



STANDARD OPERATING PROCEDURE

FOOD AND BEVERAGE OPERATIONS

SOP: Order Taking (Beverage)

SOP # :

DATE OF ISSUE:

PAGES: 2

OBJECTIVE:

To ensure guests' food and beverage orders are received politely and as per their requests

POLICY:

All guests' orders are taken in a timely, polite and accurate manner, following a set of steps to ensure logical, standardized sequence.

PROCEDURE:

Employees are to pay attention to the guest's body language prior to approaching the table, as this will indicate if they need help or are ready to order e.g. menus closed, looking around for staff.

- Approach table with a smile and warm salutation:
 - Have pen/order pad ready.
 - Inquire if guests are ready to order.
- Write down the table number, your initials and guest number of guests on each order.
- Take the ladies' orders first, going clockwise around the table. Take host's order last.
- Write the order down according to position number:
 - The seat whose back is toward the restaurant's entrance is position one.
 - Each seat going clockwise is position 2, 3, 4, etc.
- Write all orders with position number after each item.
- Circle all female position numbers on order pad.
- Make suggestions to compliment guest's meal (i.e., aperitif, wine, digestive, coffee/tea).
- Up sell house specialty drinks.
- Repeat the order back and clarify all special requests.

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- Place beverage napkin in front of guest after order is taken (logo to face the guest).

KEY POINTS:

- Eye contact, smile and correct posture maintained.
- Server speaks clearly.
- Suggestive upselling techniques used.
- All servers to have the following knowledge :
 - All available brands
 - Signature drinks
 - Wines by the glass
 - Bottled wines
 - Correct glassware
- Ladies orders first, host last.
- All orders written neatly and legibly using standard abbreviations.
- All orders note position numbers after each item ordered.
- All orders repeated before departing.
- All orders to contain:
 - Table number
 - Number of covers
 - Server number
- Service should be smooth, efficient and fast.