



## Standard Operating Procedure (SOP)

**Title:** FOH – Inventory Management  
**Version:** 1  
**Effective Date:** 12 February 2024  
**Prepared by:** Tamara Gray

### 1. Objective

The objective of this SOP is to establish a standardized process for tracking and managing inventory related to front-of-house (FOH) operations at Tamborine Mountain Glades. This includes tableware, linens, glassware, and other essential items to ensure that all necessary supplies are available, properly maintained, and efficiently used.

### 2. Scope

This SOP applies to all front-of-house staff, including servers, bussers, and managers, who are involved in the usage, tracking, and management of inventory for FOH operations. It also applies to the procurement and storage staff responsible for ordering and maintaining inventory levels.

### 3. Responsibilities

- **FOH Staff:** Responsible for the proper use, cleaning, and reporting of inventory items such as tableware, linens, and glassware.
- **Inventory Manager:** Responsible for tracking inventory levels, ordering supplies, and ensuring that inventory is well-maintained and available when needed.
- **Procurement Team:** Responsible for sourcing and purchasing inventory items based on usage reports and inventory levels.
- **FOH Manager:** Oversees the inventory management process, ensures that inventory levels are maintained, and addresses any inventory-related issues.

### 4. Procedure

#### 4.1 Inventory Tracking and Monitoring

##### 1. Initial Inventory Count:

- Conduct a full inventory count of all FOH items, including tableware, linens, glassware, and other supplies, at the beginning of each month. Record the quantities and condition of each item.
- Use inventory management software or a detailed inventory log to document the counts and track any discrepancies.

##### 2. Daily Usage Tracking:

- Track the daily usage of inventory items by recording the number of items used, damaged, or lost during each shift. Ensure that all FOH staff are trained to report any broken or missing items immediately.
- Maintain a usage log that includes details such as the date, item type, quantity used, and the staff member responsible for the shift.

##### 3. Regular Spot Checks:



- Conduct regular spot checks throughout the month to ensure that inventory levels are consistent with recorded usage. Perform these checks weekly or bi-weekly, depending on the volume of business.
- Address any discrepancies between recorded and actual inventory levels promptly to prevent shortages.

#### 4. End-of-Month Inventory Reconciliation:

- At the end of each month, conduct a full inventory count and reconcile it with the initial count and usage logs. Identify any discrepancies and investigate the causes.
- Report the results of the inventory reconciliation to the FOH Manager and Inventory Manager, highlighting any issues or concerns.

### 4.2 Inventory Ordering and Restocking

#### 1. Setting Par Levels:

- Establish par levels for each inventory item based on historical usage data, anticipated demand, and storage capacity. Par levels should indicate the minimum and maximum quantities required to operate efficiently.
- Review and adjust par levels regularly to reflect changes in business volume, menu offerings, and seasonal demand.

#### 2. Placing Orders:

- Monitor inventory levels against par levels daily. When inventory drops below the established par level, place an order with the procurement team to replenish stock.
- Use the inventory management system to generate purchase orders, ensuring that all required items are included and that quantities are accurate.

#### 3. Receiving Inventory:

- Upon receiving new inventory, inspect all items for quality and accuracy. Verify that the quantities and item types match the purchase order and that there are no damages.
- Update the inventory records to reflect the new stock, noting the date of receipt and any discrepancies or issues with the delivery.

#### 4. Storing Inventory:

- Store inventory items in a clean, organized, and secure environment to prevent damage or loss. Use shelving, racks, or designated storage areas for different categories of items (e.g., tableware, linens, glassware).
- Rotate stock regularly to ensure that older items are used first (FIFO method) and to prevent items from becoming outdated or damaged in storage.

### 4.3 Maintenance and Care of Inventory

#### 1. Handling and Cleaning:

- Train FOH staff on the proper handling and cleaning procedures for all inventory items to minimize breakage and extend the lifespan of the items. This includes using appropriate cleaning agents and methods for different materials (e.g., glassware, stainless steel, linens).
- Inspect items for damage during cleaning and storage, and remove any damaged items from circulation immediately.

#### 2. Repairing and Replacing Items:



- For items that can be repaired (e.g., re-sewn linens, polished glassware), arrange for repairs to be done promptly. Keep a log of items sent for repair and their return.
- Replace items that are beyond repair or no longer meet the venue's standards of quality. Ensure that replacement items are ordered and integrated into inventory as soon as possible.

**3. Preventive Maintenance:**

- Implement preventive maintenance practices, such as regularly inspecting and cleaning storage areas, to prevent inventory damage and ensure items are always in good condition.
- Schedule deep cleaning of storage areas and equipment used for inventory maintenance (e.g., glassware polishing machines) on a monthly basis.

**4.4 Managing Loss and Breakage**

**1. Reporting and Documentation:**

- Require FOH staff to report any loss or breakage of inventory items immediately. Record these incidents in the inventory log, including the date, item type, quantity, and circumstances of the loss or breakage.
- Review reports of loss and breakage regularly to identify patterns or recurring issues that need to be addressed, such as training needs or storage improvements.

**2. Investigating Discrepancies:**

- Investigate any significant discrepancies between recorded inventory levels and actual counts. This may include reviewing usage logs, checking storage areas, and interviewing staff.
- Take corrective actions based on the findings, such as adjusting storage procedures, implementing additional training, or updating inventory tracking methods.

**3. Adjusting Inventory Records:**

- After investigating discrepancies, update the inventory records to reflect any confirmed losses or breakages. Ensure that the records are accurate and up-to-date to maintain proper inventory control.
- Report significant inventory losses to the FOH Manager and Inventory Manager, along with any corrective actions taken.

**4.5 Training and Continuous Improvement**

**1. Staff Training:**

- Provide regular training to all FOH staff on inventory management procedures, including the proper handling, cleaning, and reporting of inventory items.
- Ensure that new hires receive thorough training on inventory practices as part of their onboarding process.

**2. Feedback and Improvement:**

- Encourage FOH staff to provide feedback on inventory management practices and to report any challenges they encounter. Use this feedback to identify areas for improvement.



- Review inventory management practices regularly and implement changes as needed to improve efficiency, reduce losses, and ensure that inventory levels are consistently maintained.

### 5. General Policies

#### 1. **Accountability:**

- All FOH staff are accountable for the proper use and handling of inventory items. Staff members are responsible for reporting any issues with inventory and for following established procedures to minimize losses and breakages.
- Inventory management is a shared responsibility, and all staff must work together to ensure that inventory levels are maintained and that items are available when needed.

#### 2. **Accuracy and Transparency:**

- Maintain accurate and transparent records of all inventory transactions, including usage, ordering, and loss. Ensure that records are easily accessible for review by management and for audit purposes.
- Regularly review inventory records to ensure that they reflect the current state of inventory and that any discrepancies are promptly addressed.

#### 3. **Efficiency and Cost Control:**

- Manage inventory efficiently to avoid overstocking or understocking, which can lead to increased costs or service disruptions. Use inventory management practices that optimize the use of space, resources, and budget.
- Regularly review inventory levels and usage patterns to identify opportunities for cost savings and to ensure that inventory is managed in a financially responsible manner.

### 6. Training and Review

#### 1. **Ongoing Training:**

- Participate in regular training sessions on inventory management, including best practices for tracking, ordering, and maintaining inventory items. Ensure that all staff are knowledgeable about the procedures outlined in this SOP.
- Provide training for new hires and refresher courses for existing staff to ensure that everyone is up-to-date on inventory management practices.

#### 2. **Review and Improvement:**

- Regularly review inventory management practices to identify areas for improvement, based on usage data, feedback from staff, and operational efficiency.
- Implement changes as needed to enhance the effectiveness of inventory management and to ensure that inventory levels are consistently maintained.