the approved deployment/transition plan and prevent local workarounds from silently replacing the controlled standard.

6. Verify implementation through records, observation, audit evidence, training sign-off, and manager acknowledgment—not verbal assurance alone.

7. Log exceptions and require the authorized owner to approve, time-limit, and review any deviation from the system standard.

8. Calibrate findings across units/leaders so identical conditions are scored and corrected consistently.

9. Close transition/opening/coverage actions with evidence and transfer unresolved items to the named owner and due date.

10. The regional/ownership authority records the final decision and updates controlled standards or support resources when the transition reveals a systemic gap.

MANAGER VERIFICATION

■ Inter-Unit Manager Coverage Handoff was performed under the current approved restaurant procedure.

■ Required people, equipment, utilities, product, approvals, and records were verified before release or continued operation.

■ Critical readings, identities, handoffs, exceptions, or other evidence required by this procedure were recorded.

■ Unsafe, out-of-standard, unidentified, or undocumented conditions were held, stopped, or escalated instead of informally accepted.

■ Corrective actions and product/equipment/guest/employee disposition were completed and documented when required.

■ The accountable manager or program owner completed final verification and assigned unresolved follow-up.

COMMON MISTAKES

• Using an old, generic, or remembered procedure instead of the current approved specialty-operation standard.

• Starting before required permits, approvals, trained people, utilities, equipment, labels, or records are ready.

• Failing to document actual conditions, readings, identities, handoffs, or deviations at the time they occur.

• Continuing service or releasing product/equipment when a required control cannot be verified.

• Treating a vendor, platform, event organizer, sister unit, or outside agency as responsible for controls that still belong to the restaurant.

• Closing the activity without manager verification, record completion, cleanup/restoration, and follow-up ownership.

CUSTOMIZATION FIELDS

Primary owner / person in charge for this procedure: _____

Applicable permit, regulatory, certification, manufacturer, event, or company requirement: _____

Approved equipment, vendor, system, site, or product specifications: _____

Restaurant-specific critical limit, service target, frequency, or acceptance criterion: _____

Required log, checklist, tag, record, photo, or other evidence: _____

Escalation contact and stop-work / hold / closure authority: _____

REVISION CONTROL

Record future changes in the restaurant master SOP index, retain required evidence, and retrain affected employees whenever the approved process, equipment, authority requirement, or responsibility changes.

Regional SOP Exception Approval SOP

PURPOSE

To establish a controlled, repeatable, and verifiable process for regional sop exception approval so specialty operations do not depend on improvisation, undocumented exceptions, or unassigned responsibility.

APPLIES TO

Owners, regional leaders, general managers, opening teams, temporary managers, trainers, auditors, and unit leaders.

RESPONSIBILITY

The designated regional or ownership authority defines decision rights and approves exceptions. Unit managers execute the current controlled standard and document deviations or temporary authority.

WHEN USED

Whenever this specialty operation is performed and at each required monitoring, handoff, verification, or closeout point defined by the restaurant.

MATERIALS / INFORMATION

- Current controlled SOP/index and deployment record
- Opening, handoff, or transition checklist
- Authority matrix and escalation contacts
- Audit/calibration forms and exception record
- Training, acknowledgment, and implementation evidence

CRITICAL STANDARDS

- Every unit can identify the current approved version of a standard and who may authorize exceptions.
- Temporary leadership authority is written, time-bounded, and communicated before decisions are delegated.
- New or acquired units do not claim readiness until critical people, systems, records, food-safety, cash, facility, and opening controls are verified.
- Cross-unit audits use the same definitions and evidence standards so results are comparable.

PROCEDURE

1. Define the scope, effective date, accountable leader, participating units, and decision authority for regional sop exception approval.
2. Verify the current controlled standard, version, required forms, training evidence, system dependencies, and any legal/permit constraints before implementation.
3. Document temporary or permanent authority, exceptions, transition risks, unresolved liabilities, and escalation paths in writing.
4. Brief affected managers and employees on what changes, what does not change, who owns decisions, and what evidence proves adoption.
5. Execute regional sop exception approval according to the approved deployment/transition plan and prevent local workarounds from silently replacing the controlled standard.
6. Verify implementation through records, observation, audit evidence, training sign-off, and manager acknowledgment—not verbal assurance alone.
7. Log exceptions and require the authorized owner to approve, time-limit, and review any deviation from the system standard.
8. Calibrate findings across units/leaders so identical conditions are scored and corrected consistently.
9. Close transition/opening/coverage actions with evidence and transfer unresolved items to the named owner and due date.
10. The regional/ownership authority records the final decision and updates controlled standards or support resources when the transition reveals a systemic gap.

MANAGER VERIFICATION

- ■ Regional SOP Exception Approval was performed under the current approved restaurant procedure.
- ■ Required people, equipment, utilities, product, approvals, and records were verified before release or continued operation.
- ■ Critical readings, identities, handoffs, exceptions, or other evidence required by this procedure were recorded.
- ■ Unsafe, out-of-standard, unidentified, or undocumented conditions were held, stopped, or escalated instead of informally accepted.

■ Corrective actions and product/equipment/guest/employee disposition were completed and documented when required.

■ The accountable manager or program owner completed final verification and assigned unresolved follow-up.

COMMON MISTAKES

• Using an old, generic, or remembered procedure instead of the current approved specialty-operation standard.

• Starting before required permits, approvals, trained people, utilities, equipment, labels, or records are ready.

• Failing to document actual conditions, readings, identities, handoffs, or deviations at the time they occur.

• Continuing service or releasing product/equipment when a required control cannot be verified.

• Treating a vendor, platform, event organizer, sister unit, or outside agency as responsible for controls that still belong to the restaurant.

• Closing the activity without manager verification, record completion, cleanup/restoration, and follow-up ownership.

CUSTOMIZATION FIELDS

Primary owner / person in charge for this procedure: _____

Applicable permit, regulatory, certification, manufacturer, event, or company requirement: _____

Approved equipment, vendor, system, site, or product specifications: _____

Restaurant-specific critical limit, service target, frequency, or acceptance criterion: _____

Required log, checklist, tag, record, photo, or other evidence: _____

Escalation contact and stop-work / hold / closure authority: _____

REVISION CONTROL

Record future changes in the restaurant master SOP index, retain required evidence, and retrain affected employees whenever the approved process, equipment, authority requirement, or responsibility changes.

Multi-Unit SOP Version Deployment SOP

PURPOSE

To establish a controlled, repeatable, and verifiable process for multi-unit sop version deployment so specialty operations do not depend on improvisation, undocumented exceptions, or unassigned responsibility.

APPLIES TO

Owners, regional leaders, general managers, opening teams, temporary managers, trainers, auditors, and unit leaders.

RESPONSIBILITY

The designated regional or ownership authority defines decision rights and approves exceptions. Unit managers execute the current controlled standard and document deviations or temporary authority.

WHEN USED

Whenever this specialty operation is performed and at each required monitoring, handoff, verification, or closeout point defined by the restaurant.

MATERIALS / INFORMATION

- Current controlled SOP/index and deployment record
- Opening, handoff, or transition checklist
- Authority matrix and escalation contacts
- Audit/calibration forms and exception record
- Training, acknowledgment, and implementation evidence

CRITICAL STANDARDS

- Every unit can identify the current approved version of a standard and who may authorize exceptions.
- Temporary leadership authority is written, time-bounded, and communicated before decisions are delegated.
- New or acquired units do not claim readiness until critical people, systems, records, food-safety, cash, facility, and opening controls are verified.
- Cross-unit audits use the same definitions and evidence standards so results are comparable.

PROCEDURE

1. Define the scope, effective date, accountable leader, participating units, and decision authority for multi-unit sop version deployment.
2. Verify the current controlled standard, version, required forms, training evidence, system dependencies, and any legal/permit constraints before implementation.
3. Document temporary or permanent authority, exceptions, transition risks, unresolved liabilities, and escalation paths in writing.
4. Brief affected managers and employees on what changes, what does not change, who owns decisions, and what evidence proves adoption.
5. Execute multi-unit sop version deployment according to the approved deployment/transition plan and prevent local workarounds from silently replacing the controlled standard.
6. Verify implementation through records, observation, audit evidence, training sign-off, and manager acknowledgment—not verbal assurance alone.
7. Log exceptions and require the authorized owner to approve, time-limit, and review any deviation from the system standard.
8. Calibrate findings across units/leaders so identical conditions are scored and corrected consistently.
9. Close transition/opening/coverage actions with evidence and transfer unresolved items to the named owner and due date.
10. The regional/ownership authority records the final decision and updates controlled standards or support resources when the transition reveals a systemic gap.

MANAGER VERIFICATION

- ■ Multi-Unit SOP Version Deployment was performed under the current approved restaurant procedure.
- ■ Required people, equipment, utilities, product, approvals, and records were verified before release or continued operation.
- ■ Critical readings, identities, handoffs, exceptions, or other evidence required by this procedure were recorded.
- ■ Unsafe, out-of-standard, unidentified, or undocumented conditions were held, stopped, or escalated instead of informally accepted.

■ Corrective actions and product/equipment/guest/employee disposition were completed and documented when required.

■ The accountable manager or program owner completed final verification and assigned unresolved follow-up.

COMMON MISTAKES

• Using an old, generic, or remembered procedure instead of the current approved specialty-operation standard.

• Starting before required permits, approvals, trained people, utilities, equipment, labels, or records are ready.

• Failing to document actual conditions, readings, identities, handoffs, or deviations at the time they occur.

• Continuing service or releasing product/equipment when a required control cannot be verified.

• Treating a vendor, platform, event organizer, sister unit, or outside agency as responsible for controls that still belong to the restaurant.

• Closing the activity without manager verification, record completion, cleanup/restoration, and follow-up ownership.

CUSTOMIZATION FIELDS

Primary owner / person in charge for this procedure: _____

Applicable permit, regulatory, certification, manufacturer, event, or company requirement: _____

Approved equipment, vendor, system, site, or product specifications: _____

Restaurant-specific critical limit, service target, frequency, or acceptance criterion: _____

Required log, checklist, tag, record, photo, or other evidence: _____

Escalation contact and stop-work / hold / closure authority: _____

REVISION CONTROL

Record future changes in the restaurant master SOP index, retain required evidence, and retrain affected employees whenever the approved process, equipment, authority requirement, or responsibility changes.

Cross-Unit Audit Calibration SOP

PURPOSE

To establish a controlled, repeatable, and verifiable process for cross-unit audit calibration so specialty operations do not depend on improvisation, undocumented exceptions, or unassigned responsibility.

APPLIES TO

Owners, regional leaders, general managers, opening teams, temporary managers, trainers, auditors, and unit leaders.

RESPONSIBILITY

The designated regional or ownership authority defines decision rights and approves exceptions. Unit managers execute the current controlled standard and document deviations or temporary authority.

WHEN USED

Whenever this specialty operation is performed and at each required monitoring, handoff, verification, or closeout point defined by the restaurant.

MATERIALS / INFORMATION

- Current controlled SOP/index and deployment record
- Opening, handoff, or transition checklist
- Authority matrix and escalation contacts
- Audit/calibration forms and exception record
- Training, acknowledgment, and implementation evidence

CRITICAL STANDARDS

- Every unit can identify the current approved version of a standard and who may authorize exceptions.
- Temporary leadership authority is written, time-bounded, and communicated before decisions are delegated.
- New or acquired units do not claim readiness until critical people, systems, records, food-safety, cash, facility, and opening controls are verified.
- Cross-unit audits use the same definitions and evidence standards so results are comparable.

PROCEDURE

1. Define the scope, effective date, accountable leader, participating units, and decision authority for cross-unit audit calibration.
2. Verify the current controlled standard, version, required forms, training evidence, system dependencies, and any legal/permit constraints before implementation.
3. Document temporary or permanent authority, exceptions, transition risks, unresolved liabilities, and escalation paths in writing.
4. Brief affected managers and employees on what changes, what does not change, who owns decisions, and what evidence proves adoption.
5. Execute cross-unit audit calibration according to the approved deployment/transition plan and prevent local workarounds from silently replacing the controlled standard.
6. Verify implementation through records, observation, audit evidence, training sign-off, and manager acknowledgment—not verbal assurance alone.
7. Log exceptions and require the authorized owner to approve, time-limit, and review any deviation from the system standard.
8. Calibrate findings across units/leaders so identical conditions are scored and corrected consistently.
9. Close transition/opening/coverage actions with evidence and transfer unresolved items to the named owner and due date.
10. The regional/ownership authority records the final decision and updates controlled standards or support resources when the transition reveals a systemic gap.

MANAGER VERIFICATION

- ■ Cross-Unit Audit Calibration was performed under the current approved restaurant procedure.
- ■ Required people, equipment, utilities, product, approvals, and records were verified before release or continued operation.
- ■ Critical readings, identities, handoffs, exceptions, or other evidence required by this procedure were recorded.
- ■ Unsafe, out-of-standard, unidentified, or undocumented conditions were held, stopped, or escalated instead of informally accepted.

■ Corrective actions and product/equipment/guest/employee disposition were completed and documented when required.

■ The accountable manager or program owner completed final verification and assigned unresolved follow-up.

COMMON MISTAKES

• Using an old, generic, or remembered procedure instead of the current approved specialty-operation standard.

• Starting before required permits, approvals, trained people, utilities, equipment, labels, or records are ready.

• Failing to document actual conditions, readings, identities, handoffs, or deviations at the time they occur.

• Continuing service or releasing product/equipment when a required control cannot be verified.

• Treating a vendor, platform, event organizer, sister unit, or outside agency as responsible for controls that still belong to the restaurant.

• Closing the activity without manager verification, record completion, cleanup/restoration, and follow-up ownership.

CUSTOMIZATION FIELDS

Primary owner / person in charge for this procedure: _____

Applicable permit, regulatory, certification, manufacturer, event, or company requirement: _____

Approved equipment, vendor, system, site, or product specifications: _____

Restaurant-specific critical limit, service target, frequency, or acceptance criterion: _____

Required log, checklist, tag, record, photo, or other evidence: _____

Escalation contact and stop-work / hold / closure authority: _____

REVISION CONTROL

Record future changes in the restaurant master SOP index, retain required evidence, and retrain affected employees whenever the approved process, equipment, authority requirement, or responsibility changes.

Extended Unit Mothballing and Restart SOP

PURPOSE

To establish a controlled, repeatable, and verifiable process for extended unit mothballing and restart so specialty operations do not depend on improvisation, undocumented exceptions, or unassigned responsibility.

APPLIES TO

Owners, regional leaders, general managers, opening teams, temporary managers, trainers, auditors, and unit leaders.

RESPONSIBILITY

The designated regional or ownership authority defines decision rights and approves exceptions. Unit managers execute the current controlled standard and document deviations or temporary authority.

WHEN USED

Whenever this specialty operation is performed and at each required monitoring, handoff, verification, or closeout point defined by the restaurant.

MATERIALS / INFORMATION

• Current controlled SOP/index and deployment record

• Opening, handoff, or transition checklist

• Authority matrix and escalation contacts

• Audit/calibration forms and exception record

• Training, acknowledgment, and implementation evidence

CRITICAL STANDARDS

• Every unit can identify the current approved version of a standard and who may authorize exceptions.

• Temporary leadership authority is written, time-bounded, and communicated before decisions are delegated.

• New or acquired units do not claim readiness until critical people, systems, records, food-safety, cash, facility, and opening controls are verified.

• Cross-unit audits use the same definitions and evidence standards so results are comparable.

PROCEDURE

1. Define the scope, effective date, accountable leader, participating units, and decision authority for extended unit mothballing and restart.

2. Verify the current controlled standard, version, required forms, training evidence, system dependencies, and any legal/permit constraints before implementation.

3. Document temporary or permanent authority, exceptions, transition risks, unresolved liabilities, and escalation paths in writing.

4. Brief affected managers and employees on what changes, what does not change, who owns decisions, and what evidence proves adoption.

5. Execute extended unit mothballing and restart according to the approved deployment/transition plan and prevent local workarounds from silently replacing the controlled standard.

6. Verify implementation through records, observation, audit evidence, training sign-off, and manager acknowledgment—not verbal assurance alone.

7. Log exceptions and require the authorized owner to approve, time-limit, and review any deviation from the system standard.

8. Calibrate findings across units/leaders so identical conditions are scored and corrected consistently.

9. Close transition/opening/coverage actions with evidence and transfer unresolved items to the named owner and due date.

10. The regional/ownership authority records the final decision and updates controlled standards or support resources when the transition reveals a systemic gap.

MANAGER VERIFICATION

■ Extended Unit Mothballing and Restart was performed under the current approved restaurant procedure.

■ Required people, equipment, utilities, product, approvals, and records were verified before release or continued operation.

■ Critical readings, identities, handoffs, exceptions, or other evidence required by this procedure were recorded.

■ Unsafe, out-of-standard, unidentified, or undocumented conditions were held, stopped, or escalated instead of informally accepted.

■ Corrective actions and product/equipment/guest/employee disposition were completed and documented when required.

■ The accountable manager or program owner completed final verification and assigned unresolved follow-up.

COMMON MISTAKES

• Using an old, generic, or remembered procedure instead of the current approved specialty-operation standard.

• Starting before required permits, approvals, trained people, utilities, equipment, labels, or records are ready.

• Failing to document actual conditions, readings, identities, handoffs, or deviations at the time they occur.

• Continuing service or releasing product/equipment when a required control cannot be verified.

• Treating a vendor, platform, event organizer, sister unit, or outside agency as responsible for controls that still belong to the restaurant.

• Closing the activity without manager verification, record completion, cleanup/restoration, and follow-up ownership.

CUSTOMIZATION FIELDS

Primary owner / person in charge for this procedure: _____

Applicable permit, regulatory, certification, manufacturer, event, or company requirement: _____

Approved equipment, vendor, system, site, or product specifications: _____

Restaurant-specific critical limit, service target, frequency, or acceptance criterion: _____

Required log, checklist, tag, record, photo, or other evidence: _____

Escalation contact and stop-work / hold / closure authority: _____

REVISION CONTROL

Record future changes in the restaurant master SOP index, retain required evidence, and retrain affected employees whenever the approved process, equipment, authority requirement, or responsibility changes.

Store Acquisition and Management Transition SOP

PURPOSE

To establish a controlled, repeatable, and verifiable process for store acquisition and management transition so specialty operations do not depend on improvisation, undocumented exceptions, or unassigned responsibility.

APPLIES TO

Owners, regional leaders, general managers, opening teams, temporary managers, trainers, auditors, and unit leaders.

RESPONSIBILITY

The designated regional or ownership authority defines decision rights and approves exceptions. Unit managers execute the current controlled standard and document deviations or temporary authority.

WHEN USED

Whenever this specialty operation is performed and at each required monitoring, handoff, verification, or closeout point defined by the restaurant.

MATERIALS / INFORMATION

- Current controlled SOP/index and deployment record
- Opening, handoff, or transition checklist
- Authority matrix and escalation contacts
- Audit/calibration forms and exception record
- Training, acknowledgment, and implementation evidence

CRITICAL STANDARDS

- Every unit can identify the current approved version of a standard and who may authorize exceptions.
- Temporary leadership authority is written, time-bounded, and communicated before decisions are delegated.
- New or acquired units do not claim readiness until critical people, systems, records, food-safety, cash, facility, and opening controls are verified.
- Cross-unit audits use the same definitions and evidence standards so results are comparable.

PROCEDURE

1. Define the scope, effective date, accountable leader, participating units, and decision authority for store acquisition and management transition.
2. Verify the current controlled standard, version, required forms, training evidence, system dependencies, and any legal/permit constraints before implementation.
3. Document temporary or permanent authority, exceptions, transition risks, unresolved liabilities, and escalation paths in writing.
4. Brief affected managers and employees on what changes, what does not change, who owns decisions, and what evidence proves adoption.
5. Execute store acquisition and management transition according to the approved deployment/transition plan and prevent local workarounds from silently replacing the controlled standard.
6. Verify implementation through records, observation, audit evidence, training sign-off, and manager acknowledgment—not verbal assurance alone.
7. Log exceptions and require the authorized owner to approve, time-limit, and review any deviation from the system standard.
8. Calibrate findings across units/leaders so identical conditions are scored and corrected consistently.
9. Close transition/opening/coverage actions with evidence and transfer unresolved items to the named owner and due date.
10. The regional/ownership authority records the final decision and updates controlled standards or support resources when the transition reveals a systemic gap.

MANAGER VERIFICATION

- ■ Store Acquisition and Management Transition was performed under the current approved restaurant procedure.
- ■ Required people, equipment, utilities, product, approvals, and records were verified before release or continued operation.
- ■ Critical readings, identities, handoffs, exceptions, or other evidence required by this procedure were recorded.
- ■ Unsafe, out-of-standard, unidentified, or undocumented conditions were held, stopped, or escalated instead of informally accepted.

■ Corrective actions and product/equipment/guest/employee disposition were completed and documented when required.

■ The accountable manager or program owner completed final verification and assigned unresolved follow-up.

COMMON MISTAKES

• Using an old, generic, or remembered procedure instead of the current approved specialty-operation standard.

• Starting before required permits, approvals, trained people, utilities, equipment, labels, or records are ready.

• Failing to document actual conditions, readings, identities, handoffs, or deviations at the time they occur.

• Continuing service or releasing product/equipment when a required control cannot be verified.

• Treating a vendor, platform, event organizer, sister unit, or outside agency as responsible for controls that still belong to the restaurant.

• Closing the activity without manager verification, record completion, cleanup/restoration, and follow-up ownership.

CUSTOMIZATION FIELDS

Primary owner / person in charge for this procedure: _____

Applicable permit, regulatory, certification, manufacturer, event, or company requirement: _____

Approved equipment, vendor, system, site, or product specifications: _____

Restaurant-specific critical limit, service target, frequency, or acceptance criterion: _____

Required log, checklist, tag, record, photo, or other evidence: _____

Escalation contact and stop-work / hold / closure authority: _____

REVISION CONTROL

Record future changes in the restaurant master SOP index, retain required evidence, and retrain affected employees whenever the approved process, equipment, authority requirement, or responsibility changes.

Online Ordering Menu Sync Verification SOP

PURPOSE

To establish a controlled, repeatable, and verifiable process for online ordering menu sync verification so specialty operations do not depend on improvisation, undocumented exceptions, or unassigned responsibility.

APPLIES TO

Managers, POS/digital-ordering administrators, authorized technology support, cash-control leaders, and employees using restaurant technology.

RESPONSIBILITY

The designated system owner controls access, approved configuration, backups, incident escalation, and restoration. Employees use only authorized accounts/devices and immediately report suspicious activity or failure.

WHEN USED

Whenever this specialty operation is performed and at each required monitoring, handoff, verification, or closeout point defined by the restaurant.

MATERIALS / INFORMATION

• Current system inventory and authorized-access list

• Vendor support and incident contacts

• Backup/offline procedures and critical paper forms

• Change, outage, incident, and restoration log

• Approved security, network, payment, and device-inspection guidance

CRITICAL STANDARDS

• Access is limited to authorized users and shared credentials are avoided where the system supports individual accounts.

• Operational and guest networks, payment systems, backups, and connected equipment follow current vendor/company security controls.

• Suspected payment-device tampering or data compromise triggers immediate stop-use, preservation of evidence, and escalation to the appropriate payment/vendor/security contacts.

• Restoration is verified before normal dependence resumes, and critical records remain available through an approved offline method.

PROCEDURE

1. Identify the system/device/data involved in online ordering menu sync verification, its business owner, authorized users, vendor/support contact, and approved fallback method.

2. Confirm current access rights, device inventory, network/payment boundaries, backup status, support credentials, and required incident records before making changes.

3. Inspect devices/connections for unexpected changes, tampering, unsupported software, alarms, failed synchronization, or other signs of compromise or loss of control.

4. Execute online ordering menu sync verification using only approved accounts, devices, settings, networks, storage locations, and vendor/company procedures.

5. Protect credentials and payment/guest/employee data; do not share passwords, disable security controls, or move protected data into unapproved personal tools.

6. Record outage/change/inspection time, affected systems, observed condition, actions taken, vendor/ticket information, and any data or operational impact.

7. On suspected tampering, breach, unauthorized access, or unexplained data loss, stop the affected activity as appropriate and preserve evidence for the authorized incident owner.

8. Activate the approved offline/manual backup process so critical operations and records continue without bypassing required cash, food-safety, or authorization controls.

9. Restore or reconnect only after the system owner verifies configuration, security, data integrity/synchronization, and required tests.

10. Close the incident/change record, rotate or revoke access if required, verify backups, and document prevention actions for recurring failures.

MANAGER VERIFICATION

■ Online Ordering Menu Sync Verification was performed under the current approved restaurant procedure.

■ Required people, equipment, utilities, product, approvals, and records were verified before release or continued operation.

■ Critical readings, identities, handoffs, exceptions, or other evidence required by this procedure were recorded.

■ Unsafe, out-of-standard, unidentified, or undocumented conditions were held, stopped, or escalated instead of informally accepted.

■ Corrective actions and product/equipment/guest/employee disposition were completed and documented when required.

■ The accountable manager or program owner completed final verification and assigned unresolved follow-up.

COMMON MISTAKES

• Using an old, generic, or remembered procedure instead of the current approved specialty-operation standard.

• Starting before required permits, approvals, trained people, utilities, equipment, labels, or records are ready.

• Failing to document actual conditions, readings, identities, handoffs, or deviations at the time they occur.

• Continuing service or releasing product/equipment when a required control cannot be verified.

• Treating a vendor, platform, event organizer, sister unit, or outside agency as responsible for controls that still belong to the restaurant.

• Closing the activity without manager verification, record completion, cleanup/restoration, and follow-up ownership.

CUSTOMIZATION FIELDS

Primary owner / person in charge for this procedure: _____

Applicable permit, regulatory, certification, manufacturer, event, or company requirement: _____

Approved equipment, vendor, system, site, or product specifications: _____

Restaurant-specific critical limit, service target, frequency, or acceptance criterion: _____

Required log, checklist, tag, record, photo, or other evidence: _____

Escalation contact and stop-work / hold / closure authority: _____

REVISION CONTROL

Record future changes in the restaurant master SOP index, retain required evidence, and retrain affected employees whenever the approved process, equipment, authority requirement, or responsibility changes.

QR Ordering Failure Backup SOP

PURPOSE

To establish a controlled, repeatable, and verifiable process for qr ordering failure backup so specialty operations do not depend on improvisation, undocumented exceptions, or unassigned responsibility.

APPLIES TO

Managers, POS/digital-ordering administrators, authorized technology support, cash-control leaders, and employees using restaurant technology.

RESPONSIBILITY

The designated system owner controls access, approved configuration, backups, incident escalation, and restoration. Employees use only authorized accounts/devices and immediately report suspicious activity or failure.

WHEN USED

Immediately when the condition is suspected or confirmed, and continuously until the manager documents safe stabilization, recovery, or closure.

MATERIALS / INFORMATION

• Current system inventory and authorized-access list

• Vendor support and incident contacts

• Backup/offline procedures and critical paper forms

• Change, outage, incident, and restoration log

• Approved security, network, payment, and device-inspection guidance

CRITICAL STANDARDS

• Access is limited to authorized users and shared credentials are avoided where the system supports individual accounts.

• Operational and guest networks, payment systems, backups, and connected equipment follow current vendor/company security controls.

• Suspected payment-device tampering or data compromise triggers immediate stop-use, preservation of evidence, and escalation to the appropriate payment/vendor/security contacts.

• Restoration is verified before normal dependence resumes, and critical records remain available through an approved offline method.

PROCEDURE

1. Identify the system/device/data involved in qr ordering failure backup, its business owner, authorized users, vendor/support contact, and approved fallback method.

2. Confirm current access rights, device inventory, network/payment boundaries, backup status, support credentials, and required incident records before making changes.

3. Inspect devices/connections for unexpected changes, tampering, unsupported software, alarms, failed synchronization, or other signs of compromise or loss of control.

4. Execute qr ordering failure backup using only approved accounts, devices, settings, networks, storage locations, and vendor/company procedures.

5. Protect credentials and payment/guest/employee data; do not share passwords, disable security controls, or move protected data into unapproved personal tools.

6. Record outage/change/inspection time, affected systems, observed condition, actions taken, vendor/ticket information, and any data or operational impact.

7. On suspected tampering, breach, unauthorized access, or unexplained data loss, stop the affected activity as appropriate and preserve evidence for the authorized incident owner.

8. Activate the approved offline/manual backup process so critical operations and records continue without bypassing required cash, food-safety, or authorization controls.

9. Restore or reconnect only after the system owner verifies configuration, security, data integrity/synchronization, and required tests.

10. Close the incident/change record, rotate or revoke access if required, verify backups, and document prevention actions for recurring failures.

MANAGER VERIFICATION

■ QR Ordering Failure Backup was performed under the current approved restaurant procedure.

■ Required people, equipment, utilities, product, approvals, and records were verified before release or continued operation.

■ Critical readings, identities, handoffs, exceptions, or other evidence required by this procedure were recorded.

■ Unsafe, out-of-standard, unidentified, or undocumented conditions were held, stopped, or escalated instead of informally accepted.

■ Corrective actions and product/equipment/guest/employee disposition were completed and documented when required.

■ The accountable manager or program owner completed final verification and assigned unresolved follow-up.

COMMON MISTAKES

• Using an old, generic, or remembered procedure instead of the current approved specialty-operation standard.

• Starting before required permits, approvals, trained people, utilities, equipment, labels, or records are ready.

• Failing to document actual conditions, readings, identities, handoffs, or deviations at the time they occur.

• Continuing service or releasing product/equipment when a required control cannot be verified.

• Treating a vendor, platform, event organizer, sister unit, or outside agency as responsible for controls that still belong to the restaurant.

• Closing the activity without manager verification, record completion, cleanup/restoration, and follow-up ownership.

CUSTOMIZATION FIELDS

Primary owner / person in charge for this procedure: _____

Applicable permit, regulatory, certification, manufacturer, event, or company requirement: _____

Approved equipment, vendor, system, site, or product specifications: _____

Restaurant-specific critical limit, service target, frequency, or acceptance criterion: _____

Required log, checklist, tag, record, photo, or other evidence: _____

Escalation contact and stop-work / hold / closure authority: _____

REVISION CONTROL

Record future changes in the restaurant master SOP index, retain required evidence, and retrain affected employees whenever the approved process, equipment, authority requirement, or responsibility changes.

Delivery Marketplace Credential and Access Control SOP

PURPOSE

To establish a controlled, repeatable, and verifiable process for delivery marketplace credential and access control so specialty operations do not depend on improvisation, undocumented exceptions, or unassigned responsibility.

APPLIES TO

Managers, POS/digital-ordering administrators, authorized technology support, cash-control leaders, and employees using restaurant technology.

RESPONSIBILITY

The designated system owner controls access, approved configuration, backups, incident escalation, and restoration. Employees use only authorized accounts/devices and immediately report suspicious activity or failure.

WHEN USED

Whenever this specialty operation is performed and at each required monitoring, handoff, verification, or closeout point defined by the restaurant.

MATERIALS / INFORMATION

• Current system inventory and authorized-access list

• Vendor support and incident contacts

• Backup/offline procedures and critical paper forms

• Change, outage, incident, and restoration log

• Approved security, network, payment, and device-inspection guidance

• Approved access-control, backup, recovery, and cybersecurity procedures

CRITICAL STANDARDS

• Access is limited to authorized users and shared credentials are avoided where the system supports individual accounts.

• Operational and guest networks, payment systems, backups, and connected equipment follow current vendor/company security controls.

• Suspected payment-device tampering or data compromise triggers immediate stop-use, preservation of evidence, and escalation to the appropriate payment/vendor/security contacts.

• Restoration is verified before normal dependence resumes, and critical records remain available through an approved offline method.

PROCEDURE

1. Identify the system/device/data involved in delivery marketplace credential and access control, its business owner, authorized users, vendor/support contact, and approved fallback method.

2. Confirm current access rights, device inventory, network/payment boundaries, backup status, support credentials, and required incident records before making changes.

3. Inspect devices/connections for unexpected changes, tampering, unsupported software, alarms, failed synchronization, or other signs of compromise or loss of control.

4. Execute delivery marketplace credential and access control using only approved accounts, devices, settings, networks, storage locations, and vendor/company procedures.

5. Protect credentials and payment/guest/employee data; do not share passwords, disable security controls, or move protected data into unapproved personal tools.

6. Record outage/change/inspection time, affected systems, observed condition, actions taken, vendor/ticket information, and any data or operational impact.

7. On suspected tampering, breach, unauthorized access, or unexplained data loss, stop the affected activity as appropriate and preserve evidence for the authorized incident owner.

8. Activate the approved offline/manual backup process so critical operations and records continue without bypassing required cash, food-safety, or authorization controls.

9. Restore or reconnect only after the system owner verifies configuration, security, data integrity/synchronization, and required tests.

10. Close the incident/change record, rotate or revoke access if required, verify backups, and document prevention actions for recurring failures.

MANAGER VERIFICATION

■ Delivery Marketplace Credential and Access Control was performed under the current approved restaurant procedure.

■ Required people, equipment, utilities, product, approvals, and records were verified before release or continued operation.

■ Critical readings, identities, handoffs, exceptions, or other evidence required by this procedure were recorded.

■ Unsafe, out-of-standard, unidentified, or undocumented conditions were held, stopped, or escalated instead of informally accepted.

■ Corrective actions and product/equipment/guest/employee disposition were completed and documented when required.

■ The accountable manager or program owner completed final verification and assigned unresolved follow-up.

COMMON MISTAKES

• Using an old, generic, or remembered procedure instead of the current approved specialty-operation standard.

• Starting before required permits, approvals, trained people, utilities, equipment, labels, or records are ready.

• Failing to document actual conditions, readings, identities, handoffs, or deviations at the time they occur.

• Continuing service or releasing product/equipment when a required control cannot be verified.

• Treating a vendor, platform, event organizer, sister unit, or outside agency as responsible for controls that still belong to the restaurant.

• Closing the activity without manager verification, record completion, cleanup/restoration, and follow-up ownership.

CUSTOMIZATION FIELDS

Primary owner / person in charge for this procedure: _____

Applicable permit, regulatory, certification, manufacturer, event, or company requirement: _____

Approved equipment, vendor, system, site, or product specifications: _____

Restaurant-specific critical limit, service target, frequency, or acceptance criterion: _____

Required log, checklist, tag, record, photo, or other evidence: _____

Escalation contact and stop-work / hold / closure authority: _____

REVISION CONTROL

Record future changes in the restaurant master SOP index, retain required evidence, and retrain affected employees whenever the approved process, equipment, authority requirement, or responsibility changes.

Digital Gift Card Platform Outage SOP

PURPOSE

To establish a controlled, repeatable, and verifiable process for digital gift card platform outage so specialty operations do not depend on improvisation, undocumented exceptions, or unassigned responsibility.

APPLIES TO

Managers, POS/digital-ordering administrators, authorized technology support, cash-control leaders, and employees using restaurant technology.

RESPONSIBILITY

The designated system owner controls access, approved configuration, backups, incident escalation, and restoration. Employees use only authorized accounts/devices and immediately report suspicious activity or failure.

WHEN USED

Immediately when the condition is suspected or confirmed, and continuously until the manager documents safe stabilization, recovery, or closure.

MATERIALS / INFORMATION

• Current system inventory and authorized-access list

• Vendor support and incident contacts

• Backup/offline procedures and critical paper forms

• Change, outage, incident, and restoration log

• Approved security, network, payment, and device-inspection guidance

• Current payment-provider and PCI security guidance

CRITICAL STANDARDS

• Access is limited to authorized users and shared credentials are avoided where the system supports individual accounts.

• Operational and guest networks, payment systems, backups, and connected equipment follow current vendor/company security controls.

• Suspected payment-device tampering or data compromise triggers immediate stop-use, preservation of evidence, and escalation to the appropriate payment/vendor/security contacts.

• Restoration is verified before normal dependence resumes, and critical records remain available through an approved offline method.

PROCEDURE

1. Identify the system/device/data involved in digital gift card platform outage, its business owner, authorized users, vendor/support contact, and approved fallback method.

2. Confirm current access rights, device inventory, network/payment boundaries, backup status, support credentials, and required incident records before making changes.

3. Inspect devices/connections for unexpected changes, tampering, unsupported software, alarms, failed synchronization, or other signs of compromise or loss of control.

4. Execute digital gift card platform outage using only approved accounts, devices, settings, networks, storage locations, and vendor/company procedures.

5. Protect credentials and payment/guest/employee data; do not share passwords, disable security controls, or move protected data into unapproved personal tools.

6. Record outage/change/inspection time, affected systems, observed condition, actions taken, vendor/ticket information, and any data or operational impact.

7. On suspected tampering, breach, unauthorized access, or unexplained data loss, stop the affected activity as appropriate and preserve evidence for the authorized incident owner.

8. Activate the approved offline/manual backup process so critical operations and records continue without bypassing required cash, food-safety, or authorization controls.

9. Restore or reconnect only after the system owner verifies configuration, security, data integrity/synchronization, and required tests.

10. Close the incident/change record, rotate or revoke access if required, verify backups, and document prevention actions for recurring failures.

MANAGER VERIFICATION

■ Digital Gift Card Platform Outage was performed under the current approved restaurant procedure.

■ Required people, equipment, utilities, product, approvals, and records were verified before release or continued operation.

■ Critical readings, identities, handoffs, exceptions, or other evidence required by this procedure were recorded.

■ Unsafe, out-of-standard, unidentified, or undocumented conditions were held, stopped, or escalated instead of informally accepted.

■ Corrective actions and product/equipment/guest/employee disposition were completed and documented when required.

■ The accountable manager or program owner completed final verification and assigned unresolved follow-up.

COMMON MISTAKES

• Using an old, generic, or remembered procedure instead of the current approved specialty-operation standard.

• Starting before required permits, approvals, trained people, utilities, equipment, labels, or records are ready.

• Failing to document actual conditions, readings, identities, handoffs, or deviations at the time they occur.

• Continuing service or releasing product/equipment when a required control cannot be verified.

• Treating a vendor, platform, event organizer, sister unit, or outside agency as responsible for controls that still belong to the restaurant.

• Closing the activity without manager verification, record completion, cleanup/restoration, and follow-up ownership.

CUSTOMIZATION FIELDS

Primary owner / person in charge for this procedure: _____

Applicable permit, regulatory, certification, manufacturer, event, or company requirement: _____

Approved equipment, vendor, system, site, or product specifications: _____

Restaurant-specific critical limit, service target, frequency, or acceptance criterion: _____

Required log, checklist, tag, record, photo, or other evidence: _____

Escalation contact and stop-work / hold / closure authority: _____

REVISION CONTROL

Record future changes in the restaurant master SOP index, retain required evidence, and retrain affected employees whenever the approved process, equipment, authority requirement, or responsibility changes.

Payment Card Terminal Tamper Inspection SOP

PURPOSE

To establish a controlled, repeatable, and verifiable process for payment card terminal tamper inspection so specialty operations do not depend on improvisation, undocumented exceptions, or unassigned responsibility.

APPLIES TO

Managers, POS/digital-ordering administrators, authorized technology support, cash-control leaders, and employees using restaurant technology.

RESPONSIBILITY

The designated system owner controls access, approved configuration, backups, incident escalation, and restoration. Employees use only authorized accounts/devices and immediately report suspicious activity or failure.

WHEN USED

Whenever this specialty operation is performed and at each required monitoring, handoff, verification, or closeout point defined by the restaurant.

MATERIALS / INFORMATION

• Current system inventory and authorized-access list

• Vendor support and incident contacts

• Backup/offline procedures and critical paper forms

• Change, outage, incident, and restoration log

• Approved security, network, payment, and device-inspection guidance

• Current payment-provider and PCI security guidance

CRITICAL STANDARDS

• Access is limited to authorized users and shared credentials are avoided where the system supports individual accounts.

• Operational and guest networks, payment systems, backups, and connected equipment follow current vendor/company security controls.

• Suspected payment-device tampering or data compromise triggers immediate stop-use, preservation of evidence, and escalation to the appropriate payment/vendor/security contacts.

• Restoration is verified before normal dependence resumes, and critical records remain available through an approved offline method.

• Payment devices are periodically inspected for tampering or substitution under the merchant’s current payment-security program; suspicious devices are removed from use and escalated.

PROCEDURE

1. Compare every card-present payment terminal to the current device inventory, location, expected appearance, serial/asset identifier, cabling, seals, and authorized configuration before accepting card transactions.

2. Confirm current access rights, device inventory, network/payment boundaries, backup status, support credentials, and required incident records before making changes.

3. Inspect devices/connections for unexpected changes, tampering, unsupported software, alarms, failed synchronization, or other signs of compromise or loss of control.

4. Execute payment card terminal tamper inspection using only approved accounts, devices, settings, networks, storage locations, and vendor/company procedures.

5. Protect credentials and payment/guest/employee data; do not share passwords, disable security controls, or move protected data into unapproved personal tools.

6. Record outage/change/inspection time, affected systems, observed condition, actions taken, vendor/ticket information, and any data or operational impact.

7. On suspected tampering, breach, unauthorized access, or unexplained data loss, stop the affected activity as appropriate and preserve evidence for the authorized incident owner.

8. Activate the approved offline/manual backup process so critical operations and records continue without bypassing required cash, food-safety, or authorization controls.

9. Restore or reconnect only after the system owner verifies configuration, security, data integrity/synchronization, and required tests.

10. Close the incident/change record, rotate or revoke access if required, verify backups, and document prevention actions for recurring failures.

MANAGER VERIFICATION

■ Payment Card Terminal Tamper Inspection was performed under the current approved restaurant procedure.

■ Required people, equipment, utilities, product, approvals, and records were verified before release or continued operation.

■ Critical readings, identities, handoffs, exceptions, or other evidence required by this procedure were recorded.

■ Unsafe, out-of-standard, unidentified, or undocumented conditions were held, stopped, or escalated instead of informally accepted.

■ Corrective actions and product/equipment/guest/employee disposition were completed and documented when required.

■ The accountable manager or program owner completed final verification and assigned unresolved follow-up.

COMMON MISTAKES

• Using an old, generic, or remembered procedure instead of the current approved specialty-operation standard.

• Starting before required permits, approvals, trained people, utilities, equipment, labels, or records are ready.

• Failing to document actual conditions, readings, identities, handoffs, or deviations at the time they occur.

• Continuing service or releasing product/equipment when a required control cannot be verified.

• Treating a vendor, platform, event organizer, sister unit, or outside agency as responsible for controls that still belong to the restaurant.

• Closing the activity without manager verification, record completion, cleanup/restoration, and follow-up ownership.

CUSTOMIZATION FIELDS

Primary owner / person in charge for this procedure: _____

Applicable permit, regulatory, certification, manufacturer, event, or company requirement: _____

Approved equipment, vendor, system, site, or product specifications: _____

Restaurant-specific critical limit, service target, frequency, or acceptance criterion: _____

Required log, checklist, tag, record, photo, or other evidence: _____

Escalation contact and stop-work / hold / closure authority: _____

REVISION CONTROL

Record future changes in the restaurant master SOP index, retain required evidence, and retrain affected employees whenever the approved process, equipment, authority requirement, or responsibility changes.

Suspected Payment Card Data Breach Escalation SOP

PURPOSE

To establish a controlled, repeatable, and verifiable process for suspected payment card data breach escalation so specialty operations do not depend on improvisation, undocumented exceptions, or unassigned responsibility.

APPLIES TO

Managers, POS/digital-ordering administrators, authorized technology support, cash-control leaders, and employees using restaurant technology.

RESPONSIBILITY

The designated system owner controls access, approved configuration, backups, incident escalation, and restoration. Employees use only authorized accounts/devices and immediately report suspicious activity or failure.

WHEN USED

Immediately when the condition is suspected or confirmed, and continuously until the manager documents safe stabilization, recovery, or closure.

MATERIALS / INFORMATION

• Current system inventory and authorized-access list

• Vendor support and incident contacts

• Backup/offline procedures and critical paper forms

• Change, outage, incident, and restoration log

• Approved security, network, payment, and device-inspection guidance

• Current payment-provider and PCI security guidance

• Approved access-control, backup, recovery, and cybersecurity procedures

CRITICAL STANDARDS

• Access is limited to authorized users and shared credentials are avoided where the system supports individual accounts.

• Operational and guest networks, payment systems, backups, and connected equipment follow current vendor/company security controls.

• Suspected payment-device tampering or data compromise triggers immediate stop-use, preservation of evidence, and escalation to the appropriate payment/vendor/security contacts.

• Restoration is verified before normal dependence resumes, and critical records remain available through an approved offline method.

• Payment devices are periodically inspected for tampering or substitution under the merchant’s current payment-security program; suspicious devices are removed from use and escalated.

• Do not investigate a suspected data breach by deleting logs, rebooting systems, or destroying evidence unless directed by the authorized incident-response owner.

PROCEDURE

1. Treat any credible sign of payment-card data compromise as a security incident: stop avoidable exposure, notify the authorized incident owner/provider, and preserve devices, logs, timestamps, and other evidence.

2. Confirm current access rights, device inventory, network/payment boundaries, backup status, support credentials, and required incident records before making changes.

3. Inspect devices/connections for unexpected changes, tampering, unsupported software, alarms, failed synchronization, or other signs of compromise or loss of control.

4. Execute suspected payment card data breach escalation using only approved accounts, devices, settings, networks, storage locations, and vendor/company procedures.

5. Protect credentials and payment/guest/employee data; do not share passwords, disable security controls, or move protected data into unapproved personal tools.

6. Record outage/change/inspection time, affected systems, observed condition, actions taken, vendor/ticket information, and any data or operational impact.

7. On suspected tampering, breach, unauthorized access, or unexplained data loss, stop the affected activity as appropriate and preserve evidence for the authorized incident owner.

8. Activate the approved offline/manual backup process so critical operations and records continue without bypassing required cash, food-safety, or authorization controls.

9. Restore or reconnect only after the system owner verifies configuration, security, data integrity/synchronization, and required tests.

10. Close the incident/change record, rotate or revoke access if required, verify backups, and document prevention actions for recurring failures.

MANAGER VERIFICATION

■ Suspected Payment Card Data Breach Escalation was performed under the current approved restaurant procedure.

■ Required people, equipment, utilities, product, approvals, and records were verified before release or continued operation.

■ Critical readings, identities, handoffs, exceptions, or other evidence required by this procedure were recorded.

■ Unsafe, out-of-standard, unidentified, or undocumented conditions were held, stopped, or escalated instead of informally accepted.

■ Corrective actions and product/equipment/guest/employee disposition were completed and documented when required.

■ The accountable manager or program owner completed final verification and assigned unresolved follow-up.

COMMON MISTAKES

• Using an old, generic, or remembered procedure instead of the current approved specialty-operation standard.

• Starting before required permits, approvals, trained people, utilities, equipment, labels, or records are ready.

• Failing to document actual conditions, readings, identities, handoffs, or deviations at the time they occur.

• Continuing service or releasing product/equipment when a required control cannot be verified.

• Treating a vendor, platform, event organizer, sister unit, or outside agency as responsible for controls that still belong to the restaurant.

• Closing the activity without manager verification, record completion, cleanup/restoration, and follow-up ownership.

CUSTOMIZATION FIELDS

Primary owner / person in charge for this procedure: _____

Applicable permit, regulatory, certification, manufacturer, event, or company requirement: _____

Approved equipment, vendor, system, site, or product specifications: _____

Restaurant-specific critical limit, service target, frequency, or acceptance criterion: _____

Required log, checklist, tag, record, photo, or other evidence: _____

Escalation contact and stop-work / hold / closure authority: _____

REVISION CONTROL

Record future changes in the restaurant master SOP index, retain required evidence, and retrain affected employees whenever the approved process, equipment, authority requirement, or responsibility changes.

Guest Wi-Fi and Operations Network Separation SOP

PURPOSE

To establish a controlled, repeatable, and verifiable process for guest wi-fi and operations network separation so specialty operations do not depend on improvisation, undocumented exceptions, or unassigned responsibility.

APPLIES TO

Managers, POS/digital-ordering administrators, authorized technology support, cash-control leaders, and employees using restaurant technology.

RESPONSIBILITY

The designated system owner controls access, approved configuration, backups, incident escalation, and restoration. Employees use only authorized accounts/devices and immediately report suspicious activity or failure.

WHEN USED

Whenever this specialty operation is performed and at each required monitoring, handoff, verification, or closeout point defined by the restaurant.

MATERIALS / INFORMATION

• Current system inventory and authorized-access list

• Vendor support and incident contacts

• Backup/offline procedures and critical paper forms

• Change, outage, incident, and restoration log

• Approved security, network, payment, and device-inspection guidance

• Approved access-control, backup, recovery, and cybersecurity procedures

CRITICAL STANDARDS

• Access is limited to authorized users and shared credentials are avoided where the system supports individual accounts.

• Operational and guest networks, payment systems, backups, and connected equipment follow current vendor/company security controls.

• Suspected payment-device tampering or data compromise triggers immediate stop-use, preservation of evidence, and escalation to the appropriate payment/vendor/security contacts.

• Restoration is verified before normal dependence resumes, and critical records remain available through an approved offline method.

PROCEDURE

1. Identify the system/device/data involved in guest wi-fi and operations network separation, its business owner, authorized users, vendor/support contact, and approved fallback method.

2. Confirm current access rights, device inventory, network/payment boundaries, backup status, support credentials, and required incident records before making changes.

3. Inspect devices/connections for unexpected changes, tampering, unsupported software, alarms, failed synchronization, or other signs of compromise or loss of control.

4. Execute guest wi-fi and operations network separation using only approved accounts, devices, settings, networks, storage locations, and vendor/company procedures.

5. Protect credentials and payment/guest/employee data; do not share passwords, disable security controls, or move protected data into unapproved personal tools.

6. Record outage/change/inspection time, affected systems, observed condition, actions taken, vendor/ticket information, and any data or operational impact.

7. On suspected tampering, breach, unauthorized access, or unexplained data loss, stop the affected activity as appropriate and preserve evidence for the authorized incident owner.

8. Activate the approved offline/manual backup process so critical operations and records continue without bypassing required cash, food-safety, or authorization controls.

9. Restore or reconnect only after the system owner verifies configuration, security, data integrity/synchronization, and required tests.

10. Close the incident/change record, rotate or revoke access if required, verify backups, and document prevention actions for recurring failures.

MANAGER VERIFICATION

■ Guest Wi-Fi and Operations Network Separation was performed under the current approved restaurant procedure.

■ Required people, equipment, utilities, product, approvals, and records were verified before release or continued operation.

■ Critical readings, identities, handoffs, exceptions, or other evidence required by this procedure were recorded.

■ Unsafe, out-of-standard, unidentified, or undocumented conditions were held, stopped, or escalated instead of informally accepted.

■ Corrective actions and product/equipment/guest/employee disposition were completed and documented when required.

■ The accountable manager or program owner completed final verification and assigned unresolved follow-up.

COMMON MISTAKES

• Using an old, generic, or remembered procedure instead of the current approved specialty-operation standard.

• Starting before required permits, approvals, trained people, utilities, equipment, labels, or records are ready.

• Failing to document actual conditions, readings, identities, handoffs, or deviations at the time they occur.

• Continuing service or releasing product/equipment when a required control cannot be verified.

• Treating a vendor, platform, event organizer, sister unit, or outside agency as responsible for controls that still belong to the restaurant.

• Closing the activity without manager verification, record completion, cleanup/restoration, and follow-up ownership.

CUSTOMIZATION FIELDS

Primary owner / person in charge for this procedure: _____

Applicable permit, regulatory, certification, manufacturer, event, or company requirement: _____

Approved equipment, vendor, system, site, or product specifications: _____

Restaurant-specific critical limit, service target, frequency, or acceptance criterion: _____

Required log, checklist, tag, record, photo, or other evidence: _____

Escalation contact and stop-work / hold / closure authority: _____

REVISION CONTROL

Record future changes in the restaurant master SOP index, retain required evidence, and retrain affected employees whenever the approved process, equipment, authority requirement, or responsibility changes.

Connected Equipment Alarm Failure Response SOP

PURPOSE

To establish a controlled, repeatable, and verifiable process for connected equipment alarm failure response so specialty operations do not depend on improvisation, undocumented exceptions, or unassigned responsibility.

APPLIES TO

Managers, POS/digital-ordering administrators, authorized technology support, cash-control leaders, and employees using restaurant technology.

RESPONSIBILITY

The designated system owner controls access, approved configuration, backups, incident escalation, and restoration. Employees use only authorized accounts/devices and immediately report suspicious activity or failure.

WHEN USED

Immediately when the condition is suspected or confirmed, and continuously until the manager documents safe stabilization, recovery, or closure.

MATERIALS / INFORMATION

• Current system inventory and authorized-access list

• Vendor support and incident contacts

• Backup/offline procedures and critical paper forms

• Change, outage, incident, and restoration log

• Approved security, network, payment, and device-inspection guidance

CRITICAL STANDARDS

• Access is limited to authorized users and shared credentials are avoided where the system supports individual accounts.

• Operational and guest networks, payment systems, backups, and connected equipment follow current vendor/company security controls.

• Suspected payment-device tampering or data compromise triggers immediate stop-use, preservation of evidence, and escalation to the appropriate payment/vendor/security contacts.

• Restoration is verified before normal dependence resumes, and critical records remain available through an approved offline method.

PROCEDURE

1. Identify the system/device/data involved in connected equipment alarm failure response, its business owner, authorized users, vendor/support contact, and approved fallback method.

2. Confirm current access rights, device inventory, network/payment boundaries, backup status, support credentials, and required incident records before making changes.

3. Inspect devices/connections for unexpected changes, tampering, unsupported software, alarms, failed synchronization, or other signs of compromise or loss of control.

4. Execute connected equipment alarm failure response using only approved accounts, devices, settings, networks, storage locations, and vendor/company procedures.

5. Protect credentials and payment/guest/employee data; do not share passwords, disable security controls, or move protected data into unapproved personal tools.

6. Record outage/change/inspection time, affected systems, observed condition, actions taken, vendor/ticket information, and any data or operational impact.

7. On suspected tampering, breach, unauthorized access, or unexplained data loss, stop the affected activity as appropriate and preserve evidence for the authorized incident owner.

8. Activate the approved offline/manual backup process so critical operations and records continue without bypassing required cash, food-safety, or authorization controls.

9. Restore or reconnect only after the system owner verifies configuration, security, data integrity/synchronization, and required tests.

10. Close the incident/change record, rotate or revoke access if required, verify backups, and document prevention actions for recurring failures.

MANAGER VERIFICATION

■ Connected Equipment Alarm Failure Response was performed under the current approved restaurant procedure.

■ Required people, equipment, utilities, product, approvals, and records were verified before release or continued operation.

■ Critical readings, identities, handoffs, exceptions, or other evidence required by this procedure were recorded.

■ Unsafe, out-of-standard, unidentified, or undocumented conditions were held, stopped, or escalated instead of informally accepted.

■ Corrective actions and product/equipment/guest/employee disposition were completed and documented when required.

■ The accountable manager or program owner completed final verification and assigned unresolved follow-up.

COMMON MISTAKES

• Using an old, generic, or remembered procedure instead of the current approved specialty-operation standard.

• Starting before required permits, approvals, trained people, utilities, equipment, labels, or records are ready.

• Failing to document actual conditions, readings, identities, handoffs, or deviations at the time they occur.

• Continuing service or releasing product/equipment when a required control cannot be verified.

• Treating a vendor, platform, event organizer, sister unit, or outside agency as responsible for controls that still belong to the restaurant.

• Closing the activity without manager verification, record completion, cleanup/restoration, and follow-up ownership.

CUSTOMIZATION FIELDS

Primary owner / person in charge for this procedure: _____

Applicable permit, regulatory, certification, manufacturer, event, or company requirement: _____

Approved equipment, vendor, system, site, or product specifications: _____

Restaurant-specific critical limit, service target, frequency, or acceptance criterion: _____

Required log, checklist, tag, record, photo, or other evidence: _____

Escalation contact and stop-work / hold / closure authority: _____

REVISION CONTROL

Record future changes in the restaurant master SOP index, retain required evidence, and retrain affected employees whenever the approved process, equipment, authority requirement, or responsibility changes.

Offline Access to Critical SOPs and Forms SOP

PURPOSE

To establish a controlled, repeatable, and verifiable process for offline access to critical sops and forms so specialty operations do not depend on improvisation, undocumented exceptions, or unassigned responsibility.

APPLIES TO

Managers, POS/digital-ordering administrators, authorized technology support, cash-control leaders, and employees using restaurant technology.

RESPONSIBILITY

The designated system owner controls access, approved configuration, backups, incident escalation, and restoration. Employees use only authorized accounts/devices and immediately report suspicious activity or failure.

WHEN USED

Whenever this specialty operation is performed and at each required monitoring, handoff, verification, or closeout point defined by the restaurant.

MATERIALS / INFORMATION

• Current system inventory and authorized-access list

• Vendor support and incident contacts

• Backup/offline procedures and critical paper forms

• Change, outage, incident, and restoration log

• Approved security, network, payment, and device-inspection guidance

CRITICAL STANDARDS

• Access is limited to authorized users and shared credentials are avoided where the system supports individual accounts.

• Operational and guest networks, payment systems, backups, and connected equipment follow current vendor/company security controls.

• Suspected payment-device tampering or data compromise triggers immediate stop-use, preservation of evidence, and escalation to the appropriate payment/vendor/security contacts.

• Restoration is verified before normal dependence resumes, and critical records remain available through an approved offline method.

PROCEDURE

1. Identify the system/device/data involved in offline access to critical sops and forms, its business owner, authorized users, vendor/support contact, and approved fallback method.

2. Confirm current access rights, device inventory, network/payment boundaries, backup status, support credentials, and required incident records before making changes.

3. Inspect devices/connections for unexpected changes, tampering, unsupported software, alarms, failed synchronization, or other signs of compromise or loss of control.

4. Execute offline access to critical sops and forms using only approved accounts, devices, settings, networks, storage locations, and vendor/company procedures.

5. Protect credentials and payment/guest/employee data; do not share passwords, disable security controls, or move protected data into unapproved personal tools.

6. Record outage/change/inspection time, affected systems, observed condition, actions taken, vendor/ticket information, and any data or operational impact.

7. On suspected tampering, breach, unauthorized access, or unexplained data loss, stop the affected activity as appropriate and preserve evidence for the authorized incident owner.

8. Activate the approved offline/manual backup process so critical operations and records continue without bypassing required cash, food-safety, or authorization controls.

9. Restore or reconnect only after the system owner verifies configuration, security, data integrity/synchronization, and required tests.

10. Close the incident/change record, rotate or revoke access if required, verify backups, and document prevention actions for recurring failures.

MANAGER VERIFICATION

■ Offline Access to Critical SOPs and Forms was performed under the current approved restaurant procedure.

■ Required people, equipment, utilities, product, approvals, and records were verified before release or continued operation.

■ Critical readings, identities, handoffs, exceptions, or other evidence required by this procedure were recorded.

■ Unsafe, out-of-standard, unidentified, or undocumented conditions were held, stopped, or escalated instead of informally accepted.

■ Corrective actions and product/equipment/guest/employee disposition were completed and documented when required.

■ The accountable manager or program owner completed final verification and assigned unresolved follow-up.

COMMON MISTAKES

• Using an old, generic, or remembered procedure instead of the current approved specialty-operation standard.

• Starting before required permits, approvals, trained people, utilities, equipment, labels, or records are ready.

• Failing to document actual conditions, readings, identities, handoffs, or deviations at the time they occur.

• Continuing service or releasing product/equipment when a required control cannot be verified.

• Treating a vendor, platform, event organizer, sister unit, or outside agency as responsible for controls that still belong to the restaurant.

• Closing the activity without manager verification, record completion, cleanup/restoration, and follow-up ownership.

CUSTOMIZATION FIELDS

Primary owner / person in charge for this procedure: _____

Applicable permit, regulatory, certification, manufacturer, event, or company requirement: _____

Approved equipment, vendor, system, site, or product specifications: _____

Restaurant-specific critical limit, service target, frequency, or acceptance criterion: _____

Required log, checklist, tag, record, photo, or other evidence: _____

Escalation contact and stop-work / hold / closure authority: _____

REVISION CONTROL

Record future changes in the restaurant master SOP index, retain required evidence, and retrain affected employees whenever the approved process, equipment, authority requirement, or responsibility changes.

Critical Restaurant Data Backup and Restore Verification SOP

PURPOSE

To establish a controlled, repeatable, and verifiable process for critical restaurant data backup and restore verification so specialty operations do not depend on improvisation, undocumented exceptions, or unassigned responsibility.

APPLIES TO

Managers, POS/digital-ordering administrators, authorized technology support, cash-control leaders, and employees using restaurant technology.

RESPONSIBILITY

The designated system owner controls access, approved configuration, backups, incident escalation, and restoration. Employees use only authorized accounts/devices and immediately report suspicious activity or failure.

WHEN USED

Whenever this specialty operation is performed and at each required monitoring, handoff, verification, or closeout point defined by the restaurant.

MATERIALS / INFORMATION

• Current system inventory and authorized-access list

• Vendor support and incident contacts

• Backup/offline procedures and critical paper forms

• Change, outage, incident, and restoration log

• Approved security, network, payment, and device-inspection guidance

• Approved access-control, backup, recovery, and cybersecurity procedures

CRITICAL STANDARDS

• Access is limited to authorized users and shared credentials are avoided where the system supports individual accounts.

• Operational and guest networks, payment systems, backups, and connected equipment follow current vendor/company security controls.

• Suspected payment-device tampering or data compromise triggers immediate stop-use, preservation of evidence, and escalation to the appropriate payment/vendor/security contacts.

• Restoration is verified before normal dependence resumes, and critical records remain available through an approved offline method.

PROCEDURE

1. Identify the system/device/data involved in critical restaurant data backup and restore verification, its business owner, authorized users, vendor/support contact, and approved fallback method.

2. Confirm current access rights, device inventory, network/payment boundaries, backup status, support credentials, and required incident records before making changes.

3. Inspect devices/connections for unexpected changes, tampering, unsupported software, alarms, failed synchronization, or other signs of compromise or loss of control.

4. Execute critical restaurant data backup and restore verification using only approved accounts, devices, settings, networks, storage locations, and vendor/company procedures.

5. Protect credentials and payment/guest/employee data; do not share passwords, disable security controls, or move protected data into unapproved personal tools.

6. Record outage/change/inspection time, affected systems, observed condition, actions taken, vendor/ticket information, and any data or operational impact.

7. On suspected tampering, breach, unauthorized access, or unexplained data loss, stop the affected activity as appropriate and preserve evidence for the authorized incident owner.

8. Activate the approved offline/manual backup process so critical operations and records continue without bypassing required cash, food-safety, or authorization controls.

9. Restore or reconnect only after the system owner verifies configuration, security, data integrity/synchronization, and required tests.

10. Close the incident/change record, rotate or revoke access if required, verify backups, and document prevention actions for recurring failures.

MANAGER VERIFICATION

■ Critical Restaurant Data Backup and Restore Verification was performed under the current approved restaurant procedure.

■ Required people, equipment, utilities, product, approvals, and records were verified before release or continued operation.

■ Critical readings, identities, handoffs, exceptions, or other evidence required by this procedure were recorded.

■ Unsafe, out-of-standard, unidentified, or undocumented conditions were held, stopped, or escalated instead of informally accepted.

■ Corrective actions and product/equipment/guest/employee disposition were completed and documented when required.

■ The accountable manager or program owner completed final verification and assigned unresolved follow-up.

COMMON MISTAKES

• Using an old, generic, or remembered procedure instead of the current approved specialty-operation standard.

• Starting before required permits, approvals, trained people, utilities, equipment, labels, or records are ready.

• Failing to document actual conditions, readings, identities, handoffs, or deviations at the time they occur.

• Continuing service or releasing product/equipment when a required control cannot be verified.

• Treating a vendor, platform, event organizer, sister unit, or outside agency as responsible for controls that still belong to the restaurant.

• Closing the activity without manager verification, record completion, cleanup/restoration, and follow-up ownership.

CUSTOMIZATION FIELDS

Primary owner / person in charge for this procedure: _____

Applicable permit, regulatory, certification, manufacturer, event, or company requirement: _____

Approved equipment, vendor, system, site, or product specifications: _____

Restaurant-specific critical limit, service target, frequency, or acceptance criterion: _____

Required log, checklist, tag, record, photo, or other evidence: _____

Escalation contact and stop-work / hold / closure authority: _____

REVISION CONTROL

Record future changes in the restaurant master SOP index, retain required evidence, and retrain affected employees whenever the approved process, equipment, authority requirement, or responsibility changes.

Grab-and-Go Packaged Food Label Verification SOP

PURPOSE

To establish a controlled, repeatable, and verifiable process for grab-and-go packaged food label verification so specialty operations do not depend on improvisation, undocumented exceptions, or unassigned responsibility.

APPLIES TO

Grab-and-go, retail, kitchen, expo, kiosk, locker, vending, and manager teams.

RESPONSIBILITY

The assigned retail/off-premise owner controls labels, time/temperature, stocking, security, and removal. The manager verifies exceptions, outages, abandoned orders, and product disposition.

WHEN USED

Whenever this specialty operation is performed and at each required monitoring, handoff, verification, or closeout point defined by the restaurant.

MATERIALS / INFORMATION

• Approved labels and product specifications

• Calibrated thermometers or automated monitoring where used

• Rotation, stocking, withdrawal, and disposition records

• Approved packaging and consumer instructions

• Kiosk/locker/vending access and support contacts

CRITICAL STANDARDS

• Packaged products carry required identity, date, allergen, handling, and consumer information under the restaurant’s approved labeling program.

• Time/temperature-controlled products remain within approved conditions through display, locker, vending, or pickup.

• Expired, mislabeled, temperature-abused, damaged, recalled, or abandoned product is removed from sale/use immediately.

• Automated systems have a documented manual or shutdown response when monitoring, payment, accessibility, or release controls fail.

PROCEDURE

1. Confirm the approved product/service specification and assigned employee for grab-and-go packaged food label verification.

2. Review required labels, ingredients, equipment, monitoring tools, service/display limits, rotation method, and corrective-action rules.

3. Inspect and clean the station/equipment; verify barriers, utensils, containers, monitoring devices, and guest-protection controls are ready.

4. Stage product in controlled quantities, maintain required segregation, and attach identity/date/allergen or handling information before display/use.

5. Perform grab-and-go packaged food label verification using the approved operating sequence; do not mix uncontrolled old and new product or bypass required monitoring.

6. Check product condition, time/temperature, labels, equipment, guest-contact risk, and sanitation at the restaurant-approved frequency and record results.

7. Remove, hold, discard, or replace product immediately when a required control is missed, contamination is suspected, or identity cannot be verified.

8. Replenish only from approved protected stock and keep the station orderly so employees can see age, condition, and ownership of product.

9. At close/changeover, dispose or store product only under the approved rule, clean and sanitize the station/equipment, and complete records.

10. The manager reviews the monitoring record and recurring deviations before the next service period.

MANAGER VERIFICATION

■ Grab-and-Go Packaged Food Label Verification was performed under the current approved restaurant procedure.

■ Required people, equipment, utilities, product, approvals, and records were verified before release or continued operation.

■ Critical readings, identities, handoffs, exceptions, or other evidence required by this procedure were recorded.

■ Unsafe, out-of-standard, unidentified, or undocumented conditions were held, stopped, or escalated instead of informally accepted.

■ Corrective actions and product/equipment/guest/employee disposition were completed and documented when required.

■ The accountable manager or program owner completed final verification and assigned unresolved follow-up.

COMMON MISTAKES

• Using an old, generic, or remembered procedure instead of the current approved specialty-operation standard.

• Starting before required permits, approvals, trained people, utilities, equipment, labels, or records are ready.

• Failing to document actual conditions, readings, identities, handoffs, or deviations at the time they occur.

• Continuing service or releasing product/equipment when a required control cannot be verified.

• Treating a vendor, platform, event organizer, sister unit, or outside agency as responsible for controls that still belong to the restaurant.

• Closing the activity without manager verification, record completion, cleanup/restoration, and follow-up ownership.

CUSTOMIZATION FIELDS

Primary owner / person in charge for this procedure: _____

Applicable permit, regulatory, certification, manufacturer, event, or company requirement: _____

Approved equipment, vendor, system, site, or product specifications: _____

Restaurant-specific critical limit, service target, frequency, or acceptance criterion: _____

Required log, checklist, tag, record, photo, or other evidence: _____

Escalation contact and stop-work / hold / closure authority: _____

REVISION CONTROL

Record future changes in the restaurant master SOP index, retain required evidence, and retrain affected employees whenever the approved process, equipment, authority requirement, or responsibility changes.

Grab-and-Go Display Temperature and Rotation SOP

PURPOSE

To establish a controlled, repeatable, and verifiable process for grab-and-go display temperature and rotation so specialty operations do not depend on improvisation, undocumented exceptions, or unassigned responsibility.

APPLIES TO

Grab-and-go, retail, kitchen, expo, kiosk, locker, vending, and manager teams.

RESPONSIBILITY

The assigned retail/off-premise owner controls labels, time/temperature, stocking, security, and removal. The manager verifies exceptions, outages, abandoned orders, and product disposition.

WHEN USED

Whenever this specialty operation is performed and at each required monitoring, handoff, verification, or closeout point defined by the restaurant.

MATERIALS / INFORMATION

• Approved labels and product specifications

• Calibrated thermometers or automated monitoring where used

• Rotation, stocking, withdrawal, and disposition records

• Approved packaging and consumer instructions

• Kiosk/locker/vending access and support contacts

CRITICAL STANDARDS

• Packaged products carry required identity, date, allergen, handling, and consumer information under the restaurant's approved labeling program.

• Time/temperature-controlled products remain within approved conditions through display, locker, vending, or pickup.

• Expired, mislabeled, temperature-abused, damaged, recalled, or abandoned product is removed from sale/use immediately.

• Automated systems have a documented manual or shutdown response when monitoring, payment, accessibility, or release controls fail.

PROCEDURE

1. Confirm the approved product/service specification and assigned employee for grab-and-go display temperature and rotation.

2. Review required labels, ingredients, equipment, monitoring tools, service/display limits, rotation method, and corrective-action rules.

3. Inspect and clean the station/equipment; verify barriers, utensils, containers, monitoring devices, and guest-protection controls are ready.

4. Stage product in controlled quantities, maintain required segregation, and attach identity/date/allergen or handling information before display/use.

5. Perform grab-and-go display temperature and rotation using the approved operating sequence; do not mix uncontrolled old and new product or bypass required monitoring.

6. Check product condition, time/temperature, labels, equipment, guest-contact risk, and sanitation at the restaurant-approved frequency and record results.

7. Remove, hold, discard, or replace product immediately when a required control is missed, contamination is suspected, or identity cannot be verified.

8. Replenish only from approved protected stock and keep the station orderly so employees can see age, condition, and ownership of product.

9. At close/changeover, dispose or store product only under the approved rule, clean and sanitize the station/equipment, and complete records.

10. The manager reviews the monitoring record and recurring deviations before the next service period.

MANAGER VERIFICATION

■ Grab-and-Go Display Temperature and Rotation was performed under the current approved restaurant procedure.

■ Required people, equipment, utilities, product, approvals, and records were verified before release or continued operation.

■ Critical readings, identities, handoffs, exceptions, or other evidence required by this procedure were recorded.

■ Unsafe, out-of-standard, unidentified, or undocumented conditions were held, stopped, or escalated instead of informally accepted.

■ Corrective actions and product/equipment/guest/employee disposition were completed and documented when required.

■ The accountable manager or program owner completed final verification and assigned unresolved follow-up.

COMMON MISTAKES

• Using an old, generic, or remembered procedure instead of the current approved specialty-operation standard.

• Starting before required permits, approvals, trained people, utilities, equipment, labels, or records are ready.

• Failing to document actual conditions, readings, identities, handoffs, or deviations at the time they occur.

• Continuing service or releasing product/equipment when a required control cannot be verified.

• Treating a vendor, platform, event organizer, sister unit, or outside agency as responsible for controls that still belong to the restaurant.

• Closing the activity without manager verification, record completion, cleanup/restoration, and follow-up ownership.

CUSTOMIZATION FIELDS

Primary owner / person in charge for this procedure: _____

Applicable permit, regulatory, certification, manufacturer, event, or company requirement: _____

Approved equipment, vendor, system, site, or product specifications: _____

Restaurant-specific critical limit, service target, frequency, or acceptance criterion: _____

Required log, checklist, tag, record, photo, or other evidence: _____

Escalation contact and stop-work / hold / closure authority: _____

REVISION CONTROL

Record future changes in the restaurant master SOP index, retain required evidence, and retrain affected employees whenever the approved process, equipment, authority requirement, or responsibility changes.

Meal Kit Assembly and Consumer Instruction SOP

PURPOSE

To establish a controlled, repeatable, and verifiable process for meal kit assembly and consumer instruction so specialty operations do not depend on improvisation, undocumented exceptions, or unassigned responsibility.

APPLIES TO

Grab-and-go, retail, kitchen, expo, kiosk, locker, vending, and manager teams.

RESPONSIBILITY

The assigned retail/off-premise owner controls labels, time/temperature, stocking, security, and removal. The manager verifies exceptions, outages, abandoned orders, and product disposition.

WHEN USED

Whenever this specialty operation is performed and at each required monitoring, handoff, verification, or closeout point defined by the restaurant.

MATERIALS / INFORMATION

• Approved labels and product specifications

• Calibrated thermometers or automated monitoring where used

• Rotation, stocking, withdrawal, and disposition records

• Approved packaging and consumer instructions

• Kiosk/locker/vending access and support contacts

CRITICAL STANDARDS

• Packaged products carry required identity, date, allergen, handling, and consumer information under the restaurant’s approved labeling program.

• Time/temperature-controlled products remain within approved conditions through display, locker, vending, or pickup.

• Expired, mislabeled, temperature-abused, damaged, recalled, or abandoned product is removed from sale/use immediately.

• Automated systems have a documented manual or shutdown response when monitoring, payment, accessibility, or release controls fail.

PROCEDURE

1. Confirm the approved product/service specification and assigned employee for meal kit assembly and consumer instruction.

2. Review required labels, ingredients, equipment, monitoring tools, service/display limits, rotation method, and corrective-action rules.

3. Inspect and clean the station/equipment; verify barriers, utensils, containers, monitoring devices, and guest-protection controls are ready.

4. Stage product in controlled quantities, maintain required segregation, and attach identity/date/allergen or handling information before display/use.

5. Perform meal kit assembly and consumer instruction using the approved operating sequence; do not mix uncontrolled old and new product or bypass required monitoring.

6. Check product condition, time/temperature, labels, equipment, guest-contact risk, and sanitation at the restaurant-approved frequency and record results.

7. Remove, hold, discard, or replace product immediately when a required control is missed, contamination is suspected, or identity cannot be verified.

8. Replenish only from approved protected stock and keep the station orderly so employees can see age, condition, and ownership of product.

9. At close/changeover, dispose or store product only under the approved rule, clean and sanitize the station/equipment, and complete records.

10. The manager reviews the monitoring record and recurring deviations before the next service period.

MANAGER VERIFICATION

■ Meal Kit Assembly and Consumer Instruction was performed under the current approved restaurant procedure.

■ Required people, equipment, utilities, product, approvals, and records were verified before release or continued operation.

■ Critical readings, identities, handoffs, exceptions, or other evidence required by this procedure were recorded.

■ Unsafe, out-of-standard, unidentified, or undocumented conditions were held, stopped, or escalated instead of informally accepted.

■ Corrective actions and product/equipment/guest/employee disposition were completed and documented when required.

■ The accountable manager or program owner completed final verification and assigned unresolved follow-up.

COMMON MISTAKES

• Using an old, generic, or remembered procedure instead of the current approved specialty-operation standard.

• Starting before required permits, approvals, trained people, utilities, equipment, labels, or records are ready.

• Failing to document actual conditions, readings, identities, handoffs, or deviations at the time they occur.

• Continuing service or releasing product/equipment when a required control cannot be verified.

• Treating a vendor, platform, event organizer, sister unit, or outside agency as responsible for controls that still belong to the restaurant.

• Closing the activity without manager verification, record completion, cleanup/restoration, and follow-up ownership.

CUSTOMIZATION FIELDS

Primary owner / person in charge for this procedure: _____

Applicable permit, regulatory, certification, manufacturer, event, or company requirement: _____

Approved equipment, vendor, system, site, or product specifications: _____

Restaurant-specific critical limit, service target, frequency, or acceptance criterion: _____

Required log, checklist, tag, record, photo, or other evidence: _____

Escalation contact and stop-work / hold / closure authority: _____

REVISION CONTROL

Record future changes in the restaurant master SOP index, retain required evidence, and retrain affected employees whenever the approved process, equipment, authority requirement, or responsibility changes.

Refrigerated Pickup Locker Loading and Temperature Control SOP

PURPOSE

To establish a controlled, repeatable, and verifiable process for refrigerated pickup locker loading and temperature control so specialty operations do not depend on improvisation, undocumented exceptions, or unassigned responsibility.

APPLIES TO

Grab-and-go, retail, kitchen, expo, kiosk, locker, vending, and manager teams.

RESPONSIBILITY

The assigned retail/off-premise owner controls labels, time/temperature, stocking, security, and removal. The manager verifies exceptions, outages, abandoned orders, and product disposition.

WHEN USED

For every applicable receipt, transfer, pickup, release, or custody handoff, before the product/order is accepted or released.

MATERIALS / INFORMATION

• Approved labels and product specifications

• Calibrated thermometers or automated monitoring where used

• Rotation, stocking, withdrawal, and disposition records

• Approved packaging and consumer instructions

• Kiosk/locker/vending access and support contacts

• Calibrated probe thermometer and approved cold-holding/transport equipment

• Approved system access, monitoring, accessibility, and outage procedures

CRITICAL STANDARDS

• Packaged products carry required identity, date, allergen, handling, and consumer information under the restaurant’s approved labeling program.

• Time/temperature-controlled products remain within approved conditions through display, locker, vending, or pickup.

• Expired, mislabeled, temperature-abused, damaged, recalled, or abandoned product is removed from sale/use immediately.

• Automated systems have a documented manual or shutdown response when monitoring, payment, accessibility, or release controls fail.

PROCEDURE

1. Confirm the approved product/service specification and assigned employee for refrigerated pickup locker loading and temperature control.

2. Review required labels, ingredients, equipment, monitoring tools, service/display limits, rotation method, and corrective-action rules.

3. Inspect and clean the station/equipment; verify barriers, utensils, containers, monitoring devices, and guest-protection controls are ready.

4. Stage product in controlled quantities, maintain required segregation, and attach identity/date/allergen or handling information before display/use.

5. Perform refrigerated pickup locker loading and temperature control using the approved operating sequence; do not mix uncontrolled old and new product or bypass required monitoring.

6. Check product condition, time/temperature, labels, equipment, guest-contact risk, and sanitation at the restaurant-approved frequency and record results.

7. Remove, hold, discard, or replace product immediately when a required control is missed, contamination is suspected, or identity cannot be verified.

8. Replenish only from approved protected stock and keep the station orderly so employees can see age, condition, and ownership of product.

9. At close/changeover, dispose or store product only under the approved rule, clean and sanitize the station/equipment, and complete records.

10. The manager reviews the monitoring record and recurring deviations before the next service period.

MANAGER VERIFICATION

■ Refrigerated Pickup Locker Loading and Temperature Control was performed under the current approved restaurant procedure.

■ Required people, equipment, utilities, product, approvals, and records were verified before release or continued operation.

■ Critical readings, identities, handoffs, exceptions, or other evidence required by this procedure were recorded.

■ Unsafe, out-of-standard, unidentified, or undocumented conditions were held, stopped, or escalated instead of informally accepted.

■ Corrective actions and product/equipment/guest/employee disposition were completed and documented when required.

■ The accountable manager or program owner completed final verification and assigned unresolved follow-up.

COMMON MISTAKES

• Using an old, generic, or remembered procedure instead of the current approved specialty-operation standard.

• Starting before required permits, approvals, trained people, utilities, equipment, labels, or records are ready.

• Failing to document actual conditions, readings, identities, handoffs, or deviations at the time they occur.

• Continuing service or releasing product/equipment when a required control cannot be verified.

• Treating a vendor, platform, event organizer, sister unit, or outside agency as responsible for controls that still belong to the restaurant.

• Closing the activity without manager verification, record completion, cleanup/restoration, and follow-up ownership.

CUSTOMIZATION FIELDS

Primary owner / person in charge for this procedure: _____

Applicable permit, regulatory, certification, manufacturer, event, or company requirement: _____

Approved equipment, vendor, system, site, or product specifications: _____

Restaurant-specific critical limit, service target, frequency, or acceptance criterion: _____

Required log, checklist, tag, record, photo, or other evidence: _____

Escalation contact and stop-work / hold / closure authority: _____

REVISION CONTROL

Record future changes in the restaurant master SOP index, retain required evidence, and retrain affected employees whenever the approved process, equipment, authority requirement, or responsibility changes.

Heated Pickup Locker Holding and Release SOP

PURPOSE

To establish a controlled, repeatable, and verifiable process for heated pickup locker holding and release so specialty operations do not depend on improvisation, undocumented exceptions, or unassigned responsibility.

APPLIES TO

Grab-and-go, retail, kitchen, expo, kiosk, locker, vending, and manager teams.

RESPONSIBILITY

The assigned retail/off-premise owner controls labels, time/temperature, stocking, security, and removal. The manager verifies exceptions, outages, abandoned orders, and product disposition.

WHEN USED

For every applicable receipt, transfer, pickup, release, or custody handoff, before the product/order is accepted or released.

MATERIALS / INFORMATION

• Approved labels and product specifications

• Calibrated thermometers or automated monitoring where used

• Rotation, stocking, withdrawal, and disposition records

• Approved packaging and consumer instructions

• Kiosk/locker/vending access and support contacts

• Calibrated probe thermometer and approved hot-holding/transport equipment

• Approved system access, monitoring, accessibility, and outage procedures

CRITICAL STANDARDS

• Packaged products carry required identity, date, allergen, handling, and consumer information under the restaurant’s approved labeling program.

• Time/temperature-controlled products remain within approved conditions through display, locker, vending, or pickup.

• Expired, mislabeled, temperature-abused, damaged, recalled, or abandoned product is removed from sale/use immediately.

• Automated systems have a documented manual or shutdown response when monitoring, payment, accessibility, or release controls fail.

PROCEDURE

1. Confirm the approved product/service specification and assigned employee for heated pickup locker holding and release.

2. Review required labels, ingredients, equipment, monitoring tools, service/display limits, rotation method, and corrective-action rules.

3. Inspect and clean the station/equipment; verify barriers, utensils, containers, monitoring devices, and guest-protection controls are ready.

4. Stage product in controlled quantities, maintain required segregation, and attach identity/date/allergen or handling information before display/use.

5. Perform heated pickup locker holding and release using the approved operating sequence; do not mix uncontrolled old and new product or bypass required monitoring.

6. Check product condition, time/temperature, labels, equipment, guest-contact risk, and sanitation at the restaurant-approved frequency and record results.

7. Remove, hold, discard, or replace product immediately when a required control is missed, contamination is suspected, or identity cannot be verified.

8. Replenish only from approved protected stock and keep the station orderly so employees can see age, condition, and ownership of product.

9. At close/changeover, dispose or store product only under the approved rule, clean and sanitize the station/equipment, and complete records.

10. The manager reviews the monitoring record and recurring deviations before the next service period.

MANAGER VERIFICATION

■ Heated Pickup Locker Holding and Release was performed under the current approved restaurant procedure.

■ Required people, equipment, utilities, product, approvals, and records were verified before release or continued operation.

■ Critical readings, identities, handoffs, exceptions, or other evidence required by this procedure were recorded.

■ Unsafe, out-of-standard, unidentified, or undocumented conditions were held, stopped, or escalated instead of informally accepted.

■ Corrective actions and product/equipment/guest/employee disposition were completed and documented when required.

■ The accountable manager or program owner completed final verification and assigned unresolved follow-up.

COMMON MISTAKES

• Using an old, generic, or remembered procedure instead of the current approved specialty-operation standard.

• Starting before required permits, approvals, trained people, utilities, equipment, labels, or records are ready.

• Failing to document actual conditions, readings, identities, handoffs, or deviations at the time they occur.

• Continuing service or releasing product/equipment when a required control cannot be verified.

• Treating a vendor, platform, event organizer, sister unit, or outside agency as responsible for controls that still belong to the restaurant.

• Closing the activity without manager verification, record completion, cleanup/restoration, and follow-up ownership.

CUSTOMIZATION FIELDS

Primary owner / person in charge for this procedure: _____

Applicable permit, regulatory, certification, manufacturer, event, or company requirement: _____

Approved equipment, vendor, system, site, or product specifications: _____

Restaurant-specific critical limit, service target, frequency, or acceptance criterion: _____

Required log, checklist, tag, record, photo, or other evidence: _____

Escalation contact and stop-work / hold / closure authority: _____

REVISION CONTROL

Record future changes in the restaurant master SOP index, retain required evidence, and retrain affected employees whenever the approved process, equipment, authority requirement, or responsibility changes.

Self-Service Ordering Kiosk Opening and Accessibility Check SOP

PURPOSE

To establish a controlled, repeatable, and verifiable process for self-service ordering kiosk opening and accessibility check so specialty operations do not depend on improvisation, undocumented exceptions, or unassigned responsibility.

APPLIES TO

Grab-and-go, retail, kitchen, expo, kiosk, locker, vending, and manager teams.

RESPONSIBILITY

The assigned retail/off-premise owner controls labels, time/temperature, stocking, security, and removal. The manager verifies exceptions, outages, abandoned orders, and product disposition.

WHEN USED

Before the applicable operation, service period, event, route, batch, opening, or equipment use, and again after any material condition changes.

MATERIALS / INFORMATION

• Approved labels and product specifications

• Calibrated thermometers or automated monitoring where used

• Rotation, stocking, withdrawal, and disposition records

• Approved packaging and consumer instructions

• Kiosk/locker/vending access and support contacts

• Approved system access, monitoring, accessibility, and outage procedures

CRITICAL STANDARDS

• Packaged products carry required identity, date, allergen, handling, and consumer information under the restaurant’s approved labeling program.

• Time/temperature-controlled products remain within approved conditions through display, locker, vending, or pickup.

• Expired, mislabeled, temperature-abused, damaged, recalled, or abandoned product is removed from sale/use immediately.

• Automated systems have a documented manual or shutdown response when monitoring, payment, accessibility, or release controls fail.

PROCEDURE

1. Confirm the approved product/service specification and assigned employee for self-service ordering kiosk opening and accessibility check.

2. Review required labels, ingredients, equipment, monitoring tools, service/display limits, rotation method, and corrective-action rules.

3. Inspect and clean the station/equipment; verify barriers, utensils, containers, monitoring devices, and guest-protection controls are ready.

4. Stage product in controlled quantities, maintain required segregation, and attach identity/date/allergen or handling information before display/use.

5. Perform self-service ordering kiosk opening and accessibility check using the approved operating sequence; do not mix uncontrolled old and new product or bypass required monitoring.

6. Check product condition, time/temperature, labels, equipment, guest-contact risk, and sanitation at the restaurant-approved frequency and record results.

7. Remove, hold, discard, or replace product immediately when a required control is missed, contamination is suspected, or identity cannot be verified.

8. Replenish only from approved protected stock and keep the station orderly so employees can see age, condition, and ownership of product.

9. At close/changeover, dispose or store product only under the approved rule, clean and sanitize the station/equipment, and complete records.

10. The manager reviews the monitoring record and recurring deviations before the next service period.

MANAGER VERIFICATION

■ Self-Service Ordering Kiosk Opening and Accessibility Check was performed under the current approved restaurant procedure.

■ Required people, equipment, utilities, product, approvals, and records were verified before release or continued operation.

■ Critical readings, identities, handoffs, exceptions, or other evidence required by this procedure were recorded.

■ Unsafe, out-of-standard, unidentified, or undocumented conditions were held, stopped, or escalated instead of informally accepted.

■ Corrective actions and product/equipment/guest/employee disposition were completed and documented when required.

■ The accountable manager or program owner completed final verification and assigned unresolved follow-up.

COMMON MISTAKES

• Using an old, generic, or remembered procedure instead of the current approved specialty-operation standard.

• Starting before required permits, approvals, trained people, utilities, equipment, labels, or records are ready.

• Failing to document actual conditions, readings, identities, handoffs, or deviations at the time they occur.

• Continuing service or releasing product/equipment when a required control cannot be verified.

• Treating a vendor, platform, event organizer, sister unit, or outside agency as responsible for controls that still belong to the restaurant.

• Closing the activity without manager verification, record completion, cleanup/restoration, and follow-up ownership.

CUSTOMIZATION FIELDS

Primary owner / person in charge for this procedure: _____

Applicable permit, regulatory, certification, manufacturer, event, or company requirement: _____

Approved equipment, vendor, system, site, or product specifications: _____

Restaurant-specific critical limit, service target, frequency, or acceptance criterion: _____

Required log, checklist, tag, record, photo, or other evidence: _____

Escalation contact and stop-work / hold / closure authority: _____

REVISION CONTROL

Record future changes in the restaurant master SOP index, retain required evidence, and retrain affected employees whenever the approved process, equipment, authority requirement, or responsibility changes.

Self-Service Ordering Kiosk Outage and Manual Backup SOP

PURPOSE

To establish a controlled, repeatable, and verifiable process for self-service ordering kiosk outage and manual backup so specialty operations do not depend on improvisation, undocumented exceptions, or unassigned responsibility.

APPLIES TO

Grab-and-go, retail, kitchen, expo, kiosk, locker, vending, and manager teams.

RESPONSIBILITY

The assigned retail/off-premise owner controls labels, time/temperature, stocking, security, and removal. The manager verifies exceptions, outages, abandoned orders, and product disposition.

WHEN USED

Immediately when the condition is suspected or confirmed, and continuously until the manager documents safe stabilization, recovery, or closure.

MATERIALS / INFORMATION

• Approved labels and product specifications

• Calibrated thermometers or automated monitoring where used

• Rotation, stocking, withdrawal, and disposition records

• Approved packaging and consumer instructions

• Kiosk/locker/vending access and support contacts

• Approved system access, monitoring, accessibility, and outage procedures

CRITICAL STANDARDS

• Packaged products carry required identity, date, allergen, handling, and consumer information under the restaurant’s approved labeling program.

• Time/temperature-controlled products remain within approved conditions through display, locker, vending, or pickup.

• Expired, mislabeled, temperature-abused, damaged, recalled, or abandoned product is removed from sale/use immediately.

• Automated systems have a documented manual or shutdown response when monitoring, payment, accessibility, or release controls fail.

PROCEDURE

1. Confirm the approved product/service specification and assigned employee for self-service ordering kiosk outage and manual backup.

2. Review required labels, ingredients, equipment, monitoring tools, service/display limits, rotation method, and corrective-action rules.

3. Inspect and clean the station/equipment; verify barriers, utensils, containers, monitoring devices, and guest-protection controls are ready.

4. Stage product in controlled quantities, maintain required segregation, and attach identity/date/allergen or handling information before display/use.

5. Perform self-service ordering kiosk outage and manual backup using the approved operating sequence; do not mix uncontrolled old and new product or bypass required monitoring.

6. Check product condition, time/temperature, labels, equipment, guest-contact risk, and sanitation at the restaurant-approved frequency and record results.

7. Remove, hold, discard, or replace product immediately when a required control is missed, contamination is suspected, or identity cannot be verified.

8. Replenish only from approved protected stock and keep the station orderly so employees can see age, condition, and ownership of product.

9. At close/changeover, dispose or store product only under the approved rule, clean and sanitize the station/equipment, and complete records.

10. The manager reviews the monitoring record and recurring deviations before the next service period.

MANAGER VERIFICATION

■ Self-Service Ordering Kiosk Outage and Manual Backup was performed under the current approved restaurant procedure.

■ Required people, equipment, utilities, product, approvals, and records were verified before release or continued operation.

■ Critical readings, identities, handoffs, exceptions, or other evidence required by this procedure were recorded.

■ Unsafe, out-of-standard, unidentified, or undocumented conditions were held, stopped, or escalated instead of informally accepted.

■ Corrective actions and product/equipment/guest/employee disposition were completed and documented when required.

■ The accountable manager or program owner completed final verification and assigned unresolved follow-up.

COMMON MISTAKES

• Using an old, generic, or remembered procedure instead of the current approved specialty-operation standard.

• Starting before required permits, approvals, trained people, utilities, equipment, labels, or records are ready.

• Failing to document actual conditions, readings, identities, handoffs, or deviations at the time they occur.

• Continuing service or releasing product/equipment when a required control cannot be verified.

• Treating a vendor, platform, event organizer, sister unit, or outside agency as responsible for controls that still belong to the restaurant.

• Closing the activity without manager verification, record completion, cleanup/restoration, and follow-up ownership.

CUSTOMIZATION FIELDS

Primary owner / person in charge for this procedure: _____

Applicable permit, regulatory, certification, manufacturer, event, or company requirement: _____

Approved equipment, vendor, system, site, or product specifications: _____

Restaurant-specific critical limit, service target, frequency, or acceptance criterion: _____

Required log, checklist, tag, record, photo, or other evidence: _____

Escalation contact and stop-work / hold / closure authority: _____

REVISION CONTROL

Record future changes in the restaurant master SOP index, retain required evidence, and retrain affected employees whenever the approved process, equipment, authority requirement, or responsibility changes.

Automated Food Vending Replenishment and Temperature Control SOP

PURPOSE

To establish a controlled, repeatable, and verifiable process for automated food vending replenishment and temperature control so specialty operations do not depend on improvisation, undocumented exceptions, or unassigned responsibility.

APPLIES TO

Grab-and-go, retail, kitchen, expo, kiosk, locker, vending, and manager teams.

RESPONSIBILITY

The assigned retail/off-premise owner controls labels, time/temperature, stocking, security, and removal. The manager verifies exceptions, outages, abandoned orders, and product disposition.

WHEN USED

Whenever this specialty operation is performed and at each required monitoring, handoff, verification, or closeout point defined by the restaurant.

MATERIALS / INFORMATION

• Approved labels and product specifications

• Calibrated thermometers or automated monitoring where used

• Rotation, stocking, withdrawal, and disposition records

• Approved packaging and consumer instructions

• Kiosk/locker/vending access and support contacts

• Approved system access, monitoring, accessibility, and outage procedures

CRITICAL STANDARDS

• Packaged products carry required identity, date, allergen, handling, and consumer information under the restaurant’s approved labeling program.

• Time/temperature-controlled products remain within approved conditions through display, locker, vending, or pickup.

• Expired, mislabeled, temperature-abused, damaged, recalled, or abandoned product is removed from sale/use immediately.

• Automated systems have a documented manual or shutdown response when monitoring, payment, accessibility, or release controls fail.

PROCEDURE

1. Confirm the approved product/service specification and assigned employee for automated food vending replenishment and temperature control.

2. Review required labels, ingredients, equipment, monitoring tools, service/display limits, rotation method, and corrective-action rules.

3. Inspect and clean the station/equipment; verify barriers, utensils, containers, monitoring devices, and guest-protection controls are ready.

4. Stage product in controlled quantities, maintain required segregation, and attach identity/date/allergen or handling information before display/use.

5. Perform automated food vending replenishment and temperature control using the approved operating sequence; do not mix uncontrolled old and new product or bypass required monitoring.

6. Check product condition, time/temperature, labels, equipment, guest-contact risk, and sanitation at the restaurant-approved frequency and record results.

7. Remove, hold, discard, or replace product immediately when a required control is missed, contamination is suspected, or identity cannot be verified.

8. Replenish only from approved protected stock and keep the station orderly so employees can see age, condition, and ownership of product.

9. At close/changeover, dispose or store product only under the approved rule, clean and sanitize the station/equipment, and complete records.

10. The manager reviews the monitoring record and recurring deviations before the next service period.

MANAGER VERIFICATION

■ Automated Food Vending Replenishment and Temperature Control was performed under the current approved restaurant procedure.

■ Required people, equipment, utilities, product, approvals, and records were verified before release or continued operation.

■ Critical readings, identities, handoffs, exceptions, or other evidence required by this procedure were recorded.

■ Unsafe, out-of-standard, unidentified, or undocumented conditions were held, stopped, or escalated instead of informally accepted.

■ Corrective actions and product/equipment/guest/employee disposition were completed and documented when required.

■ The accountable manager or program owner completed final verification and assigned unresolved follow-up.

COMMON MISTAKES

• Using an old, generic, or remembered procedure instead of the current approved specialty-operation standard.

• Starting before required permits, approvals, trained people, utilities, equipment, labels, or records are ready.

• Failing to document actual conditions, readings, identities, handoffs, or deviations at the time they occur.

• Continuing service or releasing product/equipment when a required control cannot be verified.

• Treating a vendor, platform, event organizer, sister unit, or outside agency as responsible for controls that still belong to the restaurant.

• Closing the activity without manager verification, record completion, cleanup/restoration, and follow-up ownership.

CUSTOMIZATION FIELDS

Primary owner / person in charge for this procedure: _____

Applicable permit, regulatory, certification, manufacturer, event, or company requirement: _____

Approved equipment, vendor, system, site, or product specifications: _____

Restaurant-specific critical limit, service target, frequency, or acceptance criterion: _____

Required log, checklist, tag, record, photo, or other evidence: _____

Escalation contact and stop-work / hold / closure authority: _____

REVISION CONTROL

Record future changes in the restaurant master SOP index, retain required evidence, and retrain affected employees whenever the approved process, equipment, authority requirement, or responsibility changes.

Unattended Pickup Area Security and Abandoned Order Disposition SOP

PURPOSE

To establish a controlled, repeatable, and verifiable process for unattended pickup area security and abandoned order disposition so specialty operations do not depend on improvisation, undocumented exceptions, or unassigned responsibility.

APPLIES TO

Grab-and-go, retail, kitchen, expo, kiosk, locker, vending, and manager teams.

RESPONSIBILITY

The assigned retail/off-premise owner controls labels, time/temperature, stocking, security, and removal. The manager verifies exceptions, outages, abandoned orders, and product disposition.

WHEN USED

For every applicable receipt, transfer, pickup, release, or custody handoff, before the product/order is accepted or released.

MATERIALS / INFORMATION

• Approved labels and product specifications

• Calibrated thermometers or automated monitoring where used

• Rotation, stocking, withdrawal, and disposition records

• Approved packaging and consumer instructions

• Kiosk/locker/vending access and support contacts

CRITICAL STANDARDS

• Packaged products carry required identity, date, allergen, handling, and consumer information under the restaurant’s approved labeling program.

• Time/temperature-controlled products remain within approved conditions through display, locker, vending, or pickup.

• Expired, mislabeled, temperature-abused, damaged, recalled, or abandoned product is removed from sale/use immediately.

• Automated systems have a documented manual or shutdown response when monitoring, payment, accessibility, or release controls fail.

PROCEDURE

1. Confirm the approved product/service specification and assigned employee for unattended pickup area security and abandoned order disposition.

2. Review required labels, ingredients, equipment, monitoring tools, service/display limits, rotation method, and corrective-action rules.

3. Inspect and clean the station/equipment; verify barriers, utensils, containers, monitoring devices, and guest-protection controls are ready.

4. Stage product in controlled quantities, maintain required segregation, and attach identity/date/allergen or handling information before display/use.

5. Perform unattended pickup area security and abandoned order disposition using the approved operating sequence; do not mix uncontrolled old and new product or bypass required monitoring.

6. Check product condition, time/temperature, labels, equipment, guest-contact risk, and sanitation at the restaurant-approved frequency and record results.

7. Remove, hold, discard, or replace product immediately when a required control is missed, contamination is suspected, or identity cannot be verified.

8. Replenish only from approved protected stock and keep the station orderly so employees can see age, condition, and ownership of product.

9. At close/changeover, dispose or store product only under the approved rule, clean and sanitize the station/equipment, and complete records.

10. The manager reviews the monitoring record and recurring deviations before the next service period.

MANAGER VERIFICATION

■ Unattended Pickup Area Security and Abandoned Order Disposition was performed under the current approved restaurant procedure.

■ Required people, equipment, utilities, product, approvals, and records were verified before release or continued operation.

■ Critical readings, identities, handoffs, exceptions, or other evidence required by this procedure were recorded.

■ Unsafe, out-of-standard, unidentified, or undocumented conditions were held, stopped, or escalated instead of informally accepted.

■ Corrective actions and product/equipment/guest/employee disposition were completed and documented when required.

■ The accountable manager or program owner completed final verification and assigned unresolved follow-up.

COMMON MISTAKES

• Using an old, generic, or remembered procedure instead of the current approved specialty-operation standard.

• Starting before required permits, approvals, trained people, utilities, equipment, labels, or records are ready.

• Failing to document actual conditions, readings, identities, handoffs, or deviations at the time they occur.

• Continuing service or releasing product/equipment when a required control cannot be verified.

• Treating a vendor, platform, event organizer, sister unit, or outside agency as responsible for controls that still belong to the restaurant.

• Closing the activity without manager verification, record completion, cleanup/restoration, and follow-up ownership.

CUSTOMIZATION FIELDS

Primary owner / person in charge for this procedure: _____

Applicable permit, regulatory, certification, manufacturer, event, or company requirement: _____

Approved equipment, vendor, system, site, or product specifications: _____

Restaurant-specific critical limit, service target, frequency, or acceptance criterion: _____

Required log, checklist, tag, record, photo, or other evidence: _____

Escalation contact and stop-work / hold / closure authority: _____

REVISION CONTROL

Record future changes in the restaurant master SOP index, retain required evidence, and retrain affected employees whenever the approved process, equipment, authority requirement, or responsibility changes.

Retail Packaged Food Withdrawal and Shelf Sweep SOP

PURPOSE

To establish a controlled, repeatable, and verifiable process for retail packaged food withdrawal and shelf sweep so specialty operations do not depend on improvisation, undocumented exceptions, or unassigned responsibility.

APPLIES TO

Grab-and-go, retail, kitchen, expo, kiosk, locker, vending, and manager teams.

RESPONSIBILITY

The assigned retail/off-premise owner controls labels, time/temperature, stocking, security, and removal. The manager verifies exceptions, outages, abandoned orders, and product disposition.

WHEN USED

Whenever this specialty operation is performed and at each required monitoring, handoff, verification, or closeout point defined by the restaurant.

MATERIALS / INFORMATION

• Approved labels and product specifications

• Calibrated thermometers or automated monitoring where used

• Rotation, stocking, withdrawal, and disposition records

• Approved packaging and consumer instructions

• Kiosk/locker/vending access and support contacts

CRITICAL STANDARDS

• Packaged products carry required identity, date, allergen, handling, and consumer information under the restaurant’s approved labeling program.

• Time/temperature-controlled products remain within approved conditions through display, locker, vending, or pickup.

• Expired, mislabeled, temperature-abused, damaged, recalled, or abandoned product is removed from sale/use immediately.

• Automated systems have a documented manual or shutdown response when monitoring, payment, accessibility, or release controls fail.

PROCEDURE

1. Confirm the approved product/service specification and assigned employee for retail packaged food withdrawal and shelf sweep.

2. Review required labels, ingredients, equipment, monitoring tools, service/display limits, rotation method, and corrective-action rules.

3. Inspect and clean the station/equipment; verify barriers, utensils, containers, monitoring devices, and guest-protection controls are ready.

4. Stage product in controlled quantities, maintain required segregation, and attach identity/date/allergen or handling information before display/use.

5. Perform retail packaged food withdrawal and shelf sweep using the approved operating sequence; do not mix uncontrolled old and new product or bypass required monitoring.

6. Check product condition, time/temperature, labels, equipment, guest-contact risk, and sanitation at the restaurant-approved frequency and record results.

7. Remove, hold, discard, or replace product immediately when a required control is missed, contamination is suspected, or identity cannot be verified.

8. Replenish only from approved protected stock and keep the station orderly so employees can see age, condition, and ownership of product.

9. At close/changeover, dispose or store product only under the approved rule, clean and sanitize the station/equipment, and complete records.

10. The manager reviews the monitoring record and recurring deviations before the next service period.

MANAGER VERIFICATION

■ Retail Packaged Food Withdrawal and Shelf Sweep was performed under the current approved restaurant procedure.

■ Required people, equipment, utilities, product, approvals, and records were verified before release or continued operation.

■ Critical readings, identities, handoffs, exceptions, or other evidence required by this procedure were recorded.

■ Unsafe, out-of-standard, unidentified, or undocumented conditions were held, stopped, or escalated instead of informally accepted.

■ Corrective actions and product/equipment/guest/employee disposition were completed and documented when required.

■ The accountable manager or program owner completed final verification and assigned unresolved follow-up.

COMMON MISTAKES

• Using an old, generic, or remembered procedure instead of the current approved specialty-operation standard.

• Starting before required permits, approvals, trained people, utilities, equipment, labels, or records are ready.

• Failing to document actual conditions, readings, identities, handoffs, or deviations at the time they occur.

• Continuing service or releasing product/equipment when a required control cannot be verified.

• Treating a vendor, platform, event organizer, sister unit, or outside agency as responsible for controls that still belong to the restaurant.

• Closing the activity without manager verification, record completion, cleanup/restoration, and follow-up ownership.

CUSTOMIZATION FIELDS

Primary owner / person in charge for this procedure: _____

Applicable permit, regulatory, certification, manufacturer, event, or company requirement: _____

Approved equipment, vendor, system, site, or product specifications: _____

Restaurant-specific critical limit, service target, frequency, or acceptance criterion: _____

Required log, checklist, tag, record, photo, or other evidence: _____

Escalation contact and stop-work / hold / closure authority: _____

REVISION CONTROL

Record future changes in the restaurant master SOP index, retain required evidence, and retrain affected employees whenever the approved process, equipment, authority requirement, or responsibility changes.

Shared Commercial Kitchen Opening and Space Handoff SOP

PURPOSE

To establish a controlled, repeatable, and verifiable process for shared commercial kitchen opening and space handoff so specialty operations do not depend on improvisation, undocumented exceptions, or unassigned responsibility.

APPLIES TO

Managers, shared-kitchen users, pop-up/event teams, concession teams, room-service teams, and employees operating in borrowed, remote, or multi-tenant spaces.

RESPONSIBILITY

The designated operation lead owns the space handoff, segregation, temporary setup, service controls, and restoration. The manager escalates facility, co-tenant, contamination, access, or authority issues.

WHEN USED

Before the applicable operation, service period, event, route, batch, opening, or equipment use, and again after any material condition changes.

MATERIALS / INFORMATION

• Site agreement, permit/event requirements, and approved operating plan

• Opening/closing and space-handoff checklist

• Dedicated labels, storage identifiers, smallwares, and chemical controls

• Food-safety monitoring and sanitation supplies

• Damage, contamination, incident, and site-restoration records

CRITICAL STANDARDS

• The team verifies what space, equipment, storage, utilities, cleaning, and access are actually under its control before operating.

• Food, allergens, chemicals, smallwares, and storage are segregated from co-tenants or unrelated operations.

• Temporary service does not begin until handwashing, sanitation, food protection, utilities, and safe guest/employee access are established.

• The site is returned in the documented condition required by the agreement, with unresolved issues handed off in writing.

PROCEDURE

1. Confirm the written scope for shared commercial kitchen opening and space handoff, including site owner, available space/equipment/utilities, operating times, access rules, permits, and restoration obligations.

2. Walk the site before setup and document cleanliness, damage, pest evidence, utilities, storage, handwashing, warewashing, refrigeration/hot holding, waste, lighting, and safe access.

3. Assign and label the restaurant's food, chemicals, smallwares, equipment, cold/dry storage, and personal items so ownership remains clear in the shared/temporary environment.

4. Establish handwashing, sanitation, allergen, food-protection, waste, security, and employee/guest-flow controls before food preparation or service begins.

5. Perform shared commercial kitchen opening and space handoff within the approved footprint and prevent co-tenant or venue activity from contaminating, displacing, or compromising the restaurant's operation.

6. Monitor utilities, storage, product condition, access, co-tenant activity, and sanitation throughout service and document any shared-space incident.

7. Stop or relocate the affected activity if safe food handling, sanitation, utilities, segregation, or site security cannot be maintained.

8. At handoff/closeout, reconcile food/equipment, remove waste and chemicals, clean/sanitize assigned areas, and restore the site as required.

9. Document damage, contamination, missing property, shared-storage disputes, or facility defects and notify the site owner/manager promptly.

10. The operation lead completes the space-handoff record and blocks the next use until unresolved critical defects are corrected.

MANAGER VERIFICATION

■ Shared Commercial Kitchen Opening and Space Handoff was performed under the current approved restaurant procedure.

■ Required people, equipment, utilities, product, approvals, and records were verified before release or continued operation.

■ Critical readings, identities, handoffs, exceptions, or other evidence required by this procedure were recorded.

■ Unsafe, out-of-standard, unidentified, or undocumented conditions were held, stopped, or escalated instead of informally accepted.

■ Corrective actions and product/equipment/guest/employee disposition were completed and documented when required.

■ The accountable manager or program owner completed final verification and assigned unresolved follow-up.

COMMON MISTAKES

• Using an old, generic, or remembered procedure instead of the current approved specialty-operation standard.

• Starting before required permits, approvals, trained people, utilities, equipment, labels, or records are ready.

• Failing to document actual conditions, readings, identities, handoffs, or deviations at the time they occur.

• Continuing service or releasing product/equipment when a required control cannot be verified.

• Treating a vendor, platform, event organizer, sister unit, or outside agency as responsible for controls that still belong to the restaurant.

• Closing the activity without manager verification, record completion, cleanup/restoration, and follow-up ownership.

CUSTOMIZATION FIELDS

Primary owner / person in charge for this procedure: _____

Applicable permit, regulatory, certification, manufacturer, event, or company requirement: _____

Approved equipment, vendor, system, site, or product specifications: _____

Restaurant-specific critical limit, service target, frequency, or acceptance criterion: _____

Required log, checklist, tag, record, photo, or other evidence: _____

Escalation contact and stop-work / hold / closure authority: _____

REVISION CONTROL

Record future changes in the restaurant master SOP index, retain required evidence, and retrain affected employees whenever the approved process, equipment, authority requirement, or responsibility changes.

Shared Kitchen Allergen, Chemical and Smallware Segregation SOP

PURPOSE

To establish a controlled, repeatable, and verifiable process for shared kitchen allergen, chemical and smallware segregation so specialty operations do not depend on improvisation, undocumented exceptions, or unassigned responsibility.

APPLIES TO

Managers, shared-kitchen users, pop-up/event teams, concession teams, room-service teams, and employees operating in borrowed, remote, or multi-tenant spaces.

RESPONSIBILITY

The designated operation lead owns the space handoff, segregation, temporary setup, service controls, and restoration. The manager escalates facility, co-tenant, contamination, access, or authority issues.

WHEN USED

Whenever this specialty operation is performed and at each required monitoring, handoff, verification, or closeout point defined by the restaurant.

MATERIALS / INFORMATION

- Site agreement, permit/event requirements, and approved operating plan
- Opening/closing and space-handoff checklist
- Dedicated labels, storage identifiers, smallwares, and chemical controls
- Food-safety monitoring and sanitation supplies
- Damage, contamination, incident, and site-restoration records
- Current allergen/ingredient information and dedicated cross-contact controls

CRITICAL STANDARDS

- The team verifies what space, equipment, storage, utilities, cleaning, and access are actually under its control before operating.
- Food, allergens, chemicals, smallwares, and storage are segregated from co-tenants or unrelated operations.
- Temporary service does not begin until handwashing, sanitation, food protection, utilities, and safe guest/employee access are established.
- The site is returned in the documented condition required by the agreement, with unresolved issues handed off in writing.
- Allergen or special-diet claims are never guessed; ingredient, cross-contact, and approved preparation controls are verified before service.

PROCEDURE

1. Confirm the written scope for shared kitchen allergen, chemical and smallware segregation, including site owner, available space/equipment/utilities, operating times, access rules, permits, and restoration obligations.
2. Walk the site before setup and document cleanliness, damage, pest evidence, utilities, storage, handwashing, warewashing, refrigeration/hot holding, waste, lighting, and safe access.
3. Assign and label the restaurant’s food, chemicals, smallwares, equipment, cold/dry storage, and personal items so ownership remains clear in the shared/temporary environment.
4. Establish handwashing, sanitation, allergen, food-protection, waste, security, and employee/guest-flow controls before food preparation or service begins.
5. Perform shared kitchen allergen, chemical and smallware segregation within the approved footprint and prevent co-tenant or venue activity from contaminating, displacing, or compromising the restaurant’s operation.
6. Monitor utilities, storage, product condition, access, co-tenant activity, and sanitation throughout service and document any shared-space incident.
7. Stop or relocate the affected activity if safe food handling, sanitation, utilities, segregation, or site security cannot be maintained.
8. At handoff/closeout, reconcile food/equipment, remove waste and chemicals, clean/sanitize assigned areas, and restore the site as required.
9. Document damage, contamination, missing property, shared-storage disputes, or facility defects and notify the site owner/manager promptly.
10. The operation lead completes the space-handoff record and blocks the next use until unresolved critical defects are corrected.

MANAGER VERIFICATION

■ Shared Kitchen Allergen, Chemical and Smallware Segregation was performed under the current approved restaurant procedure.

■ Required people, equipment, utilities, product, approvals, and records were verified before release or continued operation.

■ Critical readings, identities, handoffs, exceptions, or other evidence required by this procedure were recorded.

■ Unsafe, out-of-standard, unidentified, or undocumented conditions were held, stopped, or escalated instead of informally accepted.

■ Corrective actions and product/equipment/guest/employee disposition were completed and documented when required.

■ The accountable manager or program owner completed final verification and assigned unresolved follow-up.

COMMON MISTAKES

• Using an old, generic, or remembered procedure instead of the current approved specialty-operation standard.

• Starting before required permits, approvals, trained people, utilities, equipment, labels, or records are ready.

• Failing to document actual conditions, readings, identities, handoffs, or deviations at the time they occur.

• Continuing service or releasing product/equipment when a required control cannot be verified.

• Treating a vendor, platform, event organizer, sister unit, or outside agency as responsible for controls that still belong to the restaurant.

• Closing the activity without manager verification, record completion, cleanup/restoration, and follow-up ownership.

CUSTOMIZATION FIELDS

Primary owner / person in charge for this procedure: _____

Applicable permit, regulatory, certification, manufacturer, event, or company requirement: _____

Approved equipment, vendor, system, site, or product specifications: _____

Restaurant-specific critical limit, service target, frequency, or acceptance criterion: _____

Required log, checklist, tag, record, photo, or other evidence: _____

Escalation contact and stop-work / hold / closure authority: _____

REVISION CONTROL

Record future changes in the restaurant master SOP index, retain required evidence, and retrain affected employees whenever the approved process, equipment, authority requirement, or responsibility changes.

Shared Cold Storage Ownership and Label Control SOP

PURPOSE

To establish a controlled, repeatable, and verifiable process for shared cold storage ownership and label control so specialty operations do not depend on improvisation, undocumented exceptions, or unassigned responsibility.

APPLIES TO

Managers, shared-kitchen users, pop-up/event teams, concession teams, room-service teams, and employees operating in borrowed, remote, or multi-tenant spaces.

RESPONSIBILITY

The designated operation lead owns the space handoff, segregation, temporary setup, service controls, and restoration. The manager escalates facility, co-tenant, contamination, access, or authority issues.

WHEN USED

Whenever this specialty operation is performed and at each required monitoring, handoff, verification, or closeout point defined by the restaurant.

MATERIALS / INFORMATION

• Site agreement, permit/event requirements, and approved operating plan

• Opening/closing and space-handoff checklist

• Dedicated labels, storage identifiers, smallwares, and chemical controls

• Food-safety monitoring and sanitation supplies

• Damage, contamination, incident, and site-restoration records

• Calibrated probe thermometer and approved cold-holding/transport equipment

CRITICAL STANDARDS

• The team verifies what space, equipment, storage, utilities, cleaning, and access are actually under its control before operating.

• Food, allergens, chemicals, smallwares, and storage are segregated from co-tenants or unrelated operations.

• Temporary service does not begin until handwashing, sanitation, food protection, utilities, and safe guest/employee access are established.

• The site is returned in the documented condition required by the agreement, with unresolved issues handed off in writing.

PROCEDURE

1. Confirm the written scope for shared cold storage ownership and label control, including site owner, available space/equipment/utilities, operating times, access rules, permits, and restoration obligations.

2. Walk the site before setup and document cleanliness, damage, pest evidence, utilities, storage, handwashing, warewashing, refrigeration/hot holding, waste, lighting, and safe access.

3. Assign and label the restaurant’s food, chemicals, smallwares, equipment, cold/dry storage, and personal items so ownership remains clear in the shared/temporary environment.

4. Establish handwashing, sanitation, allergen, food-protection, waste, security, and employee/guest-flow controls before food preparation or service begins.

5. Perform shared cold storage ownership and label control within the approved footprint and prevent co-tenant or venue activity from contaminating, displacing, or compromising the restaurant’s operation.

6. Monitor utilities, storage, product condition, access, co-tenant activity, and sanitation throughout service and document any shared-space incident.

7. Stop or relocate the affected activity if safe food handling, sanitation, utilities, segregation, or site security cannot be maintained.

8. At handoff/closeout, reconcile food/equipment, remove waste and chemicals, clean/sanitize assigned areas, and restore the site as required.

9. Document damage, contamination, missing property, shared-storage disputes, or facility defects and notify the site owner/manager promptly.

10. The operation lead completes the space-handoff record and blocks the next use until unresolved critical defects are corrected.

MANAGER VERIFICATION

■ Shared Cold Storage Ownership and Label Control was performed under the current approved restaurant procedure.

■ Required people, equipment, utilities, product, approvals, and records were verified before release or continued operation.

■ Critical readings, identities, handoffs, exceptions, or other evidence required by this procedure were recorded.

■ Unsafe, out-of-standard, unidentified, or undocumented conditions were held, stopped, or escalated instead of informally accepted.

■ Corrective actions and product/equipment/guest/employee disposition were completed and documented when required.

■ The accountable manager or program owner completed final verification and assigned unresolved follow-up.

COMMON MISTAKES

• Using an old, generic, or remembered procedure instead of the current approved specialty-operation standard.

• Starting before required permits, approvals, trained people, utilities, equipment, labels, or records are ready.

• Failing to document actual conditions, readings, identities, handoffs, or deviations at the time they occur.

• Continuing service or releasing product/equipment when a required control cannot be verified.

• Treating a vendor, platform, event organizer, sister unit, or outside agency as responsible for controls that still belong to the restaurant.

• Closing the activity without manager verification, record completion, cleanup/restoration, and follow-up ownership.

CUSTOMIZATION FIELDS

Primary owner / person in charge for this procedure: _____

Applicable permit, regulatory, certification, manufacturer, event, or company requirement: _____

Approved equipment, vendor, system, site, or product specifications: _____

Restaurant-specific critical limit, service target, frequency, or acceptance criterion: _____

Required log, checklist, tag, record, photo, or other evidence: _____

Escalation contact and stop-work / hold / closure authority: _____

REVISION CONTROL

Record future changes in the restaurant master SOP index, retain required evidence, and retrain affected employees whenever the approved process, equipment, authority requirement, or responsibility changes.

Co-Tenant Contamination Incident Response SOP

PURPOSE

To establish a controlled, repeatable, and verifiable process for co-tenant contamination incident response so specialty operations do not depend on improvisation, undocumented exceptions, or unassigned responsibility.

APPLIES TO

Managers, shared-kitchen users, pop-up/event teams, concession teams, room-service teams, and employees operating in borrowed, remote, or multi-tenant spaces.

RESPONSIBILITY

The designated operation lead owns the space handoff, segregation, temporary setup, service controls, and restoration. The manager escalates facility, co-tenant, contamination, access, or authority issues.

WHEN USED

Immediately when the condition is suspected or confirmed, and continuously until the manager documents safe stabilization, recovery, or closure.

MATERIALS / INFORMATION

• Site agreement, permit/event requirements, and approved operating plan

• Opening/closing and space-handoff checklist

• Dedicated labels, storage identifiers, smallwares, and chemical controls

• Food-safety monitoring and sanitation supplies

• Damage, contamination, incident, and site-restoration records

CRITICAL STANDARDS

• The team verifies what space, equipment, storage, utilities, cleaning, and access are actually under its control before operating.

• Food, allergens, chemicals, smallwares, and storage are segregated from co-tenants or unrelated operations.

• Temporary service does not begin until handwashing, sanitation, food protection, utilities, and safe guest/employee access are established.

• The site is returned in the documented condition required by the agreement, with unresolved issues handed off in writing.

PROCEDURE

1. Confirm the written scope for co-tenant contamination incident response, including site owner, available space/equipment/utilities, operating times, access rules, permits, and restoration obligations.

2. Walk the site before setup and document cleanliness, damage, pest evidence, utilities, storage, handwashing, warewashing, refrigeration/hot holding, waste, lighting, and safe access.

3. Assign and label the restaurant's food, chemicals, smallwares, equipment, cold/dry storage, and personal items so ownership remains clear in the shared/temporary environment.

4. Establish handwashing, sanitation, allergen, food-protection, waste, security, and employee/guest-flow controls before food preparation or service begins.

5. Perform co-tenant contamination incident response within the approved footprint and prevent co-tenant or venue activity from contaminating, displacing, or compromising the restaurant's operation.

6. Monitor utilities, storage, product condition, access, co-tenant activity, and sanitation throughout service and document any shared-space incident.

7. Stop or relocate the affected activity if safe food handling, sanitation, utilities, segregation, or site security cannot be maintained.

8. At handoff/closeout, reconcile food/equipment, remove waste and chemicals, clean/sanitize assigned areas, and restore the site as required.

9. Document damage, contamination, missing property, shared-storage disputes, or facility defects and notify the site owner/manager promptly.

10. The operation lead completes the space-handoff record and blocks the next use until unresolved critical defects are corrected.

MANAGER VERIFICATION

■ Co-Tenant Contamination Incident Response was performed under the current approved restaurant procedure.

■ Required people, equipment, utilities, product, approvals, and records were verified before release or continued operation.

■ Critical readings, identities, handoffs, exceptions, or other evidence required by this procedure were recorded.

■ Unsafe, out-of-standard, unidentified, or undocumented conditions were held, stopped, or escalated instead of informally accepted.

■ Corrective actions and product/equipment/guest/employee disposition were completed and documented when required.

■ The accountable manager or program owner completed final verification and assigned unresolved follow-up.

COMMON MISTAKES

• Using an old, generic, or remembered procedure instead of the current approved specialty-operation standard.

• Starting before required permits, approvals, trained people, utilities, equipment, labels, or records are ready.

• Failing to document actual conditions, readings, identities, handoffs, or deviations at the time they occur.

• Continuing service or releasing product/equipment when a required control cannot be verified.

• Treating a vendor, platform, event organizer, sister unit, or outside agency as responsible for controls that still belong to the restaurant.

• Closing the activity without manager verification, record completion, cleanup/restoration, and follow-up ownership.

CUSTOMIZATION FIELDS

Primary owner / person in charge for this procedure: _____

Applicable permit, regulatory, certification, manufacturer, event, or company requirement: _____

Approved equipment, vendor, system, site, or product specifications: _____

Restaurant-specific critical limit, service target, frequency, or acceptance criterion: _____

Required log, checklist, tag, record, photo, or other evidence: _____

Escalation contact and stop-work / hold / closure authority: _____

REVISION CONTROL

Record future changes in the restaurant master SOP index, retain required evidence, and retrain affected employees whenever the approved process, equipment, authority requirement, or responsibility changes.

Pop-Up Restaurant Site Readiness SOP

PURPOSE

To establish a controlled, repeatable, and verifiable process for pop-up restaurant site readiness so specialty operations do not depend on improvisation, undocumented exceptions, or unassigned responsibility.

APPLIES TO

Managers, shared-kitchen users, pop-up/event teams, concession teams, room-service teams, and employees operating in borrowed, remote, or multi-tenant spaces.

RESPONSIBILITY

The designated operation lead owns the space handoff, segregation, temporary setup, service controls, and restoration. The manager escalates facility, co-tenant, contamination, access, or authority issues.

WHEN USED

Before the applicable operation, service period, event, route, batch, opening, or equipment use, and again after any material condition changes.

MATERIALS / INFORMATION

• Site agreement, permit/event requirements, and approved operating plan

• Opening/closing and space-handoff checklist

• Dedicated labels, storage identifiers, smallwares, and chemical controls

• Food-safety monitoring and sanitation supplies

• Damage, contamination, incident, and site-restoration records

CRITICAL STANDARDS

• The team verifies what space, equipment, storage, utilities, cleaning, and access are actually under its control before operating.

• Food, allergens, chemicals, smallwares, and storage are segregated from co-tenants or unrelated operations.

• Temporary service does not begin until handwashing, sanitation, food protection, utilities, and safe guest/employee access are established.

• The site is returned in the documented condition required by the agreement, with unresolved issues handed off in writing.

PROCEDURE

1. Confirm the written scope for pop-up restaurant site readiness, including site owner, available space/equipment/utilities, operating times, access rules, permits, and restoration obligations.

2. Walk the site before setup and document cleanliness, damage, pest evidence, utilities, storage, handwashing, warewashing, refrigeration/hot holding, waste, lighting, and safe access.

3. Assign and label the restaurant’s food, chemicals, smallwares, equipment, cold/dry storage, and personal items so ownership remains clear in the shared/temporary environment.

4. Establish handwashing, sanitation, allergen, food-protection, waste, security, and employee/guest-flow controls before food preparation or service begins.

5. Perform pop-up restaurant site readiness within the approved footprint and prevent co-tenant or venue activity from contaminating, displacing, or compromising the restaurant’s operation.

6. Monitor utilities, storage, product condition, access, co-tenant activity, and sanitation throughout service and document any shared-space incident.

7. Stop or relocate the affected activity if safe food handling, sanitation, utilities, segregation, or site security cannot be maintained.

8. At handoff/closeout, reconcile food/equipment, remove waste and chemicals, clean/sanitize assigned areas, and restore the site as required.

9. Document damage, contamination, missing property, shared-storage disputes, or facility defects and notify the site owner/manager promptly.

10. The operation lead completes the space-handoff record and blocks the next use until unresolved critical defects are corrected.

MANAGER VERIFICATION

■ Pop-Up Restaurant Site Readiness was performed under the current approved restaurant procedure.

■ Required people, equipment, utilities, product, approvals, and records were verified before release or continued operation.

■ Critical readings, identities, handoffs, exceptions, or other evidence required by this procedure were recorded.

■ Unsafe, out-of-standard, unidentified, or undocumented conditions were held, stopped, or escalated instead of informally accepted.

■ Corrective actions and product/equipment/guest/employee disposition were completed and documented when required.

■ The accountable manager or program owner completed final verification and assigned unresolved follow-up.

COMMON MISTAKES

• Using an old, generic, or remembered procedure instead of the current approved specialty-operation standard.

• Starting before required permits, approvals, trained people, utilities, equipment, labels, or records are ready.

• Failing to document actual conditions, readings, identities, handoffs, or deviations at the time they occur.

• Continuing service or releasing product/equipment when a required control cannot be verified.

• Treating a vendor, platform, event organizer, sister unit, or outside agency as responsible for controls that still belong to the restaurant.

• Closing the activity without manager verification, record completion, cleanup/restoration, and follow-up ownership.

CUSTOMIZATION FIELDS

Primary owner / person in charge for this procedure: _____

Applicable permit, regulatory, certification, manufacturer, event, or company requirement: _____

Approved equipment, vendor, system, site, or product specifications: _____

Restaurant-specific critical limit, service target, frequency, or acceptance criterion: _____

Required log, checklist, tag, record, photo, or other evidence: _____

Escalation contact and stop-work / hold / closure authority: _____

REVISION CONTROL

Record future changes in the restaurant master SOP index, retain required evidence, and retrain affected employees whenever the approved process, equipment, authority requirement, or responsibility changes.

Pop-Up Restaurant Closeout and Site Restoration SOP

PURPOSE

To establish a controlled, repeatable, and verifiable process for pop-up restaurant closeout and site restoration so specialty operations do not depend on improvisation, undocumented exceptions, or unassigned responsibility.

APPLIES TO

Managers, shared-kitchen users, pop-up/event teams, concession teams, room-service teams, and employees operating in borrowed, remote, or multi-tenant spaces.

RESPONSIBILITY

The designated operation lead owns the space handoff, segregation, temporary setup, service controls, and restoration. The manager escalates facility, co-tenant, contamination, access, or authority issues.

WHEN USED

At the end of the applicable service, event, route, shift, equipment cycle, or temporary operation, before the responsible employee is released.

MATERIALS / INFORMATION

• Site agreement, permit/event requirements, and approved operating plan

• Opening/closing and space-handoff checklist

• Dedicated labels, storage identifiers, smallwares, and chemical controls

• Food-safety monitoring and sanitation supplies

• Damage, contamination, incident, and site-restoration records

CRITICAL STANDARDS

• The team verifies what space, equipment, storage, utilities, cleaning, and access are actually under its control before operating.

• Food, allergens, chemicals, smallwares, and storage are segregated from co-tenants or unrelated operations.

• Temporary service does not begin until handwashing, sanitation, food protection, utilities, and safe guest/employee access are established.

• The site is returned in the documented condition required by the agreement, with unresolved issues handed off in writing.

PROCEDURE

1. Confirm the written scope for pop-up restaurant closeout and site restoration, including site owner, available space/equipment/utilities, operating times, access rules, permits, and restoration obligations.

2. Walk the site before setup and document cleanliness, damage, pest evidence, utilities, storage, handwashing, warewashing, refrigeration/hot holding, waste, lighting, and safe access.

3. Assign and label the restaurant’s food, chemicals, smallwares, equipment, cold/dry storage, and personal items so ownership remains clear in the shared/temporary environment.

4. Establish handwashing, sanitation, allergen, food-protection, waste, security, and employee/guest-flow controls before food preparation or service begins.

5. Perform pop-up restaurant closeout and site restoration within the approved footprint and prevent co-tenant or venue activity from contaminating, displacing, or compromising the restaurant’s operation.

6. Monitor utilities, storage, product condition, access, co-tenant activity, and sanitation throughout service and document any shared-space incident.

7. Stop or relocate the affected activity if safe food handling, sanitation, utilities, segregation, or site security cannot be maintained.

8. At handoff/closeout, reconcile food/equipment, remove waste and chemicals, clean/sanitize assigned areas, and restore the site as required.

9. Document damage, contamination, missing property, shared-storage disputes, or facility defects and notify the site owner/manager promptly.

10. The operation lead completes the space-handoff record and blocks the next use until unresolved critical defects are corrected.

MANAGER VERIFICATION

■ Pop-Up Restaurant Closeout and Site Restoration was performed under the current approved restaurant procedure.

■ Required people, equipment, utilities, product, approvals, and records were verified before release or continued operation.

■ Critical readings, identities, handoffs, exceptions, or other evidence required by this procedure were recorded.

■ Unsafe, out-of-standard, unidentified, or undocumented conditions were held, stopped, or escalated instead of informally accepted.

■ Corrective actions and product/equipment/guest/employee disposition were completed and documented when required.

■ The accountable manager or program owner completed final verification and assigned unresolved follow-up.

COMMON MISTAKES

• Using an old, generic, or remembered procedure instead of the current approved specialty-operation standard.

• Starting before required permits, approvals, trained people, utilities, equipment, labels, or records are ready.

• Failing to document actual conditions, readings, identities, handoffs, or deviations at the time they occur.

• Continuing service or releasing product/equipment when a required control cannot be verified.

• Treating a vendor, platform, event organizer, sister unit, or outside agency as responsible for controls that still belong to the restaurant.

• Closing the activity without manager verification, record completion, cleanup/restoration, and follow-up ownership.

CUSTOMIZATION FIELDS

Primary owner / person in charge for this procedure: _____

Applicable permit, regulatory, certification, manufacturer, event, or company requirement: _____

Approved equipment, vendor, system, site, or product specifications: _____

Restaurant-specific critical limit, service target, frequency, or acceptance criterion: _____

Required log, checklist, tag, record, photo, or other evidence: _____

Escalation contact and stop-work / hold / closure authority: _____

REVISION CONTROL

Record future changes in the restaurant master SOP index, retain required evidence, and retrain affected employees whenever the approved process, equipment, authority requirement, or responsibility changes.

Farmers Market Prepared-Food Booth Operations SOP

PURPOSE

To establish a controlled, repeatable, and verifiable process for farmers market prepared-food booth operations so specialty operations do not depend on improvisation, undocumented exceptions, or unassigned responsibility.

APPLIES TO

Managers, shared-kitchen users, pop-up/event teams, concession teams, room-service teams, and employees operating in borrowed, remote, or multi-tenant spaces.

RESPONSIBILITY

The designated operation lead owns the space handoff, segregation, temporary setup, service controls, and restoration. The manager escalates facility, co-tenant, contamination, access, or authority issues.

WHEN USED

Whenever this specialty operation is performed and at each required monitoring, handoff, verification, or closeout point defined by the restaurant.

MATERIALS / INFORMATION

• Site agreement, permit/event requirements, and approved operating plan

• Opening/closing and space-handoff checklist

• Dedicated labels, storage identifiers, smallwares, and chemical controls

• Food-safety monitoring and sanitation supplies

• Damage, contamination, incident, and site-restoration records

CRITICAL STANDARDS

• The team verifies what space, equipment, storage, utilities, cleaning, and access are actually under its control before operating.

• Food, allergens, chemicals, smallwares, and storage are segregated from co-tenants or unrelated operations.

• Temporary service does not begin until handwashing, sanitation, food protection, utilities, and safe guest/employee access are established.

• The site is returned in the documented condition required by the agreement, with unresolved issues handed off in writing.

PROCEDURE

1. Confirm the written scope for farmers market prepared-food booth operations, including site owner, available space/equipment/utilities, operating times, access rules, permits, and restoration obligations.

2. Walk the site before setup and document cleanliness, damage, pest evidence, utilities, storage, handwashing, warewashing, refrigeration/hot holding, waste, lighting, and safe access.

3. Assign and label the restaurant’s food, chemicals, smallwares, equipment, cold/dry storage, and personal items so ownership remains clear in the shared/temporary environment.

4. Establish handwashing, sanitation, allergen, food-protection, waste, security, and employee/guest-flow controls before food preparation or service begins.

5. Perform farmers market prepared-food booth operations within the approved footprint and prevent co-tenant or venue activity from contaminating, displacing, or compromising the restaurant’s operation.

6. Monitor utilities, storage, product condition, access, co-tenant activity, and sanitation throughout service and document any shared-space incident.

7. Stop or relocate the affected activity if safe food handling, sanitation, utilities, segregation, or site security cannot be maintained.

8. At handoff/closeout, reconcile food/equipment, remove waste and chemicals, clean/sanitize assigned areas, and restore the site as required.

9. Document damage, contamination, missing property, shared-storage disputes, or facility defects and notify the site owner/manager promptly.

10. The operation lead completes the space-handoff record and blocks the next use until unresolved critical defects are corrected.

MANAGER VERIFICATION

■ Farmers Market Prepared-Food Booth Operations was performed under the current approved restaurant procedure.

■ Required people, equipment, utilities, product, approvals, and records were verified before release or continued operation.

■ Critical readings, identities, handoffs, exceptions, or other evidence required by this procedure were recorded.

■ Unsafe, out-of-standard, unidentified, or undocumented conditions were held, stopped, or escalated instead of informally accepted.

■ Corrective actions and product/equipment/guest/employee disposition were completed and documented when required.

■ The accountable manager or program owner completed final verification and assigned unresolved follow-up.

COMMON MISTAKES

• Using an old, generic, or remembered procedure instead of the current approved specialty-operation standard.

• Starting before required permits, approvals, trained people, utilities, equipment, labels, or records are ready.

• Failing to document actual conditions, readings, identities, handoffs, or deviations at the time they occur.

• Continuing service or releasing product/equipment when a required control cannot be verified.

• Treating a vendor, platform, event organizer, sister unit, or outside agency as responsible for controls that still belong to the restaurant.

• Closing the activity without manager verification, record completion, cleanup/restoration, and follow-up ownership.

CUSTOMIZATION FIELDS

Primary owner / person in charge for this procedure: _____

Applicable permit, regulatory, certification, manufacturer, event, or company requirement: _____

Approved equipment, vendor, system, site, or product specifications: _____

Restaurant-specific critical limit, service target, frequency, or acceptance criterion: _____

Required log, checklist, tag, record, photo, or other evidence: _____

Escalation contact and stop-work / hold / closure authority: _____

REVISION CONTROL

Record future changes in the restaurant master SOP index, retain required evidence, and retrain affected employees whenever the approved process, equipment, authority requirement, or responsibility changes.

Concession Stand Opening, Replenishment and Closeout SOP

PURPOSE

To establish a controlled, repeatable, and verifiable process for concession stand opening, replenishment and closeout so specialty operations do not depend on improvisation, undocumented exceptions, or unassigned responsibility.

APPLIES TO

Managers, shared-kitchen users, pop-up/event teams, concession teams, room-service teams, and employees operating in borrowed, remote, or multi-tenant spaces.

RESPONSIBILITY

The designated operation lead owns the space handoff, segregation, temporary setup, service controls, and restoration. The manager escalates facility, co-tenant, contamination, access, or authority issues.

WHEN USED

Before the applicable operation, service period, event, route, batch, opening, or equipment use, and again after any material condition changes.

MATERIALS / INFORMATION

• Site agreement, permit/event requirements, and approved operating plan

• Opening/closing and space-handoff checklist

• Dedicated labels, storage identifiers, smallwares, and chemical controls

• Food-safety monitoring and sanitation supplies

• Damage, contamination, incident, and site-restoration records

CRITICAL STANDARDS

• The team verifies what space, equipment, storage, utilities, cleaning, and access are actually under its control before operating.

• Food, allergens, chemicals, smallwares, and storage are segregated from co-tenants or unrelated operations.

• Temporary service does not begin until handwashing, sanitation, food protection, utilities, and safe guest/employee access are established.

• The site is returned in the documented condition required by the agreement, with unresolved issues handed off in writing.

PROCEDURE

1. Confirm the written scope for concession stand opening, replenishment and closeout, including site owner, available space/equipment/utilities, operating times, access rules, permits, and restoration obligations.

2. Walk the site before setup and document cleanliness, damage, pest evidence, utilities, storage, handwashing, warewashing, refrigeration/hot holding, waste, lighting, and safe access.

3. Assign and label the restaurant’s food, chemicals, smallwares, equipment, cold/dry storage, and personal items so ownership remains clear in the shared/temporary environment.

4. Establish handwashing, sanitation, allergen, food-protection, waste, security, and employee/guest-flow controls before food preparation or service begins.

5. Perform concession stand opening, replenishment and closeout within the approved footprint and prevent co-tenant or venue activity from contaminating, displacing, or compromising the restaurant’s operation.

6. Monitor utilities, storage, product condition, access, co-tenant activity, and sanitation throughout service and document any shared-space incident.

7. Stop or relocate the affected activity if safe food handling, sanitation, utilities, segregation, or site security cannot be maintained.

8. At handoff/closeout, reconcile food/equipment, remove waste and chemicals, clean/sanitize assigned areas, and restore the site as required.

9. Document damage, contamination, missing property, shared-storage disputes, or facility defects and notify the site owner/manager promptly.

10. The operation lead completes the space-handoff record and blocks the next use until unresolved critical defects are corrected.

MANAGER VERIFICATION

■ Concession Stand Opening, Replenishment and Closeout was performed under the current approved restaurant procedure.

■ Required people, equipment, utilities, product, approvals, and records were verified before release or continued operation.

■ Critical readings, identities, handoffs, exceptions, or other evidence required by this procedure were recorded.

■ Unsafe, out-of-standard, unidentified, or undocumented conditions were held, stopped, or escalated instead of informally accepted.

■ Corrective actions and product/equipment/guest/employee disposition were completed and documented when required.

■ The accountable manager or program owner completed final verification and assigned unresolved follow-up.

COMMON MISTAKES

• Using an old, generic, or remembered procedure instead of the current approved specialty-operation standard.

• Starting before required permits, approvals, trained people, utilities, equipment, labels, or records are ready.

• Failing to document actual conditions, readings, identities, handoffs, or deviations at the time they occur.

• Continuing service or releasing product/equipment when a required control cannot be verified.

• Treating a vendor, platform, event organizer, sister unit, or outside agency as responsible for controls that still belong to the restaurant.

• Closing the activity without manager verification, record completion, cleanup/restoration, and follow-up ownership.

CUSTOMIZATION FIELDS

Primary owner / person in charge for this procedure: _____

Applicable permit, regulatory, certification, manufacturer, event, or company requirement: _____

Approved equipment, vendor, system, site, or product specifications: _____

Restaurant-specific critical limit, service target, frequency, or acceptance criterion: _____

Required log, checklist, tag, record, photo, or other evidence: _____

Escalation contact and stop-work / hold / closure authority: _____

REVISION CONTROL

Record future changes in the restaurant master SOP index, retain required evidence, and retrain affected employees whenever the approved process, equipment, authority requirement, or responsibility changes.

Hotel Room Service Dispatch and Tray Retrieval SOP

PURPOSE

To establish a controlled, repeatable, and verifiable process for hotel room service dispatch and tray retrieval so specialty operations do not depend on improvisation, undocumented exceptions, or unassigned responsibility.

APPLIES TO

Managers, shared-kitchen users, pop-up/event teams, concession teams, room-service teams, and employees operating in borrowed, remote, or multi-tenant spaces.

RESPONSIBILITY

The designated operation lead owns the space handoff, segregation, temporary setup, service controls, and restoration. The manager escalates facility, co-tenant, contamination, access, or authority issues.

WHEN USED

Whenever this specialty operation is performed and at each required monitoring, handoff, verification, or closeout point defined by the restaurant.

MATERIALS / INFORMATION

• Site agreement, permit/event requirements, and approved operating plan

• Opening/closing and space-handoff checklist

• Dedicated labels, storage identifiers, smallwares, and chemical controls

• Food-safety monitoring and sanitation supplies

• Damage, contamination, incident, and site-restoration records

CRITICAL STANDARDS

• The team verifies what space, equipment, storage, utilities, cleaning, and access are actually under its control before operating.

• Food, allergens, chemicals, smallwares, and storage are segregated from co-tenants or unrelated operations.

• Temporary service does not begin until handwashing, sanitation, food protection, utilities, and safe guest/employee access are established.

• The site is returned in the documented condition required by the agreement, with unresolved issues handed off in writing.

PROCEDURE

1. Confirm the written scope for hotel room service dispatch and tray retrieval, including site owner, available space/equipment/utilities, operating times, access rules, permits, and restoration obligations.

2. Walk the site before setup and document cleanliness, damage, pest evidence, utilities, storage, handwashing, warewashing, refrigeration/hot holding, waste, lighting, and safe access.

3. Assign and label the restaurant’s food, chemicals, smallwares, equipment, cold/dry storage, and personal items so ownership remains clear in the shared/temporary environment.

4. Establish handwashing, sanitation, allergen, food-protection, waste, security, and employee/guest-flow controls before food preparation or service begins.

5. Perform hotel room service dispatch and tray retrieval within the approved footprint and prevent co-tenant or venue activity from contaminating, displacing, or compromising the restaurant’s operation.

6. Monitor utilities, storage, product condition, access, co-tenant activity, and sanitation throughout service and document any shared-space incident.

7. Stop or relocate the affected activity if safe food handling, sanitation, utilities, segregation, or site security cannot be maintained.

8. At handoff/closeout, reconcile food/equipment, remove waste and chemicals, clean/sanitize assigned areas, and restore the site as required.

9. Document damage, contamination, missing property, shared-storage disputes, or facility defects and notify the site owner/manager promptly.

10. The operation lead completes the space-handoff record and blocks the next use until unresolved critical defects are corrected.

MANAGER VERIFICATION

■ Hotel Room Service Dispatch and Tray Retrieval was performed under the current approved restaurant procedure.

■ Required people, equipment, utilities, product, approvals, and records were verified before release or continued operation.

■ Critical readings, identities, handoffs, exceptions, or other evidence required by this procedure were recorded.

■ Unsafe, out-of-standard, unidentified, or undocumented conditions were held, stopped, or escalated instead of informally accepted.

■ Corrective actions and product/equipment/guest/employee disposition were completed and documented when required.

■ The accountable manager or program owner completed final verification and assigned unresolved follow-up.

COMMON MISTAKES

• Using an old, generic, or remembered procedure instead of the current approved specialty-operation standard.

• Starting before required permits, approvals, trained people, utilities, equipment, labels, or records are ready.

• Failing to document actual conditions, readings, identities, handoffs, or deviations at the time they occur.

• Continuing service or releasing product/equipment when a required control cannot be verified.

• Treating a vendor, platform, event organizer, sister unit, or outside agency as responsible for controls that still belong to the restaurant.

• Closing the activity without manager verification, record completion, cleanup/restoration, and follow-up ownership.

CUSTOMIZATION FIELDS

Primary owner / person in charge for this procedure: _____

Applicable permit, regulatory, certification, manufacturer, event, or company requirement: _____

Approved equipment, vendor, system, site, or product specifications: _____

Restaurant-specific critical limit, service target, frequency, or acceptance criterion: _____

Required log, checklist, tag, record, photo, or other evidence: _____

Escalation contact and stop-work / hold / closure authority: _____

REVISION CONTROL

Record future changes in the restaurant master SOP index, retain required evidence, and retrain affected employees whenever the approved process, equipment, authority requirement, or responsibility changes.

Molluscan Shellfish Life-Support Display Tank Control SOP

PURPOSE

To establish a controlled, repeatable, and verifiable process for molluscan shellfish life-support display tank control so specialty operations do not depend on improvisation, undocumented exceptions, or unassigned responsibility.

APPLIES TO

Owners, food-safety leaders, certified-program coordinators, receiving teams, chefs, managers, and employees specifically trained for the applicable claim or regulated control.

RESPONSIBILITY

The designated program owner controls approved sources, certification/authority requirements, segregation, documentation, and incident response. Managers prevent claims or service when required evidence cannot be verified.

WHEN USED

For every applicable batch, product, process, claim, or service event and whenever required records, approvals, or controls change.

MATERIALS / INFORMATION

• Current certification, regulatory, supplier, or program requirements

• Approved supplier/ingredient documentation

• Dedicated labels, storage, utensils, equipment, or barriers as required

• Food-defense, claim-verification, or monitoring records

• Incident, hold, disposition, and escalation contacts

• Required shellfish source tags, invoices, labels, and identity records

CRITICAL STANDARDS

• Do not make a regulated or certified claim unless the restaurant can meet and document the applicable program requirements.

• Identity, approved source, segregation, equipment, handling, and records are maintained to the level required by the specific program or authority.

• Suspected intentional tampering triggers immediate protection of people, product isolation, preservation of evidence, and management/authority escalation.

• Any loss of certification evidence, required segregation, source identity, or control results in hold or removal of the claim until verified.

• Shellfish identity and source records remain linked to the product for the period required by the applicable regulatory authority.

PROCEDURE

1. Confirm that molluscan shellfish life-support display tank control is permitted under the restaurant’s current regulatory/certification program and that all required approvals, plans, supplier evidence, and trained personnel are current.

2. Review the exact approved process, critical limits/acceptance criteria, monitoring method, corrective actions, record forms, and product-disposition rules before starting.

3. Verify approved source/ingredient identity, equipment condition, calibration, labels, dedicated tools/areas, and required segregation.

4. Start the batch/product/service record before processing so identity and required evidence remain linked from beginning to final disposition.

5. Perform molluscan shellfish life-support display tank control exactly under the approved procedure; do not substitute an internet guideline or memory for the controlled process.

6. Monitor each required critical limit or acceptance point at the specified frequency and record the actual result, employee, date/time, and lot/batch identity as applicable.

7. Immediately stop, hold, segregate, and label affected product when a critical limit, approval, source record, certification control, or required monitoring step is missed.

8. Notify the person in charge and follow the approved corrective-action/disposition process; obtain regulatory, program, or technical direction when required.

9. Complete labeling, storage, service/consumer communication, traceability, and record-retention controls before affected product is released.

10. The accountable program owner reviews the complete record and authorizes release/continued use only when the documented process meets the approved standard.

MANAGER VERIFICATION

■ Molluscan Shellfish Life-Support Display Tank Control was performed under the current approved restaurant procedure.

■ Required people, equipment, utilities, product, approvals, and records were verified before release or continued operation.

■ Critical readings, identities, handoffs, exceptions, or other evidence required by this procedure were recorded.

■ Unsafe, out-of-standard, unidentified, or undocumented conditions were held, stopped, or escalated instead of informally accepted.

■ Corrective actions and product/equipment/guest/employee disposition were completed and documented when required.

■ The accountable manager or program owner completed final verification and assigned unresolved follow-up.

COMMON MISTAKES

• Using an old, generic, or remembered procedure instead of the current approved specialty-operation standard.

• Starting before required permits, approvals, trained people, utilities, equipment, labels, or records are ready.

• Failing to document actual conditions, readings, identities, handoffs, or deviations at the time they occur.

• Continuing service or releasing product/equipment when a required control cannot be verified.

• Treating a vendor, platform, event organizer, sister unit, or outside agency as responsible for controls that still belong to the restaurant.

• Closing the activity without manager verification, record completion, cleanup/restoration, and follow-up ownership.

CUSTOMIZATION FIELDS

Primary owner / person in charge for this procedure: _____

Applicable permit, regulatory, certification, manufacturer, event, or company requirement: _____

Approved equipment, vendor, system, site, or product specifications: _____

Restaurant-specific critical limit, service target, frequency, or acceptance criterion: _____

Required log, checklist, tag, record, photo, or other evidence: _____

Escalation contact and stop-work / hold / closure authority: _____

REVISION CONTROL

Record future changes in the restaurant master SOP index, retain required evidence, and retrain affected employees whenever the approved process, equipment, authority requirement, or responsibility changes.

Manufacturer Cooking Instructions and Non-RTE Product Control SOP

PURPOSE

To establish a controlled, repeatable, and verifiable process for manufacturer cooking instructions and non-rte product control so specialty operations do not depend on improvisation, undocumented exceptions, or unassigned responsibility.

APPLIES TO

Owners, food-safety leaders, certified-program coordinators, receiving teams, chefs, managers, and employees specifically trained for the applicable claim or regulated control.

RESPONSIBILITY

The designated program owner controls approved sources, certification/authority requirements, segregation, documentation, and incident response. Managers prevent claims or service when required evidence cannot be verified.

WHEN USED

For every applicable batch, product, process, claim, or service event and whenever required records, approvals, or controls change.

MATERIALS / INFORMATION

• Current certification, regulatory, supplier, or program requirements

• Approved supplier/ingredient documentation

• Dedicated labels, storage, utensils, equipment, or barriers as required

• Food-defense, claim-verification, or monitoring records

• Incident, hold, disposition, and escalation contacts

CRITICAL STANDARDS

• Do not make a regulated or certified claim unless the restaurant can meet and document the applicable program requirements.

• Identity, approved source, segregation, equipment, handling, and records are maintained to the level required by the specific program or authority.

• Suspected intentional tampering triggers immediate protection of people, product isolation, preservation of evidence, and management/authority escalation.

• Any loss of certification evidence, required segregation, source identity, or control results in hold or removal of the claim until verified.

PROCEDURE

1. Confirm that manufacturer cooking instructions and non-rte product control is permitted under the restaurant’s current regulatory/certification program and that all required approvals, plans, supplier evidence, and trained personnel are current.

2. Review the exact approved process, critical limits/acceptance criteria, monitoring method, corrective actions, record forms, and product-disposition rules before starting.

3. Verify approved source/ingredient identity, equipment condition, calibration, labels, dedicated tools/areas, and required segregation.

4. Start the batch/product/service record before processing so identity and required evidence remain linked from beginning to final disposition.

5. Perform manufacturer cooking instructions and non-rte product control exactly under the approved procedure; do not substitute an internet guideline or memory for the controlled process.

6. Monitor each required critical limit or acceptance point at the specified frequency and record the actual result, employee, date/time, and lot/batch identity as applicable.

7. Immediately stop, hold, segregate, and label affected product when a critical limit, approval, source record, certification control, or required monitoring step is missed.

8. Notify the person in charge and follow the approved corrective-action/disposition process; obtain regulatory, program, or technical direction when required.

9. Complete labeling, storage, service/consumer communication, traceability, and record-retention controls before affected product is released.

10. The accountable program owner reviews the complete record and authorizes release/continued use only when the documented process meets the approved standard.

MANAGER VERIFICATION

■ Manufacturer Cooking Instructions and Non-RTE Product Control was performed under the current approved restaurant procedure.

■ Required people, equipment, utilities, product, approvals, and records were verified before release or continued operation.

■ Critical readings, identities, handoffs, exceptions, or other evidence required by this procedure were recorded.

■ Unsafe, out-of-standard, unidentified, or undocumented conditions were held, stopped, or escalated instead of informally accepted.

■ Corrective actions and product/equipment/guest/employee disposition were completed and documented when required.

■ The accountable manager or program owner completed final verification and assigned unresolved follow-up.

COMMON MISTAKES

• Using an old, generic, or remembered procedure instead of the current approved specialty-operation standard.

• Starting before required permits, approvals, trained people, utilities, equipment, labels, or records are ready.

• Failing to document actual conditions, readings, identities, handoffs, or deviations at the time they occur.

• Continuing service or releasing product/equipment when a required control cannot be verified.

• Treating a vendor, platform, event organizer, sister unit, or outside agency as responsible for controls that still belong to the restaurant.

• Closing the activity without manager verification, record completion, cleanup/restoration, and follow-up ownership.

CUSTOMIZATION FIELDS

Primary owner / person in charge for this procedure: _____

Applicable permit, regulatory, certification, manufacturer, event, or company requirement: _____

Approved equipment, vendor, system, site, or product specifications: _____

Restaurant-specific critical limit, service target, frequency, or acceptance criterion: _____

Required log, checklist, tag, record, photo, or other evidence: _____

Escalation contact and stop-work / hold / closure authority: _____

REVISION CONTROL

Record future changes in the restaurant master SOP index, retain required evidence, and retrain affected employees whenever the approved process, equipment, authority requirement, or responsibility changes.

Food Defense and Suspected Intentional Tampering Response SOP

PURPOSE

To establish a controlled, repeatable, and verifiable process for food defense and suspected intentional tampering response so specialty operations do not depend on improvisation, undocumented exceptions, or unassigned responsibility.

APPLIES TO

Owners, food-safety leaders, certified-program coordinators, receiving teams, chefs, managers, and employees specifically trained for the applicable claim or regulated control.

RESPONSIBILITY

The designated program owner controls approved sources, certification/authority requirements, segregation, documentation, and incident response. Managers prevent claims or service when required evidence cannot be verified.

WHEN USED

Immediately when the condition is suspected or confirmed, and continuously until the manager documents safe stabilization, recovery, or closure.

MATERIALS / INFORMATION

• Current certification, regulatory, supplier, or program requirements

• Approved supplier/ingredient documentation

• Dedicated labels, storage, utensils, equipment, or barriers as required

• Food-defense, claim-verification, or monitoring records

• Incident, hold, disposition, and escalation contacts

CRITICAL STANDARDS

• Do not make a regulated or certified claim unless the restaurant can meet and document the applicable program requirements.

• Identity, approved source, segregation, equipment, handling, and records are maintained to the level required by the specific program or authority.

• Suspected intentional tampering triggers immediate protection of people, product isolation, preservation of evidence, and management/authority escalation.

• Any loss of certification evidence, required segregation, source identity, or control results in hold or removal of the claim until verified.

PROCEDURE

1. Protect people first, stop service/use of the potentially affected product or area, restrict access, preserve evidence, and notify the manager or food-defense incident owner immediately.

2. Review the exact approved process, critical limits/acceptance criteria, monitoring method, corrective actions, record forms, and product-disposition rules before starting.

3. Verify approved source/ingredient identity, equipment condition, calibration, labels, dedicated tools/areas, and required segregation.

4. Start the batch/product/service record before processing so identity and required evidence remain linked from beginning to final disposition.

5. Perform food defense and suspected intentional tampering response exactly under the approved procedure; do not substitute an internet guideline or memory for the controlled process.

6. Monitor each required critical limit or acceptance point at the specified frequency and record the actual result, employee, date/time, and lot/batch identity as applicable.

7. Immediately stop, hold, segregate, and label affected product when a critical limit, approval, source record, certification control, or required monitoring step is missed.

8. Notify the person in charge and follow the approved corrective-action/disposition process; obtain regulatory, program, or technical direction when required.

9. Complete labeling, storage, service/consumer communication, traceability, and record-retention controls before affected product is released.

10. The accountable program owner reviews the complete record and authorizes release/continued use only when the documented process meets the approved standard.

MANAGER VERIFICATION

■ Food Defense and Suspected Intentional Tampering Response was performed under the current approved restaurant procedure.

■ Required people, equipment, utilities, product, approvals, and records were verified before release or continued operation.

■ Critical readings, identities, handoffs, exceptions, or other evidence required by this procedure were recorded.

■ Unsafe, out-of-standard, unidentified, or undocumented conditions were held, stopped, or escalated instead of informally accepted.

■ Corrective actions and product/equipment/guest/employee disposition were completed and documented when required.

■ The accountable manager or program owner completed final verification and assigned unresolved follow-up.

COMMON MISTAKES

• Using an old, generic, or remembered procedure instead of the current approved specialty-operation standard.

• Starting before required permits, approvals, trained people, utilities, equipment, labels, or records are ready.

• Failing to document actual conditions, readings, identities, handoffs, or deviations at the time they occur.

• Continuing service or releasing product/equipment when a required control cannot be verified.

• Treating a vendor, platform, event organizer, sister unit, or outside agency as responsible for controls that still belong to the restaurant.

• Closing the activity without manager verification, record completion, cleanup/restoration, and follow-up ownership.

CUSTOMIZATION FIELDS

Primary owner / person in charge for this procedure: _____

Applicable permit, regulatory, certification, manufacturer, event, or company requirement: _____

Approved equipment, vendor, system, site, or product specifications: _____

Restaurant-specific critical limit, service target, frequency, or acceptance criterion: _____

Required log, checklist, tag, record, photo, or other evidence: _____

Escalation contact and stop-work / hold / closure authority: _____

REVISION CONTROL

Record future changes in the restaurant master SOP index, retain required evidence, and retrain affected employees whenever the approved process, equipment, authority requirement, or responsibility changes.

Gluten-Free Claim Verification and Dedicated-Prep Control SOP

PURPOSE

To establish a controlled, repeatable, and verifiable process for gluten-free claim verification and dedicated-prep control so specialty operations do not depend on improvisation, undocumented exceptions, or unassigned responsibility.

APPLIES TO

Owners, food-safety leaders, certified-program coordinators, receiving teams, chefs, managers, and employees specifically trained for the applicable claim or regulated control.

RESPONSIBILITY

The designated program owner controls approved sources, certification/authority requirements, segregation, documentation, and incident response. Managers prevent claims or service when required evidence cannot be verified.

WHEN USED

For every applicable batch, product, process, claim, or service event and whenever required records, approvals, or controls change.

MATERIALS / INFORMATION

• Current certification, regulatory, supplier, or program requirements

• Approved supplier/ingredient documentation

• Dedicated labels, storage, utensils, equipment, or barriers as required

• Food-defense, claim-verification, or monitoring records

• Incident, hold, disposition, and escalation contacts

• Current allergen/ingredient information and dedicated cross-contact controls

CRITICAL STANDARDS

• Do not make a regulated or certified claim unless the restaurant can meet and document the applicable program requirements.

• Identity, approved source, segregation, equipment, handling, and records are maintained to the level required by the specific program or authority.

• Suspected intentional tampering triggers immediate protection of people, product isolation, preservation of evidence, and management/authority escalation.

• Any loss of certification evidence, required segregation, source identity, or control results in hold or removal of the claim until verified.

• Allergen or special-diet claims are never guessed; ingredient, cross-contact, and approved preparation controls are verified before service.

PROCEDURE

1. Confirm that gluten-free claim verification and dedicated-prep control is permitted under the restaurant’s current regulatory/certification program and that all required approvals, plans, supplier evidence, and trained personnel are current.

2. Review the exact approved process, critical limits/acceptance criteria, monitoring method, corrective actions, record forms, and product-disposition rules before starting.

3. Verify approved source/ingredient identity, equipment condition, calibration, labels, dedicated tools/areas, and required segregation.

4. Start the batch/product/service record before processing so identity and required evidence remain linked from beginning to final disposition.

5. Perform gluten-free claim verification and dedicated-prep control exactly under the approved procedure; do not substitute an internet guideline or memory for the controlled process.

6. Monitor each required critical limit or acceptance point at the specified frequency and record the actual result, employee, date/time, and lot/batch identity as applicable.

7. Immediately stop, hold, segregate, and label affected product when a critical limit, approval, source record, certification control, or required monitoring step is missed.

8. Notify the person in charge and follow the approved corrective-action/disposition process; obtain regulatory, program, or technical direction when required.

9. Complete labeling, storage, service/consumer communication, traceability, and record-retention controls before affected product is released.

10. The accountable program owner reviews the complete record and authorizes release/continued use only when the documented process meets the approved standard.

MANAGER VERIFICATION

■ Gluten-Free Claim Verification and Dedicated-Prep Control was performed under the current approved restaurant procedure.

■ Required people, equipment, utilities, product, approvals, and records were verified before release or continued operation.

■ Critical readings, identities, handoffs, exceptions, or other evidence required by this procedure were recorded.

■ Unsafe, out-of-standard, unidentified, or undocumented conditions were held, stopped, or escalated instead of informally accepted.

■ Corrective actions and product/equipment/guest/employee disposition were completed and documented when required.

■ The accountable manager or program owner completed final verification and assigned unresolved follow-up.

COMMON MISTAKES

• Using an old, generic, or remembered procedure instead of the current approved specialty-operation standard.

• Starting before required permits, approvals, trained people, utilities, equipment, labels, or records are ready.

• Failing to document actual conditions, readings, identities, handoffs, or deviations at the time they occur.

• Continuing service or releasing product/equipment when a required control cannot be verified.

• Treating a vendor, platform, event organizer, sister unit, or outside agency as responsible for controls that still belong to the restaurant.

• Closing the activity without manager verification, record completion, cleanup/restoration, and follow-up ownership.

CUSTOMIZATION FIELDS

Primary owner / person in charge for this procedure: _____

Applicable permit, regulatory, certification, manufacturer, event, or company requirement: _____

Approved equipment, vendor, system, site, or product specifications: _____

Restaurant-specific critical limit, service target, frequency, or acceptance criterion: _____

Required log, checklist, tag, record, photo, or other evidence: _____

Escalation contact and stop-work / hold / closure authority: _____

REVISION CONTROL

Record future changes in the restaurant master SOP index, retain required evidence, and retrain affected employees whenever the approved process, equipment, authority requirement, or responsibility changes.

Certified Halal Ingredient, Storage and Equipment Control SOP

PURPOSE

To establish a controlled, repeatable, and verifiable process for certified halal ingredient, storage and equipment control so specialty operations do not depend on improvisation, undocumented exceptions, or unassigned responsibility.

APPLIES TO

Owners, food-safety leaders, certified-program coordinators, receiving teams, chefs, managers, and employees specifically trained for the applicable claim or regulated control.

RESPONSIBILITY

The designated program owner controls approved sources, certification/authority requirements, segregation, documentation, and incident response. Managers prevent claims or service when required evidence cannot be verified.

WHEN USED

For every applicable batch, product, process, claim, or service event and whenever required records, approvals, or controls change.

MATERIALS / INFORMATION

• Current certification, regulatory, supplier, or program requirements

• Approved supplier/ingredient documentation

• Dedicated labels, storage, utensils, equipment, or barriers as required

• Food-defense, claim-verification, or monitoring records

• Incident, hold, disposition, and escalation contacts

CRITICAL STANDARDS

• Do not make a regulated or certified claim unless the restaurant can meet and document the applicable program requirements.

• Identity, approved source, segregation, equipment, handling, and records are maintained to the level required by the specific program or authority.

• Suspected intentional tampering triggers immediate protection of people, product isolation, preservation of evidence, and management/authority escalation.

• Any loss of certification evidence, required segregation, source identity, or control results in hold or removal of the claim until verified.

PROCEDURE

1. Confirm that certified halal ingredient, storage and equipment control is permitted under the restaurant’s current regulatory/certification program and that all required approvals, plans, supplier evidence, and trained personnel are current.

2. Review the exact approved process, critical limits/acceptance criteria, monitoring method, corrective actions, record forms, and product-disposition rules before starting.

3. Verify approved source/ingredient identity, equipment condition, calibration, labels, dedicated tools/areas, and required segregation.

4. Start the batch/product/service record before processing so identity and required evidence remain linked from beginning to final disposition.

5. Perform certified halal ingredient, storage and equipment control exactly under the approved procedure; do not substitute an internet guideline or memory for the controlled process.

6. Monitor each required critical limit or acceptance point at the specified frequency and record the actual result, employee, date/time, and lot/batch identity as applicable.

7. Immediately stop, hold, segregate, and label affected product when a critical limit, approval, source record, certification control, or required monitoring step is missed.

8. Notify the person in charge and follow the approved corrective-action/disposition process; obtain regulatory, program, or technical direction when required.

9. Complete labeling, storage, service/consumer communication, traceability, and record-retention controls before affected product is released.

10. The accountable program owner reviews the complete record and authorizes release/continued use only when the documented process meets the approved standard.

MANAGER VERIFICATION

■ Certified Halal Ingredient, Storage and Equipment Control was performed under the current approved restaurant procedure.

■ Required people, equipment, utilities, product, approvals, and records were verified before release or continued operation.

■ Critical readings, identities, handoffs, exceptions, or other evidence required by this procedure were recorded.

■ Unsafe, out-of-standard, unidentified, or undocumented conditions were held, stopped, or escalated instead of informally accepted.

■ Corrective actions and product/equipment/guest/employee disposition were completed and documented when required.

■ The accountable manager or program owner completed final verification and assigned unresolved follow-up.

COMMON MISTAKES

• Using an old, generic, or remembered procedure instead of the current approved specialty-operation standard.

• Starting before required permits, approvals, trained people, utilities, equipment, labels, or records are ready.

• Failing to document actual conditions, readings, identities, handoffs, or deviations at the time they occur.

• Continuing service or releasing product/equipment when a required control cannot be verified.

• Treating a vendor, platform, event organizer, sister unit, or outside agency as responsible for controls that still belong to the restaurant.

• Closing the activity without manager verification, record completion, cleanup/restoration, and follow-up ownership.

CUSTOMIZATION FIELDS

Primary owner / person in charge for this procedure: _____

Applicable permit, regulatory, certification, manufacturer, event, or company requirement: _____

Approved equipment, vendor, system, site, or product specifications: _____

Restaurant-specific critical limit, service target, frequency, or acceptance criterion: _____

Required log, checklist, tag, record, photo, or other evidence: _____

Escalation contact and stop-work / hold / closure authority: _____

REVISION CONTROL

Record future changes in the restaurant master SOP index, retain required evidence, and retrain affected employees whenever the approved process, equipment, authority requirement, or responsibility changes.

Certified Kosher Ingredient, Storage and Equipment Control SOP

PURPOSE

To establish a controlled, repeatable, and verifiable process for certified kosher ingredient, storage and equipment control so specialty operations do not depend on improvisation, undocumented exceptions, or unassigned responsibility.

APPLIES TO

Owners, food-safety leaders, certified-program coordinators, receiving teams, chefs, managers, and employees specifically trained for the applicable claim or regulated control.

RESPONSIBILITY

The designated program owner controls approved sources, certification/authority requirements, segregation, documentation, and incident response. Managers prevent claims or service when required evidence cannot be verified.

WHEN USED

For every applicable batch, product, process, claim, or service event and whenever required records, approvals, or controls change.

MATERIALS / INFORMATION

• Current certification, regulatory, supplier, or program requirements

• Approved supplier/ingredient documentation

• Dedicated labels, storage, utensils, equipment, or barriers as required

• Food-defense, claim-verification, or monitoring records

• Incident, hold, disposition, and escalation contacts

CRITICAL STANDARDS

• Do not make a regulated or certified claim unless the restaurant can meet and document the applicable program requirements.

• Identity, approved source, segregation, equipment, handling, and records are maintained to the level required by the specific program or authority.

• Suspected intentional tampering triggers immediate protection of people, product isolation, preservation of evidence, and management/authority escalation.

• Any loss of certification evidence, required segregation, source identity, or control results in hold or removal of the claim until verified.

PROCEDURE

1. Confirm that certified kosher ingredient, storage and equipment control is permitted under the restaurant's current regulatory/certification program and that all required approvals, plans, supplier evidence, and trained personnel are current.

2. Review the exact approved process, critical limits/acceptance criteria, monitoring method, corrective actions, record forms, and product-disposition rules before starting.

3. Verify approved source/ingredient identity, equipment condition, calibration, labels, dedicated tools/areas, and required segregation.

4. Start the batch/product/service record before processing so identity and required evidence remain linked from beginning to final disposition.

5. Perform certified kosher ingredient, storage and equipment control exactly under the approved procedure; do not substitute an internet guideline or memory for the controlled process.

6. Monitor each required critical limit or acceptance point at the specified frequency and record the actual result, employee, date/time, and lot/batch identity as applicable.

7. Immediately stop, hold, segregate, and label affected product when a critical limit, approval, source record, certification control, or required monitoring step is missed.

8. Notify the person in charge and follow the approved corrective-action/disposition process; obtain regulatory, program, or technical direction when required.

9. Complete labeling, storage, service/consumer communication, traceability, and record-retention controls before affected product is released.

10. The accountable program owner reviews the complete record and authorizes release/continued use only when the documented process meets the approved standard.

MANAGER VERIFICATION

■ Certified Kosher Ingredient, Storage and Equipment Control was performed under the current approved restaurant procedure.

■ Required people, equipment, utilities, product, approvals, and records were verified before release or continued operation.

■ Critical readings, identities, handoffs, exceptions, or other evidence required by this procedure were recorded.

■ Unsafe, out-of-standard, unidentified, or undocumented conditions were held, stopped, or escalated instead of informally accepted.

■ Corrective actions and product/equipment/guest/employee disposition were completed and documented when required.

■ The accountable manager or program owner completed final verification and assigned unresolved follow-up.

COMMON MISTAKES

• Using an old, generic, or remembered procedure instead of the current approved specialty-operation standard.

• Starting before required permits, approvals, trained people, utilities, equipment, labels, or records are ready.

• Failing to document actual conditions, readings, identities, handoffs, or deviations at the time they occur.

• Continuing service or releasing product/equipment when a required control cannot be verified.

• Treating a vendor, platform, event organizer, sister unit, or outside agency as responsible for controls that still belong to the restaurant.

• Closing the activity without manager verification, record completion, cleanup/restoration, and follow-up ownership.

CUSTOMIZATION FIELDS

Primary owner / person in charge for this procedure: _____

Applicable permit, regulatory, certification, manufacturer, event, or company requirement: _____

Approved equipment, vendor, system, site, or product specifications: _____

Restaurant-specific critical limit, service target, frequency, or acceptance criterion: _____

Required log, checklist, tag, record, photo, or other evidence: _____

Escalation contact and stop-work / hold / closure authority: _____

REVISION CONTROL

Record future changes in the restaurant master SOP index, retain required evidence, and retrain affected employees whenever the approved process, equipment, authority requirement, or responsibility changes.