# STANDARD OPERATING PROCEDURE (SOP) FOR SHAKE IT X PHYSIQUE 57 INDIA

**EFFECTIVE DATE: 11TH OCTOBER** 

**DURATION: 30 DAYS** 

**LOCATIONS:** BOTH MUMBAI STUDIOS (KEMPS CORNER & BANDRA)

### I. Overview

Physique 57 India will be selling smoothies in collaboration with **Shake It**, owned by **Karishma Kriplani**, from 11th October onwards at both Mumbai locations. This partnership will run for a period of 30 days.

Karishma Kriplani will be responsible for supplying both studios with the following:

- Base Ingredients
- Additional Ingredients
- Packaging Materials

# II. Storage and Handling of Supplies

- A. Upon receiving the supplies, handle them as follows:
  - i. **Cold Items**: Store in the dedicated freezer immediately upon receipt.
  - ii. Additional Ingredients: Unopened packets (such as Coconut Milk, Almond Milk, Coconut Water) should be stored in the dry storage area.

# B. Opened Additional Ingredients:

- Once additional ingredients are opened for smoothie preparation, follow these steps:
- ii. Mark the opened packets with **masking tape**, and label them with "KK" and the **date of opening**.
- iii. Store opened packets in the **fridge section** to maintain freshness.

#### **Important Note:**

These products are strictly for smoothie preparation only. If any additional ingredients are consumed by the staff, including housekeeping (HK), they will be held liable for replacing or paying for the items.

# III. Staff Training

The housekeeping staff at both studios have been trained on how to prepare the smoothies, and SOPs detailing the step-by-step preparation of each smoothie have been placed above the kitchen counters for reference.

# IV. Smoothie Ordering Procedure

## A. Pricing

• All four smoothies are priced at ₹475 (+ taxes), with an MRP of ₹499.

# **B. Prepayment Policy**

- All smoothie orders must be **prepaid**. Under no circumstances should orders be taken without prior payment. There is no option to "pay later."
- Orders must be placed and paid for before the client enters class.

#### C. Smoothie Flavors

• The available smoothie flavors are:



Energizer

10g Protein



Refuel
5g Protein



Glow Up!

5g Protein



Immunity

7g Protein

## D. Ingredient Notes:

- All smoothies contain natural ingredients and whey protein, except:
  - i. Glow Up: Does not contain banana.
  - ii. Energizer: Can be made without whey protein.

## V. Billing Procedure

#### **Order Placement**

- •Clients will place orders via WhatsApp or phone call.
- •Once an order is received, send the client the **payment link** or UPI details for the transaction.

#### **Payment and Billing**

•Once the payment is confirmed, generate the bill on **Momence** by treating the smoothie as a retail product. Type the name of the smoothie and follow the standard billing process.

#### **Smoothies Order Sheet**

- After billing, update the Smoothies
   Order Sheet with the relevant
   details so that the front desk is
   aware of the order.
- •The front desk should keep this sheet open at all times for real-time updates.

#### Labelling

•Use masking tape to label the smoothie with the client's name and class timing.

#### **Preparation Timeline**

 The front desk is responsible for notifying housekeeping staff to prepare smoothies 30 minutes before the client's class ends, ensuring they are fresh and ready for pickup

#### No-Show or Class Rescheduling

- •No-Show: If a client does not attend the class, no refunds will be provided for the smoothie.
- •Class Rescheduling: If a client reschedules the class, move the smoothie order accordingly and update both the Smoothies Order Sheet and the labelling.

# VI. Hygiene and Inventory Management



## **Hygiene Check**

The **Studio Coordinator** is responsible for conducting hygiene checks of the equipment and inventory every **2 days**.



#### **Low Supply Notifications**

The Studio Coordinator should inform the management when the supply of smoothies is low.



#### **Restocking Procedure**

When there are only **two servings of pre-mix** remaining, the Studio Coordinator should prepare a **Purchase Order (PO)** for new supplies.



#### **Maximum Order Quantity**

At no point should the stock exceed **5 servings** of each flavour at both studios.