[COMPANY LOGO]

Dine-in Order Preparation Flow

Last Updated: 22/01/2024

Employee Responsible: Service Kitchen Staff

Purpose:

The purpose of this document is to outline the steps taken by the kitchen staff to properly complete each dine-in ticket order that is received in the service kitchen (Using a Kitchen Display System tablet).

Review Procedure:

This procedure document should be reviewed (and updated if necessary) by the **Regional Supervisor** at least **Once Every 2 Months** or immediately after any physical operational procedure steps have been changed at any point.

Procedure Outline

1. Order Receival Process
2. Order Preparation Process
3. Order Bagging Process
4. Delivery Order Set-Up Process

Order Receival Process

Purpose: Notify the kitchen of a new order to take the appropriate preparation steps.

Procedure:

1. The new order information will appear on each station's tablet screen as a digital ticket.
2. Each station's cook(s) will review the order to understand what items they are incharge of preparing.
3. The expeditor will verbally announce any modifications on the new ticket that have been requested/made by the customer to ensure the food items are prepared properly by the cooks and no modification errors occur.
4. Stations that this order does not affect will take no action at this time.

Order Preparation Process

Purpose: To properly prepare the food item(s) prior to the bagging and delivery stage.

Procedure:

1. Each station's cook will begin preparing the ticket item(s) in accordance with the item's official preparation procedure.

2. Cooks will use the programmed digital cooking timers to prepare any food item which requires cooking.
3. Each cook will be alarmed of each item's preparation time by the color changing timer feature found on the order's digital ticket on the KDS tablet screen.
4. Once each cook has completed the item's packaging process, the employee will place the item on the dispatcher table to be bagged

Order Expediting Process

Purpose: To review the quality of each food item and ensure that all components of the order reach the guest exactly as requested.

Procedure:

1. [Input the process of how your restaurant expedites orders to the guest once all items for the order have been prepared]

Monitoring

The entire dine-in order flow process will be managed by the kitchen supervisor. All food service performance data should be recorded automatically through the kitchen management software and will be reviewed by the regional supervisor for metrics such as average order preparation time, etc.

SIGNATURES

Signatures from employees and management to confirm that they have read and understand procedures.

Staff Member Name	Signature	Date

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