

FOOD AND BEVERAGE STANDARD OPERATING PROCEDURES

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The following enumerates the standard Food and Beverage operating procedures;

1. All customers will be acknowledged within 30 seconds of arrival with eye contact, a warm friendly smile and a verbal greeting. Where possible the customer will be acknowledged by name.
2. All customers will be escorted to their tables, satisfaction checked with the location and chairs pulled where applicable {ladies being given priority}
3. All guests will be offered the menu, specials of the day explained and missing items clarified.
4. Supervisor will maintain an active visible presence in the restaurant while ensuring consistency in product and service delivery.
5. All non routine incidents will be handled tactfully and escalated promptly to the supervisor or manager.
6. On departure, customers are thanked and wished a pleasant day or evening.
7. The table will always be clean, uniform and set to specifications.
8. All customers' queries will be answered knowledgeably and

Juice Bar Procedure Manual

Marco Cascella



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