RSOP-0050 / EMPLOYEE ILLNESS / CONTROLLED SOP

Employee Handwashing Procedure

DOCUMENT ID	PROCESS OWNER	RELEASE STATUS
RSOP-0050	Shift Supervisor	LOCAL REVIEW REQUIRED

RELEASE OUTCOME / CRITICAL ACCEPTANCE

Correct handwashing performed at **required** events; sink usable and fully stocked

01 / QUICK SCAN — ACTION LABELS ONLY

01	Confirm the designated handwashing
02	Remove gloves and items
03	Rub and clean fingertips
04	Avoid recontamination on faucet
05	Wash before starting exposed
06	If a worker skips handwashing
07	Observe real shift behaviors

02 / WHEN TO USE & WHO OWNS IT

OPERATING TRIGGER

Entry to food work, required handwashing triggers, or observation of poor hygiene

ACCOUNTABLE OWNER

Shift Supervisor

03 / BOUNDARY FROM RELATED SOPS

Hand hygiene behavior; separate from employee illness exclusion decisions.

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RSOP-0074 / DRY STORAGE, REFRIGERATION, FREEZING / CONTROLLED SOP

Refrigeration Unit Temperature Monitoring

DOCUMENT ID	PROCESS OWNER	RELEASE STATUS
RSOP-0074	Inventory Lead / Kitchen Manager	LOCAL REVIEW REQUIRED

RELEASE OUTCOME / CRITICAL ACCEPTANCE

Cold unit and affected food remain within **approved** controls or receive documented disposition.

01 / QUICK SCAN — ACTION LABELS ONLY

01	Identify the storage area
02	Identify refrigeration unit
03	Use a verified temperature
04	Check door seals
05	Compare trend with alarm limits
06	Escalate equipment repair
07	Verify correct location and labeling

02 / WHEN TO USE & WHO OWNS IT

OPERATING TRIGGER

Stock placement, retrieval, scheduled storage check or discrepancy.

ACCOUNTABLE OWNER

Inventory Lead / Kitchen Manager

03 / BOUNDARY FROM RELATED SOPS

Controls storage status after receiving; product processing and end-of-life disposal remain separate decisions.

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Dining Room Pre-Service Readiness Inspection

PROCESS OWNER	RELEASE STATUS
FOH Manager / Shift Lead	UNVALIDATED — SITE REVIEW REQUIRED

01 / PURPOSE AND TRIGGER

TRIGGER: A dining-room section is prepared for opening. PURPOSE: execute dining room pre-service readiness inspection with traceable evidence and a documented authorization or HOLD decision. Verify local legal, equipment and contractual requirements before use.

02 / QUICK SCAN — ACTION LABELS ONLY

01	Walk the guest route
02	Check table stability
03	Compare actual table map
04	Test host communication
05	Release only safe
06	Stop Hold
07	Close verification

03 / CRITICAL RELEASE OUTCOME

REQUIRED EVIDENCE

Pre-service checklist; exception log; table map; opening release signature.

Master recipe, verified weights, allergen mapping, cooking and holding parameters, version approval.

IMMEDIATE STOP CONDITION

Blocked exits, unstable furniture, uncorrected slip hazards or inaccessible required service routes.

Recipe lacks verifiable measurements or staff access conflicting versions.

Controlled working draft: confirm responsible roles, technical criteria and local legal parameters before release.

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RSOP-0189

Draft Beer Dispensing

PROCESS OWNER	RELEASE STATUS
Bar Supervisor / Draft System Technician	HOLD / LOCAL APPROVAL REQUIRED
OPERATING PROCESS	**AUDIT ACTION**
Alcoholic Beverage, Bartending & Responsible Service	REWRITE / BATCH 03

01 / TRIGGER & OWNER

When opening, operating or closing draft beer dispensing equipment.

02 / QUICK SCAN — ACTION LABELS ONLY

01	Check draft line identification
02	Inspect fittings
03	Purge or pour
04	Pour with a clean
05	When changing kegs
06	Take a suspect tap
07	Record line issues

03 / STOP / HOLD CONDITION

Never serve suspected contaminated beer or operate a leaking/unsafe pressurized line.

04 / DOCUMENT DISCLAIMER

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RSOP-0271

Credit and Debit Card Payment Processing

PROCESS OWNER	RELEASE STATUS
Cashier / Payment Operations Lead	HOLD / LOCAL APPROVAL REQUIRED
OPERATING PROCESS	AUDIT ACTION
POS, Cash Management, Payment Security & IT	REWRITE / BATCH 03

01 / TRIGGER & OWNER

Whenever a guest pays with a credit or debit card.

02 / QUICK SCAN — ACTION LABELS ONLY

01	Enter the correct sale
02	Allow customer to present
03	Follow card-present or processor-authorized
04	Verify processor authorization result
05	Handle declines by requesting
06	Provide approved receipt while
07	Reconcile unsettled and exception

03 / STOP / HOLD CONDITION

Never store CVV, PIN or full track data after authorization, or use a suspicious device.

04 / DOCUMENT DISCLAIMER

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RSOP-0285

Actual Versus Theoretical Food Cost Analysis

PROCESS OWNER	RELEASE STATUS
Cost Controller / Kitchen Manager	**HOLD / LOCAL APPROVAL REQUIRED**
OPERATING PROCESS	**AUDIT ACTION**
Restaurant Finance, Cost Control & Marketing	**REWRITE / BATCH 03**

01 / TRIGGER & OWNER

During weekly or period-end food cost performance review.

02 / QUICK SCAN — ACTION LABELS ONLY

01	Select period
02	Compute expected ingredient use
03	Compute actual product use
04	Normalize comparable units
05	Calculate quantity and cost
06	Verify counts and production
07	Assign corrective controls

03 / STOP / HOLD CONDITION

Escalate unexplained high-value variance and never edit historical inventory without evidence.

04 / DOCUMENT DISCLAIMER

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HWI-041 | Set a Basic Place Setting

WHEN TO USE Before opening a clean table for casual or one-course dining, or when replacing an incomplete setting.

RESPONSIBLE Busser, server or dining-room attendant; FOH lead approves the house layout.

SERVICE STANDARD Set only needed, clean items in a consistent casual arrangement; prevent contamination of any preset, unused setting.

EXECUTION — FOLLOW IN ORDER

01 Check that the table is released for use, dry, stable and cleaned and sanitized as required by the approved surface procedure.

02 Confirm the house casual diagram and menu: a plate or plate position, napkin, fork, knife and optional spoon and water glass.

03 Center the plate or planned plate position in front of the chair, allowing comfortable space from the edge and neighboring places.

04 Place the fork to the left. Set the knife on the right with its cutting edge toward the plate; add a needed spoon to the knife's right.

05 Place the water glass above the knife or slightly above and to its right. Keep the glass clear of the plate and reachable by the guest.

06 Place the napkin to the left or on the plate, according to house style; handle cutlery by its handles and glasses away from lip surfaces.

07 If settings are preset before guests arrive, protect them as required by locally adopted rules; apply the approved exposed-setting exception only when permitted.

08 Check alignment, cleanliness, seating access and the next party's headcount; remove excess exposed settings under the approved reset rule.

COACHING SCRIPT "For our standard lunch setting: fork left, knife edge inward, water glass above the knife; only set what the menu needs."

DO NOT Do not present dirty or chipped items, put the knife edge outward, handle utensil food-contact ends or leave surplus exposed settings for reuse.

EXCEPTION / CORRECTION If the preset tableware may have been exposed or contaminated, follow the local protection/removal/clean-and-sanitize rule before reuse.

TRAINER PRACTICAL CHECK Trainer gives mixed clean and faulty items and a two-person table. Trainee builds both settings, identifies the contaminated item and protects unused settings.

SOURCE BASIS [S1] basic setting; [S4] FDA §§4-904.11–13; [S5] FOH preparation.

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HWI-071 | Verify Alcohol Service Eligibility

WHEN TO USE Before accepting, preparing, delivering or replenishing any beer order.

RESPONSIBLE Authorized alcohol server; manager resolves uncertain age, licensing, service hours or suspected impairment.

SERVICE STANDARD Serve alcohol only where licensing, staff authorization, age verification and responsible-service conditions are satisfied.

EXECUTION — FOLLOW IN ORDER

01 Confirm that the venue is licensed for the requested on-premises beer service and that sales are allowed at the current time.

02 Confirm you hold any state- or locality-required server training or credential; otherwise refer alcohol service to an authorized coworker.

03 Apply the site-approved ID checking policy, including when to ask for ID and which documents can be accepted locally.

04 Examine required ID information and compare it with the guest; do not accept a questionable, borrowed or altered document.

05 Check whether the guest has previously been refused service or shows credible signs requiring responsible-service review.

06 Clarify beer name, package or draft size and ABV when asked; never describe a high-ABV beer as a standard 12-ounce serving.

07 If eligibility is uncertain, pause the order and consult the responsible manager before any alcohol leaves the service station.

08 Enter and deliver only an approved order; hand off a refusal or concerning behavior discreetly to the team.

COACHING SCRIPT “May I please see your ID before I place the beer order?”

DO NOT Do not guess age from appearance, accept an unapproved ID, bypass a refused order, or serve outside licensed hours.

EXCEPTION / CORRECTION If a guest has no acceptable ID, pause alcohol service; offer a nonalcoholic option and request a manager if challenged.

TRAINER PRACTICAL CHECK Trainer presents a guest with uncertain ID and a second guest flagged for prior refusal; trainee holds both orders and escalates.

SOURCE BASIS [S1] TTB alcohol retail jurisdiction; [S2] California ABC RBS example; RSOP-0185 and RSOP-0186.

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LESSON 06 / 08

Allergy Order: Closed-Loop Workflow

An allergen request is not complete until the kitchen has verified it and the correct dish reaches the correct guest.

Eight-step service-to-kitchen loop

01 Listen; capture every named allergen and identify the guest/seat without questioning the claim.

02 Tell the guest you will check with the manager, chef or designated allergy lead before recommending or promising a dish.

03 Ask the kitchen to verify current ingredient lists and cross-contact controls, including shared equipment, sauces and garnishes.

04 If safe preparation cannot be confirmed, return to the guest with that limitation; do not submit an unsupported “safe” order.

05 For a feasible dish, enter the accurate menu item and all modifiers AND the distinct POS allergy alert according to house policy.

06 Deliver a direct verbal or acknowledged digital handoff to the kitchen; verify the alert was received by the appropriate person.

07 At pickup, verify the plate identity and the chef/expediter’s allergy release; keep it separate from incompatible plates as required by house SOP.

08 Deliver to the correct guest, identify the order appropriately and check immediately if any concerns remain.

Read-back at the critical point

SERVER TO KITCHEN “Seat three: sesame allergy and egg allergy. Please confirm if the modified noodle dish and preparation process are suitable.”

KITCHEN REPLY “Confirmed on the approved allergy ticket,” OR “Cannot confirm; advise guest of the limitation.”

NO RELEASE Do not bypass chef/manager verification, substitute a typed modifier for an allergy flag, or serve an unlabeled/allergen-uncertain plate. The controlling approval workflow is the restaurant’s site SOP [R1, R3, R6].

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END-TO-END ROLE-PLAY / 13

Guest Journey B — Wine & Recovery

Test professional boundaries and the ability to stop an unsafe service step.

Actor role cards

GUEST B: Two adults arrive with a reservation. They order a mock sparkling wine, a salad and hot entrée. An order arrives for the wrong seat. One guest becomes irritated. A third character approaches with a service dog without a vest. The guest then requests a billing correction.

Events in required sequence

- Welcome and escort: privacy-aware reservation check and respectful seating.
- Wine: check legal role authorization and bottle details; demonstrate with empty training props.
- Pressure safety: keep the cork restrained and pointed away; no live launch demonstration.
- Food: verify seat and modifiers at the pass; prevent wrong dish delivery.
- Recovery: acknowledge the wrong dish without blame and request an authorized replacement.
- Inclusion: do not demand a service-dog certificate or disability diagnosis.
- Billing and farewell: manager-authorized correction, secure mock payment and thanks.

Controlled twist and safety check

EXAMINER TWIST: The wine vintage on the order differs from the bottle. A competent employee stops and seeks guest clarification before opening. If local alcohol authorization is not present, this is a tabletop simulation only; mark live-alcohol release NOT AUTHORIZED.

Examiner evaluation

Record observable guest experience, food safety, alcohol decision, protected access, payment security and manager handoff. A candidate can pass the internal guest-service assessment yet still lack required legal licenses or certifications.

Outcome notes: _____

_____

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