# STANDARD OPERATING PROCEDURE

## FOOD AND BEVERAGE OPERATIONS

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<th>Order Taking (Food)</th>
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### 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 who’s 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.

- Separate each course with a line.

- Use proper modifiers to identify items.

- Make suggestions to compliment guest’s meal (i.e., appetizers, salads, wine).

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- Repeat the order back and clarify all special requests.

**KEY POINTS:**

- Eye contact, smile and correct posture maintained.
- Server speaks clearly.
- Suggestive upselling techniques used.
- Ladies orders first, host last.
- All orders written neatly and legibly using standard abbreviations.
- All pertinent questions are asked, (i.e., "How would you like your steak cooked?", "What type of salad dressing would you like?").
- 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