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SUBJECT : PRINCIPAL OF MANNAGEMENT

“SOPs FOR COMPANY AND BRAND:

SOPs:

“STANDARD OPERATING PROCEDURE”

DEFINITION: A Standard operating procedure (SOP) is a set of step-by-step instructions complied by an organization to help workers carry out complex routine operations. SOPs aim to achieve efficiency, quality output and uniformity of performance, while reducing miscommunication.

EXPLAINATION:

Consistent procedures increase your odds of performing consistent, high-quality work. A Standard Operation Procedure, or SOP, is a document that provides step-by-step instructions on how to perform a particular business activity, such as manufacturing or record keeping. Although most SOPs are presented as text documents, they can also contain images or videos to help clarify their instruction.

HOW TO USE SOPs?

Manager use SOPs to communicate with the staff and explain how to perform certain company operations. Employers can use SOPs for reference when learning to complete certain task according to establish protocols.

* Standard Operating Procedure is a document which describes the regularly recurring operations relevant to the quality of the investigation.
* The purpose of SOPs is to carry out the operations correctly and always in the same manner.
* A SOP should be available at the place where the work is done.

FOR EXAMPLES:

THE SOPs FOR MY RESTAURANT:

WHEN DREAMING ABOUT PLANS FOR MY RESTAURANTS;

* I probably spent time cooking up with an unforgettable vibe for our space, and thinking about how we want our front-of-house staff to make our customers feel. We probably also learned a thing or two about P&Ls, scheduling, inventory, and hoe to maintain a happy grease trap.

RESTAURANT’S STANDARD OPERATION PROCEDURES:

1. GET STAFF INPUT WHEN CREATING SOPs:

Creating SOPs is not about making our staff into robots, or about being closed off to different ways of doing things.

We setting the standard, not making laws.

Make it clear to your staff when you are implementing new SOPs that there’s opportunity for feedback and creativity on their part.

1. CREATE CONSISTENCY:

How often do you hear a restaurants owner say,

“I like done this way, but the most off my staff do it that way”

It’s a common issue that comes from improper training and underused SOPs. If your standards and expectations have not been clearly outlined, it’s easy for things to get murky.

SOPs are even helpful for tast that seem insignificant. For example, when your server refills a guest’s water glass, do they:

* Bring a whole new glass?
* Pour from a pitcher?
* Grab their glass and refill it in the back?
* Ask them to remove the strawsfirst?
* Bring a new straw?
* Make sure every staff member knows which method you prefer.

1. PERSONAL HYGIENE:

* Arrive at work with clean hair, clothing, teeth brushed, bathed and daily use of deodorant.
* Maintain short, clean and polish-free finger nails. No artificial nails are permitted in the food production area.
* Wash hands including under finger nails and up to forearms and thoroughly with soap and warm water.

1. GLOVES AND UTENSIL USE:

Gloves and Utensils will be used for handling all ready to eat foods, expect for those added to foods that contain raw animal foods which will be fully cooked, or other foods that are heated to 165F.

Gloves or utensils must be used when there are cuts , sores, burns, or lesion on the hands of food handlers.

1. TASTING METHOD:

All restaurants employees will use the correct and sanitary tasting method to prevent contamination and ensure food safety

1. CONTACT WITH BLOOD AND BODILY FLUIDS:

Blood and other bodily fluids will be handled to minimize the possibility of cross contamination and exposure of employees, consumers, food, and surfaces to the blood or other bodily fluids.

1. FACILITY AND EQUIPMENTS MAINTENANCE:

The facility and equipment will be maintained to ensure the safety of the food served to customers.

1. CLEANLINESS AND SANITATION OF DINING ROOM:

The dining room is to be kept clean. Food contact surfaces are to be cleaned and sanitized to minimize risk of cross contamination.

1. LAUNDRY AND LINEN USE:

All employees will ensure that clean and sanitized cloths, towels, aprons, table linens, and mop heads are at appropriate intervals during the work period.

1. PURCHASING:

Food is purchased only from approved vendor to assure the safety of food served to customers.

1. FOOD FROM OUTSIDE SOURCES:

Manager must be informed and approve all foods brought by a customer for consumption in the restaurants, a birthday cake made at home. Customers bringing food into the restaurants, for consumption must complete on Outside Food Request Form that identifies where the food was prepared, the use of any common allergen, and name and address of food prepare. Any foods brought into the restaurants for onsite consumption must be in ready-to-eat form.

1. RECEIVING:

All food should be checked to ensure the purchased and quantity are delivered and received in the facility, and that packaging to protect integrity of food is intact. Temperature controlled for safety (TCS) foods should be received at specified temperatures to ensure safety.

1. STORAGE:

All food chemicals, and supplies should be stored in a manner that protects quality and safety of food that will be served.

1. THAWING FOOD:

All foods will be thawed using appropriate practices to ensure food safety.

1. COOKING FOOD:

All foods will be cooked to at least the required minimum internal temperature as specified on recipes to ensure safety, it expected temperatures of cooked foods are taken and recorded to provide documentation of practices.

1. VISITORS IN THE KITCHEN:

Visitors in the kitchen are kept to a minimum, and when visitors are present, they must adhere to the food safety practices followed in the kitchen.

1. NEW EMPLOYEE ORIENTATION:

All restaurants employee will receive training on fundamental food safety procedures prior to or during the first day of employment.

1. FOOD SAFETY PROGRAM VERIFICATION:

The restaurants will have an on-going process in place for verification that the food safety program is functioning as planned.

1. ORGANIC RECYCLING AND COMPOSING:

Organic recycling and composting practices help keep organic material out of landfills. Compostable material help create a soil additive which in turn improves soil structure and provides plant nutrients .

1. RECORD KEEPING AND DOCUMENTATION:

Records will be kept to document how food is handled during its through the restaurant.

“THANK YOU”