

Standard Operating Procedure (SOP): Opening the Restaurant Before Lunchtime

1. Purpose

To ensure the restaurant is clean, stocked, and ready to provide a high-quality dining experience before lunchtime service begins.

2. Scope

This SOP applies to all front-of-house and kitchen staff responsible for opening the restaurant.

3. Responsibilities

- Manager: Oversee opening operations and address any issues.
- Kitchen Staff: Prepare ingredients and kitchen stations.
- Front-of-House Staff: Set up dining area, check cleanliness, and ensure readiness.

4. Procedure

4.1 Arrival and Opening Checklist

- Arrive at least 2 hours before lunch service.
- Turn off the alarm system (if applicable).
- Turn on lights, equipment, and HVAC systems.

4.2 Cleanliness and Setup

- Check bathrooms for cleanliness and supplies.
- Wipe down all tables, chairs, and surfaces.
- Vacuum or sweep and mop floors.

4.3 Dining Area Setup

- Set tables with menus, cutlery, and condiments.
- Restock napkins, condiments, and service stations.

4.4 Kitchen Preparation

- Turn on kitchen equipment (ovens, fryers, etc.).
- Prepare mise en place for lunch service.
- Check inventory and restock as needed.
- Conduct temperature checks on refrigeration units.

4.5 Staff Briefing

- Hold a quick team meeting to discuss reservations, menu changes, and assignments.
- Review any customer service notes or special requests.

4.6 Final Checks

- Play background music at appropriate volume.
- Unlock the doors 15 minutes before opening.
- Ensure all staff are in uniform and ready to serve.

5. Documentation

Record daily opening checks in the Opening Checklist Log kept at the front desk.

6. Review and Updates

This SOP should be reviewed quarterly and updated as needed based on operational feedback.