Restaurant Operations Manual — Free Sample

Free sample — 2 complete SOPs from the full manual. Try it before you buy.

What's inside

- SOP 01 — Opening the restaurant
- SOP 02 — Closing the restaurant

This free sample includes the first two procedures from the full manual, in full. The complete manual has all ten SOPs, written out the same way — no blanks to fill in.

SOP 01 — Opening the restaurant

Purpose: To open on time, safely and ready for the first guest, with the kitchen, dining room and till all checked before service. **Scope:** Every opening shift, seven days a week. Covers the building check, kitchen start-up, dining room set-up and the till. **Who does it:** The opening manager (Mara) and the opening cook (Tom). The manager unlocks the building and checks the dining room and till. The cook starts the kitchen.

Steps

1. Arrive 90 minutes before the first booking. Unlock the front door, switch off the alarm with your own code, and switch on the lights, heating and ventilation.
2. Walk the whole building first. Check for leaks, broken glass, gas or smoke smells, and clear back door and fire exits. If anything is wrong, do not start service — call the manager on duty.
3. Check the fridges and freezers first. Fridges must read 0 to 5 °C, freezers minus 18 °C or colder. Write the readings on the temperature log (see SOP 05). Move anything out of temperature to the quarantine shelf and tell the head chef.
4. Turn on the ovens, grill and fryers so they reach cooking temperature before prep starts. Run hot water at every sink until it is steaming, and check the handwash sinks have soap, paper towels and hot water.
5. Set up the dining room: wipe tables, check chairs are steady, lay cutlery and glasses, fill salt, pepper and oil, and put out fresh menus. Check the toilets are clean and stocked.
6. Check the till. Count the $150 float, sign the float sheet, and check the card machine is charged, on and printing.
7. Work through the opening checklist on the wall by the pass. Every box must be ticked and initialled before the doors open. If a box cannot be ticked, write why and tell the manager.

8. Fifteen minutes before opening, hold a 5-minute team huddle. Read out the bookings, large parties, soup and specials, and any 86'd items (things we have run out of). Confirm who is on each section.
9. Unlock the front door at opening time. The first server stands at the door to greet the first guests.

Quality check: The manager walks the dining room and kitchen 10 minutes before opening and signs the opening checklist. Nothing opens until the checklist is complete. **If it goes wrong:** If a fridge is out of temperature, quarantine the stock and call the manager — do not serve food from it. If the till or card machine fails, take cash only and put a sign at the door. If a staff member is late, the manager covers their section and notes it on the rota. **Records:** Opening checklist (daily, kept for 3 months), fridge and freezer temperature log (daily, kept for 3 months), float sheet (daily, kept with the till records).

SOP 02 — Closing the restaurant

Purpose: To close safely, leave the kitchen and dining room clean and secure, and make sure the money is counted and the building locked. **Scope:** Every closing shift. Covers the last guests, kitchen shut-down, cleaning, cashing up and locking the building. **Who does it:** The closing manager (Mara or the duty manager) and the closing cook (Tom). The last server on duty helps with the dining room.

Steps

1. At last orders, 30 minutes before closing, tell every table the kitchen is closing and ask if they want a last drink or dessert. Take no new food orders after that.
2. When the last guests leave, lock the front door and turn the sign to closed. Do not let anyone new in after this point.
3. Clear every table, stack chairs on tables where the floor needs mopping, and wipe down all tables, the bar and the till counter.
4. Turn off the fryers, grill and ovens. Leave the extraction fan running for 15 minutes after the last cooking, then switch it off.
5. Put all leftover food away. Cool hot food quickly — spread it in shallow trays and get it into the fridge within 2 hours of cooking. Label everything with the date made and the use-by date. Throw away anything past its use-by date or left at room temperature for more than 2 hours.
6. Clean as you go and finish with the closing clean: wash, rinse and sanitise all work surfaces, sweep and mop the kitchen floor, empty the bins and take the rubbish out to the locked bins outside.
7. Count the till with the manager. Set aside the $150 float for the next day, count the rest, and record the total on the cash-up sheet. Put the takings in the safe and lock it. Card machine totals must match the till report — if not, note the difference and tell the manager before you leave.
8. Do a final walk-through with the closing checklist: gas and water taps off, fridges running, dishwasher empty and off, back door locked, alarm set.
9. The last person out locks the front door, sets the alarm and checks the door is properly shut.

Quality check: The closing manager signs the closing checklist and cash-up sheet. The kitchen must pass a visual check — clean surfaces, nothing left out, bins emptied. **If it goes wrong:** If the safe will not open or the cash does not balance, do not leave — call the manager. If you smell gas, do not switch anything on, open the windows, leave the building and call the gas emergency line. If the alarm will not set, lock up, note it and tell the manager first thing. **Records:** Closing checklist (daily, kept for 3 months), cash-up sheet (daily, kept for 12 months), food waste log (daily, kept for 3 months).