

STANDARD OPERATING PROCEDURES

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What is SOP?



- ▶ Standard Operating Procedure (SOP) is a set of written instructions that document a routine or repetitive activity followed by an organization

- ▶ The development and use of SOPs are an integral part of a successful quality system as it provides individuals with the information to perform a job properly, and facilitates consistency in the quality and integrity of a product or end-result.

Contents of SOPs

- ▶ Since each hotel operates and functions differently depending on varying circumstances, and has its own ways of carrying out certain procedures, the SOPs in different organisations will differ.
- ▶ However, the basic content, structure, and the concepts of SOPs will obviously be the same.

Content of SOPs

- ▶ Name & Address of the company
- ▶ SOP number, and Date when the SOP was prepared/reviewed
- ▶ Aim or Objective of the SOP
- ▶ Scope of the SOP (area which will be covered by the SOP)
- ▶ Process/Steps to be carried out, in sequential order.
- ▶ Whose responsibility it is to carry out the SOP.
- ▶ Any other useful information
- ▶ Name and signature of the person/s who made/reviewed the SOPs, along with date of review.

- ▶ SOPs detail **consistent conformance** the regularly recurring work processes that are to be conducted or followed within an organization.
- ▶ They document the way activities are to be performed to facilitate to technical and quality system requirements and to support data quality.

- ▶ SOPs are intended to be specific to the organization or facility whose activities are described and assist that organization to maintain their **quality control and quality assurance processes** and ensure **compliance with governmental regulations**

- ▶ If not written correctly, SOPs are of limited value.
- ▶ In addition, the best written SOPs will fail if they are not followed.

- ▶ Therefore, the use of SOPs needs to be reviewed and re-enforced by management, preferably the direct supervisor.
- ▶ Current copies of the SOPs also need to be readily accessible for reference in the work areas of those individuals actually performing the activity, either in hard copy or electronic format

- ▶ When historical data are being evaluated for current use, SOPs can also be valuable for reconstructing processes and transaction trails when no other references are available.

- ▶ SOPs should be written in a concise, step-by- step, easy-to-read format.
- ▶ The active voice and present verb tense should be used. The term "you" should not be used, but implied.
- ▶ The document should not be wordy, redundant, or overly lengthy

- ▶ The organization should have a procedure in place for determining what procedures or processes need to be documented.
- ▶ Those SOPs should then be written by individuals knowledgeable with the activity and the organizations internal structure.



- ▶ A team approach can be followed, especially for multi-tasked processes where the experiences of a number of individuals are critical.

- ▶ SOPs should be written with sufficient detail so that someone with limited experience with or knowledge of the procedure, but with a basic understanding, can successfully reproduce the procedure when unsupervised.

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- ▶ The organization should maintain a master list of all SOPs.

- ▶ This file or database should indicate the SOP number, version number, date of issuance, title, author, status, organizational division, branch, section, and any historical information regarding past versions.

- ▶ The person in charge of Sops is generally the individual responsible for maintaining a file listing all current quality-related SOPs used within the organization.

DEVELOPMENT OF SOPS

Identify the departments

- ▶ Ideally all department should have SOPS although the Core hotel departments are most critical because they deal directly with the Customer service.
- ▶ Front Office
- ▶ Housekeeping
- ▶ Kitchen
- ▶ Service (Restaurants and Banqueting)

Ascertain your end result (Quality)

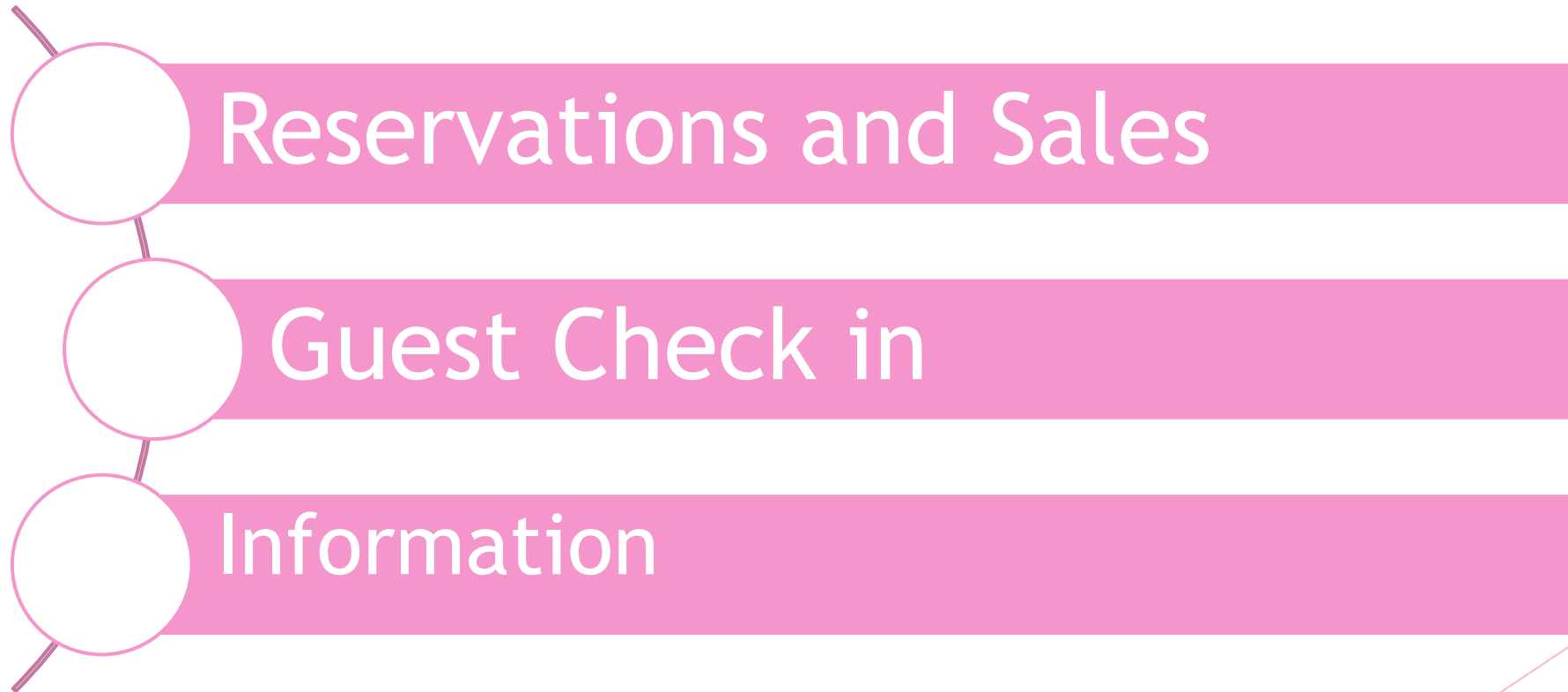
- ▶ Which are the Key performance indicators (KPI) in your department?

Examples of KPI's

FO	HK	F&B	KITCHEN
Float atleast 90% available	Room cleaning in 40 minutes.	Correct orders taken.	Meals ready 10 minutes before service
All Arrivals checked in the system by 3.00 pm shift.	Availability of linen as per determined stock.	Bar stock taken and reports produced daily.	Hygienic clean kitchen (sanitised)
All registration cards filled and signed by the manager.	Guest cloak rooms spot cleaned every hour.	Banqueting room set one day before event.	Meals Served at right temperature.
Notice Boards updated on a daily basis	Equipment maintained as per schedule.	200 glasses available at the bar for service.	Cold rooms cleaned twice a week.

Identify the tasks in each department

Front Office



Housekeeping

- Room cleaning
- Public area Cleaning
- Laundry

Public Area Cleaning

- Corridors
- Cloak rooms
- Staff areas

Kitchen

- Gardmanger
- Saucier
- Kitchen Cleaning

Writing the SOP

Reservation

- Pick the phone promptly.
- Take the details of the reservation

Check in

- Receive the guest quickly
- Ensure guest registers

Restaurant

- The guest shall be seated immediately upon arrival.

Restaurant

- The hostess shall seat the guest upon arrival and provide the menu.

Reservation

- Pick the phone after 3 rings
- Take the details on a reservation form

Check in

- Provide a glass of juice upon guest arrival
- Ensure guest fills and signs registration cards.

Kitchen Cleaning

- Ensure you clean kitchen frequently.

Kitchen Cleaning

- Ensure you Clean kitchen as per schedule.
- Ensure you clean kitchen after every meal.

Day	Time	Duties	Signed
MONDAY	10.00 AM	<input type="checkbox"/> Waste bins emptied. <input type="checkbox"/> Drainages cleaned. <input type="checkbox"/> Table tops sanitised. <input type="checkbox"/> Floor cleaned and disinfected.	Kamau
	3.00 pm	<input type="checkbox"/> Waste bins emptied. <input type="checkbox"/> Drainages cleaned. <input type="checkbox"/> Table tops sanitised. <input type="checkbox"/> Floor cleaned and disinfected.	Omondi
	11.00 pm	<input type="checkbox"/> Waste bins emptied. <input type="checkbox"/> Drainages cleaned. <input type="checkbox"/> Table tops sanitised. <input type="checkbox"/> Floor cleaned and disinfected. <input type="checkbox"/> All cutlery, crockery and pots cleaned. <input type="checkbox"/> Fridges Cleaned.	Kamau

- ▶ In your groups write a Standard operating procedure for a task of your choice to present on Friday.

Thank you