



## Standard Operating Procedure (SOP)

**Title:** FOH – Serving Food & Beverages  
**Version:** 1  
**Effective Date:** 12 February 2024  
**Prepared by:** Tamara Gray

### 1. Objective

The objective of this SOP is to provide clear guidelines for the proper service of food and drinks at Tamborine Mountain Glades, ensuring that all items are served with the correct timing, presentation, and handling, especially for hot or cold items, to enhance guest satisfaction and maintain high standards of service.

### 2. Scope

This SOP applies to all front of house food and beverage staff, including servers, waitstaff, and bartenders, involved in the service of food and drinks in the dining area.

### 3. Responsibilities

- **Servers/Waitstaff:** Responsible for the accurate and timely service of food and drinks, ensuring proper presentation and handling.
- **Bartenders:** Responsible for preparing and serving beverages according to the established standards.
- **Food and Beverage Manager:** Oversees the service process, ensuring adherence to SOPs and assisting with any service-related issues.

### 4. Procedure

#### 4.1 Timing of Service

1. **Order of Service:**
  - Serve beverages first, followed by appetizers, main courses, and desserts. Coordinate with the kitchen and bar to ensure that each course is served at the appropriate time.
  - Ensure that guests who ordered appetizers receive them before the main course, and that the main course is served promptly after appetizers have been cleared.
2. **Prompt Delivery:**
  - Once the food is prepared, deliver it to the table promptly to ensure it is served at the correct temperature.
  - Cold items should be served cold, and hot items should be served hot, with minimal delay between preparation and service.
3. **Coordinating Multiple Courses:**
  - When serving multiple courses, ensure there is a smooth transition between courses. Clear empty plates and silverware before bringing out the next course.
  - Communicate with the kitchen to time the preparation of each course appropriately based on the guests' dining pace.
4. **Beverage Service Timing:**



- Offer to refill beverages regularly throughout the meal, ensuring guests' glasses are never empty.
- Serve coffee, tea, or after-dinner drinks promptly after clearing dessert plates, unless otherwise requested by the guest.

## 4.2 Presentation of Food and Drinks

### 1. Plate Presentation:

- Ensure that all food is presented attractively on the plate, following the chef's specifications for plating.
- Check that each plate is clean around the edges, with no spills or smudges, before serving.

### 2. Garnishes and Accompaniments:

- Verify that all garnishes, sauces, and accompaniments are included as specified in the dish description.
- Serve garnishes and sauces on the side if requested by the guest.

### 3. Beverage Presentation:

- Serve beverages in the appropriate glassware, clean and free of smudges or fingerprints.
- For wines, present the bottle to the guest before pouring, ensuring they approve the label and vintage.

### 4. Attention to Detail:

- Ensure that all food and drink items are presented in a visually appealing manner, with attention to portion size, color, and arrangement on the plate or in the glass.
- Check for consistency in presentation, especially when serving the same dish to multiple guests at the table.

## 4.3 Handling Hot and Cold Items

### 1. Handling Hot Dishes:

- Use a clean, dry cloth or napkin to handle hot plates, ensuring your hands are protected from the heat.
- Inform the guest if the plate is particularly hot and advise them to be cautious when handling it.

### 2. Maintaining Temperature:

- Hot dishes should be served immediately to maintain their temperature. Avoid delays between the kitchen and the dining area.
- For cold dishes, such as salads or desserts, ensure they are served promptly from the refrigerator or cold storage to maintain their freshness and temperature.

### 3. Serving with Care:

- When serving, ensure that hot dishes are placed carefully on the table, with the main component facing the guest.
- For cold items, such as chilled beverages or desserts, use coasters or napkins to prevent condensation from dripping onto the table.

### 4. Special Handling Items:



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- For items that require special handling, such as sizzling platters or chilled seafood towers, use appropriate serving utensils and techniques to ensure safety and presentation.
- Ensure that any safety precautions are communicated to the guest, such as avoiding contact with hot surfaces or handling delicate items with care.

## 4.4 Service Etiquette

### 1. Serving Order:

- Serve guests in the order of importance: first serve the host, then guests of honor, followed by the remaining guests. If no hierarchy is evident, serve guests clockwise around the table.
- Serve ladies first when possible, followed by gentlemen.

### 2. Silent Service:

- Serve dishes quietly and without unnecessary conversation, allowing guests to enjoy their meal without interruption.
- Always approach the table from the guest's right side when serving food or beverages, unless the layout or situation requires otherwise.

### 3. Clearing the Table:

- Clear plates and utensils promptly after guests have finished each course, but do not rush the guests.
- Ask for permission before clearing if a guest's plate is not completely empty.

### 4. Politeness and Professionalism:

- Maintain a polite and professional demeanor at all times, using phrases like "Excuse me," "May I," and "Thank you."
- Be attentive to guest needs without hovering, and respond promptly to any requests or concerns.

## 4.5 Post-Service Follow-Up

### 1. Checking Guest Satisfaction:

- After serving each course, check back with the guests to ensure they are satisfied with their food and drinks.
- Address any issues immediately, such as correcting orders or replacing items that are not to the guest's satisfaction.

### 2. Continuous Attention:

- Throughout the meal, be attentive to the guests' needs, refilling drinks, replacing utensils, and providing additional items such as condiments or napkins as requested.
- Offer additional courses, desserts, or after-dinner drinks as the meal progresses.

### 3. Final Service:

- Offer to clear the table after the meal is finished, asking guests if they would like anything else.
- Present the bill discreetly when requested, and thank the guests for dining at Tamborine Mountain Glades.

## 5. General Policies



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## 1. **Professionalism:**

- Maintain a professional and courteous demeanor throughout the service process, adhering to the venue's dress code and grooming standards.
- Ensure that all interactions with guests are respectful and focused on providing an exceptional dining experience.

## 2. **Guest Safety:**

- Prioritize guest safety when handling hot items or beverages that could spill. Use caution and communicate any safety concerns to the guest.
- Ensure that all food handling complies with health and safety regulations to prevent contamination or foodborne illness.

## 3. **Consistency:**

- Strive for consistency in service, presentation, and timing to ensure that all guests receive the same high level of care and attention.
- Regularly review and practice service techniques to maintain consistency across the team.

## 6. **Training and Review**

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

- Participate in regular training sessions on proper service techniques, timing, and handling of food and beverages.
- Ensure that all staff are familiar with the menu and capable of presenting and serving dishes according to the established standards.

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

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