



SOP Starter Kit

Streamline your operations, empower
your team, and free up your time.

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SOPs INCLUDED

📄 SOP #1: Service Sequence SOP

📄 SOP #2: Manager Daily Log SOP

📄 SOP #3: Guest Complaint & Conflict Resolution SOP

Get Results in 15 Minutes:

These 3 SOPs are the backbone of consistent, profitable restaurant operations. Each one is a real framework I use with my consulting clients. Use them, test them, and when you're ready for customized systems — let's build your full Operations Playbook together.

- Pick one SOP to implement today
- Share it at your next Pre-Shift Meeting
- DM me on Instagram @onpurposehospitality when it's in action

01

 SOP #1: Service
Sequence SOP



✨ Purpose:

To create consistent, efficient service from first greet to final farewell—so no matter who's on the floor, the guest experience doesn't suffer.

👥 Who It's For:

Servers, bussers, runners, and managers

✅ Steps of Service:

Greet (within 2 minutes max)

- "Hi there, welcome in!"
- Drop menus, introduce yourself, mention any specials or time-sensitive info.

Drink Orders (within 5 minutes of seating)

- Water first, then take full drink order.
- Bar drinks go in immediately after.

Appetizer/Entree Order

- Suggest top-sellers or high-margin items.
- Confirm timing requests (e.g., "All at once?" "App first?")

First Food Check-In



2 bites or 2 minutes after food hits the table: “How is everything tasting so far?”

Table Maintenance

- Clear finished plates promptly. Refill water. Pre-bus.
- Wipe crumbs or condiments without being intrusive.

Offer Dessert/Check

Don’t drop the check too early. Ask: “Can I tempt you with something sweet or a nightcap?”

Thank + Invite Back

“Thanks so much for joining us. We hope to see you again soon!”



Notes for Customization:

- Insert your restaurant’s typical ticket times and any POS phrasing here: [CUSTOMIZE THIS]
- Add in expected uniform greeting language or signature phrases: [CUSTOMIZE THIS]

02

 SOP #2: Manager
Daily Log SOP

Purpose:

To ensure every manager is informed, aligned, and ready to lead—without wasting time asking, “What happened yesterday?”

Who It's For:

All management staff

Daily Log Sections:

1. Shift Date & Manager on Duty
2. Team Callouts, Lateness, or Shift Trades
3. 86'd Items / Inventory Concerns
4. Guest Issues or Complaints
5. Staff Performance Notes
6. Maintenance or Safety Issues
7. Sales Snapshot

Total sales / Check avg / Cover count /
Comps

8. Special Events or Private Parties
9. Other Notes for Next Shift

Reminder to follow up on: _____

Pro Tips:

- Use Google Docs or a shared POS log-in system.
- Keep language professional and specific (no venting, no vague “bad attitude” comments).
- Set aside 5 minutes to fill it out before leaving.

Notes for Customization:

- Add your sales benchmarks or KPI goals: [CUSTOMIZE THIS]
- Include links to shared calendars, Google Drive folders, or incident reports: [CUSTOMIZE THIS]

03

 SOP #3: Guest Complaint
& Conflict Resolution SOP

✨ Purpose:

To empower staff to respond confidently and consistently to guest issues—without needing a manager every time, and without escalating a small mistake into a Yelp disaster.

👥 Who It's For:

All front-of-house staff and management

🔄 Response Flow:

Acknowledge

"I'm so sorry that happened—thank you for telling me."

Investigate & Validate

Ask questions calmly: "Just so I fully understand, did the steak arrive overcooked, or was it cold?"

Resolve Quickly

- If it's within your power (remake food, comp a round, adjust bill), do it with grace.
- If not: "Let me grab my manager to help make this right."

Follow Up

Check back after resolution: "Is everything okay now? Can I do anything else for you?"

Document



Log the issue in the daily manager report or incident tracker.



Handling Guests Seated Too Long

When a table lingers beyond the reservation time or is preventing a second seating:

Script Example #1 (Friendly but Direct) “Hi folks—I hope you’ve had a great time with us today. We actually have a reservation coming in for this table shortly. Can I grab the check for you or offer you a seat at the bar if you’d like to stay a bit longer?”

Script Example #2 (When no new reservation is pending) “We’re about to wrap up this section for the night and begin closing procedures, but we’d love for you to stay—can I move you over to the bar?”

Train for Tone: Firm ≠ rude. Practice assertiveness in pre-shift meetings so staff feels confident delivering these lines with warmth.



Notes for Customization:

- Add your comp guidelines or escalation triggers: [CUSTOMIZE THIS]
- Include POS buttons or comp codes here: [CUSTOMIZE THIS]



Ready to Take the Next Step?

This SOP Starter Kit is just the beginning. If you're ready to stop putting out fires and start building a business that runs like clockwork—even when you're not there—let's talk.

I offer personalized consulting sessions designed to help you:

- ✓ Streamline and automate your daily operations
- ✓ Build custom SOPs tailored to your exact concept
- ✓ Eliminate burnout for you and your team
- ✓ Improve service, staff performance, and your bottom line Whether you're opening your first spot or scaling your fifth, I'm here to help you run it On Purpose.

👉 Book your 1:1 Consulting Call Now : [Click here!](#)

Let's turn your chaos into a system—and your business into a well-oiled machine.