



Standard Operating Procedure (SOP)

Title: FOH – Communicating with Kitchen
Version: 1
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Prepared by: Tamara Gray

1. Objective

The objective of this SOP is to establish clear guidelines for effective communication between front of house staff and kitchen staff at Tamborine Mountain Glades. This ensures accurate and timely food preparation and service, enhancing the overall guest experience and maintaining operational efficiency.

2. Scope

This SOP applies to all front of house staff, including servers, waitstaff, and hosts, as well as kitchen staff, including chefs, line cooks, and kitchen managers, involved in the preparation and service of food.

3. Responsibilities

- **Servers/Waitstaff:** Responsible for accurately conveying guest orders to the kitchen, communicating special requests or dietary restrictions, and following up on orders as needed.
- **Kitchen Staff:** Responsible for preparing food according to the orders received, accommodating special requests, and communicating with front of house staff regarding the status of orders.
- **Kitchen Manager/Supervisor:** Oversees kitchen operations, ensures clear communication between the kitchen and front of house, and resolves any issues that arise during service.

4. Procedure

4.1 Placing Orders Accurately

1. **Order Entry:**
 - When taking an order, enter it immediately and accurately into the point-of-sale (POS) system. Ensure that all items are listed correctly, including any modifications or special requests.
 - Double-check the order before sending it to the kitchen, especially when handling large or complex orders.
2. **Communicating Special Requests:**
 - Clearly communicate any special requests, dietary restrictions, or food allergies in the POS system. Use designated modifiers or notes to highlight these requests for the kitchen staff.
 - If the request is complex or unusual, follow up with a verbal communication to the kitchen team to ensure they understand the guest's needs.
3. **Confirmation of Orders:**



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- After sending the order to the kitchen, confirm that it has been received and is being prepared. This is especially important during busy periods or for large parties.
- If any clarification is needed from the kitchen, respond promptly to avoid delays.

4.2 Ongoing Communication During Service

1. Kitchen Coordination:

- Maintain continuous communication with the kitchen staff during service to monitor the progress of orders. Use a respectful and clear tone when requesting updates or following up on orders.
- Communicate any changes to orders or cancellations immediately to the kitchen to prevent unnecessary preparation.

2. Timing Coordination:

- Coordinate with the kitchen to ensure that courses are prepared and served in a timely manner. Communicate with the kitchen if there are any changes to the timing, such as guests requesting to pace their meal slower or faster.
- For large parties or special events, work with the kitchen to ensure that all dishes are prepared and served simultaneously.

3. Handling Delays:

- If there is a delay in food preparation, communicate the issue to the guest promptly and politely. Offer updates on the status of their order and, if appropriate, offer a complimentary item, such as bread or a drink, while they wait.
- Inform the kitchen of any guest concerns or time-sensitive requests to prioritize those orders.

4.3 Communicating During Peak Times

1. Managing High Volume:

- During peak times, ensure that communication with the kitchen is efficient and concise. Prioritize orders based on guest needs, table turn times, and kitchen capacity.
- If the kitchen is overwhelmed, collaborate with the kitchen manager to adjust expectations and communicate any necessary adjustments to guests.

2. Using Technology for Efficiency:

- Utilize technology, such as kitchen display systems (KDS) or POS systems, to streamline communication and minimize errors during high-volume service.
- Ensure that all staff are trained on how to use these systems effectively, including how to input special requests and prioritize orders.

3. Quick Problem Resolution:

- If a problem arises, such as an incorrect order or a food quality issue, address it quickly by communicating directly with the kitchen. Resolve the issue with minimal disruption to the guest experience.
- Keep the kitchen informed of any issues so they can take corrective actions immediately.

4.4 End of Service Communication

1. Final Order Checks:



- Before the end of service, check with the kitchen to ensure that all orders have been completed and delivered. Communicate with the kitchen if there are any outstanding orders or special requests that need to be addressed.
- If any orders are still pending, ensure they are prioritized and delivered to the guests promptly.

2. **Service Debriefing:**

- After service, conduct a brief debrief with the kitchen team to review the service, discuss any challenges faced, and identify areas for improvement in communication and coordination.
- Provide feedback to the kitchen staff on the effectiveness of communication during service, highlighting any successes and areas for improvement.

4.5 Special Considerations

1. **Handling Dietary Restrictions and Allergies:**

- When a guest has a dietary restriction or allergy, emphasize the importance of this request to the kitchen staff. Confirm that they understand the specific requirements and will take appropriate precautions.
- Follow up with the kitchen during preparation to ensure that the dish is being handled correctly and meets the guest's needs.

2. **Special Events and Large Parties:**

- For special events or large parties, plan the communication strategy with the kitchen in advance. Discuss the menu, timing, and any special requests to ensure a smooth service.
- Assign a point of contact in both the front of house and the kitchen to manage communication and resolve any issues that arise during the event.

4.6 Training and Continuous Improvement

1. **Ongoing Communication Training:**

- Participate in regular training sessions focused on effective communication between the front of house and kitchen teams. Include role-playing scenarios to practice handling different communication challenges.
- Ensure that all staff understand the importance of clear, respectful, and timely communication to the success of the service.

2. **Feedback and Adjustment:**

- Encourage open feedback between the front of house and kitchen teams. Use this feedback to make adjustments to communication protocols and improve overall service efficiency.
- Regularly review communication processes and make changes as needed to ensure continuous improvement.

5. General Policies

1. **Respect and Professionalism:**



- Maintain a professional and respectful tone in all communications with kitchen staff, even during busy or stressful periods. Clear and respectful communication fosters a positive working environment and contributes to better service.
- Address any misunderstandings or miscommunications promptly and professionally, focusing on solutions rather than assigning blame.

2. **Accuracy and Clarity:**

- Prioritize accuracy and clarity in all communications to avoid misunderstandings or errors in food preparation. Double-check orders and special requests before sending them to the kitchen.
- Ensure that any verbal communications are concise and specific, leaving no room for ambiguity.

3. **Timeliness:**

- Communicate all orders, changes, and special requests to the kitchen promptly to avoid delays in food preparation and service. Timely communication is key to ensuring that guests receive their meals promptly and correctly.
- Respond quickly to any inquiries or requests from the kitchen staff, providing the information they need to fulfill orders efficiently.

6. **Training and Review**

1. **Ongoing Training:**

- Participate in regular training sessions on effective communication techniques, teamwork, and order management. Ensure that all staff are knowledgeable about the procedures outlined in this SOP.
- Provide training for new hires on the importance of communication in maintaining high standards of service and food quality.

2. **Review and Improvement:**

- Regularly review the communication process to identify areas for improvement, based on feedback from both front of house and kitchen staff.
- Implement changes as needed to enhance the effectiveness of communication and ensure the smooth operation of the service.