

# SOP Bakeries

## Operational Standard Operating Procedures (SOP) Manual

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## 1. Opening Procedures

At the start of each business day, all staff should arrive at least 30 minutes prior to opening time, dressed in full uniform and ready to work. The designated Store Manager or Keyholder is responsible for unlocking the premises, disarming the alarm system, and completing a visual inspection of all entry points for signs of forced entry, damage, or security breaches.

Upon entry, staff should immediately turn on main lights, ventilation, and all necessary equipment such as ovens, display warmers, and coffee machines. The store floor, workstations, and customer areas must be checked for cleanliness, and any leftover items from the previous day must be disposed of per the Waste Management policy. A brief team meeting should be conducted to outline daily targets, special promotions, scheduled deliveries, and any important updates.

## **2. Staff Attendance & Shift Handover**

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All employees must record on-time arrival and departure using the designated electronic timekeeping system. Employees are responsible for presenting a clean, complete uniform and displaying their ID badges at all times. Before each shift handover, the outgoing team must prepare a handover log detailing inventory levels, pending tasks, machine status, and any incidents or customer complaints.

The incoming staff must review and countersign the handover log to confirm understanding. Any outstanding issues should be discussed directly between outgoing and incoming shift leaders to ensure operational continuity and clear communication.

## **3. Daily Operational Routines**

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Throughout operating hours, the bakery must maintain high operational standards to provide an exemplary customer experience. Customer greetings are mandatory, with staff acknowledging customers within 10 seconds of entry. The shop floor must remain tidy and fully stocked at all times. Shelves and display cases should be restocked at least twice daily — once in mid-morning and again mid-afternoon.

Product rotation follows the First-In, First-Out (FIFO) system to ensure items sold are always at their freshest. Staff must record waste and damages in the waste log immediately as they occur to maintain accurate inventory and facilitate root cause analysis.

## **4. Customer Service Guidelines**

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Exceptional customer service is central to the Zorbas brand. Staff are expected to be courteous and proactive, offering product recommendations, informing customers of current promotions, and assisting with product selection. Customer complaints must be managed according to the Complaints Policy: listen without

interrupting, empathize with the customer's inconvenience, apologize sincerely, and propose a solution such as replacement, refund, or escalation to a supervisor.

All complaints and feedback — including compliments and suggestions — must be recorded in the Customer Feedback Log for management review and follow-up.

## **5. Food Safety and Hygiene**

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Food safety is a top priority at all times. Employees must wash their hands thoroughly at the start of their shift, after every break, after handling waste, and at least every 30 minutes during food preparation or handling. Designated hand-washing stations, equipped with hot water, soap, and single-use paper towels, are to be used — never food preparation sinks.

Protective clothing, including gloves, aprons, and hairnets, must be worn in all food handling and preparation areas. Food contact surfaces and utensils should be disinfected hourly using approved sanitation chemicals. Separate tools and surfaces must be used for handling raw and baked products to prevent cross-contamination.

## **6. Personal Hygiene & Grooming**

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All employees are ambassadors of Zorbas and must maintain a high standard of personal cleanliness. Jewelry or accessories, other than a plain wedding band, are not permitted while on duty. Fingernails must be kept short, clean, and free of nail polish or artificial nails. Hair should be clean, tied back, and securely covered by a hairnet, while employees with facial hair must wear beard nets.

Employees must not work if experiencing any symptoms of gastrointestinal illness or contagious disease. Any health or hygiene concerns must be reported to the Store Manager before a shift to safeguard the wellbeing of customers and coworkers.

## **7. Inventory Management**

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Receiving, storing, and rotating bakery inventory are critical to managing costs and ensuring food quality. Deliveries are scheduled during designated time windows to avoid peak operating hours. Each delivery must be checked for product quality, proper labeling, expiry dates, and temperature control (for perishable goods).

Damaged or expired stock must be rejected, with incidents documented and suppliers informed immediately. Once verified, new stock is logged into the inventory system and placed behind older stock to maintain FIFO rotation. A daily manual count is performed on key items, and all stock variances are flagged for investigation.

## **8. Product Display & Merchandising**

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Visual appeal and accessibility are fundamental to driving sales. Staff must follow approved planograms for all product displays, ensuring that bestsellers and promotional items are prominently positioned. Displays are to be checked hourly to ensure they remain clean, tidy, and well-stocked, with any damaged or expired items promptly removed.

Seasonal and promotional signage must be updated according to instructions from the Marketing Department, and only authorized materials may be used. Visual merchandising guidelines are available in Appendix H for reference.

## **9. Equipment Usage and Maintenance**

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Safe, efficient use of equipment is essential for both quality and workplace safety. Only staff who have completed formal equipment training are authorized to operate bakery machinery, including mixers, ovens, slicers, and coffee equipment. Operators must follow manufacturer instructions and internal safety guidelines precisely.

At the start of each day, a designated staff member inspects all major equipment for proper function. During operation, any malfunction must be reported immediately, the equipment tagged as “Out of Service,” and the issue entered into the Equipment Log. A Maintenance Request Form must be completed and submitted to the Maintenance Team within one hour of discovery. All equipment is deep cleaned and sanitized as per the scheduled cleaning rota.

## **10. Incident and Accident Reporting**

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Any accident, injury, or near-miss involving staff, customers, or contractors must be handled with urgency and documented consistently. Minor injuries should receive first aid treatment immediately (first aid kits are located in the staffroom and behind

the counter), while serious injuries require prompt escalation to senior management and possibly emergency services (call 112).

Staff must complete the Incident Report Form within one hour and provide a detailed, factual account of the event, including witness statements where possible. Areas affected by incident, particularly those involving food, glass, or hazardous materials, must be isolated and thoroughly cleaned by a trained employee. Follow-up actions are recorded and monitored by the Store Manager.

## **11. Waste Management**

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Proper waste segregation and timely disposal support sustainability and food safety commitments. Waste is to be sorted into three main categories: food, packaging, and hazardous (e.g., chemicals, broken glass). Each waste category must be disposed of in the designated color-coded bins located in the kitchen and rear area.

Bins should be emptied before reaching three-quarters capacity, and internal liners must always be replaced. Staff are required to log the quantities and reasons for waste (e.g., expired products, overproduction, damages) at the end of each shift. Management reviews waste data weekly to identify trends and implement waste reduction strategies.

## **12. Cash Handling & Till Management**

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Secure and accurate handling of cash is critical. Each cashier is issued a starting cash float, counted and verified against register logs by a supervisor at both the start and end of their shift. Cash drawers remain closed except when processing transactions, and only authorized staff may access the tills.

Refunds and void transactions require supervisor approval, with both parties signing off on each transaction. At the end of day, tills are closed, counted, and reconciled using the Daily Cash Reconciliation Form. Any discrepancies, regardless of amount, must be reported immediately for investigation.

Personal transactions, borrowing, or loaning of money from the till are strictly prohibited and may result in disciplinary action.

## 13. Security Protocols

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Store security is a shared responsibility. All outer doors, except for the main customer entrance during business hours, must remain locked. Restricted access areas (back office, safe, secure storage) are accessible only to staff with the appropriate clearance.

The CCTV system covering the premises is checked weekly by the Store Manager or Security Lead for operational integrity. All suspicious behavior, theft, threats, or violence must be reported immediately, both verbally to the manager and in writing to headquarters. Staff are prohibited from allowing unauthorized persons into staff-only areas.

## 14. Cleaning and Sanitation

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Cleanliness is integral to the daily routine. Staff must follow a strict cleaning schedule, with tasks divided between daily, weekly, and monthly duties. Daily cleaning includes sweeping and mopping floors, cleaning display cases, sanitizing counters, spot-cleaning restrooms, and emptying all bins.

Approved cleaning products are provided by the company and should never be mixed or substituted. All cleaning activities must be signed off on the Cleaning Checklist by the responsible employee and verified by a supervisor at the close of each shift. Monthly deep cleans must be arranged for all storage, refrigeration, and ventilation systems.

## 15. Allergen Management

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Customer safety and transparency require strict allergen management. Allergen information must be clearly displayed at each sales point and prominently featured on each product's label according to company guidelines. The Allergen Reference Table (see Appendix E) must be kept up to date and accessible behind the counter at all times.

Preparation of allergen-safe products (e.g., gluten-free) is done in a separate, sanitized area, using dedicated utensils. After handling allergen-containing items, staff must change gloves and disinfect work surfaces immediately before handling different product lines. Queries regarding allergens must be answered only using official materials, and any concerns escalated to management.

## 16. Product Quality Checks

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Product quality is maintained through systematic checks throughout the day. Designated staff are to inspect all displayed goods hourly for visual appeal, adherence to standards, and overall freshness. Products must be removed from sale as soon as they show signs of staleness, damage, or do not meet visual presentation standards.

Each morning before opening, a taste test sampling across key product categories is performed, with findings logged in the Quality Assurance Book. Any recurring issues (flavor, freshness, texture) are reported for review with the Production Team.

## 17. Training and Onboarding

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All new hires must complete the induction program (covering food safety, customer service, equipment use, and policy review) before being permitted on the sales floor or bakery. Training records are digitally maintained for every employee, with regular refresher courses for all staff at least every six months or upon major procedural changes.

Relevant certifications, such as Food Handling or First Aid, are tracked and updated for compliance. On-the-job training is encouraged, with new staff paired with experienced team members during their first week.

## 18. Communication and Reporting

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Effective internal communication wins operational excellence. Daily updates — such as changes in policy, promotions, urgent notices, or team recognition — are circulated via the bakery's digital communication platform and posted on the in-store operations noticeboard. All employees must review these updates at the start of their shift.

An end-of-shift report is submitted to store management, capturing sales figures, emergencies, complaints, staff feedback, inventory notes, and any maintenance requests. Immediate concerns must be escalated through designated reporting channels (phone, email, or in-app alert) for timely resolution.

## 19. Closing Procedures

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Closing follows a precise, well-documented process. Staff stop admitting customers ten minutes before closing, kindly informing latecomers of the impending close. The sales floor and kitchen must be cleared of product, with unsold items logged and stored or disposed as per Waste Management and Food Safety policies.

Equipment is cleaned, powered down, and unplugged where appropriate. The closing cashier reconciles the day's takings, stores cash securely in the safe, and generates end-of-day reports. All lights (except security lighting) are turned off, the alarm is set, and the store is locked, with the Store Manager or Keyholder being the last to leave.

## 20. Emergency Protocols

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Comprehensive emergency protocols ensure safety and business continuity.

- **Fire:** Raise the alarm, evacuate all staff and customers via nearest exits (never use elevators), assemble at the designated meeting point, and call 112. The Store Manager must ensure everyone is accounted for.
- **Power Failure:** Use emergency lighting and torches, avoid opening refrigerators unnecessarily, secure cash and sensitive materials, and inform the Maintenance Team immediately.
- **Product Recall:** On receiving a recall notification from HQ, immediately withdraw affected products from sale, log them in the Recall Record, and isolate for collection. Follow all HQ instructions precisely.
- **Severe Weather or Natural Disaster:** Secure the store, follow instructions from local authorities or HQ regarding closure or shelter-in-place, and communicate status updates to all staff via established channels.

All emergency protocols are reviewed quarterly, and relevant drills are conducted at least twice per year to guarantee readiness.