



# Restaurant SOP Checklist



**operandio.com**

The #1 Operations Management  
Platform

The template provided here has been created as a general guide by Operandio and may need to be adapted to cover all regulatory requirements for your business.

We recommend consulting your local and industry authorities for clarification and assistance with your specific record-keeping requirements.

# Cleaning SOPs



Completed By:

Signature:

Date:

Done	Inspection task
	Clean and organise freezers and refrigerators.
	Clean all surfaces
	Sweep, mop and vacuum floors
	Vacuum carpets regularly (if any).
	Clean walls if there are any stains or splashes.
	Wash and air dry glassware, flatware, small wares.
	Inspect the dish, prep, grill stations for cleanliness.
	Clean the front of the house, including furniture, doors.

## Notes

# Front of the House Preparation SOPs



Completed By:

Signature:

Date:

Done	Inspection task
	Sweep the property from both inside and outside.
	Check and stock menus, and make sure they are clean.
	Dust decorations and screens.
	Clean and stock all table items like napkins, sauces.
	Clean walls if there are any stains or splashes.
	Ensure front-of-house inventory is stocked.
	Check and stock all condiments.
	Clean and prepare the register and greeter areas.

## Notes

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# Back of the House Preparation SOPs



Completed By:

Signature:

Date:

Done	Inspection task
	Clean and store all utensils, pans, pots, and dishes properly.
	Clean and sanitise all sinks after use to prevent contamination.
	Clean all work counters and surfaces to maintain hygiene.
	Clean stove and oven areas to ensure they are in good condition.
	Prepare and post daily prep checklists before each shift.
	Follow food safety procedures when thawing frozen products.
	Ensure all items are organised and stocked.

## Notes

# Customer Service SOPs



Completed By:

Signature:

Date:

Done	Inspection task
	Conduct a final walkthrough of the dining room.
	Ensure that the hosts are available and ready to greet guests.
	Ensure that servers are prepared and ready to provide service.
	Waiters/waitresses should offer menu features.
	Serve all soup, salad and entree orders within a time frame.
	Clear guest silverware, glassware, bowls, and plates.
	Reset the table quickly to prepare it for the next guest

## Notes

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# Bar Operation SOPs



Completed By:

Signature:

Date:

Done	Inspection task
	Stock ice bins with fresh ice daily.
	Cut all necessary fresh fruit and display it in clean containers.
	Stock fridges and shelves.
	Clean any build-up in soda and ice machines.
	Clean and sanitise the bar stools and countertops.
	Keep an eye on inventory levels and restock as needed.
	Ensure all equipment is in good working order.
	Wipe down bottles that have been used with a clean warm towel.

## Notes

# Purchasing and Ordering SOPs



Completed By:

Signature:

Date:

Done	Inspection task
	Verify current inventory on-hand and par-stock levels.
	Verify minimum order and order frequency.
	Consider the lead time for delivery.
	Make sure that confirmation of orders is received.
	Note the quality of customer service and ease of placing an order.
	Inspect and approve receipt of purchases.
	Maintain records of the purchase order and related documents.
	Search for and maintain records of supplier selection independently.

## Notes

# Receiving Orders SOPs



Completed By:

Signature:

Date:

Done	Inspection task
	Notify concerned units of substitutions.
	Identify space for receiving and preliminary storage.
	Verify the quality and condition of products received visually.
	Inspect dates of short-life products received.
	Re-weigh weight-based products to match the invoice.
	Verify that the purchase order and invoice match.
	Apply credits per agreed methods and procedures.
	Notify concerned units of any products that are shorted.
	Approve the invoices and make them ready for payment.

## Notes

# Storing SOPs



Completed By:

Signature:

Date:

Done	Inspection task
	Determine space for receiving and preliminary storage.
	Maintain a first-in, first-out policy and rotate items as needed.
	Keep food at least six inches above the ground.
	Maintain an orderly and tidy storage place.
	At least twice a day, check the temperature of storage facilities.
	Never overfill your freezers or refrigerators.
	Discard any food that seems to be spoiled or damaged.
	Train your employees to follow food safety procedures.

## Notes

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# Hiring SOPs



Completed By:

Signature:

Date:

Done	Inspection task
	Confirm that the job application is completed.
	Ensure that all necessary forms are filled.
	Discuss the uniform policy with the applicant.
	Verify and make a photocopy of the food handler permit.
	At least twice a day, check the temperature of storage facilities.
	Ensure that employee files are properly organised and secured.
	Discuss cell phone and internet policy with the new employee.
	Enroll the new hire in training programs.
	Approve the invoices and make them ready for payment.

## Notes

# Training New Hires SOPs



Completed By:

Signature:

Date:

Done	Inspection task
	Conduct a menu description test.
	Show and explain the register and point of sale system.
	Explain the cash flow procedure.
	Ensure that the new employee understands the menu.
	Explain the procedures for food delivery.
	Discuss the proper way to greet guests.
	Explain the telephone procedures.
	Discuss teamwork skills and policies.
	Ensure that the new employee understands the side works.

## Notes