



Standard Operating Procedure (SOP)

Title: FOH – Taking Orders
Version: 1
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Prepared by: Tamara Gray

1. Objective

The objective of this SOP is to provide clear guidelines for accurately taking food and beverage orders at Tamborine Mountain Glades, ensuring that all special requests and dietary restrictions are properly handled to enhance guest satisfaction and service quality.

2. Scope

This SOP applies to all front of house food and beverage staff, including servers and waitstaff, involved in taking orders from guests in the dining area.

3. Responsibilities

- **Servers/Waitstaff:** Responsible for taking food and beverage orders accurately, communicating special requests to the kitchen, and ensuring all guest needs are met.
- **Front of House Supervisor:** Oversees the order-taking process, ensuring adherence to SOPs and assisting with any issues related to special requests or dietary restrictions.

4. Procedure

4.1 Approaching the Table

1. **Greeting Guests:**
 - Approach the table with a warm smile and a polite greeting, such as “Good evening, my name is [Your Name], and I’ll be your server tonight. May I start you off with some drinks?”
 - Establish eye contact with all guests at the table and ensure they feel acknowledged.
2. **Providing Menus:**
 - Ensure that each guest has a menu and a drink list. If applicable, offer a wine or beverage recommendation.
 - If the menu includes daily specials, inform the guests of these options and highlight any popular or recommended dishes.
3. **Inquiring About Allergies and Dietary Restrictions:**
 - Politely ask if anyone in the party has any food allergies or dietary restrictions that the kitchen should be aware of. Use a phrase like “Are there any dietary restrictions or food allergies we should be aware of before taking your order?”

4.2 Taking the Order

1. **Listening Carefully:**
 - Listen attentively as each guest places their order, ensuring you understand their requests fully.



- Avoid interrupting the guest while they are ordering; allow them to complete their order before asking any clarifying questions.

2. **Confirming the Order:**

- After each guest places their order, repeat it back to them to confirm accuracy. For example, “So that’s the grilled salmon with no butter, and a side of steamed vegetables. Is that correct?”
- Take note of any modifications or special requests, such as cooking preferences, substitutions, or omissions.

3. **Handling Special Requests and Dietary Restrictions:**

- If a guest mentions a special request or dietary restriction (e.g., gluten-free, vegetarian, no dairy), make a clear note of this on the order pad or digital ordering system.
- Confirm with the guest how they would like the dish modified to meet their needs. For example, “You’d like the pasta without cheese to make it dairy-free, correct?”
- If unsure about a specific modification, inform the guest that you will check with the kitchen and get back to them promptly.

4. **Recommending Alternatives:**

- If a dish cannot be modified to meet a guest’s dietary restriction or request, offer an alternative that meets their needs.
- Be familiar with the menu to suggest suitable options for guests with dietary restrictions.

4.3 Entering the Order

1. **Using the Ordering System:**

- Enter the order into the point-of-sale (POS) system immediately after taking it to ensure the kitchen receives the order promptly.
- Double-check each entry, especially special requests and dietary restrictions, to ensure accuracy.

2. **Communicating Special Requests:**

- Use designated modifiers or notes in the POS system to highlight special requests or dietary restrictions. Ensure that these notes are clear and easily understood by the kitchen staff.
- For complex orders or highly specific requests, verbally communicate with the kitchen team to ensure they understand the guest’s needs.

3. **Allergy Alerts:**

- If a guest has a food allergy, clearly mark this on the order with an “Allergy Alert” and specify the allergen. For example, “ALLERGY: No peanuts.”
- Confirm that the kitchen acknowledges the allergy and will take necessary precautions to avoid cross-contamination.

4.4 Confirming and Delivering the Order

1. **Final Order Check:**

- Before delivering the order to the kitchen, review the entire order to ensure all items are included and special requests or modifications are correctly noted.



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- If there are any discrepancies or uncertainties, clarify them with the guest or the kitchen before proceeding.

2. **Updating Guests:**

- If there is any delay or issue with the order, inform the guest promptly and offer alternatives if necessary.
- Keep the guest updated on the status of their order, especially if there are any modifications that may take extra time.

3. **Delivering the Order:**

- When delivering the food, confirm the dish with the guest, especially if there are modifications. For example, “Here is your dairy-free pasta with no cheese.”
- Ensure that all items are presented correctly and that the guest is satisfied with the order upon delivery.

4.5 Post-Service Follow-Up

1. **Checking Back:**

- After a few minutes, return to the table to check if the guests are satisfied with their meals. Use a phrase like “How is everything? Is there anything else I can get for you?”
- Address any issues immediately and offer solutions, such as replacing a dish or making further adjustments.

2. **Documenting Special Requests:**

- Note any recurring special requests or dietary preferences in the guest’s profile in the POS system for future reference, enhancing their experience during subsequent visits.
- If a guest provides feedback on how their dietary needs were handled, document this feedback for future improvement.

5. General Policies

1. **Professionalism:**

- Maintain a professional and courteous demeanor throughout the order-taking process.
- Ensure clear and respectful communication with both guests and kitchen staff.

2. **Guest Safety:**

- Prioritize guest safety, especially when handling food allergies or dietary restrictions.
- Ensure that all special requests and allergies are communicated accurately to avoid any risk of cross-contamination.

3. **Confidentiality:**

- Handle guest information, including dietary restrictions and special requests, with confidentiality and care.
- Do not disclose guest preferences or personal information to unauthorized individuals.

6. Training and Review

1. **Ongoing Training:**

- Participate in regular training sessions focused on order accuracy, handling special requests, and understanding dietary restrictions.
- Ensure that all staff are familiar with the menu and capable of making recommendations based on guest needs.



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2. **Review and Improvement:**

- Regularly review the order-taking process to identify areas for improvement, based on guest feedback and operational efficiency.
- Implement changes as needed to enhance the accuracy and quality of service.