



STANDARD OPERATING PROCEDURE

FOOD AND BEVERAGE OPERATIONS

SOP: Handling Food Delays

SOP # :

DATE OF ISSUE:

PAGES: 2

OBJECTIVE:

To ensure guest satisfaction in all Food and Beverage outlets.

POLICY:

All F&B service employees are to be trained on the following procedure when faced with food order delays. Following this SOP assists in giving guidelines in setting up appropriate communication channels between the guest and the staff → service staff and the kitchen.

It is vital to the company's reputation that our guest leaves satisfied with our services and professionalism.

PROCEDURE:

Taking a food order

- When taking the food order, the waiter/ess is responsible for informing the guest about specific timings required for the preparation of certain dishes i.e. meat dishes, live seafood, desserts etc.

Food order delay

- Each Head Waiter/ress and Captain must pay close attention to their guests and liaise constantly with the Manager/Assistant Manager. In the case of a delay, if possible, the Head Waiter/ress or Captain should approach the guest first and inform them that there is a delay and once consulting the chef, and to either..
 1. Offer an appetizer if the guest is waiting for his/her main course and didn't order a starter
 2. Or a beverage i.e.; a glass of wine, etc.

Should the guest alert the Head Waiter/ress or Captain of their dissatisfaction because they are waiting, the Manager/Assistant Manager must act immediately to find out the cause of the delay and find out from the kitchen the estimated time the food can be served to the guest.

The Manager or Head Waiter/ress or Captain on duty must be informed of the delay and are to approach the guests table to apologize for the delay. At no time must any employee be rude or impatient with the guest. Ensure that the guest do not feel that they are being neglected and that their complaint will be rectified.

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Group order food delay

- In case of a group order where one food item in the whole order is delayed, ask if the guests prefer all the food to be served together or if they wish to proceed with the rest of the order. Communicate the same to the kitchen.

Service of food

- Once the food has been served, check back with the guest if the food is to their satisfaction and if there is anything else he/she requires.
- For the remainder of the meal, attention must be paid, in ensuring that no further delays occur, without neglecting the other guests.
- The delayed food item, additional offered dish/beverage or entire check may be offered complimentary at the discretion of the Manager or Assistant Manager, depending on the severity of the complaint and the overall satisfaction of the member.
- All relevant parties must be informed of the delay, the reason for it and how it was responded to.

Corrective action

- Depending on what the reason of the delay was, the responsible parties need to brief all employees and discuss and determine how a repetition can be avoided.
- Should the issue be serious/ significant in nature and the guest is very dissatisfied, the company's' complaint handling procedure must be followed.

KEY POINTS:

- **KNOW YOUR PRODUCTS –**
price, maker of the product, origin of the product and even a short story behind the product. If the product is a food item, know the main ingredients and cooking technique so you can be descriptive when suggesting the item. Know what are the Chef's specialties.
- **DON'T BE PUSHY –**
if at any stage of the sales pitch you feel that the guest is reluctant about your suggestion then it is time for you to forget the pitch and take the order.
- **USE PHRASES WITH IMPACT –**
it is important to remember that there is a certain way and certain things that can be said to persuade the customer into buying the product that you are trying to sell. **'May I suggest?', 'Would you care for?', 'I can recommend', 'Perhaps you would like to try?'**