10 Common SOPs for the Restaurant & Bar Industry

# 1. Opening and Closing Procedures

* Opening: Check and restock inventory, ensure cleanliness, set up the bar and dining area, test equipment, and review reservations or special events.
* Closing: Clean and sanitize all surfaces, store perishables properly, close out the register, and secure the premises.

# 2. Food and Beverage Handling

* Proper food storage and rotation (FIFO), temperature control, avoiding cross-contamination, and handling of perishables.
* Correct procedures for mixing and serving drinks, including garnishing and glassware selection.

# 3. Customer Service

* Greeting guests, taking orders, handling special requests or dietary restrictions, upselling techniques, and managing complaints or issues effectively.

# 4. Cash Handling

* Procedures for opening and closing the cash register, processing payments, issuing receipts, and handling tips.

# 5. Health and Safety Compliance

* Regular hand washing, proper use of gloves, maintaining personal hygiene, and following sanitation procedures to comply with health codes.

# 6. Inventory Management

* Regular inventory checks, reordering stock, tracking usage, and managing waste to ensure efficient stock levels and reduce costs.

# 7. Alcohol Service

* Procedures for checking IDs, understanding and adhering to local alcohol laws, responsible serving practices, and managing intoxicated guests.

# 8. Cleaning and Sanitation

* Daily, weekly, and monthly cleaning schedules, proper use of cleaning chemicals, and deep cleaning protocols for all areas, including the kitchen, bar, and restrooms.

# 9. Staff Training and Development

* Regular training on new menu items, customer service techniques, safety procedures, and ongoing professional development opportunities.

# 10. Emergency Procedures

* Steps for handling emergencies such as fires, power outages, medical incidents, or security threats, including evacuation plans and communication protocols.