

Saphir Restaurant Standard Operating Procedures

Location: London, UK | Last Updated: May 24, 2025

1. Service Operating Procedures

Purpose

To ensure a consistent, professional, and welcoming dining experience for all guests, reflecting Saphir's commitment to quality and hospitality.

Procedures

1. Greeting Guests

- Greet guests within 30 seconds of arrival with a warm smile and eye contact.
- Use a standard greeting: "Welcome to Saphir! How may I assist you today?"
- Check for reservations, confirm party size, and escort guests to their table, offering to take coats if applicable.
- Provide menus and inform guests of any specials or unavailable items.

2. Taking Orders

- Approach the table within 2 minutes of seating or when guests appear ready.
- Stand attentively, maintaining a professional posture, and use a notepad or digital device to record orders accurately.
- Ask clarifying questions for preferences (e.g., "How would you like your steak cooked?" or "Any dietary restrictions?").
- Repeat the order back to confirm accuracy before submitting to the kitchen.

3. Serving Food and Beverages

- Serve beverages within 5 minutes of ordering, ensuring correct glassware and presentation (e.g., wine in stemmed glasses, water with lemon if requested).
- Deliver food promptly, serving from the right side of the guest, and announce dishes as they are placed (e.g., "Here is your grilled salmon with lemon herb sauce").
- Check back within 2 minutes of serving to ensure satisfaction: "Is everything to your liking?"

4. Handling Payments

- Present the bill in a clean check presenter, ensuring all items are correct.

- Process payments efficiently, accepting cash, card, or contactless methods compliant with UK payment regulations.
- Thank guests for their payment and invite them to return: “Thank you for dining with us. We hope to see you again soon!”

5. Professional Demeanor

- Maintain a clean, professional appearance (e.g., pressed uniform, minimal jewelry, hair tied back).
- Use polite language, avoid slang, and maintain a positive tone, even under pressure.
- Anticipate guest needs (e.g., refilling water or clearing plates promptly).

Checklist

- Greet guests within 30 seconds
- Confirm orders accurately
- Serve from the right side
- Check back after serving
- Process payments efficiently

2. Food Storage and Safety

Purpose

To ensure food safety and compliance with UK Food Standards Agency (FSA) regulations, preventing contamination and ensuring quality.

Procedures

1. Storage

- Store perishable items (e.g., meat, dairy) at 0–5°C in refrigerators, with raw foods on lower shelves to prevent cross-contamination.
- Keep dry goods in airtight containers in a cool, dry pantry (below 20°C).
- Label all items with name, date of receipt, and expiry date using waterproof labels.

2. Temperature Control

- Monitor refrigerator and freezer temperatures twice daily (morning and evening), recording results in a logbook.
- Ensure freezers maintain -18°C or lower; report deviations immediately to management.
- Use calibrated thermometers to check food temperatures during cooking (e.g., poultry at 75°C).

3. Inventory Rotation (FIFO)

- Follow First In, First Out (FIFO): place newer stock behind older stock to use oldest items first.
- Conduct weekly inventory checks to identify and discard expired or spoiled items.

4. Compliance

- Adhere to HACCP (Hazard Analysis and Critical Control Points) principles, maintaining records for inspections.
- Ensure all staff complete Level 2 Food Safety training within 30 days of hire.

Checklist

- Store raw foods on lower shelves
- Label all items with date and name
- Monitor temperatures twice daily
- Rotate stock using FIFO
- Maintain HACCP records

3. Guest Communication

Purpose

To foster positive interactions, ensuring guests feel valued and their needs are met.

Procedures

1. Tone and Language

- Use a warm, professional tone with clear enunciation.
- Avoid overly formal or casual language; aim for approachable yet respectful communication.
- Example: “Good evening, I’m delighted to serve you tonight. May I recommend our signature lamb dish?”

2. Handling Special Requests

- Listen actively to guest requests (e.g., dietary needs, seating preferences).
- Confirm understanding: “So you’d like the vegetarian pasta without gluten. Is that correct?”
- Communicate requests clearly to the kitchen via the POS system or verbal confirmation.

3. Common Scenarios

- **Allergy Inquiry:** “Thank you for letting us know about your nut allergy. I’ll confirm with the chef to ensure your dish is safe.”
- **Special Occasion:** “Happy anniversary! Would you like a complimentary dessert to celebrate?”

- **Seating Request:** “I understand you’d prefer a window table. Let me check availability for you.”

Checklist

- Use professional, approachable language
- Confirm special requests with guests
- Communicate requests to relevant staff

4. Handling Complaints

Purpose

To resolve guest issues promptly and professionally, maintaining satisfaction and loyalty.

Procedures

1. Listen Actively

- Allow the guest to explain their concern without interruption.
- Show empathy: “I’m so sorry to hear that. Could you please share more details?”

2. Apologize Sincerely

- Offer a genuine apology: “I apologize for the inconvenience this has caused.”
- Avoid blaming staff or guests; focus on resolution.

3. Resolve the Issue

- Offer solutions within your authority (e.g., replacing a dish, offering a discount).
- Example: “I’ll have a fresh dish prepared for you right away, and we’ll remove this from your bill.”
- Escalate to a manager if the issue requires higher authority (e.g., significant compensation).

4. Follow Up

- Check with the guest after resolution: “Is everything satisfactory now?”
- Log complaints in the daily report for management review.

Checklist

- Listen without interrupting
- Apologize sincerely
- Offer a solution or escalate
- Follow up with the guest

5. Mise en Place

Purpose

To ensure workstations are fully prepared for efficient service and operations.

Procedures

1. Front-of-House Setup

- Set tables with clean linens, polished cutlery, and aligned glassware before opening.
- Stock condiments, napkins, and menus at each station.
- Ensure POS systems are operational and fully charged.

2. Back-of-House Setup

- Prep ingredients (e.g., chopped vegetables, marinated proteins) and store in labeled containers.
- Clean and sanitize all equipment (e.g., ovens, grills) before each shift.
- Check stock levels for key ingredients and report shortages to the kitchen manager.

Checklist

- Set tables with correct settings
- Stock front-of-house supplies
- Prep and label ingredients
- Sanitize kitchen equipment

6. Cleaning and Sanitization

Purpose

To maintain a hygienic environment in compliance with UK health regulations.

Procedures

1. Daily Cleaning

- Wipe down tables, chairs, and menus after each guest.
- Sweep and mop dining areas and restrooms every 2 hours.
- Clean kitchen surfaces with food-safe sanitizers after each prep session.

2. Weekly Cleaning

- Deep-clean refrigerators, removing all items and sanitizing shelves.
- Clean hoods and vents in the kitchen to remove grease buildup.

3. Deep-Cleaning Schedule

- Monthly: Deep-clean floors under heavy equipment.
- Quarterly: Professional cleaning of carpets and upholstery.

Checklist

- Wipe surfaces after each guest
- Mop floors every 2 hours
- Deep-clean refrigerators weekly
- Schedule monthly and quarterly cleanings

7. Staff Training and Roles

Purpose

To ensure all staff are trained and clear on their responsibilities to maintain operational efficiency.

Procedures

1. Roles and Responsibilities

- **Waiters:** Greet guests, take orders, serve food, and handle payments.
- **Senior Waiters:** Oversee junior staff, assist with complaints, and manage floor operations.
- **Managers:** Handle escalations, oversee inventory, and ensure compliance with SOPs.

2. Onboarding

- New hires complete a 3-day training program covering SOPs, food safety, and POS system use.
- Pair new staff with a mentor for the first week to shadow and learn.
- Conduct a performance review after 30 days to ensure competency.

Checklist

- Assign clear roles to staff
- Complete 3-day onboarding
- Pair new hires with mentors
- Conduct 30-day reviews

8. Opening and Closing Procedures

Purpose

To ensure the restaurant is fully prepared to open and securely closed each day.

Opening Checklist

- **Front-of-House:**
 - Unlock doors and turn on lights
 - Set up tables and stock stations
 - Test POS systems
 - Review reservations and specials
- **Back-of-House:**
 - Turn on kitchen equipment
 - Check inventory and prep ingredients
 - Verify temperature logs
 - Conduct pre-shift briefing

Closing Checklist

- **Front-of-House:**
 - Clear and reset tables
 - Process final payments
 - Clean and sanitize dining areas
 - Lock all doors
- **Back-of-House:**
 - Clean and sanitize all surfaces
 - Store perishable items
 - Turn off equipment
 - Complete inventory report