

Restaurant Management

Standard Operating Procedure

Department: This SOP applies to all aspects of restaurant operations, including front-of-house and back-of-house functions, staff management, customer service, and compliance with health and safety regulations.

Objective: The objective of this Standard Operating Procedure is to serve as a starting point for following a set of guidelines for effective restaurant management to ensure consistent quality, safety, and guest satisfaction. Staff can also use this document as a checklist to ensure standard operating procedures are being carried out.

General Restaurant Procedures:

1) Opening and Closing Procedures:

- Opening and closing checklists.
- Staff responsibilities during opening and closing.
- Security measures during closing.

2) Staff Roles and Responsibilities:

- Job descriptions for all positions (e.g., chef, server, host/hostess, dishwasher).
- Staff scheduling and shift management.
- Handling staff attendance and leave.

3) Customer Service:

- Greeting and seating guests.
- Taking orders and serving.
- Handling guest complaints and special requests.
- Maintaining a positive and welcoming atmosphere.

Restaurant Maintenance Operating Procedures

Raffaela Di Napoli



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