
1 SOP Title

F&B Service SOP – Restaurant Operations (Daily Service)

2 Department

Food & Beverage Service (Restaurant)

3 Purpose

To ensure smooth, hygienic, and professional food & beverage service in a 2–3 star Indian hotel restaurant, maintaining guest satisfaction, upselling opportunities, and proper billing control.

This SOP ensures:

- Fast and polite service
- Proper order taking
- Reduced billing errors
- Better table turnover
- Controlled wastage

Suitable for:

2–3 Star Indian Hotel

40–80 cover restaurant

Mixed guests (In-house + Walk-in)

4 Scope

Applicable to:

- Breakfast service
- Lunch & Dinner service
- À la carte service
- Room service coordination
- Billing & settlement

Applies to:

- Restaurant Captain

- Stewards
 - Cashier
 - F&B Supervisor
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5 Responsibility

| Position | Responsibility |
|-----------------|----------------------------------|
| Steward | Guest service & order taking |
| Captain | Supervision & complaint handling |
| Cashier | Billing accuracy |
| F&B Manager | Overall monitoring |

6 Step-by-Step Procedure

A. Pre-Opening Preparation

1. Attend daily briefing.
2. Wear clean uniform & grooming check.
3. Clean tables & chairs.
4. Set tables properly:
 - Cutlery
 - Napkin
 - Salt & pepper
5. Check menu availability with kitchen.
6. Check POS system.
7. Keep order pads ready.
8. Ensure drinking water filled.
9. AC & music check.

Restaurant must be ready 15 minutes before opening.

B. Guest Arrival Handling

1. Greet within 5 seconds:
“Good evening Sir/Madam, welcome.”
2. Ask number of guests.
3. Escort to table.
4. Provide menu immediately.
5. Offer water.

Never let guest stand unattended.

C. Order Taking Procedure

1. Give 2–3 minutes to decide.
2. Suggest popular dishes.
3. Confirm:
 - Spice level
 - Veg/Non-veg preference
4. Repeat full order back.
5. Enter order in POS immediately.
6. Inform kitchen clearly.

Never keep written order without POS entry.

D. Food Service Procedure

1. Serve ladies first (if possible).
2. Serve from left, clear from right.
3. Announce dish name while serving.
4. Check within 2 minutes:
“Is everything fine?”
5. Refill water regularly.
6. Clear empty plates promptly.

Maintain eye contact and alertness.

E. Handling Guest Complaint in Restaurant

1. Listen calmly.
2. Apologize immediately.
3. Remove dish politely.
4. Inform captain & kitchen.
5. Replace quickly.
6. Follow-up after serving.

Never argue about taste.

F. Billing Procedure

1. Confirm order completion.
2. Ask: "Shall I bring the bill?"
3. Print bill from POS.
4. Verify:
 - Items
 - Quantity
 - Taxes
5. Present bill in folder.
6. Process payment.
7. Thank guest and invite again.

Never delay bill.

G. Room Service Coordination (If Applicable)

1. Confirm room number.
2. Confirm guest name.
3. Repeat order.

4. Inform delivery time (20–30 minutes).
 5. Deliver on tray/trolley.
 6. Collect signature on KOT.
 7. Post charge to room.
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📋 Do's and Don'ts

Do's

- ✓ Maintain smile
- ✓ Keep uniform clean
- ✓ Upsell politely
- ✓ Confirm order
- ✓ Coordinate with kitchen
- ✓ Monitor table turnover

Don'ts

- ✗ Don't lean on table
 - ✗ Don't argue with guest
 - ✗ Don't delay order entry
 - ✗ Don't ignore refill
 - ✗ Don't gossip in restaurant area
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📋 Service Standards

- Greeting within 5 seconds
 - Order taken within 5 minutes
 - Food served within 20–25 minutes
 - Complaint resolution within 10 minutes
 - Bill presented within 3 minutes
 - Table clearing within 2 minutes
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📋 Escalation Matrix

| Situation | Escalate To |
|------------------|--------------------|
| Food complaint | Captain |
| Billing dispute | Cashier |
| Aggressive guest | F&B Manager |
| Kitchen delay | Chef |
| VIP guest | Manager |

10 Documentation / Records Required

- Daily Sales Report
 - KOT (Kitchen Order Ticket)
 - Captain Order Pad
 - Cashier Closing Report
 - Complaint Register
 - Food Wastage Log
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11 Common Mistakes to Avoid

- Not repeating order
- Wrong dish served
- Delay in billing
- Not coordinating with kitchen
- Ignoring in-house guests
- Poor grooming
- Forgetting to post room charges

In 2–3 star hotels, F&B mistakes directly impact repeat guests.

12 Training Notes

How to Train Staff:

1. Conduct mock service.
2. Teach tray carrying method.
3. Train on upselling (add dessert / beverage).
4. Teach POS operation practically.
5. Conduct weekly menu knowledge test.
6. Role-play complaint scenarios.

Training Duration:

- 2 days service basics
- 5 days supervised live service

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- SOP Ready for Printing
 - Practical for Budget & 2–3 Star Indian Hotels
 - Service & Revenue Focused
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