

The logo for the National Mission on Himalayan Studies (NMHS) features the letters 'NMHS' in a bold, blue, sans-serif font. The letters are slightly 3D, with a lighter blue shadow on the right side.

**An Initiative of
Himalayan Institute For Environment, Ecology & Development
(HIFEED)**

INTRODUCTION TO THE HISPOITALITY INDUSTRY

**Training Manuals – Module 3
(F&B SERVICE)**

Project Title - A Pilot Project for Promotion of Village Tourism in the Outer Periphery of Tehri Dam to Ensure Sustainable Livelihood Options to Youths and Women by Protecting Environmental and Local Cultural Heritage under National Mission on Himalayan Studies (NMHS), GBPIHED, Almora, Ministry of Environment, Forest & Climate Change, Govt. of India

INTRODUCTION

Food and beverage services sector contributes a great deal to the profits in hospitality industry. With the increase in importance of business meetings, a range of personal and social events, a large number of customers visit catering establishments frequently. The food and beverage professionals tirelessly work to intensify customers' experience through their service.

The F&B Services providing businesses deliver food and beverages to their customers at a particular location (on-premise) such as hotel, restaurant, or at the customer's intended premises (off-premise).

F&B Services – Definition

Food and Beverage Services can be broadly defined as the process of preparing, presenting and serving of food and beverages to the customers.

F&B Services can be of the following two types –

- **On Premise** – Food is delivered where it is prepared. The customer visits the premise to avail the food service. The premises are kept well-equipped and well-finished to attract customers to avail F&B service.

For example, restaurants, pubs, etc.

- **Off Premise or Outdoor Catering** – This kind of service includes partial cooking, preparation, and service at customer's premises. It is provided away from the F&B Services provider's base on the occasion of major events which call for a large number of customers.

Types of F&B Services Operations

There are two broad types of F&B Services operations –

- **Commercial** – In this case, F&B Services is the primary business. The most known commercial catering establishments are — hotels, all kinds of restaurants, lounges, cafeterias, pubs, clubs, and bars.
- **Non-Commercial** – Non-commercial operations are secondary businesses in alliance with the main business. These F&B services mainly cater to their consumers with limited choice of food and beverages. These establishments often run under contracts. For example, food and beverage services provided at hospitals, hostels, and prisons.

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SOP	
Standard Operating Procedure	Dept- restaurant
Food And Beverage Service	Issued:

Task: Outlet Reference	SOP NO: 01
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Location

Lobby level

Area

Décor

News Paper Stand

Yes, during breakfast time.

Elevators

Cloak rooms

No. of covers

No. sections

Type of cuisine

Type of service

Opening hours

24 hours

Dress code

Formal

Buffet details

Buffet	Time	Price	Total inclusive of tax
Breakfast			
Lunch			
Dinner			
Midnight buffet			
Sunday brunch			
Dessert only (lunch/dinner)			
Children below 7 years of age(lunch/ dinner)			

Taxes

% on food.(% sales tax, %Expenditure tax, 2%surcharge, and 1-percentage turnover tax.)

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Breakfast selection

Choice of fruit juices
Fresh fruits/Prunes
Bread/croissants/brioche/muffins/toast/brown bread
Cereals- cornflakes, chocoflakes, porridge
Muesli/ frosties/ wheat flakes
Plain lassi.
Bacon/ham/salami
Mashed potatoes, grilled tomatoes, mushrooms
Selection of south Indian/North Indian B/F items.

Lunch/dinner buffet selection

Selection of soups 1 N Veg. & 1 Veg
Selection of Salads (8)
Cold cuts
4 Indian Veg
Rice/dal/roti
Veg/ non Veg starters
1 Indian Non Veg, 2 continental non Veg
2 continental Veg
Selection of desserts about eight including one Indian
One scoop of ice cream

Midnight buffet selection

1 Veg soup
Selection of salads (5) 1 Veg & 4 N.Veg
Non Veg (6)
Biryani - non Veg
Rice /Dal
Indian Veg
Pastas
Selection of desserts (6)

Sections

	Section 1	Section 2	Section 3	Section 4
No. of covers				
No. of tables				
Table numbers				
No. of tables for 2				
No. tables for four				
No. of tables for six				
No. tables for eight				

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Reservations	Taken at the counter for lunch/ dinner/ and midnight buffet
Telephone number	
Non smoking area	
Flower arrangement	
Credit cards	
Discount cards	
Entertainment	channel music.
Types of table	Large round- Large rectangle Small round- 3'1" diameter – Small rectangular – 30" * 24" –Serviettes White damask 21" * 21"
Manpower	1 restaurant manager Captains Stewards Assistant stewards
Shift timings	Morning – 7.00 am to 4.00 p.m. Afternoon- 2.00 p.m. to 11.00 p.m. Panzer - 7.00 p.m. to 4.00 am Night 10.30 p.m. to 7.30 am General 9.00 am to 7.30 p.m.
Cover charge	Not applicable
Group bookings taken	Taken for section 1 approximately 35 pax
Fire exit	
Smoke detectors	On all sections
Sideboards	
Flooring	
Air condition	Centrally air-conditioned.
Notice board	
Cashier	
Photography	camera is allowed but video shooting with the permission of General Manager only.
Records maintained	Buffet Analysis sheet KOT/ BOT control register Monthly inventory report Weekly inventory of cutlery, crockery, glass ware Attendance register, Booking diary

SOP	
Standard Operating Procedure Food And Beverage Service Task: Standard for maintaining Professional appearance	Dept-Restaurant Issued: SOP NO: 02

STANDARD : All guest see well groomed staff with a very smart
Appearance, smiling faces and receptive manner at all times.

PROCEDURE :

CLEANLINESS OF THE BODY

1. Take a bath frequently especially before reporting for duty.
2. Apply deodorant or body talcum.
3. Avoid using too much perfume.
4. Teeth should be clean and breathe odor free.
5. Skin discoloration or any skin decease must be treated timely.

POSTURE

1. Always hold the body erect , with head straight and shoulders erect.
2. Do not run or lean on pillars, chairs, tables, walls or service station
3. Stand at assigned station in an attentive and receptive manner
4. Do not slouch.
5. Always maintain an upright posture.
6. Do not run fingers on hair or pick nose.

SKIN

1. Keep it clean always, wash often, drink plenty of water and obtain adequate sleep and exercise.
2. If it is too dry apply moisturizer.

HANDS AND NAILS

1. Wash hands every time after using the toilet and washroom.
2. Keep finger nails short and clean at all times. Make sure the cuticles are clean always.
3. Do not wear any nail polish.
4. Do not bite nails instead use a nail cutter.
5. Clean the cuticles and avoid any dirt accumulating.

TEETH

1. Brush teeth after all meals and rinse the mouth constantly.
2. If wearing dentures, remember to have them on while on duty.
3. Treat the teeth always if discoloration is formed.

FEET

1. Keep your feet clean and toe nails trimmed.
2. Foot powder is recommended if the feet smell.
3. For extreme cases consult physician.

FOOTWEAR

1. Wear the footwear approved by the hotel. Black oxford shoes with matching laces are the permitted ones.
2. Shoes should be of correct size and well polished.
3. Always make sure that the shoes are not frayed at the edges.
4. Female staff should wear black closed leather shoes without accessories like bows, buckles, etc. heel NOT to exceed 2 inches.

UNIFORMS

1. Wear only clean well pressed uniforms that are free of stains.
2. The uniform should be well fitting.
3. Always wear nametags on duty.
4. Exchange uniform as per hotel policy.
5. All headgear/sashes/pleats of the uniform should be well worn.

JEWELLERY

1. Avoid wearing excessive jewelry while on duty.
2. Only one ring of conservative design is permitted.
3. No ear studs for male.
4. No bracelets.
5. Pendant or medal in chain worn on the neck must not be visible outside.
6. For female staff only earring studs of a conservative shape and style, in silver, gold, round white pearl, diamond, ruby, sapphire, emerald or jade may be worn.
7. Watch should be conservative in design and the band may be silver, gold, or leather. Permitted colors of the leather band are black, brown, or tan. NO swatches.

HAIR MALE:

1. Keep hair short, neat and well combed and free from dandruff.
2. Hair length must be at least one inch away from shirt collar.
3. Shampoo hair frequently and do not overuse hair cream, spray, gel, mousse.
4. Do not oil hair after bath.
5. Hair must be kept off the face at all times especially when leaning forward.
6. Beards are not permitted unless with the consent from the personnel dept due to the religious reasons.
7. Moustache if kept, must be neat & well trimmed. The moustache should not be falling below the lip line.
8. Side burns should not be shorter than the top of the ear and NO longer than the bottom of the ear lobe.
9. Clean shaven before the duty.
10. While on duty do NOT comb or brush your hair

FEMALE :

1. Staff with long hair must tie up hair neatly with black ribbon only.
2. Bleaching and dying of hair not permitted.
3. Only black hair clip of NOT more than 10-cm length and 4 cm width should be used. Hair band should be black and not wider than 2.5 cm.
4. Hair strands should not be falling over the face.
5. A neat French knot or bun is the permitted hairstyles.
6. Hair should not be left open while on duty.
7. Naturally curly hair should be controlled and that the hair style NOT bushy or heavy at the sides or the top of head.
8. Fringes are NOT permitted.
9. Thin, fine, layered or curly hair should be cut short or tied in a bun or braided.
10. Shampoo the hair at least once in a week to avoid dandruff.

COSMETICS

1. Foundation must be worn for extra coverage, protection and to even out skin tones.
2. Lipstick must be worn at all times. Highly iridescent, pale, and frosted colors are not permitted.
3. Eye make up must be well blended, worn at all times and applied in moderation.
4. Bindis must be small round, oval or teardrop shaped. NO fancy designs.
5. Nail polish worn must be of conservative color.

SOP	
Standard Operating Procedure Food And Beverage Service	Dept- Restaurant Issued:

Task : Briefing	SOP NO: 03
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STANDARD : The daily briefing to be conducted to maintain proper standards set by the organization.

PROCEDURE:

1. Every shift must start with a thorough briefing with all the staff of the shift.
2. Attendance must be taken, following which the grooming is checked.
3. Grooming standards as per the SOP No: () is checked.
4. Brass buttons in the uniform must be well polished
5. Nametag must be displayed evenly and well polished.
6. Ensure the following personal Mis-en-place is always carried
 - Pen – black in color.
 - Bottle opener
 - Match Box- ship brand.
 - Scribbling pad – clean and neat.
 - Steward's duster
 - Comb.
7. Available & not available items must be discussed
8. Reservation for Lunch and Dinner is taken up and every one is alerted about pre reserved tables.
9. VIPs in house and those expected is informed to everyone.
10. Situations of previous day is discussed and corrections are made.
11. Revise food & beverage menu. Test the knowledge of staff.
12. General information on hotel, city etc is also discussed.
13. Revise wine list.
14. Mention about any specialty of the day.
15. Settle grievances and problems.
16. Allocate sections/ tables to stewards and divide the work.

SOP	
Standard Operating Procedure Food And Beverage Service Task: Handling Telephones	Dept- Restaurant Issued: SOP NO: 04

PROCEDURE:

Standard: Every one we come in telephonic contact with is treated with courtesy and respect, speak with a friendly tone and with a smiling voice.

Answer all telephones promptly – a telephone should not ring more than three times before it is answered. If you have someone on the other line, ask the caller, “ May I place you on hold, please”, wait for a reply then take the new call. The guest on the telephone cannot see the guest in front of you, if you are with someone excuse yourself and take the call.

Whenever you answer the telephone begin by wishing the caller – Good Morning / Afternoon or Evening, then state your department, and ask, “ How May I help you?”

Always be ready with a note pad and pen; be careful and accurate while taking a message. To check accuracy repeat names, room numbers and messages.

Never talk to someone near the telephone that is off the receiver, the Guest may hear you. Always remember to put the call on hold first.

If the call is for someone else, notify the person immediately and ensure the call is answered, we never screen calls – do not ask who is calling?

If the person for whom the call needs to know who is calling, please ask; who shall I say is calling?

If the call is in a language you do not understand, have someone who does, answer the call.

For the safety and security of our guests, never announce guestroom numbers on the telephone.

Always use the magic words of courtesy, “ Thank You, Please, I apologize, I am sorry, Pardon me, You are welcome, Certainly, It will be my pleasure.” Try to use the guest’s name as often as possible during the conversation.

Instead of Hi! Or Hello say, Good Morning/ Good Afternoon and Good Evening and be polite.

Remember: The impression over telephone, is a lasting impression.

For detailed telephone handling techniques – refer the Telephone training Manual.

SOP	
Standard Operating Procedure	Dept- Restaurant
Food And Beverage Service	Issued:
Task : Shift hand-over	SOP NO: 05

STANDARD :For smooth hand-over from one shift to another with minimum disturbance to the restaurant.

PROCEDURE:

1. All glassware, cutlery, crockery and linen required for the next shift to be handed over, wiped & cleaned.
2. All bills/checks to be cleared of the previous staff and if not done so to be handed over after recording down details
3. The sideboard must be well stacked.
4. Table cover set up for the next shift must be carried out.
5. Mis en place for the next shift if any need to be done , the same must be carried out.
6. All the messages must be written on the log book for the next shift staff.
7. Stewards must hand over the tables to the next shift if the table is occupied.
8. Any other task to be completed to be handed over.

SOP	
Standard Operating Procedure	Dept- Restaurant
Food And Beverage Service	Issued:
Task : Polishing silver ware/ Glassware.	SOP NO: 06

PROCEDURE :

1. All silver ware will be polished as per the polishing schedule.
2. Silver dip or pink polishing powder is to be used.
3. In case silver dip is used, care must be taken that the articles are not immersed for too long in the solution. Once taken out of the solution they must be immediately placed in a bucket of cold water and then passed in the dishwasher.
4. Under no circumstances should the stainless steel blades of the knives be immersed in silver dip.
5. Wipe the silverware dry with a dry cloth and polish it with the cloth to make it look shine.
6. For glass polishing, a bucket of very hot water with a little vinegar must be used.
7. Dip the washed glassware into the steaming water for a couple of seconds & wipe thoroughly with a clean glass-cloth till the glass is sparkling.
8. Change the water if it stops steaming the glassware adequately.
9. After polishing, return all equipment to its proper location

SOP	
Standard Operating Procedure Food And Beverage Service	Dept- Restaurant Issued:
Task : Stacking the side station	SOP NO: 07

STANDARD : All side stations must be properly stacked with all items required to ensure smooth flow of service.

PROCEDURE:

1. Each station holder will ensure that his station is properly stacked with all items of equipment viz. Crockery, cutlery, glassware etc. when he takes over the station.
2. During the course of service, the station holder will ensure that all equipment used up is replenished so as not to hamper service.
3. The station holder will ensure that the side station is kept neat & tidy at all times.
4. The stewards will hand-over a fully stacked station to the next shift.
5. All the items placed in the sideboard must be clean and polished.
6. Keep the items in its own pre-decided rack.
7. Proprietary sauces kept in the sideboard must be checked for cleanliness, especially at the neck of the bottle.

SOP	
Food & Beverage Service Standard Operating Procedures	Dept-Restaurant Issued:
Task : Preparing Butter	SOP NO: 08

PROCEDURE:

Butter must be prepared before the guest arrives.

Chill individual portions of butter by placing them separately in iced water to prevent them from sticking together.

Place the portions of butter on butter dishes and keep them in refrigerator.

Take the butter plate on the butter dish with the cover to the table while service.

SOP	
Standard Operating Procedure Food And Beverage Service	Dept-Restaurant Issued:
Task : Aligning tables, chairs and performing Mis en Scene.	SOP NO: 09

STANDARD :All the tables & chairs in the restaurant must be aligned properly as per the standard lay out specified.

PROCEDURE:

1. The station holder must check that all the tables are placed in order & in line with each other.
2. All tables' chairs must be placed correctly & properly squarely in front of the tables, ensuring each cover faces the one opposite it, & that both are aligned.
3. The restaurant must be checked to ensure that none of the bulbs are fused.
4. The captain / manager must check that all tables in all sections are placed in proper position in accordance to the predetermined planned layout of the restaurant.
5. Check all electrical appliance for its working.
6. Check air condition for right temperature.
7. Check whether the flower arrangements are in place.
8. Check the cleanliness of flooring.
9. The captain / manager will also ensure that the entire restaurant is ready to receive guests. It must be ensured that the restaurant is always clean and all fixtures and artifacts are in proper position. Lighting levels must be maintained at all times. During dinner, when candles are placed on the tables, the lights must be dimmed.

SOP	
Standard Operating Procedure Food And Beverage Service	Dept-Restaurant Issued:
Task : Laying a Table cloth	SOP NO: 10

PROCEDURE :

Select the appropriate base-cloth & naperon.

Stand about half a foot from the table.

Stand centrally between two legs of the table for a square table.

Position the folded cloth on the table with the two woven edges towards you and the two folds of the concertina facing away from you.

Position the vertical centre crease in the centre of the table, holding the concertina fold.

Lean across the table and release the bottom layer of the cloth to hang over the far edge of the table.

Reposition the horizontal crease of the cloth in the centre of the table.

Release the hold on the centre fold and draw the top fold towards you.

Having centred the cloth both vertically and horizontally, the cloth should now be positioned with an equal drop all round, with folds of the cloth covering the legs.

For a square table the fall should be minimum 9” from the side of the table.

In case of a large table two persons will have to execute this task.

SOP	
Standard Operating Procedure Food And Beverage Service	Dept- Restaurant Issued:26.03.2016
Task : Changing a cloth during service.	SOP NO: 11

Cloths often have to be changed during food service, when guests are present at other tables and new covers are to be laid, or when there has been a serious spillage . Such instances clothes must be changed with minimum fuss.

PROCEDURE :

Remove any articles remaining on the table to the sideboard.

Stand centrally between the two legs of the table.

Holding the concertina fold, position the vertical centre crease of the clean cloth in the centre of the table.

Lean across the table and allow the bottom layer of the clean cloth to hang over the far edge of the soiled cloth.

Take the soiled cloth in both hands ,holding it between the little and ring fingers.

Fold the soiled cloth towards you while opening the clean cloth above it.

Fold the soiled cloth and remove it discreetly.

SOP	
Standard Operating Procedure Food And Beverage Service	Dept- Restaurant Issued: 26.03.2016
Task : Folding Napkins	SOP NO: 12

PROCEDURE :

1. Whenever napkins are folded care must be taken to ensure that they are spotless, well pressed & that there are no holes or frayed edges.
2. Fold the napkins as per the specification, without over handling it or staining it.
3. Always use a flat surface, which is large enough.

4. Stack the napkins in the proper place assigned for the same.
5. Make sure the napkins are well starched and do not have loose threads hanging out.
6. The entire fold in the restaurant must look identical and uniform.

SOP	
Standard Operating Procedure	Dept- Restaurant
Food And Beverage Service	Issued: 26.03.2016
Task : Laying a cover.	SOP NO: 13

STANDARD :Stewards always places cover correctly and neatly before the food arrives from the kitchen

PROCEDURE:

1. Ensure the standard coffee shop set up is proper & correct.
2. A standard table layout must have.
 - Bud vase
 - Ash tray
 - Salt & pepper shakers
 - Sugar sachet holder
 - Appropriate number of covers containing AP knife & fork, B&B plate with B&B knife, water goblet, and dinner napkin.
3. For breakfast, the layout will also contain: teacup on saucer with teaspoon, butter dish, saucer with jam & marmalade in preserve pots with demi tasse spoons.
4. Lunch set up will have standard set up with butter dish.
5. Dinner set up will have butter dish and a small glass bowl with water & a floating candle.
3. Correct covers after order has been taken. Gather cutlery from the side station without creating excessive noise.
4. Place appropriate cutlery on a salver.
5. Place additional cutlery next to dinner knife and dinner fork.
6. All additional cutlery will be placed just before the service of that course.
7. For steak replace dinner knife with a steak knife.
8. Additional cutlery will be offered to the guest on request.
9. Remove cutlery that is not required.
10. Always hold the cutlery at the neck of the cutlery.
11. Make sure all the cutleries that you place on the table are well polished and clean.

SOP	
Standard Operating Procedure Food And Beverage Service	Dept- Restaurant Issued: 26.03.2016
Task: Taking Reservations.	SOP NO : 14

PROCEDURE:

1. Table Reservations may come by telephone or in person or by letter/fax.
2. If the reservation come by telephone , the guest must be greeted using hotel's professional telephone standards. *Ref SOP No. ()*
3. Have a pen and paper or the reservation book to hand.
4. The following information must be gathered while taking reservations:
 - Name of the guest [in whose name the reservation has to be made]. Make sure you get the correct spelling of the guest's name. Always ask the guest: May I have your name, sir/ma'am? Would you please spell it for me?
 - Caller's name[in case the caller is making a reservation on behalf of somebody]
 - Day & Date when the guest requires the table. When would you like the reservation to be sir/ma'am?
 - Meal period preferred
 - Time of reservation. E.g. what time would you like the table, sir/ ma'am?
 - Number of persons. E.g. For how many that would be, sir/ ma'am?
 - Contact number of the guest. May I have your telephone number / cell number?
 - Any special requests. If guest have any special instruction like a birthday cake, flower bouquet, preference of table, etc. it may be agreed with. If any requires higher approval and decision from higher authority, the same may be sought. E.g. permission to shoot video in restaurant.
 - Smoking or non-smoking table.
5. Always repeat all information for the benefit of accuracy.
6. Answer any questions clearly and and politely. If you do not know the answer , find someone who does.
7. For all the in-house guests and where possible local guests, the name must be run through the guests history module, and comments if any noted and acted on.
8. Thank the guest after the call. E.g. thank you very much Mr. Svenson. We look forward to welcoming you.
9. Always use guest name once you know the same.

SOP	
Standard Operating Procedure Food And Beverage Service	Dept- Restaurant Issued: 26.03.2016

Task: Allocating Tables according to reservations.	SOP NO : 15
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PROCEDURE:

1. When a guest enters the restaurant, he must be greeted at the door using hotel's standard greeting procedure. *Ref SOP No. ()*
2. Always find out whether the guest has a reservation. E.g. Are we holding a reservation for you, sir?
3. If guest has a reservation then always ask the guest's name. E.g. May I have your name, please?.
4. The hostess will check the reservation diary for the same.
5. The guest will be shown to the table that has been pre allocated to them. Mr. Svenson , allow me to show you to your table. Or Mr. Svenson , Captain Hanel will escort you to your table.
6. Ask the guest whether he is comfortable with the table.
7. Always wish guest before you leave the table. E.g. Have a nice meal, Mr. Svenson.

SOP	
Standard Operating Procedure Food And Beverage Service	Dept- Restaurant Issued: 26.03.2016

Task: Greeting the Guests.	SOP NO : 16
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STANDARD : Every guest will be greeted on arrival at the restaurant door & Shown to a suitable table with minimum delay. All guests must be acknowledged within 30 seconds of their arrival in the restaurant.

PROCEDURE:

1. The Hostess/Sr. Captain/Manager/member closest to the entrance will approach Guest.
2. Guest will receive a warm smile and a genuine greeting.
3. The person greeting the guest at the entrance must stand in an erect posture and exhibit friendly body language.
4. Always use guest's name if known.
5. The greeting will be to the effect of : Good Morning/Afternoon/Evening Mr. ----- or sir/ma'am welcome to (name of outlet)
6. The guest will be checked with whether he or she holds any reservations?
7. The guest will be asked to accompany staff member to the selected table after checking with him his preference for smoking/non-smoking section.

SOP	
Standard Operating Procedure Food And Beverage Service Task: Escorting Guests	Dept-Restaurant Issued: 26.03.2016 SOP NO : 17

STANDARD : Every guest will be recognized within 30 seconds of their arrival and escorted to the respective table.

PROCEDURE:

1. If a guest requests a seating preference that is unavailable, let them know of the length of wait. Make sure you know where the guest is waiting, so that when the table becomes available the guest can be quickly informed.
2. Guest is always escorted only to fully prepared tables.
3. Always use standard phrase: I shall escort you to your table, sir. Or I shall show you to your table, sir. Or allow me to show you to your table, sir.
4. Be sure you know the table where you plan to seat the guest(s), and that it is prepared to accommodate the party, i.e. wheel chairs, baby chairs if necessary.
5. When escorting the guest(s) to the table, take the shortest route.
6. Walk at a speed that is comfortable for the guest. Seat guests at a table that is appropriate for them. For example do not seat a guest who has difficulty walking to a far table.
7. Guests that arrive after their party is seated , should be escorted to the Table, whenever possible.

SOP	
Standard Operating Procedure Food And Beverage Service Task: Seating the guests.	Dept-Restaurant Issued: 26.03.2016 SOP NO : 18

PROCEDURE:

1. Every guest will be accompanied to the table personally by the hostess/ captain/ Manager as per the procedure. *Ref SOP No: ()*
2. Stand behind guest's chair.
3. Keep left leg behind and right leg forward touching the chairs back with right knee (distance between both the feet should be of the length of one shoe)
4. Hold the chair with both hands from the side of the back
5. Lift the chair 1" - 1.5" from the ground and pull back. Let the guest go in. Always say May I or Allow me, sir/ ma'am and pull the chair for the guest.
6. As the guest is sitting, move the chair forward till it is comfortable for the guest and rest the chair on the floor.
7. Always seat ladies first.
8. If possible all ladies will be assisted in the seating procedure.
9. Team members of adjoining stations will assist with seating procedure if required and if practicable
8. Assist the guests with chairs and packages, giving initial attention to the ladies, but also assisting men when possible, by moving the chair out from the original location.
9. Whenever possible :
 - Do not seat two or more individual-dining guests next to each other but opposite to each other.
 - Do not seat an individual lady guest next to a group of men.
 - Do give a lady a seat that allows her to sit with her back to the wall, for comfort and privacy, and
 - Do not seat any individual guest near the exit or kitchen doors.

SOP	
Food & Beverage Service Standard Operating Procedures Task : Opening serviette	Dept- Restaurant Issued:26.03.2016 SOP NO : 19

STANDARD : Captain / Steward to open the serviette as soon as the guests
are seated.

PROCEDURE:

1. As soon as the guests are seated, offer to open the serviette of the guests starting with the ladies first.
2. Open the serviette always from the guest's left side.
3. Stand at the left side of the guest with your left foot forward and open the serviette fold.
4. Make a triangle fold and gently place it on the lap of the guest with the broader side facing the guest. Always say "May I, and place the serviette on guest's lap.
5. If guests require cold towels then the same should be brought on a salver and announce "Cold Towels, sir/ ma'am."
6. If guests have picked the serviette by themselves, then don't disturb them.

SOP	
Standard Operating Procedure Food And Beverage Service	Dept-Restaurant Issued:26.03.2016

Task: Water Service.	SOP NO : 20
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PROCEDURE:

1. Water goblets will be placed as part of the cover on the right top of the cover at the tip of the large knife.
2. The guest will be asked: `sir/ma'am would you like regular water or would you prefer mineral water'
3. The guest will be approached with a jug of water if regular water is asked for. The service is always done from right side of the guest.
4. Keep your right foot forward and stand erect while serving water.
5. Carry a neatly folded serviette on your left hand and wipe the sides of the jug to prevent water dripping from the side of the jug.
6. Pour the water gently into the center of the glass without the jug touching the glass. Never fill up the glass till the brim.
7. For water glasses, which are not reachable to the steward, always say excuse me and request for the glass or cross the guest to do the service.
8. If mineral water is ordered , Follow the procedure as SOP NO:
9. Continue to offer water throughout the meal.
10. In the event the guests ask for hot water after you have poured regular water, change the glassware. Ref: SOP No:

SOP	
Food & Beverage Service Standard Operating Procedures	Dept-Restaurant Issued:26.03.2016

Task: Serving Mineral water	SOP NO : 21
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STANDARD : Every guest will be served mineral water if asked for.

PROCEDURE:

1. When guest ask for mineral water, write down the order in a BOT (ref . SOP No:) clearly and pick up the same from dispense bar.
2. Bring the bottle to the guest and present the bottle for the approval of temperature.
3. Open the bottle in front of the guest.
11. Pour water to the center of the goblet until it is 1” down from the brim.
12. The bottle with remaining water will be placed on the table.
13. The steward should be attentive during service to pour the remaining water into the goblet.
14. Clear the empty bottle when all the water has been poured into the goblet.
15. Check during service if the guest wants more water.

NOTE

Generally if a guest has ordered a pre-dinner drink then he would not have water unless specially requested.

SOP	
Food & Beverage Service	Dept- Reataurant
Standard Operating Procedures	Issued:26.03.2016

Task: Offering Pre meal drinks

SOP NO : 22

STANDARD: Every guest will be offered a pre meal drink immediately after the seating and opening napkin procedure is completed.

PROCEDURE:

1. Once all guests are seated, the waiter will offer pre-meal drink.
2. Guests should be asked: would you prefer to have mineral water, sir?
3. Waiter will try & up-sell mineral water.
4. Pre meal drinks should be offered to guests by asking, would you prefer to have some drinks.
5. If asked, “what do you have?” the waiter will reply to this effect; - “We have a full range of drinks available from our bar, here is our beverage list.”
6. Assist the guests in making their selections by explaining what is in the various cocktails and what are they like.
7. The order will be written on the waiter's pad.

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8. Always make sure that the order is written neatly, clearly and legibly. Every order should be numbered to represent the guest. Guests seated nearest to the kitchen door will be numbered as number one and the rest followed clockwise.
9. Guests should be suggested with the Bar man's specialty.
10. The order will be written in BOT. The first copy goes to dispense bar for the pick up of drinks, the second copy to the cashier and the third remains with the steward.

SOP	
Standard Operating Procedure Food And Beverage Service	Dept-Restaurant Issued:26.03.2016

Task: Presenting the menu.	SOP NO : 23
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STANDARD : Steward/Captain to present the menu as soon as the pre-meal drink is ordered

PROCEDURE:

1. Always carry the required number of menus as per the number of guests in the flat of your left hand. Make sure the menu is clean and of no dog ears.
2. Always stand erect at the side of the table.
3. Guest will be offered the food menu after the pre meal drink is placed.
4. Each guest will be presented with one menu from his or her right side. Always the ladies first.
5. The menu will be presented without opening it & holding it from the top in the centre facing the guest. Always say: Here is our food selection, sir/ ma'am.
6. After presenting the menu the guest will be given time to decide on food order. Inform the guest “ Please do let me know when you are ready to order.”
7. Observe the guests’ body language to see whether they are ready to place the order e.g. A guest who has decided may close the menu & place it on the table.
8. If there are any specialty of the day , the same must be suggested to the guest at this moment. E.g. May I call your attention to chef’s specialty / specialty of the day. We have a delicious beef pie with black mushroom and shallot sauce.

SOP	
Standard Operating Procedure	Dept-Restaurant
Food And Beverage Service	Issued:26.03.2016

Task: Suggesting Food items and upselling.	SOP NO : 24
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PROCEDURE:

1. All staff must know the menu thoroughly.
 - Check the special dishes of the day.
 - Note any changes in the menu.
 - Know new or promotional items
 - Know the cooking method & the main ingredient of each dish and the garnish & accompaniment.
 - Know how long each dish will take to prepare.
 - Know the price of each item.
 - Know how to pronounce dishes.
 - Know how to match needs of the guests with appropriate items, sell each item as a benefit.
2. When recommending, try to create an appealing mental picture in the guest's mind that can influence a guests choice.
 - Use courteous & cheerful tone of voice to describe colour, size, temperature, taste, person (Our chef./ Our bartender) - status (delicious, excellent, popular...) Suitability (vintage, good with)
 - Use precise & correct expressions that suggest uniqueness or special qualities of the house.
3. Do not confuse the guest with too many suggestions, use items at a time which are special, popular, promotional...

APERITIF

1. As soon as a customer is seated, ask for a pre dinner drink. “ May I suggest a drink before your meal , we have & (never say “would you like something to drink”) or may I recommend_____ Mocktail made with
2. If customer does not want a drink then up-sell mineral water.

EXTRAS / SIDE DISHES

1. Recommend side dishes / extras with their main course. “sir may I recommend exotic mix salad” or “sir may I recommend some raita / salad with your dinner etc.

DESSERT

1. After the customer has completed his/her main course, offer him/her specific dessert by saying, “Would you like to try out our dessert selection?”
2. Present the dessert menu with the recommendation for a specific dish e.g “you really must try our _____ it is delicious”.

TEA/COFFEE

1. After the guest has finished his dessert, ask if he would like to have tea/coffee by saying ..
“We have a large selection of different types of tea, perhaps you would like to try

one, we have....”

“we have a large selection of different styles of coffee, Espresso, Decaffeinated,...”
2. After the guest has ordered coffee suggest some liqueur, port, cognac along with his/her coffee.

NOTE

1. *Anticipate guest need for successive suggestive selling*

<i>In a hurry</i>	=	<i>Quick preparation item</i>
<i>On company expenses</i>	=	<i>Expensive / high cost item</i>
<i>VIP or connoisseur</i>	=	<i>Only the best</i>
Stare blankly at menu	=	Don't know, need suggestion
<i>Lonely</i>	=	<i>Friendly expressions / rapport building first</i>
<i>Special occasions</i>	=	<i>expensive/unique</i>
<i>Budgeting type</i>	=	<i>Adequate meal at fair price</i>
<i>Family</i>	=	<i>Suggest something for the children First</i>
<i>Intimate couple</i>	=	<i>Offer the lady first</i>
<i>On diet</i>	=	<i>Low calorie</i>

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2. *Help guest in selection from the menu when necessary in a pleasant manner. Do not force guests to order.*
3. *Try suggesting the high price items first and if possible, lower cost item if they are of similar price. Then come down to next lower price. Be tactful, the guest should not feel that you are only suggesting high price items.*
4. *Acknowledge guest's order in a courteous manner.*
5. *Invite the chef to come and speak to the guest and helping them in suggesting chefs special.*
6. *Sell items on the menu based on personal attention to the guest, not high pressured sales.*
7. *Be able to describe portion size of each dish and also the service time.*
8. *Be specific with suggestions. Ask open ended questions and not closed ended questions.*
9. *“Do you want an appetizer with your dinner” (Poor)*
10. *“Sir I suggest you try our pasta & cottage cheese mousse as an appetizer with*
11. *your meal (Good)*
12. *There are lot of suggestive selling adjectives which can be used while describing various dishes of your menu.*

Examples :

<i>Fragrant</i>	<i>Delicate</i>	<i>Delicious</i>	<i>Garden fresh</i>
<i>Clear</i>	<i>Savoury</i>	<i>Fresh</i>	<i>Cool</i>
<i>Refreshing</i>	<i>Creamy</i>	<i>Succulent</i>	<i>Fantastic</i>
<i>Smooth</i>	<i>Rich</i>	<i>Moist</i>	<i>Exquisite</i>
<i>Tart</i>	<i>Bubbly</i>	<i>Fluffy</i>	<i>Elegant</i>
<i>Mouth watering</i>	<i>Appetizing</i>	<i>Home made</i>	<i>Tender</i>
<i>Crisp</i>	<i>Traditional</i>	<i>Sweet</i>	<i>Oven Fresh</i>

SOP	
Standard Operating Procedure Food And Beverage Service	Dept- Restaurant Issued:26.03.2016

Task: Taking orders and Executing them.	SOP NO : 27
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STANDARD : Every meal order will be taken within two minutes of presenting the Menu and the items will be delivered within the specified time in the menu.

PROCEDURE:

1. The captain will approach the guest table with his waiters pad to write the order. He may say, 'sir/ma'am are you ready to place the order 'or ' excuse me sir, May I please take your order now'.
2. Remember how the menu is constructed i.e. the courses of your menu - appetizers, salads, main course, extra side dishes etc.
3. Write in order of courses & after each course draw a line (use commonly accepted abbreviation)
4. Against each menu items write the quantity & the seat number.
5. Remember if the guest orders two appetizers & no main course, ask which appetizer he / she would like to have first.
6. Depending on guest preference salads can be served at the beginning, during or after the main course
7. Don't forget to ask the guest the doneness of meat i.e. rare, medium, well done.
8. Any special instructions by the guest about his food has to be written down e.g. less spicy, no garlic, extra sauce...
9. Explain any dish if the guest wants to know more about.
10. If the guest cannot decide even after your suggestion then ask him, "Sir shall I call the chef / manager to help you with your order."
11. After the entire order is placed ,read it out to the guest, so there is no discrepancy later.
12. Thank the guest after taking down his/her order.
13. Collect the menu from the guest.
14. Write down the order neatly and clearly.
15. Send the first copy of the KOT to respective kitchen, second copy to the cashier and the third copy to the pick up counter and the fourth remains with the steward.
16. Shoot the order to the kitchen from the pick up counter. Do not forget to mention special requests if any.
17. Always give the right crockery to the pick up counter for the dish.
18. The steward will then serve the orders correctly as ordered by the guest announcing the name as it is served. After serving all, he will announce "Enjoy your meal"

SOP	
Food & Beverage Service Standard Operating Procedures	Dept- Restaurant Issued:26.03.2016

Task : Service of Bread.	SOP NO: 31
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STANDARD : All guest will be served with fresh rolls, each time they order food from the menu

PROCEDURE:

1. A variety of bread is immediately placed on the guest table after their food order is taken.
2. All breads will be served in a breadbasket with napkin pocket in which the rolls are placed.
3. Carry the bread basket in the left hand .
4. Serve from the left side of the guest with service spoon and fork. Move anti clock wise around the table , serving the host last.
5. The breadbasket is either placed on the table or is served to every guest for the first round. Bread will be served on the B & B plate. All bread rolls should be placed straight and not upside down on the plate.
6. Remaining bread in the breadbasket will be placed on the table in the centre of the table or within guest's reach.
7. Offer guest more bread if the basket is empty.
8. Each breadbasket must be accompanied with butter in a butter dish. The portion size will be depending on the number of guests.
9. Breadbasket & butter must be cleared away once the guest has finished his/her meal or if guest does not require it anymore.

SOP	
Standard Operating Procedure Food And Beverage Service	Dept- Restaurant Issued:26.03.2016

Task : Service of appetiser	SOP NO: 32
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PROCEDURE:

1. Place the necessary cutlery before service of appetizer.
2. The accompanying sauces for the respective appetizer must be placed on the table beforehand.
3. Pick up appetizer from the kitchen. Check for the presentation and garnishes.
4. Serve appetizer from guest's right. Always announce the item you are serving.
5. Place appetizer between fork & knife say "here's your sir/madam".
6. Always tell the guest "enjoy your appetizer."

SOP	
Standard Operating Procedure Food And Beverage Service	Dept-Restaurant Issued:26.03.2016
Task : Service Of soups.	SOP NO: 33

PROCEDURE:

1. Bread/Butter will be placed on the table before the service of soup.
2. Soup spoons must be placed on the table before the service of soups.
3. Soups will be picked up from the kitchen piping hot in soup bowls on an underliner.
4. Always check for garnishes on the soup.
5. The sides of the soup cup must be clean and no soup spill should be there on the sides.
6. Always announce the soup that you are serving.
7. Soups if served as silver service will be served from the tureen. Tureen with soup is placed on an underliner and brought to the table . Soup is served with soup ladle to the pre placed soup bowl or soup plate.
8. If served by plate service method, place the soup bowls in front of the guest's from each guest's right.

SOP	
Standard Operating Procedure	Dept- Restaurant
Food And Beverage Service	Issued:26.03.2016
Task : Service of sauces.	SOP NO: 34

STANDARD : Guest will be served extra sauce/accompanying sauce separately using a sauce boat and a serving spoon. Sauces are never poured from the sauce boat.

PROCEDURE :

1. Carry the sauce -boat on an under liner covered with doily paper on the flat of your left hand, with the lip of the sauceboat facing to the right.
2. Serve the sauce from the left of the guest.
3. Lower the under liner over the guests plate, so that it is not more than 5 cm above it.
4. Hold the service spoon in your right hand with the handle of the spoon above the lip of the sauceboat.
5. The serving spoon may vary depending on the size of the sauceboat.
6. Draw the spoon across the sauceboat towards you to collect the sauce.
7. Note that the sauce should only cover one third of the item
8. Move anti clockwise round the table offering the sauce to each guest in turn, with the host last.
9. Always take extra care not to drop any sauce on the table.
10. Leave the sauceboat on the table if guest request so.

SOP	
Standard Operating Procedure	Dept- Restaurant
Food And Beverage Service	Issued:26.03.2016
Task : Serving side dishes.	SOP NO: 35

PROCEDURE :

1. Pick up the side dishes as per the guest order from the kitchen.
2. Serve the main course to the guest.

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3. Serve side dish from the guests left with the help of service spoon & service fork on the Dinner or the B & B plate. Before serving ask the guest “Sir/madam may I ?”
4. Announce the item that you are serving.
5. Vegetables must always be served on the top left side of the large plate. Potatoes shall be served on top right side of the plate.
6. Place the remaining side dish on the top left of the guest to help himself .
7. Check during the meal if they need another helping.
8. If any side dishes are presented in a separate dish with appropriate garnish , the same will be placed on the table for guest to help himself.

NOTE

The side dishes should be served in appropriate flatware.

SOP	
Food & Beverage Service Standard Operating Procedures	Dept- Restaurant Issued:26.03.2016
Task : Placing Main Plates.	SOP NO: 36

PROCEDURE :

1. Hold the pile of clean dry & hot plates resting on the palm of the left hand, which should be covered with one end of a service cloth.
2. As you approach the customer, wipe the top plate with the other end of service cloth and pick it up by the rim. Keep the thumb well clear off the centre of the plate.
3. Keep the plate horizontal.
4. Lean forward slightly from the guest's right and gently place the plate on to the centre of the place setting in front of the customer.
5. Announce 'your hot plate sir, madam' while placing the plate.
6. Place the plates with the monogram at 12 o'clock position.
7. Do not move the flat wares on table while placing the plate.
8. Unrequired hands ie the hand which is supporting the plates should be away from the guests when placing the plate.

Note :-

1. Check plates for chips, cracks and stains.
2. Lift the plate from your hand. Do not rattle or drag the plate.
3. Use minimum finger contact.
4. Start with ladies and finish with the host.
5. Stand conveniently close to the table while placing plates.

SOP	
Food & Beverage Service	Dept- Restaurant
Standard Operating Procedures	Issued:26.03.2016

Task : Use Of A Spoon And Fork	SOP NO: 38
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PROCEDURE:

1. Place a fork over a spoon in your right hand, both facing up. They should rest across your middle, ring, and little fingers with their bases resting in line with the bottom of the little finger, leaving the index finger and thumb free to move the cutlery. The handles should not protrude beyond your little finger.
2. Slide your index finger between the fork and the spoon, and hold the fork between the tip of your index finger and the tip of your thumb so that you can lift the fork with your index finger and thumb.
3. Holding the fork between the tips of your index finger and your thumb, raise the fork from the bowl of the spoon, keeping the ends of the handles of the fork and the spoon together with your little finger.
4. At no time allow the index finger and thumb to slide more than half-way up the handles of the cutlery.
5. You can now lift food items with the spoon and hold them firmly in place with the fork while you transfer them to the guest's plate.
6. Pick the food up from the side, drawing the cutlery towards you as you lift it.
7. If the item to be moved is small or very thin, you can remove your index finger. This enables the fork to be pressed more tightly against the spoon, holding the item firmly. To release the item insert the tip of your index finger to separate the cutlery.
8. For large round items, such as bread rolls, you may turn the fork, enclosing the item.
9. The tops of some items, broccoli hollandaise for example, must not be touched when they are served. In those cases turn the cutlery for silver service

SOP	
Standard Operating Procedure	Dept- Restaurant
Food And Beverage Service	Issued:26.03.2016
Task : Clearing the table	SOP NO: 39

PROCEDURE :

1. Once the guest have finished his meal and shown an indication on the plate with the positioning of his cutlery at 4.00 and 10'0 clock position, the plates must be cleared.
2. The guest may be asked about the food while clearing. E.g. I hope you enjoyed the food. Would you like to have some more? May I clear your plate now?.
3. Always clear the plates only after every guest on the table have finished.
4. Body language & steward's observation indicates appropriate time for clearance.
5. Clearance will start from the ladies.
6. Standing at the back right-hand corner of the guest's chair, lean forward and pick up the used plate and cutlery with your right hand.
7. Transfer the plate to your left hand, holding it between the thumb and index finger. Place your thumb over the end of the fork handle. Use the knife to move the left-overs to the front of the plate.
8. Place the knife under the handle of the fork at right angles to it.
9. Moving anti-clockwise round the table, place yourself behind the next guest. Holding your left hand (and the first guest's empty plate) behind the guest, lean forward and pick up the second used plate and its cutlery.
10. Transfer the second plate to your left hand. Position it on a platform above the first plate, supporting it with your ring finger, your little finger and the base of your thumb and lower forearm.
11. Place the fork alongside the other fork on the first plate, and, using the knife, push the left-overs down off the second plate onto the front of the first plate to join the scraps already there.
12. Place the knife alongside the knife on the first plate.
13. Moving anti-clockwise round the table, collect the remaining plates and cutlery. Stack the plates on the second plate and arrange the cutlery on the first plate, following the same procedure as for the second plate.
14. The number of plates, which can be collected in this way, will depend on the waiter's skill and experience. When you have collected as many plates as you can confidentially carry, take the plates and cutlery to the station (side – board) and place them on a tray for removal, or take them directly to the dish-washing area, according to the practice of the establishment.
15. Once the table is cleared the steward will crumb the table from the right & left side simultaneously for each guest before offering the dessert menu. Ref SOP NO. ()
16. Clearing procedure is done in silence unless the steward needs to excuse himself, for e.g. when a guest is engaged in a conversation.
17. Cleared plates are kept on the side station and bussing is performed from time to time.

SOP	
Standard Operating Procedure Food And Beverage Service	Dept- Restaurant Issued:26.03.2016

Task : Handling cutlery dropped by guests	SOP NO: 40
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PROCEDURE :

1. Carry fresh cutlery on a service plate covered with doily paper or a serviette.
2. Place the fresh cutlery on the cover in the respective side.
3. Pick up the fallen cutlery and carry the same on the service plate to the sideboard.
4. If there is any food particles fallen along with the cutlery, it must be cleared with a service cloth or immediately alert the house keeping.

Note: Never carry cutlery in bear hands.

The fresh cutlery that you carry to the table must be well polished and clean.

SOP	
Standard Operating Procedure Food And Beverage Service	Dept- Restaurant Issued:26.03.2016

Task : Changing glassware as per guest request	SOP NO: 41
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PROCEDURE :

Guest requests to change their glasses when there is any foreign particles in the glass or server has served cold water instead of normal water or the guest might want to have hot water etc.

Carry a fresh , polished glass to the table on a salver covered with service cloth or tray mat.

Pick up the dirty glass and place the fresh and empty glass on the cover.

Proceed to pour the beverage as per the guest's request.

Note: Always bring an empty glass to the table and not filled with water for changing the glassware.

SOP	
Standard Operating Procedure Food And Beverage Service	Dept- Restaurant Issued:26.03.2016
Task : Changing an Ashtray.	SOP NO: 42

STANDARD : Guest always sees clean ashtrays throughout their dining experience. There will not be more than two cigarette butts left on the ashtray at any given point of time.

PROCEDURE :

1. Pick up a clean ashtray on a tray or salver from side station and proceed towards guest table.
2. Place the clean ashtray on top of the dirty one on the table in order to avoid ashes flying down from the dirty ashtray.
3. Lift both the ashtray together holding it tight. Place it on the salver behind the guest.
4. Use the right hand to keep clean ashtray the right way up where the dirty one was.
5. Take away the dirty ashtray to the sideboard without the ashes flying.

SOP	
Food & Beverage Service Standard Operating Procedures	Dept- Restaurant Issued: 26.03.2016
Task : Preparing and serving fingerbowls.	SOP NO: 43

PROCEDURE:

1. Collect clean fingerbowls.
2. Half fill with lukewarm water.
3. Add a slice of lemon & two rose petals.
4. Place the finger bowl on a side plate with doily.
5. Carry the required number of finger bowls on a salver to the table.
6. Serve the finger bowl from the right of the diner.

SOP	
Standard Operating Procedure Food And Beverage Service	Dept- Restaurant Issued:26.03.2016
Task : crumbing the table.	SOP NO: 44

PROCEDURE :

1. Make sure the side plates, cruets, and other items that are no longer required on the table have been removed.
2. Hold a B&B plate on the flat of your left hand.
3. Fold the serviette in vertical shape and keep the loose edges of the serviette down.
4. Brush down from the guests left.
5. Brush the crumbs onto the plate using the folded service cloth held in your right hand
6. Do not flick the crumbs, just brush them steadily towards you with folded service cloth
7. Move clockwise round the table crumbing each guest's place as required, finishing with the host.
8. Do crumbing only required.
9. Before crumbing if you see any wet food like a sauce dropped on the table, then carry a B & B knife under the napkin and with the tip of the knife lift any food that is stuck on the table cloth.

SOP	
Food & Beverage Service Standard Operating Procedures	Dept- Restaurant Issued: 26.03.2016
Task : Clearing Sideplates .	SOP NO: 45

PROCEDURE:

Clearing Sideplates Separately From Dinner Plates.

If there are more than four guests at the table, you will not be able to collect the sideplates at the same time as the dinner plates, but will have to collect them separately, using the two-plate method

1. Take a dinner plate to the table. It will provide you with a conveniently larger working surface than a side plate.
2. Treat this plate as if it were the first dinner plate collected, and use it as the receptacle for scraps and the side knives.
3. Proceed round the table anti-clockwise, collecting the side-plates and knives from the guests' left.

Clearing Sideplates at the Same Time as Dinner Plates

If there are only three or four guests at the table, the Sideplates may be collected at the same time as the used dinner plates, using the two-plate or the three-plate technique. Continue anti-clockwise round the table a second time, collecting the sideplates and knives. If using the two – plate technique the procedure is :

1. Collect the side plates and knives from the guests' left using your right hand.
2. Transfer the side plate to the pile of empty plates supported by your left hand and arm, holding your left hand well away from the table.
3. Use the knife to move left overs to the front of the first dinner plate.
4. Place the knife on the first plate beside the other knives.
5. Continue until all the side plates have been collected and stacked on the dinner plates.

SOP	
Standard Operating Procedure Food And Beverage Service	Dept- Restaurant Issued: 26.03.2016
Task : Taking and serving dessert order.	SOP NO: 46

PROCEDURE :

1. After the main course is cleared, crumb down the table.
2. Present dessert menu by opening the menu to the dessert section, say , “here is our dessert selection”
3. Inform guests on specials if any.
4. Take dessert order & write down the order on a KOT.
5. Depending on the dessert ordered the cover may be set. Set dessert spoon to the right & dessert fork to the left of each guest cover.
6. Place dessert in front of the guest’s right. Serve children & ladies first. Announce the dessert to the guest while serving . e.g. “Here’s your ... Madam/Sir.
7. Accompanying sauces for the dessert if any may be served separately.

SOP	
Standard Operating Procedure Food And Beverage Service	Dept- Restaurant Issued: 26.03.2016
Task : Serving Tea & Coffee.	SOP NO: 47

STANDARD : Freshly brewed tea / coffee will be served at the end of the guest meal in minimum possible time

PROCEDURE :

1. Suggest Tea & Coffee at the end of guest meal.
2. Take order offering the choice we serve.
3. Write out a KOT.
4. Always find whether the guest would like to have tea /coffee with milk or without milk while taking order.
5. Prepare a clean & dry beverage tray with under liner.
6. Place Teapot (small for one portion & large for two portions). Place milk/creamer (small for one portion & large for two portions). Proceed to the pantry for pick up.
7. Place teacup, saucer, and teaspoon on the right hand side of the guest.

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8. Place sugar basin if not available in the table. Check whether enough of sugar sachets and equals are there in the basin.
9. A small cookie will be placed on the teaspoon for all Tea / coffee orders. Place tea strainer if serving leaf tea instead of tea bags.
10. In the pantry prepare tea by first rinsing the tea pot with hot water, placing one tea bag per portion or 2 teaspoons loose tea & then filling with hot water.
11. Take the teapot/ coffeepot, hot water pot (in case of tea) & milk creamer on a salver to the table & offer to pour “May I pour tea/coffee for you sir/ma’am”
12. Place the tea cup & saucer in front of the guest in the centre of the cover.
13. Leave the table after saying “please enjoy your tea sir ma’am”.

NOTE

- Guests who prefer light tea may ask for hot water, so serve in a hot water pot unless specified
- If there are more than three persons ordering tea then service can be done in two trips
- In the first trip place all the tea cups, saucers, teaspoons and the sugar pot, under liner, tea spoon
- In the second trip get the tea & offer to pour
- For breakfast the tea cup, saucer, tea spoon, sugar pot, underliner & tea spoon will be a part of the cover
- Service for filter coffee will also be same except coffee will be served in a coffee pot and milk or cream may be served as per the guests liking

SOP	
Standard Operating Procedure Food And Beverage Service	Dept- Restaurant Issued:26.03.2016
Task : Presenting and serving Cigarettes.	SOP NO: 48

STANDARD : F&B Service personnel must always present the cigarette in a professional manner whenever ordered by the guest

PROCEDURE:

1. Know all the brands of cigarette available.
2. If the guest requests for cigarettes, take the order in a KOT and pick up the same from the room service.
3. Open the cigarette wrapping and the cover.
4. Pull out three cigarettes from the centre slightly out of the pack
5. The second one is pulled out slightly more then the other two.
6. Place the pack on a B&B plate covered with a doily paper and a box of matches
7. Present it to the guest from the right.

SOP	
Food & Beverage Service Standard Operating Procedures	Dept- Restaurant Issued:26.03.2016
Task : Lighting a cigarette	SOP NO: 49

STANDARD :F&B service personnel will be able to light guest cigarette quickly and efficiently

PROCEDURE :

1. If a guest picks up a cigarette within your view, light the cigarette (preferably from right but guest convenience is more important)
2. Hold match stick between your thumb and index finger, (depending on convenience) and strike it away from yourself and away from guest
3. When lit, holding the match stick with the same fingers, keep the rest of the fingers around the match stick, forming a cup (thus preventing the flame from being blown)and light the tip of the cigarette
4. Turn away from the guest, extinguishing the flame by fanning it out
5. Keep the burnt match stick back in the match box in the opposite direction (can be discard later in the pantry) Never put it in the guest ashtray.
6. Avoid getting too close to the guest's face and be careful with bearded guests.

SOP	
Standard Operating Procedure Food And Beverage Service	Dept- Restaurant Issued:26.03.2016
Task : Presenting and Settling checks	SOP NO: 50

STANDARD : Station holder will present accurate checks to the table as soon as the Guests ask for it.

PROCEDURE:

1. The cashier must be alerted about the guest's check as soon as the meal is complete.
2. The steward will check the check for accuracy.
3. Always check the items in the check to ensure that it is the same as in the order. Also check for the price.
4. Keep the check ready at the side station in a folder accompanied by a guest comment card.
5. Be alert to the signs that guests may want their bill.
6. As soon as the guest asks for the check, it should be presented to the host from his right side with a pen, announcing “your check Sir / madam.
7. Leave the guest alone to pay in their own time.
8. The steward will be observant & clear the folder as soon as the guest places a credit card, cash in the folder or signs the check.
9. Take the cash / CC to the cashier & return with the change or charge slip for the guests signature.
10. Place the folder in front of the guest and announce “your change Sir /madam” or “may I have your signature Sir/Ma'am.”
11. Give the signed charge slip to the cashier & return one copy of the check & guest copy of the charge slip along with the credit card to guest.

SOP	
Standard Operating Procedure Food And Beverage Service	Dept-Restaurant Issued:26.03.2016
Task : Handling special checks—Void, NC, Fast Check out.	SOP NO: 51

STANDARD : All bills must be processed & settled accurately

PROCEDURE:

Void checks

In case a check has to be voided for any reason, the word void must be written across the check in bold letters. An explanation must also be written on the check along with the reference number of the new check. The manager's signature must be taken on all void checks.

B) NC's

A NC KOT must be written out for all complimentary checks. The manager's signature must be taken on all NC KOTs

C) **Fast check out.**

In case a guest informs the steward that he / she will be checking out soon, the cashier must be informed of the same so that he may settle the check immediately & send the guest's copy to reception.

SOP	
Standard Operating Procedure	Dept-Restaurant
Food And Beverage Service	Issued:26.03.2016
Task : Handling discounts and special billing.	SOP NO: 52

STANDARD :All restaurant staff must be aware of all schemes, special billings being offered at the Bayview.

PROCEDURE :

1. All special rates for room guests, discounts etc must be communicated to all staff members through the logbook & briefings.
2. A detailed chart of the same must be visible to all staff as well as the cashiers.
3. In case of special rates for room guests, the hostess must communicate the presence of the room guest to the concerned staff member after she notes the room number.
4. In case of special discounts against certain cards, corporate discounts, cross promotional schemes with other establishments etc, the steward must note down all relevant information as specified and / or let the cashier do so.
5. In case of consulate people or diplomats, all taxes to be exempted. After noting down the consulate name & number, signature of the guest to be taken on the check itself.

SOP	
Food & Beverage Service Standard Operating Procedures	Dept- Restaurant Issued:26.03.2016
Task : Clearing And Re-Setting Tables.	SOP NO: 53

PROCEDURE:

1. Remove coffee cups and center items, glassware and ashtrays. (If you have kept the table tidy throughout the service of the meal, these should be the only items left on the table when the guests depart)
2. The cups and saucers should be carried using either the two or the three –plate carrying technique. Do not stack the cups. Glassware should be removed on a drinks tray. The remaining centre items are removed by hand.
3. If tablecloths are used in the establishment, the table must be reclothed. If the table is reclothed after service (when the restaurant is empty) use the clothing procedure described in procedure (SOP NO:). If tablecloths are not used, all tables must be carefully wiped down.
4. Whether the table is reset or not, ensure that all the chairs are returned to their original positions round the table. Do not forget to check the chairs for crumbs.
5. Workstations are restocked with cleaned, polished equipment immediately after the completion of service in preparation for the next service.

SOP	
Food & Beverage Service Standard Operating Procedures	Dept- Restaurant Issued:26.03.2016
Task : Thanking Guests	SOP NO: 54

STANDARD :All guests are thanked in a warm & courteous manner when they leave the restaurant. Stewards/ stewardesses have to smile, make eye contact and use hospitality phrases and calls guest by name

PROCEDURE:

1. Thank guest in a warm & courteous manner & say :
To residents

“Thank you very much Mr. Svenson, Enjoy your day/evening

“Thank you very much, Mr. Svenson, good night and sleep well”

“Thank you very much Mr. Svenson, we will see you in the morning,

Sleep well”

To Visitors

“Thank you for coming, we hope to see you again soon”

2. If opportunity permits, then escort guest while going out of the restaurant and thank him again.
3. Along the way make some small talk with the guest, get their comments
Inform the Restaurant manager / F & B manager about any complaints, compliments, comments immediately.

SOP	
Standard Operating Procedure	Dept- Restaurant
Food And Beverage Service	Issued:26.03.2016
Task : Setting up the buffet for breakfast	SOP NO: 55

PROCEDURE:

1. The night shift will set up the breakfast buffet.
2. The counter will be thoroughly cleaned.
3. The water from the bain marie will be drained out & the bain marie will be washed & refilled. The top layer of ice will also be cleaned.
4. The counter adjacent to section II will be set up for breads, cheese & a fruit display. Suitable elevations for the different items will be provided & covered with satin cloth.
5. Buffet service cutlery on B&B plates as under-liners will be set up appropriately on the counter. Depending on the item in each food pan, ladles, tongs or long handled spoons will be placed.
6. Two hot plates for tea & coffee will be placed on the counter adjacent to section III.
7. One trolley will be stacked with nappy bowls & under liners. Cereals in the special cereal jars will be placed on the counter close to the trolley.
8. Hot & cold milk will be placed next to the cereal jar. The special milk urns are to be used. A small glass bowl of dry fruits are to be placed next to the cereals.
9. Empty curd bowls will be placed on the counter behind the cold counter.
10. Sambar katoris will be placed next to the long food pan on the hot counter facing the entrance.
11. If boiled eggs are on the buffet several egg cups & stainless steel tea spoons on a B&B plate will be placed on the counter.

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12. Nametags are to be placed on the silver name tag stands on the space behind the hot food counter.
13. A B&B plate with a bar spoon is to be placed in front of the cold counter. This is to stir the juices. All extra cutlery for fruits, breads etc will be kept ready. One trolley will be placed against the counter just opposite the hostess desk. This trolley will have large plates, juice glasses & extra buffet cutlery.
14. At 6.00 am crushed ice will be filled into the cold counter & the hot counter will be switched on.
15. The captain will ensure that the buffet counter is clean & neat and that all things are in place. Care must be taken to ensure that all equipment used is spotless & polished.

SOP	
Standard Operating Procedure Food And Beverage Service	Dept- Restaurant Issued:26.03.2016
Task : Breakfast Buffet food pick up	SOP NO: 56

PROCEDURE:

1. At 6.30 am the food pick up will begin.
2. Firstly all the breads in baskets & the cheese board will be picked up .
3. The bowls of fruit will be picked up from the pantry and placed in the cold counter.
4. A bowl of yogurt will also be picked up from the Indian section. This too will go in the cold counter.
5. Types of juices & two varieties of lassi will be picked up from the pantry.
6. Tea & coffee will be picked up in carafes & placed on the hot plates.
7. Hot & cold milk will be picked up in the milk urns.
8. All the hot items will be picked up from the respective sections of the kitchen & placed in the predetermined sections of the hot counter.

SOP	
Standard Operating Procedure Food And Beverage Service	Dept- Restaurant Issued:26.03.2016
Task : Setting up for lunch/ dinner/ midnight buffet if applicable	SOP NO: 57

PROCEDURE :

1. The set up for the lunch, dinner & midnight buffets will be the same as for breakfast with a few alterations.
2. Breakfast items such as cereals & milk will not be present. One trolley will be placed next to the counter adjacent to section II. This will contain dessert plates & AP spoons. This counter will be for desserts & will be prepared accordingly.
3. The counter adjacent to section III will hold the soup tureens (2 nos.).
4. The cold counter will hold salads & raita.
5. There will also be platters of cold cuts / terrines etc. two Arabic salads on earthenware plates will be placed next to the salad counter.
6. The non-vegetarian items & vegetarian continental items will be contained in the counter facing the hostess desk. The other counter will hold all the Indian vegetarian items including Indian breads.
7. A chaffing dish will be placed between the two hot counters. This will contain three dry vegetarian items.
8. One trolley will be placed against the counter opposite the hostess desk. This will hold dinner plates & nappy bowls. Fish forks on an under-liner will also be placed on this trolley.
9. Soup cups on saucers will be placed on the soup counter between the two chaffing dishes. Soupspoons on an under-liner will also be placed on this counter.
10. The buffet set up must be ready by the following times: lunch 12.15pm, dinner 6.45pm & midnight by 12.15am.
11. Therefore the hot counters must be switched on an hour before the scheduled timings. Crushed ice should be filled half an hour prior to the start of the buffet. The midnight buffet will require only one hot counter to be used. The bain-marie opposite the entrance is to be used.
12. Buffet tags are to be placed for all hot items, non-vegetarian items & soups. This is the job of the hostess.

SOP	
Standard Operating Procedure	Dept- Restaurant
Food And Beverage Service	Issued:26.03.2016
Task : Pick up for lunch/ dinner and midnight buffet.	SOP NO: 58

PROCEDURE :

1. The salads will be picked up first from the pantry.
2. Soups will be picked up in the soup containers.
3. Hot food from the main kitchen follows next.
4. Desserts will be picked up
5. Indian breads will be picked up only when the first guest arrives.
6. There will be no Indian bread for the midnight buffet.
7. All the buffet items will be checked for presentation and garnish.
8. A member of kitchen brigade checks the buffet on and off.

SOP	
Standard Operating Procedure Food And Beverage Service	Dept- Restaurant Issued:26.03.2016
Task : Clearing the Buffet	SOP NO: 59

PROCEDURE :

1. Once all guests have served themselves from the buffet, they must be informed that the buffet will be cleared shortly so that they may replenish their plates if required.
2. The timings for clearing the buffet are: Breakfast- 10.00am, lunch - 3.00pm, dinner -11.30pm & midnight- 3.00am.
3. Switched off all three counters first.
4. The entire service cutlery will be removed & carried out on a tray.
5. The cold items will be returned to the pantry & hot items to the main kitchen. All bakery products will go back to the bakery.
6. No food will be thrown away unless specified.
7. The counter will be cleaned thoroughly.
8. The counters will be covered with chaffing dish covers.
9. All the food must be returned to respective kitchen and the empty food containers will be send to Kitchen stewarding.

SOP	
Standard Operating Procedure Food And Beverage Service	Dept- Restaurant Issued: 26.03.2016
Task : Checking room numbers of in house guests.	SOP NO: 60

STANDARD :All guest's room numbers must be noted down when they enter the restaurant & noted down in the buffet analysis register.

1. Hostess will approach the guest to find out the guest's name and room numbers while they are being seated .
2. Always ask the guest politely. May I have your name and room number, sir/ ma'am?
3. If guest asks , why you want to know. He may be informed politely that it is for our records as well as if there is any phone calls coming for him , we can identify him easily.
4. Write down the room number and guest's names in the Buffet analysis register.

SOP	
Standard Operating Procedure Food And Beverage Service	Dept-Restaurant Issued:26.03.2016
Task: Communicating during service and maintaining decorum in the Restaurant.	SOP NO: 61

STANDARD : All restaurant staff must conduct themselves in professional & courteous manner and exhibit proper etiquette in the restaurant

PROCEDURE :

1. When communicating with anyone during service be brief and to the point. Do not ramble.
2. If guests ask for anything whether it is related to F & B or other departments, You should never say, “that’s not my job” or “please check with the GRE for what tours we have.” You should be able to answer, if you do not know say “I will find out for you sir”
3. If a guest asks for a dish, which is not in the menu say “sir, may I check with the chef and let you know?”
4. Never say “I am sorry I cannot help you” offer suggestions and alternatives.
5. Do not stand in groups and discuss in the restaurant.
6. Check your body language while in the restaurant. No pointing fingers or awkward gestures.
7. Keep requests brief but not rude.
8. When communicating with the chefs give clear instructions and speak with respect
9. Remember even though the door to the pantry & kitchen is closed the voice carry to the restaurant, so do not speak with loud voices / yelling / shouting.
10. Treat the kitchen steward with respect, no throwing of cutlery / cockery / dishes for wash up and again no shouting.
11. During busy times there should be no gossiping or useless chatter. Guest and work related issues should only be discussed.
12. During service follow instructions given by the Restaurant Manager or F & B Manager. If you do not understand then ask questions, but never say “yes” if you have not understood them.
13. Be open minded and willing to listen and consider suggestions and ideas from others
14. While communicating with the guest if you do not understand what they have said do not feel ashamed to say. “I am sorry sir/madam I cannot understand could you kindly repeat”. If you still do not understand then say “ I am sorry sir may I call my manager”.
15. Do not talk negatively about your hotel/your colleagues/managers to others.
16. If you make mistakes then don’t try to hide them for the fear of reprimand, owe up to them. Sooner or later your mistakes will be known.
17. Work together as a team, if you are not busy then help your colleagues who are busy.
18. Show patience if the bar and kitchen are busy and tempers are flying high.

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19. Before leaving for duty always inform your supervisor or manager and wish him and your colleagues ‘Good evening’, good night....’
20. Always wish your manager & colleagues when you start your duty.
21. Always attend all your F & B briefing take notes and ask questions.
22. Do not listen to customer's personal conversation.
23. Do not eat, drink, smoke, and chew gum in the restaurant.
24. Do not read newspaper/magazines in the restaurant
25. Obtain permission from supervisor if you need to take a small break.

SOP	
Food & Beverage Service Standard Operating Procedures	Dept- Restaurant Issued: 26.03.2016
Task : Maintaining Guest History	SOP NO: 62

STANDARD : Keeping An Update On Guest Birthday & Anniversaries.

PROCEDURES :

1. When reservations are made frequently by the same guest, ensure that the birthdays and anniversaries are recorded.
2. Guests can then be felicitated on their respective birthdays & anniversaries.
3. Guests can be felicitated on their religious events etc.
4. An alphabetical record of guests with their special preferences and likes and dislikes are noted down and followed strictly during their next arrival.

SOP	
Standard Operating Procedure Food And Beverage Service	Dept- Restaurant Issued:26.03.2016
Task : Handling complaints / special requests	SOP NO: 63

STANDARD : To maintain high level of guest satisfaction

PROCEDURE :

In the absence of outlet manager the senior captain or captain will handle the situation in the following manner

1. Listen to the complaint and analyze the situation.
2. Apologies to the guest and immediately solve the problem.
3. Let the guest know what action that you are going to do.
4. Show genuine concern.
5. Bring it to the attention of the manager later by entering in the log book.
6. In case the guest has a special request, all effort must be made to accommodate the request within specified standards. However the captain / manager must be informed & consulted before any commitment is made. The guest must never be refused anything at the first instance, instead the guest must be informed that we would get back to him / her after checking with the concerned person if the request could be accommodated.

SOP	
Standard Operating Procedure Food And Beverage Service	Dept-Restaurant Issued:26.03.2016
Task : Stacking a Tray	SOP NO: 64

PROCEDURE :

When stacking a tray with food or dirties several rules must be kept in mind.

1. Never mix silver & glass ware.
2. Always stack similar sized plates one atop the other ensuring that all are properly balanced.
3. Stack equipment in a manner that balances the weight on the tray equally.
4. In case of food, use food covers for all plates. If two layers of plates are being stacked, then the larger sized plates must be kept at the bottom.
5. Keep all the heavy items towards the side of the person carrying the tray and the lighter items in the front.
6. If clearing dirty dishes , all the debris should be collected into one dish and stack all the dishes atop one another.
7. Never keep the glassware one inside the other.
8. Keep all the cutlery together, may be inside a dish.
9. While carrying the stacked dirty tray from one side of the restaurant to the dish washing , always cover the tray with a tray cloth.

SOP	
Food & Beverage Service Standard Operating Procedures	Dept- Restaurant Issued:26.03.2016
Task : Handling light/small/medium tray	SOP NO: 65

STANDARD : All stewards will carry trays in a professional and safe manner

PROCEDURE:

1. Pick up the service tray & use left hand to carry the tray (unless you are left-handed).
2. This is for your convenience, as you will be using your right hand to serve.
3. Place tray on left palm. Palm should be opened wide to support the base of the tray & maintain steadiness.
4. Carry tray at around waist level & the palm level must be lower than the arm as this will help support the base of the tray and maintain steadiness.
5. Keep body straight & walk firmly with confidence.
6. Carry & transfer everything with the tray.

SOP	
Standard Operating Procedure Food And Beverage Service	Dept- Restaurant Issued:26.03.2016

Task : Cleaning Procedure in the night	SOP NO: 66
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PROCEDURE :

1. Every night the restaurant must be cleaned thoroughly.
2. House keeping must mop the entire floor & care must be ensured that all stains if any are scrubbed away.
3. The restaurant staff will clean the back area, roll warmer, fridge, bread basket shelves side stations, buffet counter, bar, hostess desk and cupboards.
4. Any special cleaning as per a schedule or specified earlier must also be carried out.
5. A spring cleaning of the entire restaurant to be done once a month.
6. All furniture & fixtures to be dusted thoroughly.

SOP	
Standard Operating Procedure Food And Beverage Service	Dept- Restaurant Issued:26.03.2016

Task : Indenting.	SOP NO: 67
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PROCEDURE :

1. All store requisitions must be made in the night shift by the captain.
2. Separate forms must be made for general & food stores.
3. The par stocks decided upon must be adhered to.
4. Requisitioning must be made after verifying the physical stock in hand & keeping in mind the par stocks.
5. Store requisition days must be adhered to.
6. The requisition must be written neatly and should never over write. Corrections if any must be authorised by the manager.
7. The managers signature must be taken on all requisitions before handing over the same to stores.

SOP	
Standard Operating Procedure Food And Beverage Service	Dept-Restaurant Issued:26.03.2016

Task : Store Pick Up.	SOP NO: 68
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PROCEDURE :

1. The steward assigned to pick up stores will take the requisition forms and an American tray to the store.
2. He will verify the number of items issued against the requisition number.
3. If any item is not issued or is incompletely issued he will mention the same on the form in the specified column.
4. The steward will check all items to ensure that all are in proper condition & fit to be used for the purpose they have requisitioned.
5. All items that are not required immediately in operation will be stacked in the proper place as specified.

SOP	
Standard Operating Procedure Food And Beverage Service	Dept- Restaurant Issued:26.03.2016

Task : Linen Exchange	SOP NO: 69
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PROCEDURE :

1. All soiled linen must be counted. Napkins must be bundled into tens. Discards must be separated.
2. Note down the count on the linen exchange form. Check the previous form for any carry forwards.
3. The linen will be taken to the linen room where the count will be verified.
4. Fresh linen will be exchanged for the soiled. Discards must also be exchanged for fresh linen.
5. A proper count must be taken before leaving the linen room .
6. Any carry forwards must be noted down in the form & the attendant's signature taken on it.
7. The fresh linen must be stacked in the linen cupboard neatly with the closed fold facing towards the door of the side board.

SOP	
Standard Operating Procedure Food And Beverage Service	Dept-Restaurant Issued:26.03.2016

Task : Weekly Inventory	SOP NO: 70
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PROCEDURE :

1. A complete inventory of all equipment viz. crockery, cutlery, flatware and linen will be taken on Sunday nights.
2. The steward assigned will start from one end of the restaurant counting all the equipment on the tables as well as those in the side station.
3. He will move towards the other sections & repeat the same process until the entire restaurant is complete. He will then take a count of the reserve stock kept in the cupboards and also check for any equipment in the dish washing area.
4. The same process will be repeated for linen. A check must also be made for any carry forwards in the linen exchange form.
5. Once this process is complete, the figures must be noted down in the inventory register & the variance figures computed.
6. The captain on shift must verify the figures & sign the register. The restaurant manager will also counter sign the register.

SOP	
Standard Operating Procedure Food And Beverage Service	Dept- Restaurant Issued:26.03.2016

Task : Handling Breakage	SOP NO: 71
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PROCEDURE :

1. Whenever a breakage occurs, the broken item must be kept in a box which is kept in the back area & a note of the same on the breakage form is duly made.
2. Every Monday the same is to be handed over to the kitchen stewarding department & a requisition for the exact number of items broken should be made. This requisition should bear the signature of the manager.
3. The broken items will therefore be replaced & par stocks maintained.
4. A monthly breakage report with the cost component specified is to be forwarded to the F&B office.

SOP	
Standard Operating Procedure Food And Beverage Service	Dept- Restaurant Issued:26.03.2016

Task : Maintaining registers/ log book	SOP NO: 72
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PROCEDURE :

1. The restaurant will maintain certain registers to ensure all records are accessible.
2. A restaurant log book will also be maintained to communicate messages & instructions.
3. All registers will be maintained neatly & accurately as per the format.
4. Only those authorised to handle the registers will do so, unless specified by the manager or captain to do otherwise.
5. The following are some of the records to be maintained attendance, inventory, tips distribution, credit card tips, buffet control, reservation etc.
6. All formats like requisitions etc will be filed in separate files.
7. Every month end a report is to be prepared & forwarded to the F&B office. This report should contain a sales analysis, analysis of food, general & linen consumption, absenteeism report & breakage report.

SOP	
Standard Operating Procedure Food And Beverage Service	Dept- Restaurant Issued:26.03.2016

Task : Maintaining Sales Board	SOP NO: 73
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PROCEDURE :

1. The white board at the back area will be duly filled in every day by the night shift.
2. Details such as non-availability, previous day's sale, performance against budget, specials of the day, sales figures of the other outlets will be penned down
3. A buffet analysis chart specifying the number of buffets done will also be entered in by the night shift.
4. The board will always be up to date, neat & presentable.

SOP	
Standard Operating Procedure Food And Beverage Service	Dept- Restaurant Issued:26.03.2016
Task : Inter Departmental co-ordination	SOP NO: 74

PROCEDURE :

1. The restaurant will coordinate with all the other departments to ensure the smooth functioning of the department.
2. Although informal means of communication are to be used for routine tasks such as cleaning, changing light bulbs etc, official formats are a must for tasks such as indenting, linen exchange, special maintenance jobs etc.
3. It is imperative that the restaurant coordinate with all other outlets in a professional & courteous manner, not only to ensure the smooth functioning of the restaurant but also for the smooth functioning of the organisation as a whole.
4. Kitchen coordination must be done regularly to ensure that there is enough supply of food on time. Kitchen must be informed about :
 - No. Of reservations
 - Cancellations
 - VIP's
 - Sudden upsurge in guest flow.
 - Replenishment in buffet from time to time.
 - Guest comments about food.
5. Relation with House keeping may include:
 - Cleaning of restaurant
 - Flower arrangement
 - Uniforms
 - Cloak room cleaning
 - Linen exchange.
 - Special cleaning
6. Coordination is required with Engineering, security, Human resource, accounts, Front office, Kitchen Stewarding, Purchase, Stores, F&B controls Systems etc is also an essential requirement for smooth operation.