



| REPORT

Hotel Standard Operating Procedures: **Food and Beverage**



Contents

Introduction	3
Room service	4
POS and guest billing	6
Hotel restaurant	8
Room minibar	11
Guest complaints	12
About Planet	14

Intro

Standard operating procedures (SOPs) are common tools used by businesses to ensure consistency and excellence.

In the hotel and hospitality industry, creating and maintaining high-quality SOPs is imperative. These documents prevent accidents, increase staff efficiency and effectiveness, and improve the guest experience. Food and beverage - or F&B - SOPs, in particular, help ensure that your room service and restaurants run as smoothly as possible.

SOPs are step-by-step instructions for an activity or process in the workplace. They ensure every task is done to the same standard no matter the time of day or staff member.

Creating a set of SOPs for each department can be easier said than done, especially when you're understaffed. So, whether you're starting from scratch or updating your SOPs, we've created this guide for you. In each section, you'll find multiple checklists to work from.



Want to go back to basics?

Read our complete guide to standard operating procedures (SOPs).

Room service

Room service has been a staple of high-end hotels for decades. In most hotels, this service is offered during the restaurant's opening hours. However, some now offer 24-hour room service due to popular demand.

Staff must be familiar with the room service menu, including ingredients used and allergens. Additionally, the kitchen management and Room Service/Front Office teams should be in regular contact to discuss daily specials and unavailable items.

Taking room service orders

- Answer the phone within three rings.
- Greet the guest politely and introduce yourself.
- Confirm the guest's room number and locate their reservation in your property management system (PMS).
- Input the order into your point of sales (POS), task management system, or room service sheet.
- Ask the guest about allergies, the method of cooking, and any other important questions. This is your opportunity to give recommendations and upsell additional sides, desserts, or drinks, for example.
- Tell the guest the cost, if there is a delivery charge, and when/how payment will be taken.
- Let the guest know about the estimated time of delivery.
- Thank the guest and ask if you can help with anything else.
- Send the order to the restaurant immediately.

Room service delivery

- Set up the room service tray and ensure it looks presentable.
- Double-check the tray and make sure that nothing is missing or damaged.
- Double-check the room number before knocking on the door.
- Knock on the room door gently and identify yourself by saying "Room Service". Wait for the guest to open the door.
- Enter the room (leaving the door open), greet the guest by name, and ask the guest where they'd like you to place the tray or trolley.
- Repeat the order to the guest and ask if you can get them anything else.
- If the guest wants to make an additional order, note it within the POS terminal and inform the Room Service/Front Office department immediately. Give the guest an estimated time of delivery.
- If the order is not charged to the room, collect the payment.
- Ask if the guest would like to specify a time for the order to be removed. Inform the guest that if they do not wish to be disturbed they can leave the tray outside the room.
- Thank the guest by name and leave the room, closing the door behind you.
- Inform the Front Office that the order was successfully delivered.



Point of Sale (POS) and guest billing

When it comes to paying, guests expect efficiency, professionalism, and accuracy. SOPs help ensure that guests receive this consistent, positive experience.



Restaurant dining

- Once the guest has finished dining, wait for them to ask for the check.
- Once asked, print the check from the POS machine and place it in a bill folder.
- Present the bill to the guest and leave it on the table.
- Return shortly after and ask how the guest would like to pay.
- If by cash: take the bill folder away and return with the change. Do not take a tip until the guest leaves.
- If by credit card: Confirm the amount with the guest and hand over the POS terminal. If using contactless, hold out the terminal. Once the guest has entered their card, turn away as they enter their PIN. Take back the terminal, return their card and give them their receipt.
- If the card is declined, politely let the guest know and ask for another form of payment. It may be necessary to ask the guest to step away from their group to avoid embarrassing them.
- Thank the guest on their way out.
- If the guest leaves without settling the check, inform the security manager and restaurant manager.



Integrate payments into your property management system (PMS) to save time and money, and reduce errors and fraud.

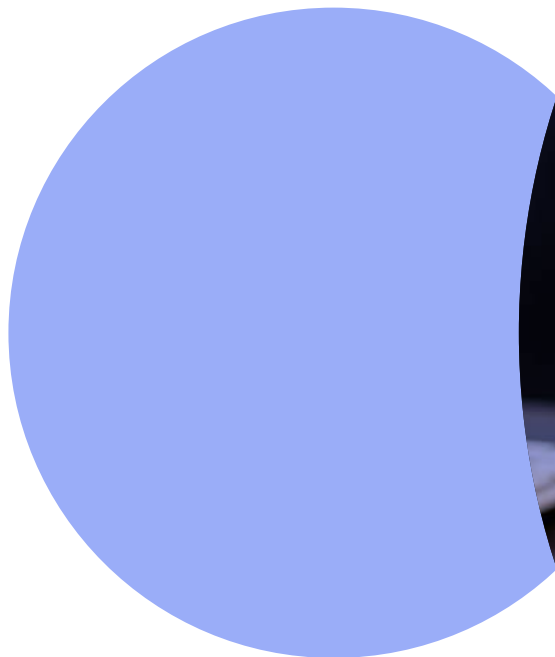
In-room dining/room service

- ▶ Upon the room service delivery, request that the guest write their name and room number on the check and ask them to sign it.
- ▶ Ask the guest how they would like to pay.
- ▶ If by cash: Take the amount and give them their change.
- ▶ If by credit card: Confirm the amount with the guest and hand over the POS terminal. If using contactless, hold out the terminal. Once the guest has entered their card, turn away as they enter their PIN. Take back the terminal, return their card and give them their receipt.
- ▶ If the card is declined, politely let the guest know and ask for another form of payment.
- ▶ Thank the guest, leave the room, and close the door gently behind you.

Lost checks

Checks that are missing at the end of service (this could include customers who have left without paying) are considered “lost checks”. The restaurant manager should do a daily audit for lost or misplaced checks.

- ▶ Waitstaff is responsible for turning in checks and will be held accountable if any are missing.
- ▶ When a check is identified as missing, call the restaurant manager and report the issue.
- ▶ Close the check in the POS terminal.





Hotel restaurant

Your hotel restaurant is an important part of the guest experience. Guests expect the same standard of service and quality as that of your hotel. Every member of your F&B department is responsible for curating a positive, effortless dining experience - which includes setting out high-quality SOPs.

Formal table setup

Your guests' first impression of their table is important. While the method and presentation of restaurant tables differ based on the type of restaurant, tables must be consistent with your hotel's standards.

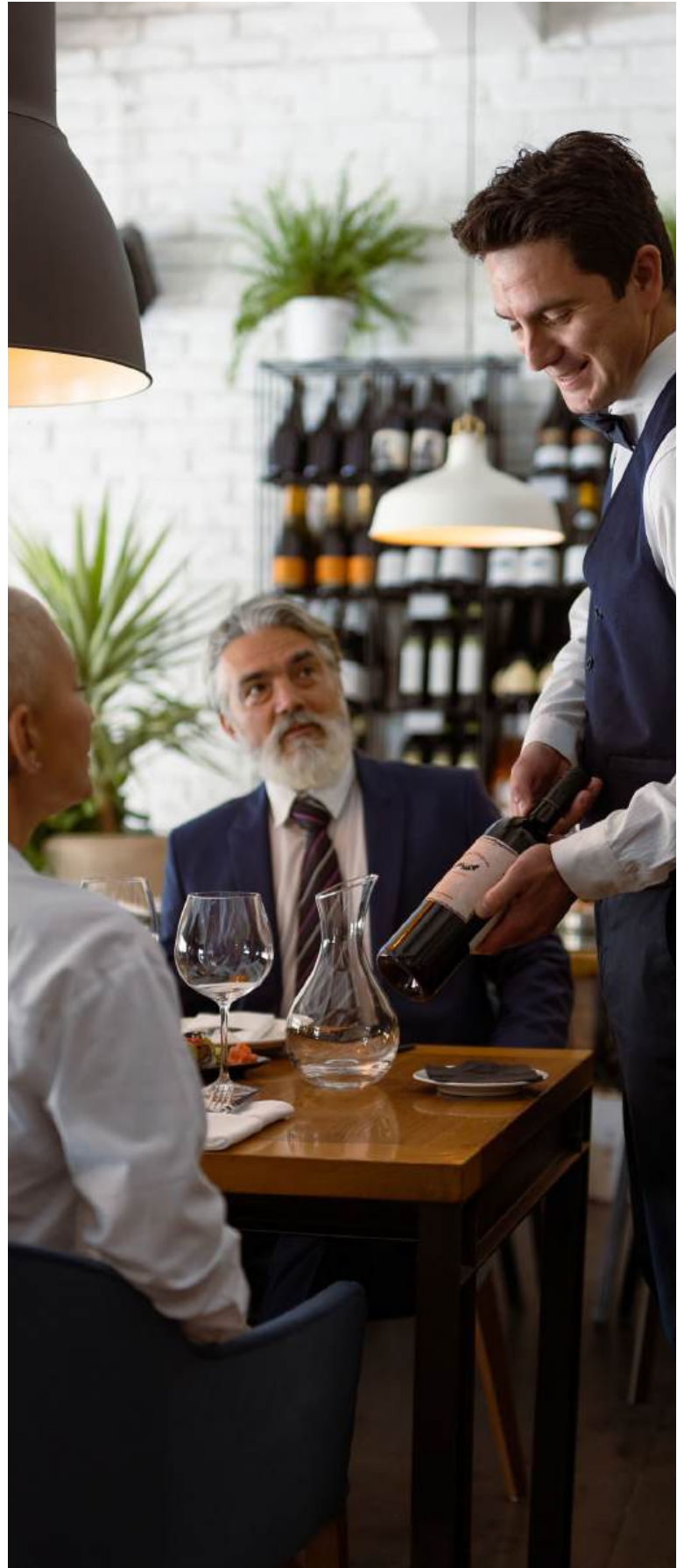
- Ensure that the tablecloth and napkins are clean and the correct size. Check for any damage or wrinkles. If tablecloths or napkins are creased, replace them.
- Pull the chairs away from the table.

- First lay the molleton - or silence pad - to prevent unpleasant noises and the tablecloth from slipping.
- Unfold the tablecloth from the center of the table and make sure that it hangs evenly around the table.
- Place a service plate (also known as a buffet plate, cover plate, lay plate, place plate, or charger plate) in the center of each place setting.
- Place a butter plate at the upper-left-hand corner (11 o'clock) of the service plate. Place a butter knife across the plate with the handle on the right.
- Remember that forks are placed on the left and knives and spoons on the right. Guests will start with the cutlery on the outside and work their way in.
- Place the dinner knife to the right and the dinner fork to the left. If you are serving fish, place the fish fork to the left of the dinner fork and the fish knife to the right of the dinner knife. Place the salad fork and the salad knife next to the fish fork and fish knife. If you are serving soup, place a soup spoon to the right of the knives. If you are serving shellfish, place the oyster fork next to the knives. Place the dessert spoon and fork horizontally above the service plate with the spoon on top with the handle pointing to the right and the fork the opposite way..
- Try not to include more than four sets of utensils on either side of the service plate at any time.
- Glasses (water, wine, etc.) should be placed in the right-hand corner of the place setting. If serving coffee, the cup and saucer should be placed to the right of the place setting, next to the knives.
- A salad or fish plate should be placed to the left of the forks.
- Place a napkin in the center of the service plate.
- Place the salt and pepper shakers above the dessert spoon/fork with pepper on the left and salt on the right.
- Check that every item is placed approximately one inch away from each other and measure if necessary.



Taking an order

- Waitstaff must be knowledgeable about the menu and all specials.
- Observe your guests as they peruse the menu. Once guests have closed their menus or seem ready, approach the table.
- Smile, make eye contact, greet the guests and introduce yourself as their waiter for the evening. Ask if you can take their beverage order.
- Ensure that your writing is readable and accurate. If orders are taken on a POS system, ensure you process it correctly.
- Note down or choose the correct table number.
- Ask if the guest would like still or sparkling water for the table, then take their drinks order.
- Process the order in the POS system and return with their drinks. Ask if the guests are ready to order food. Give them more time if necessary.
- Be ready to make dish or wine pairing suggestions.
- Take orders individually from the guests.
- Repeat the order once everyone has ordered.
- Thank the guests and collect all menus. Leave the drinks menu in case they'd like to order more.





Room minibar

Minibars are small refrigerators within guest rooms stocked with beverages, snacks and other useful items. They are a great way to boost the guest experience and increase ancillary revenue.

Minibars are convenient for guests - but for hotels, inventory management and profitability are common challenges. In addition, you could lose money or lead guests to feel price-gouged if your minibar pricing strategy is not carefully considered. Crafting a clever set of SOPs for your housekeeping team helps ensure profitability and a great guest experience.

Restocking

- Check to see if the guest paid an incidental deposit upon check-in. If not, minibars should be removed or locked.
- Ensure that you are familiar with all minibar items and how they should be arranged.
- Check to see which items have been consumed and make sure that seals haven't been tampered with. Make a note of each item in a dedicated log sheet or app.
- Restock all missing or consumed items.



Guest complaints

Complaints in the hospitality industry aren't uncommon and can happen for a wide variety of reasons. It's important, however, that each complaint - no matter how trivial - is taken seriously. Listen to the guest and take steps to resolve the issue. Sometimes a resolution may involve offering a complimentary item (such as dessert or cocktail), or a refund.

It's important to resolve complaints as they occur to prevent poor online reviews and losing customers to competitors.

Reasons for complaints in F&B

- ▶ Undercooked food
- ▶ Poor customer service
- ▶ The guest received the wrong dish
- ▶ An allergy was forgotten about
- ▶ Unhygienic or dirty cutlery/crockery

Handling guest complaints

- ▶ Once a guest begins a verbal complaint, listen carefully and empathize.
- ▶ Repeat their complaint back to the guest and ask if you understood correctly.
- ▶ Determine the severity of the complaint, and if necessary, ask a department head or the General Manager to step in. This is especially important if the guest is aggressive or difficult.

- ▶ Take steps to resolve the issue promptly and offer a complimentary item.
- ▶ It is forbidden to argue with the guest. Remain friendly and accommodating no matter what.
- ▶ Ensure that your body language is open and friendly.
- ▶ When the complaint is resolved, record the following information in the complaints logbook:
 - ▶ The guest's name
 - ▶ The guest's room number
 - ▶ Contact details (email, phone number etc.,)
- ▶ Follow up with the guest and make sure that the issue has been resolved. Thank the guest for bringing the complaint to light. Make it clear that you've taken their feedback on board.



Find out more about how a Planet PMS can help you spend less time worrying about day-to-day hotel operations.



About Planet

“ Planet are a global technology leader with industry leading cloud software and payments solutions for the Retail, Hospitality, and Financial Services verticals.

We operate in over 120 markets. We employ more than 2,800 people worldwide. We partner with over 100 banks. And serve over 800,000 merchants.

We combine software, payments and technology to help our customers deliver consistent, convenient and personalised experiences, which meet the changing demands of their own consumers.

Our single end-to-end platform allows retailers to support unified shopper journeys across all channels, including complex processes, such as click and collect, shop and ship, and advanced return management.

For hoteliers, we offer integrated and built-in payments that power digital guest journeys, saving them time and enabling them to generate revenue through integrated value-added services. protel Cloud PMS by Planet (formerly protel Air PMS) was created over 10 years ago with a new user interface rebuilt in 2020. It is intuitive and simple to use with a straightforward workflow that is easy to learn and teach.

We also work with a network of Financial Services Partners around the world to provide global payment processing solutions.