

Shift Handoff SOP: Prep for Night Rush

Purpose:

Ensure a smooth transition between shifts with all tasks completed and the station prepared for the next team.

Scope:

This SOP applies to all team members responsible for completing shift handoff tasks before leaving their shift.

Materials Needed:

- Ice cream containers
 - Stock replenishment list
 - Cleaning supplies (sanitizer, cloths, mop, and bucket)
 - Checklist for prep tasks
 - Delivery receipt and inventory sheets
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High-Level Checklist

1. Ensure ice cream containers are fully stocked and prepped for the next shift.
 2. Verify and organize all supplies (cups, cones, napkins, utensils).
 3. Clean all surfaces and high-touch areas.
 4. Mop and sanitize floors.
 5. Label and store deliveries properly.
 6. Complete final communication with the incoming shift lead.
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Step-by-Step Instructions

Step 1: Ice Cream Preparation

1. Check all ice cream containers:
 - Ensure each container is filled to at least 80% capacity.
 - Refill containers from the backup stock in the freezer as needed.
 - Label any newly opened containers with the current date.
2. Clean the ice cream machine exterior using a sanitizer spray and cloth.
3. Confirm that backup stock is appropriately rotated (FIFO: first in, first out).

Step 2: Stock Organization

1. Review the stock replenishment list and ensure the following items are fully stocked:
 - Cups (small, medium, large).
 - Cones (sugar, waffle, cake).
 - Napkins, utensils, and straws.
2. Organize stock neatly:
 - Place items in their designated areas (e.g., cups near the dispenser, napkins by the condiment station).
 - Dispose of any damaged or expired items.

Step 3: Cleaning Tasks

1. Wipe down all counters, tables, and high-touch areas:
 - Use a clean cloth and sanitizer solution (1:32 ratio of sanitizer to water).
 - Pay extra attention to areas around the register, condiment stations, and ice cream scoop station.

2. Mop the floors:
 - Use a mop bucket with hot water and approved cleaning solution.
 - Focus on high-traffic areas, including behind the counter and near the dish pit.
3. Clean the ice cream scoop station:
 - Remove any residual ice cream or debris.
 - Sanitize the scoop holders and drip tray.

Step 4: Delivery and Inventory Management

1. Check the day's delivery receipt and inventory sheets:
 - Ensure all delivered items are accounted for and match the receipt.
 - Report any discrepancies to the manager immediately.
2. Store all items properly:
 - Refrigerated and frozen items go into their designated storage areas.
 - Dry goods are stored on labeled shelves.
 - Label newly stocked items with the date of receipt.

Step 5: Final Handoff Tasks

1. Review the prep checklist:
 - Ensure all tasks have been completed and initial each item on the checklist.
2. Meet with the incoming shift lead:
 - Communicate any outstanding tasks or issues (e.g., low stock, equipment malfunctions).
 - Provide updates on daily sales goals or loyalty card sales progress.
3. Hand over the checklist to the incoming shift lead for verification.

Accountability Measures

1. The shift lead must sign off on the completed checklist to confirm all tasks have been properly executed.
 2. Any missed tasks should be documented, and the responsible team member will be notified for coaching.
 3. Managers will periodically audit the shift handoff process to ensure adherence to the SOP.
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Expected Outcome:

- The station is fully prepped for the next shift.
 - All stock is replenished and organized.
 - Cleaning tasks are completed to maintain hygiene standards.
 - Clear communication ensures a smooth transition between shifts.
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Revision History:

- **Date:** [Insert Date]
- **Changes Made:** [Describe changes]
- **Reviewed By:** [Name or Role]