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## **1 SOP Title**

### **Breakfast Buffet SOP – Daily Operations & Cost Control**

## **2 Department**

F&B Service + Kitchen + Housekeeping (Joint Operation)

## **3 Purpose**

To ensure smooth, hygienic, timely, and cost-controlled breakfast buffet service in a 2–3 star Indian hotel while maintaining guest satisfaction and minimizing wastage.

This SOP ensures:

- Proper buffet setup
- Controlled food production
- Fast table turnover
- Cleanliness & hygiene
- Reduced breakfast wastage

Suitable for:

2–3 Star Indian Hotel

30–60 Rooms

Breakfast Timing: 7:00 AM – 10:00 AM

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## **4 Scope**

Applicable to:

- In-house guest breakfast
- CP (Room + Breakfast) plans
- Limited walk-in breakfast
- Small group breakfast

Applies to:

- Head Chef
- Commis
- Restaurant Captain

- Stewards
  - HK Staff (Washroom & cleaning support)
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## 5 Responsibility

### Position    Responsibility

Head Chef    Production planning & control

Commis    Food preparation

Captain    Buffet supervision

Steward    Service & refilling

HK    Cleanliness & washroom check

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## 6 Step-by-Step Procedure

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### A. Pre-Planning (Previous Night)

1. Check next day occupancy.
2. Estimate expected breakfast count:  
Example: 45 rooms occupied → Estimate 70–75 guests.
3. Plan menu (simple but balanced):
  - 2 Indian hot dishes (Poha/Upma/Paratha)
  - 1 South Indian (Idli/Dosa – optional)
  - Bread & butter
  - Eggs (Boiled/Omelette counter)
  - Fruits
  - Tea/Coffee
  - Juice
4. Calculate raw material required.
5. Issue stock from store.

Avoid overplanning luxury spread.

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### **B. Morning Preparation**

1. Kitchen ready 1.5 hours before service.
  2. Taste check by Head Chef.
  3. Prepare 70–80% of estimated quantity first.
  4. Keep buffer material ready for refill.
  5. Ensure food temperature maintained.
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### **C. Buffet Setup Procedure**

Must be ready 30 minutes before service.

1. Clean buffet counters.
2. Place table cloth properly.
3. Arrange chafing dishes.
4. Place labels for dishes.
5. Keep service spoons inside dishes.
6. Arrange:
  - Plates
  - Cutlery
  - Bowls
  - Glasses
7. Keep dustbins hidden but accessible.
8. Check AC & lighting.

Captain final inspection mandatory.

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### **D. Guest Handling During Breakfast**

1. Greet guest:  
“Good morning Sir/Madam.”

2. Confirm room number.
3. Guide guest to table.
4. Offer tea/coffee.
5. Clear plates quickly.
6. Monitor buffet level.
7. Refill before dish becomes empty.

Never allow empty buffet trays.

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#### **E. Live Counter Handling (Eggs / Dosa)**

1. One staff dedicated.
  2. Confirm preference clearly.
  3. Avoid long waiting time.
  4. Keep gas and safety under control.
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#### **F. Wastage Control**

1. Refill in small quantities.
2. Monitor fast-moving items.
3. Do not overproduce after 9:30 AM.
4. Stop refilling heavy items near closing time.
5. Record leftover in Wastage Log.

Target Wastage: Below 5–8%

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#### **G. Closing Procedure (After 10:00 AM)**

1. Stop entry after timing.
2. Remove buffet items.
3. Record leftover quantity.
4. Discard unsafe items.
5. Store safe items (if allowed).

6. Clean counters.
  7. Wash utensils.
  8. Mop floor.
  9. Prepare breakfast report.
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## **7 Do's and Don'ts**

### **Do's**

- ✓ Monitor guest flow
- ✓ Maintain food temperature
- ✓ Keep buffet clean
- ✓ Use portion control
- ✓ Record wastage daily

### **Don'ts**

- ✗ Don't overproduce
  - ✗ Don't refill full tray near closing time
  - ✗ Don't mix old & new food
  - ✗ Don't leave buffet unattended
  - ✗ Don't allow staff eating from buffet area
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## **8 Service & Cost Standards**

- Buffet ready 30 minutes before start
  - No empty dish visible
  - Refill within 3 minutes
  - Food temperature maintained
  - Wastage below 8%
  - Clean washrooms during breakfast
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## **9 Escalation Matrix**

<b>Situation</b>	<b>Escalate To</b>
Food shortage	Head Chef
Guest complaint	Captain
AC not working	Maintenance
Overcrowding	FO / Manager
Hygiene issue	GM

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### **10** Documentation / Records Required

- Daily Breakfast Count Sheet
  - Raw Material Issue Sheet
  - Wastage Log
  - Temperature Log
  - Breakfast Sales Report (if walk-in)
  - Staff Duty Roster
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### **11** Common Mistakes to Avoid

- Preparing for 100% occupancy without checking actual guests
- Heavy luxury menu increasing cost
- Not tracking guest count
- Overproduction of fruits
- Ignoring refill timing
- Poor coordination between kitchen & service
- No wastage record

In 2–3 star hotels, breakfast profit can reduce drastically due to uncontrolled buffet.

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### **12** Training Notes

How to Train Staff:

1. Teach occupancy-based production planning.
2. Conduct portion control training.
3. Train on buffet setup layout.
4. Teach guest greeting & table clearing.
5. Review wastage weekly.
6. Conduct surprise hygiene audit.

Training Duration:

- 1 day buffet setup training
- 3 days supervised breakfast shift

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- ✓ SOP Ready for Printing
  - ✓ Practical for Budget & 2–3 Star Indian Hotels
  - ✓ Guest Satisfaction + Cost Control Focused
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