



Standard Operational Procedures Manual

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1. Concept & F&B Overview

SOP & Support Manual

The purpose of this guide is to provide detailed requirements for the set-up and general operation of Coco Lounge & Grill restaurant. The general operation must be in compliance with the requirements, as detailed in this manual.

This manual is the proprietary business information of Coco Lounge & Grill and must not be copied or distributed without their consent.

This manual should be used in conjunction with all other relevant restaurant policies and procedures related to catering provision and general health and safety.

The following are procedures that should be carried out in this first Coco Lounge & Grill outlet and future units. Please also see the relevant section for your outlet

Concept

Coco Lounge & Grill is looking to change consumer perception on Experiential food. The main feature of our offer is to provide an experience coupled with the best tasting food and an alternative to the Middle Eastern restaurant scene.

The aim is to deliver the best International foods in a relaxed and sophisticated surrounding to meet the demands of an educated discerning consumer, whether for a special occasion or on a repeat regular basis.

F&B Overview

	Description	Service Times
Main Restaurant	• All day menu – includes appertisers, mains • Desserts, hot beverages, soft drinks • Full range of chilled mocktails and non-alcoholic beverages and speciality coffee	8am-12pm
Take Away	• Salads, desserts, sandwiches, including healthy cold and hot beverages	8am-11pm
Breakfast / Brunch offer	• Continental classics, international revisitations, • Hot and cold beverages	8am-12pm (MON- FRI) 9am-12pm (SAT-SUN)
Event Space	A range of event menus (TBD)	

2. Support – Key Contacts

If you have any questions regarding the SOP manual, please don't hesitate to contact any of the following:

General Manager: Lidiia Vitriuk

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General Maintenance:

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3. Brand Standard & Product Offer

Please note that your outlet must offer products as per specifications below. Any additional menu items must be pre-approved by your Operations Manager and Chef Patron, prior to adding to the menu.

Food & drink menus are detailed in Appendix 1

3.1 Menu details

The menu has been designed to offer a selection and consistency of product to all our customers. All menus will be periodically reviewed and amended by Coco Director, Naz Choudry.

3.2 Standard Coco Lounge & Grill Menu Product Offer Availability

All products on your menu should be available at all times. If however, a product is unavailable, the closest substitute product must be available and customers must be made aware of this.

Volume of products can be adjusted to match anticipated business levels, but the 'variety' of products must not be reduced.

Drinks

- **Mocktails**
- **Soft drinks and freshly pressed juices**
- **Hot beverages**

Food

- **Small Plates**
 - **Starters**
 - **Salads**
 - **Grill**
 - **Shishi**
 - **Mains**
 - **Oven**
 - **Desserts**
-

The following guide is to be used for all food products:

Food bible (recipe cards) prepared will explain the following food segments:

- **Small Plates**
- **Starters**
- **Salads**
- **Grill**
- **Shishi**
- **Mains**
- **Oven**
- **Desserts**

with

- Plating specifications
- Ingredients
- Product placement
- Prep and service method
- Allergens

Any Menu Specials must be pre-approved by your line Manager and must be fully costed and up-loaded onto the till system, prior to being advertised, or sold, to the customer.

Coco Lounge & Grill specials will propose

- Soup of the day
 - Dish of the day
-

3.3 Brand Identity



3.4 Uniform (Standard)

	Branding Standard : Uniform (3 pcs per staff)
Restaurant	Male: Black shirt, jeans / black shoes / green apron Female: Black shirt, jeans / black shoes / green apron
Barista	Male: Black shirt, jeans / black shoes / green apron / hat Female: Black shirt, jeans / black shoes / green apron / hat
Chef	Male: White jacket / black trousers/ chef shoes / black apron
BOH Chef/Prep Chefs	White jacket / black trousers/ chef shoes / black apron Hairnets supplied for long hairdos and black cap for the rest
Kitchen Porters	Black t shirt Heavy duty pot wash apron Non slip shoes

4. Operating Procedures - General

Opening Times

12pm-5am (MON-SUN) - (then 24hrs)	
SOP:	OPENING TIMES If you have to alter opening times
Specifications :	Opening times are clearly displayed to our patrons on the Menus, website, and Door NO member of staff is allowed to alter opening times without prior consent • IN the event of electrical, gas failure, emergency, or any other event out of your control that will cause the hinderance to the normal functioning of the restaurant , the Restaurant Manager must be notify the Directors immediately by phone • One of the Directors or Ops Manager will notify you of the decision whether to open or close the operation • Take action accordingly

Key Holding & Security

SOP:	OUTLET KEYS
Specifications :	• Outlet keys should remain on the premises at all times and be stored in a secure location at the end of service • A list of nominated, approved staff that can access outlet keys, must also be kept in this location • All Duty Managers and Restaurant Managers must have master keys for all outlets • Duty Managers and Restaurant Managers are allowed to take external door access keys off the premises. All internal access keys should remain on the premises in the secure location

The following positions are designated key holders:

Location	Position
Unit keys	Mngr/Asst. Mngr /Ops Mngr / Chef

Safe	Ops Mngr only
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Fire Alarm

SOP:	FIRE ALARM WEEKLY CHECK
Specifications :	Fire safety is a huge responsibility for any employer. Coco Lounge & Grill has put in place a fire system in your unit composed of : • 10 fire extinguishers • Fire alarm (smoke or heat detectors) The Manager on duty must ensure the fire system is consistently operational for the safety of everyone. The fire alarm will be checked weekly • Every Monday at 10am • The Manager will complete the fire log • The fire log is to be kept in the onsite safe that needs to be fire proof

FIRE SYSTEM / SAFE? To be confirmed by security / safe

SOP:	SAFE Black colour box
Specifications :	Located on the upper floor near the computer

Last Orders Procedure - Food

SOP:	Ensure that all customers are advised that kitchens will be closing before end of service time; 20 minutes for the restaurant
Specifications :	• Notify customers who are viewing menus or in immediate vicinity of the outlet what time last orders for food will be

	• Ensure that all orders are taken and processed as efficiently as possible at this time • All restaurant customers should be offered dessert. Customers should be advised that desserts will be available until 30 minutes after main kitchen closes • The above is to be used as a guide and no customer should be refused service if we can reasonably and safely meet their request – Remember we are a service business
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Note:

Last Orders Procedure - Beverage

SOP:	Ensure that all customers are advised that bar will be closing 15 minutes before the end of service time
Specifications :	• Notify customers who are viewing Mocktail menus that last orders is approaching • Ensure that all orders are taken and processed as efficiently as possible at this time • Notify customers 15 minutes before last orders • Please remain courteous to all guests, irrespective of their request following last orders • If a customer orders prior to the end of service, their beverages should be sold to them • If a customer places an order after last orders has closed, legally you are not obliged to process this order as we are bound by licensing law • The above is to be used as a guide and no customer should be refused service if we can reasonably and safely meet their request – Remember we are a service business but licensing law must prevail

SOP:	WORKPLACE SECURITY
	What to do if you feel threatened
Specifications :	All employees should receive a basic security induction, prior to being customer facing • Your Job descriptions should be referred to for specific security responsibilities • All employees are expected to act in the interests of security at all times If any employee suspects there to be a potential or actual breach of security, for example : a bomb threat, malicious intent , etc Please act as follows 1. Report it to the most senior member of the team and Head Office immediately. 2. Failure to report may result in further action being taken against that employee and would be deemed to be a breach of contractual obligation 3. If the threat is imminent and/or directed personally place yourself as soon as possible out of harms way and dial 112. 4. Pre and Post opening – the front door must be kept locked.

5. Operating Procedures – Cash handling

Our operation accepts CASH, CHEQUES, CREDIT CARDS and we will have accounts for Corporate clients

SOP:	CASH
Specifications :	• All cash handlers to be trained to utilise the till system • Only cash handlers are authorised to use the till system • Only One cash handler per shift

SOP:	CHEQUE
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Specifications :	If a client chooses to pay by cheque 1. Ensure the name of the cheque matches the guarantee card 2. Write the complete number of the card on the back of the cheque and the guaranteed amount 3. Ensure the name is the same on both 4. Do not accept cheques over 20 KWD (unless this is payment from corporate account)
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SOP:	FLOATS
Specifications :	• Check float amount on float sheet • Count float into till • Sign to say float amount marries to float sheet • Get supervising colleague to counter-sign

	• Notify cash office of any discrepancies
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Float is: 1000 AED

SOP:	CHANGE
Specifications:	• Ensure you start the shift with the appropriate amount of change in coins • Change should not be moved between tills (if there is more than one) • The appropriate numbers of notes must be exchanged for the cash • Place change in till and secure till drawer

Credit and Debit Cards

SOP:	All cashiers must adhere to credit and debit card procedures
Specifications :	• Ensure card readers are charged and ready for service • If a customer requests to pay by card, take the card reader to the customer • Follow the instructions on the keypad • Ask the customer to enter their pin. Please remember to respect their privacy and look away whilst they carry out this procedure • Wait for the pin to be authorised and again follow the instructions on the terminal • Print two copies of the transaction. Retain one for records (merchant copy) and give the customer the cardholders copy • If the PIN is not approved, look to the terminal for instructions. You will most likely be asked to request an alternative form of payment (Cash or another card) • If there continues to be a problem processing the transaction, contact the duty manager. Please take action to appease the customer whilst you manage this sensitive situation

SOP:	CONTACTLESS
Specifications :	Our partner for credit card transactions is Payment Sense. The operating credit card machines will allow CONTACT LESS payment from the following cards - VISA DEBIT - MASTERCARD - AMEX

SOP:	CORPORATE ACCOUNTS
Specifications :	• All corporate accounts need to have a client file created on site • All Corporate accounts need to have a business credit card registered • All corporate events need to be paid 70% at the time of booking • The remaining invoice will be sent out no later than 7 days post event

SOP:	CASHING UP
Specifications :	• <u>At the end of each day part an X report must be printed</u> • There must be 2 people to complete a daily cashing up • Following the last transaction, run the end of session report on your till system, a credit card machine reports and Collect all cash/cheques from the till (separate the AED 1000) • Count all the change into appropriate cash bags – maintain in amounts issued where possible • If coins are mixed, write the amount on a piece of paper detailing bag contents and include inside the bag • Record all monies in the appropriate cash up sheet • Declare the takings to the till, place the money, cashing up bank slip and till readings into the cash bag Information needed on Cashing-Up Slip: 1. The correct date 2. The area and/or till number 3. Any till errors 4. Details of staff transactions 5. A legible signature 6. Cash value in the till

6. Restaurant Operating Procedures

OPENING SCHEDULE

Management

Disable alarm and re-lock doors behind you
Turn on lights
Collect relevant keys and float and unlock doors
Check handover book for messages from the previous day
Count float and place in till drawer
Complete the communication and session briefing sheet and use to prepare for briefing the team
A board content
Check the booking system – print of day reservations

Barista

Turn on coffee machine
Turn on all oven
Check all fridges and freezers and log temperatures
Take in deliveries and check all produce against the order
Contact kitchen if any discrepancies, damaged items or any of unacceptable quality.
File delivery notes
Check beer fridges & re-stock with all labels forward facing
Bake off morning goods – tbc – any kitchen prep?
Ensure coffee machine area is prepared: flush through with hot water as per instructions, grind coffee, and check crockery, teaspoons and sugar are available.
Set up all counters as per planogram and labelling

Floor

Ensure cutlery and condiments are all full and in correct locations

Set up all counters as per planogram

Check all sell by dates on ambient food products

Check beer fridges & re-stock with all labels forward facing

Begin processes of cleaning schedule

Check toilets are clean and have sufficient paper products and soap.

Before opening take a final walk around the premises, from the entrance to the till point to ensure everything is set up as required

Closing Schedule

Management

Complete the cash-up Close down the till / end of day / follow cashing up procedures and secure monies – 2 people to count cash together
Complete wastage & Comp records
Complete and file the communication and session briefing sheet for that day
Check all exits are locked and turn off all lights
Set the alarm

Bar

Clean the coffee machine as per instructions
All other food to go into the fridge, to be covered, day dotted and placed in appropriate fridge
Ensure all electrical equipment is switched off (except fridges and freezers)

Floor

Sanitise all tables and chair seats
Collect all signage in
Fill condiments and cutlery
Check external areas and remove any litter, cigarette ends etc.
Lock the doors – * All staff on 'close-down' should leave together where possible

Table set up (lay-out)

Restaurant:	HOW to layout the tables for DAYTIME service
Specifications :	ALL DAY

Basic table set up	
Required Items:	Methodology:
Fork Knife Coco Napkin Water Glass Charge-able lamp	
VIP	
No change to VIP tables	
Glassware:	
To be added when guests arrive	

Restaurant:	HOW to layout the tables for EVENING service
Specifications :	EVENING

Basic table set up	
Required Items:	Methodology:
<u>Past 5:30pm:</u> Fork Knife Napkin Flowers Candle light	Napkin Fold - Rectangle
VIP	
No change to VIP tables	
Glassware:	
Water glasses	

Waiter Station layout:

Restaurant:	Restaurant pics
Specifications :	• All cutlery and napkins must be clean and in good condition

Restaurant		Notes
Condiment & cutlery station		The following must be available: • Tea Spoons • White and brown sugar & sweetener • Salt & pepper • Cutlery for all items • Napkins / paper napkins • Trays • Till printer rolls Notes: Replenish throughout service Dispose of rubbish throughout service

Table/Section Handover

SOP:	TABLE OR SECTION HANDOVER
Specifications :	Should you be sent home or called to help another section by your line Manager. Please follow the following handover procedure • Ensure you explain your station or table situation to your colleague • Never leave without telling your line manager

7. Bar Operating Procedures

Planograms & set-up specifications

The planogram for your outlet should be used to determine bar set-up and 'display' layout.

Overall bar set-up:	
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Overall bar set-up:	
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Wrap Bar front counter:	
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Back bar set-up:	
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Bar set-up specification

SOP:	OPENING DUTIES: BAR
Specifications :	You need ice, sliced lemons and any other equipment, such as a bottle opener, foil cutter, ice buckets available Ensure your glasses are fully stocked Ensure wine store / fridge is well stocked Ensure coffee machine is switched on and operating correctly Ensure you have cups, including take away cups, milk, sugar & sweeteners for the coffee machine If your bar is licensed to play music, ensure an appropriate, pre-approved selection is made and playing prior to service Ensure staff are briefed on the missing items

To be used in conjunction with general opening procedures

SOP:	CLOSING DUTIES : BAR
Specifications :	• Notify all guests of pending last orders 15 minutes before bar closes • Following the end of service, reduce lighting in immediate bar area to low level • Secure cash and take final till reading • Remove cash to a non-public area to count and record; separate float and takings • Secure takings and float inside a safe or take immediately to the cash office; do not leave the bar area unmanned if customers are still drinking in there • Carry out cleaning schedule, completing daily cleaning tasks • Replenish glasses with clean glassware • Dispose of remaining ice and wash ice buckets • Cover remaining sliced lemons and limes and refrigerate for following day • Secure bar with lockable bar cupboards/fridges/storerooms • Switch off lights, set alarm and secure premises

8. Beverage Specification

Hot drinks

All beverages should be made as per specifications as outlined in the completed drinks specs. If a customer requests a beverage that is not advertised, every attempt to meet the request should be carried out.

Hot Drink Specification

Beverage Specification				
Brand Standard	Visual Specification	Set-up & Service Method	Service Equipment	Points of Quality
Latte		Frothing of semi skimmed milk in appropriate glass with single shot espresso added	Mugs, milk, sugars and spoons to be in close proximity	Coffee machine should be set to appropriate mug size – see manufacturer to assist with this
Cappuccino		Single shot of espresso in cappuccino cup with frothed semi skimmed milk Customer to be offered chocolate to be sprinkled on top	Mugs, milk, sugars and spoons to be in close proximity	Coffee machine should be set to appropriate mug size – see manufacturer to assist with this
Espresso		Single shot espresso pre portioned grinder	Mugs, milk, sugars and spoons to be in close proximity	Coffee machine should be set to appropriate mug size – see manufacturer to assist with this
Americano		Espresso is poured in appropriate cup and added with hot water	Mugs, milk, sugars and spoons to be in close proximity	Coffee machine should be set to appropriate mug size – see manufacturer to assist with this
Breakfast Tea		Individual tea bags Boiled water dispenser from coffee machine Milk to be offered	Mugs, milk, sugars and spoons to be in close proximity	Hot water dispenser should be set to appropriate mug size – see manufacturer to assist with this
Arabic Coffee				

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Cold Drink Specification

Beverage Specification				
Brand Standard	Visual Specification	Set-up & Service Method	Service Equipment	Points of Quality
Bottled drinks		Open and pour contents into glassware before transfer to customer Offer ice & lemon or lime slice, as appropriate		
Fruit juices		Open and pour contents into glassware before transfer to customer Offer ice		
Still & sparkling bottled water		Open and pour contents into glassware before transfer to customer Offer ice & lemon or lime slice, as appropriate		

9. Kitchen Operating Procedures

Planograms & set-up specifications

Overall pass set-up:

Visual to be added –



Specifications :

Olive oils, crispy gaerlic, olive powder, zaatar, micro herbs, flowers, spoons in water with a drop of vinegar

10. Service Procedures

Communication & Session Briefing Sheet

The communication and session briefing sheet provides an effective method of handover between different operating shifts and can be used for all meal occasions.

Recommended that the form be completed by the production kitchen and sent over to the relevant outlet with stock items for that day. Stock items must be checked against orders and any outstanding information required

on the form, should then be completed. The form must be passed to the till order point or the Supervisor / Team Leader on duty.

This will form the basis for briefing the team. Ensure all information is obtained prior to pre-session briefing. The supervisor on duty is responsible for completing this sheet and filling following the end of day procedures.

(See Appendix 2 for the Communication and Session Briefing Sheet)

SOP:	Ensure the communication & session briefing sheet is completed for each outlet selling food, prior to service commencing
Specifications :	• Duty Manager to prepare Comms Sheet daily • Kitchen should be consulted to see out of stock items, low stock items • Daily sales target needs to be communicated

Customer Meet & Greet Procedure

The following give general pointers to observe to assist with Customer Service. All staff who are likely to be involved in food and beverage service should be briefed on them

SOP:	COCO LOUNGE & GRILL - MEET & GREET
Specifications :	Middle Eastern hospitality is world famous and at Coco Lounge & Grill we want our patrons to feel welcome 1. Every customer must be greeted with Welcome Sir / Mam this makws customers feel welcome 2. When giving the menu at the table and when walking in by the person seating them Please say this again 3. When serving each dish, please say: Enjoy

General Service Procedures

SOP:	General Service Enlightened Hospitality
Specifications :	General service • Acknowledge customer within 30 seconds by using verbal contact, eye contact or body language. Smile • Ask at least once during the meal experience, if everything is ok for the customer • When order delays occur (as a rule of thumb 5-7 minutes for a starter / 10-12 minute), always apologise for keeping customer waiting • Be polite and courteous to all customers. Always use eye contact • Smile and remain calm even when busy • Where a customer is indecisive, use this opportunity to advise customers and up-sell where there is an opportunity Seated Area during Service • Remove food debris, crockery, cutlery and any condiments as soon as the table has finished eating • Fully clear tables and wipe down after it is vacated. Tidy furniture and re-set for next guests

SOP:	Client Business Cards
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**Specifications
:**

Coco Lounge & Grill endeavours to give each client the best possible service and adhere to the core principles of the "Enlightened Hospitality"
In view of developing a Coco Lounge & Grill following and community, we need to build a customer database

- Please collect client business cards
- Present all business cards collected to the Admin Staff on a weekly basis for database updating

SOP:	Guest Requests
Specifications :	• If a guest has a specific request prior to arrival, note request and their personal contact details • Consult Duty Manager to determine feasibility of request and cost to customer • Inform the customer via telephone or email to advise whether the request can be met • Where necessary, advise of any anticipated costs to the customer • If agreed, note the request on the diary system and ensure any be-spoke orders are placed • On the day of the guests visit, Duty Manager to ensure the specific requests are met and customer is satisfied with service delivery • Any requests that are made on the day should be accommodated where possible • Consult your duty manager and / or head chef as appropriate • Ensure guest is charged an appropriate amount for specific requests

SOP:	FRIENDS & FAMILY / VIP list
Specifications :	• The Directors will provide a list of VIP guests that will benefit from 50% off ther total bil • The Manager must be notified of any visit from the patrons of this VIP list • Name dropping is not to be accepted without prior authorisation from the two Directors

SOP:	Complimentary Procedure
Specifications :	The staff complimentary procedure Authorised by Duty Manager 25% from day 1 of employment increasing to 50% at your 3 month anniversary • You must notify your Manager in advance of your intention to dine in Coco Lounge & Grill • All staff complimentary items must still be keyed into the till, using the complimentary button – only Duty Manager should be able to process this transaction • All cases of complimentary transactions should be supported by relevant paperwork • Complimentary transactions will be part of the financial audit and the duty manager must be accountable for all processed

SOP:	Upselling Procedure
Specifications :	You must offer every table / guest he following items Appetizers Sides Water Desserts Use terminology such as: “ would you like to try.. “ I recommend some xxx to accompany your grill ” “ Shall we start with some mezzes to share ”

SOP:	Service Recovery & Complaint Handling
Specifications :	Whist every care is taken to ensure that they do not happen, customer complaints must be dealt with swiftly, politely and with minimum disruption to the operation of the outlet you are based in. Care should also be taken not to disturb other visitors. Keep guest informed Keep duty manager informed and advise of final outcome If a complaint escalates and you are unable to satisfy the customer, contact your senior team and request support When managing every complaint, use the following points as a general guideline, but be prepared for any eventuality: • Listen – Hear what the customer is saying and allow them to finish. Do not interrupt them. Use body language to ensure that the customer knows you are listening. Nod as they are talking and keep eye contact • Apologise – Let the customer know that you have heard them by saying that you are sorry that they feel this way • Amend – Take immediate action to put things right. Sometimes you may need to ask the customer what they would like you to do i.e. if they have had a cold meal or the food they have chosen does not taste right to them, they may not want a straight replacement. You will need to talk to them to establish what will be the correct solution under the circumstances. If you need support, request the presence of your duty manager • Remove – If the complaint is about the food then remove it straight away and offer a replacement • Explain – If a complaint is due to events outside of your control, try to explain the circumstances and empathise with customer, showing that you can understand how they are feeling

	• Ensure – That the customer goes away happy. They are our best form of PR. A customer who has a complaint resolved positively will tell more people than one who has not If the complaint is of a serious nature and could have implications on individuals or other departments, then refer to the Coco Lounge & Grill complaints policy
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SOP:	Lost Property
Specifications :	• If you find any item that you know is not part of your outlet, take immediately to your duty manager • The Manager will log details of the item and look for names or other signs of identification • Where possible, the customer will be contacted by Coco Lounge & Grill and the item kept safe in a 'safe' or lockable cupboard until it can be returned to the guest • Always ask the guest if they would like the items posted or couriered to speed the process • Ensure all lost property is secured in a safe or lockable cupboard and stored in date order • All lost property must be kept for a minimum of one year and for longer if storage space allows • If a guest contacts you and you are not aware that their property has been found, refer them to your manager • If the customer assumes theft, the Police must be informed • All staff lost property should be treated as guest lost property

11. Equipment

Maintenance

SOP:	What to do in case of equipment breakdown
Specifications :	- Notify your duty manager immediately with a detailed resume of the technical problems - If the machine presents a danger to you or any other member of staff and guest, shut it down and remove electrical feed - Place a clear " out of order" sign - If the faulty equipment is a food storage option-act quickly ! Maintenance Contract: Refer to General Maintenance in the first pages

12. Marketing Procedures

Marketing & Promotions

SOP:	All marketing and promotional activity must be pre-approved by the Directors
Specifications :	• The annual promotions calendar will detail all core promotional activity • Any additional promotions must be planned from concept through to agreement, with sufficient time to seek approval and have promotional support material printed • All promotional ideas proposed by employees will be considered

13. Safety & Security Procedures

Accident Reporting

SOP:	All accidents to visitors and staff must be reported in the Accident report log and filed for inspection by third parties, as required
Specifications :	• Each outlet should have blank accident report forms filed in a safe place • In the event of an accident, a first aider or senior member of the team should complete the form and return to the duty manager for entry on the accident log • Copies of the completed forms should be filed as a back-up log

First Aid Procedures

SOP:	A minimum of one duty first aider should be within the building at all times
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Specifications :	• Coco Lounge & Grill has a responsibility to ensure they have key staff formally trained to act as first aid officials on site • First aid qualifications must be repeated every three years or sooner if required • Details of all qualified first aiders should be listed within every outlets back of house areas • A first aider should be notified every time an accident occurs
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Fire Evacuation Procedure

SOP:	Fire Evacuation TO BE CONFIRMED with Fire company
Specifications :	All staff must be made aware of core fire procedures on their first day of employment . All fire extinguishers will be managed by a nominated H&S company and must be periodically checked In the event of a suspected fire or incident requiring evacuation, the nearest fire alarm should be activated 1. Call 112 and set off the fire alarm 2. Assist guests to the closest evacuation point, upon hearing the alarm 3. Do not to stop to collect any personal belongings, upon hearing an alarm 4. Cash handlers secure cash prior to evacuation, if it appears safe to do so 5. DO NOT return onto the premises unless a senior member of the team or qualified Fire representative says it is safe to do so

Threats – bombs, assault, theft

SOP:	Any threat to security should be treated as a serious incident and immediately reported to the emergency services at 112
Specifications :	• Upon suspicion of a potential threat, the emergency services should be contacted • If deemed safe to evacuate the building, raise the fire alarm and follow evacuation procedures as for fire

	• In the event of theft or attempted theft, cash should be secured immediately if safe to do so • No employee must risk their personal safety or the safety of others if a threat occurs • If a suspicion of assault occurs, the duty manager and the Police must be notified immediately. Assess whether medical assistance should also be summoned
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Aggressive Behaviour – customers & staff

SOP:	Coco Lounge & Grill will not tolerate any aggressive behaviour from staff or visitors, whilst on our premises
Specifications :	• In the event of an aggressive situation, the parties involved will be asked to leave the premises 1. The GM must be notified immediately to act as back-up for potential situations 2. The Police should be notified if deemed appropriate or if any physical situation arises 3. Under no circumstances should employees put their own or others' safety at risk Coco Lounge & Grill will not tolerate aggressive or abusive behaviour against any employee. In this event, the antagonistic party will be removed from site

SOP:	WORKPLACE SECURITY What to do if you feel threatened
Specifications :	All employees should receive a basic security induction, prior to being customer facing • Your Job descriptions should be referred to for specific security responsibilities

-
- | | |
|--|---|
| | <ul style="list-style-type: none">• All employees are expected to act in the interests of security at all times |
|--|---|

If any employee suspects there to be a potential or actual breach of security, for example : a bomb threat, malicious intent , etc Please act as follows

5. Report it to the most senior member of the team and Head Office immediately.
 6. Failure to report may result in further action being taken against that employee and would be deemed to be a breach of contractual obligation
 7. If the threat is imminent and/or directed personally place yourself as soon as possible out of harms way and dial 112.
 8. Pre and Post opening – the front door must be kept locked.
-

14. Staff Procedures

Staff Meals

SOP:	Eating STAFF MEALS/ COFFEE
Specifications :	You are entitled to one staff meal per shift or two meals for any double shift - You are allowed to eat your staff outside the restaurant premises <u>during quiet times</u> however you must cover your uniform with a jacket or outerwear - Coffee: Coco Lounge & Grill will supply staff coffee / tea as you are not allowed to consume our speciality batch coffee

Staff Taxis

SOP:	taxis
Specifications :	Coco Lounge & Grill does not endorse the charge of un-authorised staff taxis

Sickness Absence

SOP:	All employees are expected to maintain regular daily contact with your place of employment during sickness absence
Specifications :	• Contact the duty manager as soon as you realise you are not well enough to be within the workplace • You must call the restaurant main line or email Failure to call your workplace will be treated as unauthorised absence and may result in disciplinary proceedings For absences lasting between three and seven days, you will be required to complete a self-certification form when returning to work

Lateness

SOP:	If you are going to be late for the start of your shift
Specifications :	• Your journey to work is your responsibility • You are required to be within your outlet and ready for work no less than 15 minutes before your advertised shift start time • The standing operating procedure should you be late is to call your duty manager to advise of the situation

Leave of Absence/ Holiday

SOP:	Requests
Specifications :	• Emergency leave of absence will be unpaid • Emergency leave of absence will be granted at the discretion of your manager • You must fill out the appropriate format at least 4 weeks prior to your intended date of departure in order to have your holiday request considered

Induction & Training

SOP:	All employees are entitled to receive a comprehensive paid work induction and regular opportunity to relevant training
Specifications :	• All employees will be given a basic induction • All employees are entitled to an annual appraisal • Coco Lounge & Grill encourages open communication and welcomes feedback from colleagues • All employees will be considered for role appropriate personal development and training • All employees are required to participate in statutory training

	COCO LOUNGE & GRILL INDUCTION will include: - Walkaround - Get to know you - Menu items - Till operations - Coffee making - Foodtastings - Upselling, customer scenarios, complaints handling - Drinks - Service - Booking system & credit card
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15.0 Licensing Objectives

London council (Westminster Council) adheres to strict guidelines in their fight against unruly behaviour deriving from alcohol consumption. Their key licensing objectives are

1. Prevention of crime and order
2. Public safety
3. Prevention of Public Nuisance
4. Protection of Public Nuisance

SOP:	All employees are required to familiarise themselves with Coco Lounge & Grill 's principles in their joint objectives in this matter Appendix 5
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Appendix 2: Communication & Session Briefing Sheet

Date:	Manager on duty:		Checked by
			(Initial)
Daily sales target	£	Covers:	
Stock items:			
Pastries available			
Daily specials (Mains)			
Daily specials (wraps)			
Daily specials (Desserts)			
Items unavailable			
Low stock items			
Additional menu info (contains nuts etc)			
Anticipated activity (E.g. specific parties booked, anticipated house count)			
Check	Menu boards updated		
	Till uploaded with 'specials' prices		
	Staff all briefed on service		
After Service:			
Summary (to be completed by Team Leader or Duty Manager)	Final takings:£ Final covers served:		
Any notes on the day (Following service)			

OPENING DUTIES BAR AND FLOOR

Date (Week Commencing):							
Action (please check and initial each section)	Mo n	Tue s	We d	Thur s	Fr i	Sa t	Su n
BAR							
Turn on coffee machine							
Turn on all oven							
Check all fridges and freezers and log temperatures							
Take in deliveries and check all produce against the order Contact kitchen if any discrepancies, damaged items or any of unacceptable quality.							
Ensure coffee machine area is prepared: flush through with hot water as per instructions, grind coffee, and check crockery, teaspoons and sugar are available.							
FLOOR							
Ensure cutlery and condiments are all full and in correct locations							
Set up all counters as per planogram							
Check all sell by dates on ambient food products							
Check beer fridges & re-stock with all labels forward facing							
Check toilets are clean and have sufficient paper products and soap.							
FINAL WALK AROUND B4 OPENING							

Week ending: _____

CLOSING DUTIES BAR AND FLOOR

Date (Week Commencing):							
Action (please check and initial each section)	Mo n	Tue s	We d	Thur s	Fr i	Sa t	Su n
BAR							
Clean the coffee machine as per instructions Ensure all electrical equipment is switched off (except fridges and freezers)							
All other food to go into the fridge, to be covered, day dotted and placed in appropriate fridge							
Ensure all electrical equipment is switched off (except fridges and freezers)							
FLOOR							
Sanitise all tables and chair seats							
Collect all signage in							
Check external areas and remove any litter, cigarette ends etc.							
Fill condiments and cutlery Check external areas and remove any litter, cigarette ends etc.							

Week ending: _____

Weekly management check list

Date (Week Commencing):							
Action (please check and initial each section)	Mo n	Tue s	We d	Thur s	Fr i	Sa t	Su n
Fire alarm check							
Float check							
Print cleaning schedules							
Weekly staff rota							
Banking							
Communication & session briefing sheet							
Labour: hour calculation							
Stock take							
GM reporting preparation							

Week ending: _____

Appendix : Example Cleaning Schedule

[illegible]

Clean inside oven & sides and back of oven	OS										
Clean/Sanitise Glass Shelves, and Crockery Shelves	LS										
Clean/Sanitise storage shelves	LS										
Clean/Sanitise Tiles	LS										
Deep Clean Floor	LD										
Clean Beer Lines	LD										
Empty all sugar holders and put through dishwasher											
Empty all cupboards and sanitise	LS										
Empty cutlery holders put through dish wash											
Empty all storage baskets/containers and wash											
Deep Clean Floor	LD										

Note; We operate a clean as you go system.

Any spillages must be cleaned up immediately

Checked And Signed By Line Manager.....

Keep on File for Inspection By EHO

Product	Code
Liquid sanitizer	LS
Liquid degreaser	LD
Oven Spray	OS
Powder degreaser	PD

Outlet name..... – Back of house																
Week commencing.....																
Tasks	Prod uct	Completed By (Initial)								Checked By (Initial)						
Daily		M o n	T u e	W e d	T h u	F r i	S a t	S u n		M o n	T u e	W e d	T h u	F r i	S a t	S u n
Clean and Sanitise all Work Surfaces in the Back of House Area	LS															
Sweep and Mop Kitchen Area	LD															
Sweep and Mop Walk in Fridges	LD															
Deep Clean Floor	LD															
Tidy, Clean and Sanitise All Shelves	LS															
Clean and sanitize Dishwasher	PD															
Clean And Sanitise All Table legs Within The Dish wash Area	LS															
Sweep and Mop dry store area	LD															
Clean and sanitise small oven	LS															
Clean And Sanitise Underneath and Around Sinks in dishwasher Area	LS															
Leave Mop Bucket Clean And Sanitised	LS															
Leave Area Clean And Tidy	LS															
Weekly		Completed By (Initial)								Checked By (Initial)						
Tidy Chemical Store																
Clean and Sanitise Underneath Work Surfaces	LS															
Sweep and Clean Fridge	LS															
Clean Kitchen Walls	LD															
Tasks	Prod uct	Completed By (Initial)								Checked By (Initial)						

			M o n	T u e	W e d	T h u	F r i	S a t	S u n		M o n	T u e	W e d	T h u	F r i	S a t	S u n
Daily																	
Monthly		Completed By (Signed)								Checked By (Signed)							
Deep Clean Counters in Servery	ACD soup , LS othe r																
Put any utensil holders/tins through dishwasher																	
Clean Extractor Hoods And Canopies	PD																
Clean Kitchen Skirting	LD																
Soak all cups overnight to remove stains																	
Quarterly		Completed By (Signed)								Checked By (Signed)							
Defrost Fridges / Freezers and clean																	

Checked and Signed By Line Manager.....

Keep on file for inspection by EHO

Product	Cod e
Liquid sanitizer	LS
Liquid degreaser	LD
Oven Spray	OS
Acid cleaner descaler	ACD
Powder degreaser	PD

Coco Lounge & Grill Pledge to assist in London Council Licensing Objectives

In response and support to the Council's licensing objectives, Coco Lounge & Grill will take the following actions

1. Prevention of crime and disorder

- **CCTV System installed to monitor entrances, exits, and other parts of the premises in order to address the prevention of crime objective. Hard drive footage will be stored for at least 31 days in case of police need.**
- **External lighting will be clear and bright.**
- **A clear and legible notice outside the premises indicating the normal hours under the terms of the premises licence during which licensable activities are permitted.**
- **Not selling of alcohol to their customers.**
- **Customer will never be sought by means of personal solicitation outside or in the vicinity of the premises.**
- **Promotion of a calm, safe environment, with no loud music or bar area**

2. Public Safety

- **Internal and external lighting fixed to promote the public safety objective.**
 - **Well trained staff adherence to environmental health requirements.**
 - **Staff areas and storage areas will be kept locked and closed during trading hours**
 - **A log book or recording system shall be kept upon the premises in which shall be entered particulars of inspections made; those required to be made by statute, and information compiled to comply with any public safety condition attached to the premises licence that requires the recording of such**
-

information. The log book shall be kept available for inspection when required by persons authorised by the London law.

- All parts of the premises and all fittings and apparatus therein, door fastenings and notices, lighting, heating, electrical, air condition, sanitary accommodation and other installations, will be maintained at all times in good order and in a safe condition.
- First aid box will be maintained and available at all times.
- Excellent hygiene and clean up training for all staff. Regular maintenance of equipment

3. Prevention of public nuisance

- Noise reduction measures to address the public nuisance objective.
- Prominent, clear and legible notices will be displayed at the exit requesting the public to respect the needs of nearby residents and to leave the premises and the area quietly.
- Deliveries of goods necessary for the operation of the business will be carried out in the morning or in such a manner as to prevent nuisance and disturbance to nearby residents.
- The Licensee will ensure that staff who arrive early morning or depart late at night (ex. for unpacking, pricing newly delivered goods) when the business has ceased trading conduct themselves in such a manner to avoid causing disturbance to nearby residents.
- Customers will be asked not to stand around talking in the street outside the premises.
- Customers will not be admitted to premises outside opening hours.
- The movement of bins and rubbish outside the premises will be kept to a minimum after 11.00pm. This will help to reduce the levels of noise produced by the premises.
- Any lighting on or outside the premises will be positioned and screened in such a way so as to not cause a disturbance to nearby residents.
- Adequate waste receptacles for use by customers will be provided in the local vicinity.

4. Protection of children from harm

- We aim to provide a safe, family friendly environment. Well trained staff will understand the requirement for persons' identification, age establishment etc.
 - All the details provided in Training Record Book will be available in the retail unit.
-

- **Log Book will be kept upon the premises all the time.**
