



EBOOK

Hotel Standard Operating Procedures: **Kitchen**



2023

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Intro

Standard operating procedures (SOPs) are common tools used by businesses to ensure consistency and excellence.

In the hotel and hospitality industry, creating and maintaining high-quality SOPs is imperative. These documents prevent accidents, increase staff efficiency and effectiveness, and improve the guest experience. Kitchen SOPs, for example, ensure workers produce high-quality food in a safe, consistent way.

SOPs are step-by-step instructions for an activity or process in the workplace. They ensure every task is done to the same standard no matter the time of day or staff member.

Creating a set of SOPs for each department can be easier said than done, especially when you're understaffed. So, whether you're starting from scratch or updating your SOPs, we've created this guide for you. In each section, you'll find multiple checklists to work from.



Want to go back to basics?

Read our complete guide to standard operating procedures (SOPs).



Kitchen staff personal hygiene

The personal hygiene of your staff is a must when working in a kitchen environment. For kitchen staff, hygiene is more about maintaining safety standards rather than presentation - though that matters too.

General hygiene

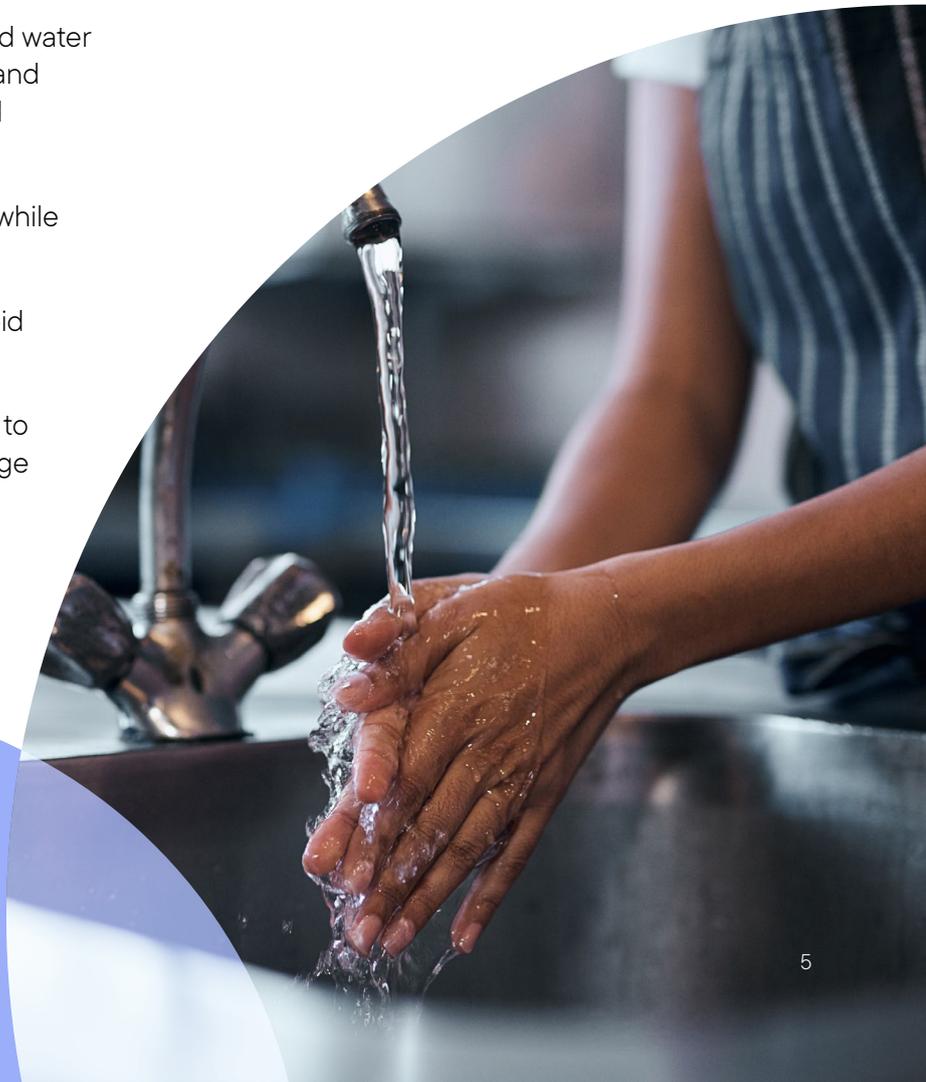
- All kitchen staff must wear clean uniforms, aprons, and headgear while on duty.
- Staff should have clean hands, nails trimmed, and beards trimmed or covered.
- Cuts or wounds must be covered with waterproof dressings, band-aids, and gloves.
- Staff should avoid wearing jewelry or watches while working in the kitchen.
- Staff should take regular showers and maintain personal hygiene.
- Smoking and vaping are only permitted in designated outdoor areas. Smoking or vaping indoors is strictly prohibited.
- Gum chewing is disallowed in food production areas.

Hand washing

- ▶ Wet your hands with warm running water.
- ▶ Apply enough soap to cover all surfaces of the hands.
- ▶ Rub hands together vigorously for at least 20 seconds, paying special attention to the backs of the hands, between the fingers, and under the nails.
- ▶ Rinse hands thoroughly under running water.
- ▶ Dry hands with a clean paper towel or hand dryer.
- ▶ Use a paper towel to turn off the faucet and open the door when leaving the restroom.
- ▶ Always wash your hands before handling food, after handling raw meat, after using the restroom, and after blowing your nose or sneezing.
- ▶ Use hand sanitizer when soap and water are not available, but note that hand sanitizer should not replace hand washing.
- ▶ Avoid touching your face or hair while working in the kitchen.
- ▶ Keep nails short and clean to avoid trapping dirt and bacteria.
- ▶ Wear gloves when handling food to prevent contamination and change them frequently.

Cuts and burns

- ▶ A fully stocked first aid kit must be available in the kitchen at all times. The kit should include items such as sterile gauze, adhesive bandages, burn gel, and band-aids.
- ▶ As soon as an injury occurs, report it to the kitchen supervisor or designated first aid responder.
- ▶ Clean the affected area immediately with soap and water. A mild antiseptic may be used if necessary to clean the wound.
- ▶ Dress the wound with a sterile dressing to prevent infection. If it is a small cut, a blue band-aid must be used.
- ▶ The affected staff member should be given rest until they feel well enough to continue. The staff member may be sent home if the injury is serious.



Kitchen dress code

-  **Headgear:** All kitchen staff must wear a head covering such as a hairnet to prevent hair falling into the food.
-  **Tops:** Kitchen staff must wear clean, comfortable tops that cover the entire torso including arms and back. Chef jackets are acceptable.
-  **Bottoms:** Kitchen staff must wear clean, comfortable pants such as chef pants or khakis.
-  **Shoes:** Kitchen staff must wear closed-toe, non-slip shoes in good condition.
-  **Gloves:** Gloves must be worn when handling ready-to-eat food or when cleaning/sanitizing the kitchen. Gloves should be changed regularly.
-  **Jewelry:** All jewelry should be removed before entering the kitchen.
-  **Aprons:** Kitchen staff must wear clean, comfortable aprons.





Kitchen opening and closing

Your kitchen closing or opening could set up the success of a whole shift. The opening is the time when ingredients are prepped and staff members are made familiar with the day's specials. The closing is where the kitchen is reset, cleaned thoroughly, and made ready for the next day.



Opening

- ▶ The head chef or designated supervisor should inspect the entire kitchen to ensure that all equipment, utensils, and work areas are clean and in good condition.
- ▶ The kitchen should be thoroughly cleaned and sanitized before the start of the shift. This includes cleaning all surfaces, equipment, and utensils with an approved cleaning solution and hot water.
- ▶ The kitchen should be stocked with all necessary food items, supplies, and equipment. This includes checking the inventory of food items, ensuring that all equipment is in working order, and stocking up on cleaning supplies and utensils.
- ▶ The head chef or designated supervisor should brief the kitchen staff on the day's menu, any special requests or dietary restrictions, and any other relevant information.
- ▶ The kitchen staff should start preparing food according to the day's menu. This includes prepping ingredients, cooking food, and plating dishes.
- ▶ The kitchen staff should prioritise tasks and manage their time efficiently to ensure that all food is prepared and ready to serve on time.
- ▶ The kitchen staff should maintain open communication with each other and with the front-of-house staff to ensure that orders are taken accurately and food is delivered to customers promptly.



Closing

- ▶ The kitchen staff should start cleaning and sanitizing all surfaces, equipment, and utensils used during the shift. This includes wiping down surfaces, cleaning equipment, and sanitizing utensils.
- ▶ All food waste and other rubbish should be disposed of in appropriate waste bins. Recycling should also be taken into consideration.
- ▶ Any remaining food items should be stored appropriately in airtight containers or refrigerators. Equipment and utensils should be returned to their designated storage areas.
- ▶ All equipment, such as stoves, ovens, and fryers, should be turned off and unplugged, and gas lines should be closed if applicable.
- ▶ The kitchen staff should check the inventory of food items and supplies to ensure that everything is in order for the next shift. Any necessary items should be ordered for restocking.
- ▶ The kitchen staff should lock all doors and windows, set alarms and ensure that any electrical appliances are switched off.
- ▶ The head chef or designated supervisor should hold a debriefing with the kitchen staff to discuss any issues or incidents that occurred during the shift.
- ▶ Any food waste or spoilage should be recorded in a logbook, and any maintenance issues or equipment problems should be reported to the appropriate authority.



Kitchen cleaning and maintenance

Cleaning and maintenance in a hotel kitchen are critical to ensuring food safety and efficient operations. A clean, well-maintained kitchen helps protect your hotel's reputation.

Kitchen equipment maintenance

- ▶ Regularly inspect all kitchen equipment. This should include ovens, stove tops, refrigerators, freezers, and other appliances.
- ▶ Clean all kitchen equipment after each use using the appropriate cleaning products. Follow the manufacturer's instructions.
- ▶ Schedule regular maintenance checks for all kitchen equipment.
- ▶ Should a piece of equipment need repairing or replacing, address the issue immediately.
- ▶ Equipment that is beyond repair or doesn't meet safety standards must be replaced.
- ▶ Keep accurate and up-to-date records of all maintenance, repairs, and replacements of kitchen equipment.

Kitchen cleaning

- ▶ The kitchen should be cleaned regularly and thoroughly to prevent the accumulation of dirt and bacteria.
- ▶ All kitchen surfaces, including walls, floors, and equipment, should be cleaned with a suitable detergent and disinfectant.
- ▶ Kitchen utensils, equipment, and crockery should be washed thoroughly and sanitized regularly.
- ▶ The kitchen garbage should be disposed of regularly, and the bins should be kept clean and sanitized.
- ▶ The kitchen ventilation system should be cleaned regularly to prevent the buildup of grease and other contaminants.

Chemical handling and safety

- ▶ Clearly label all chemicals used in the kitchen. Include all names, hazards, and instructions for use on the bottle.
- ▶ Train all staff on the proper handling, storage, and use of chemicals, including the use of personal protective equipment (PPE) such as gloves and goggles.
- ▶ Store chemicals in a designated area away from food and food contact surfaces, and ensure that the area is well-ventilated and free of ignition sources.
- ▶ Keep all chemicals in their original containers with secure lids, and do not transfer chemicals to other containers unless necessary.
- ▶ Use only the amount of chemical needed for the task, and never mix chemicals unless instructed to do so by the manufacturer.
- ▶ Dispose of chemicals according to local regulations and manufacturer instructions, and never pour chemicals down the drain or into the trash.
- ▶ In case of a chemical spill, follow the appropriate spill response procedures, including evacuating the area, containing the spill, and cleaning it up with appropriate PPE and cleaning materials.
- ▶ Regularly inspect chemical containers for signs of leaks, damage, or deterioration, and replace damaged containers immediately.
- ▶ Keep a chemical inventory and track usage to ensure that all chemicals are properly managed and restocked as needed.



Integrate payments into your property management system (PMS) to save time and money, and reduce errors and fraud.

Food handling and cooking

SOPs help hotel kitchen staff produce a consistent quality and quantity of food as safely as possible. All staff should be trained in safe cooking practices, knife handling, and heavy lifting to a high standard using your SOPs. This will help your kitchen avoid accidents, injuries, and foodborne illnesses.



All staff should be trained in safe cooking practices, knife handling, and heavy lifting to a high standard using your SOPs

Cooking food

1. Review and be familiar with the recipe before proceeding with any dish.
2. Wash hands
3. Prepare your work area. Sanitize and tidy all surfaces, equipment, and utensils.
4. Set the oven to the recipe's desired temperature.
5. Measure all ingredients carefully and use the correct cooking temperatures and times.
6. Cook all food to the appropriate temperature using a meat thermometer to double-check.
7. Use separate cutting boards and utensils for raw meat, poultry, and fish to avoid cross-contamination.
8. Avoid overcooking.
9. Plate food carefully to the restaurant's standards.
10. Tidy and clean all surfaces after cooking.
11. Allow the temperature of your cooking equipment to return to an acceptable level between batches.
12. Do not expose food ingredients to room temperature for more than two hours.



Raw meat handling and cooking

1. Wash your hands before handling any raw meat.
2. Use gloves before handling raw meat and replace them often.
3. When handling raw meat, use separate or designated cutting boards, equipment, and utensils.
4. Store raw meat away from ready-to-eat food. Raw meat should always be placed on the lowest shelves.
5. Cook raw meat to an appropriate temperature so that it's safe to eat. Use a meat thermometer to check. Never serve undercooked meat.
6. Do not handle any other food or equipment while handling raw meat. Always wash your hands first.
7. Clean and sanitize all surfaces, utensils or equipment after handling raw meat.
8. Wash your hands thoroughly after handling raw meat.



Standard cooking temperatures

Fresh meat

- Ground meat: 160°F (70°C)
- Fresh beef, veal, lamb, pork steaks, chops, and roasts:
 - Recommended minimum temperature: 145°F (65°C)
 - Medium: 160°F (70°C)
 - Well done: 170°F (80°C)
 - Leftover cooked meats: 165°F (75°C) or cold if properly cooled and stored.

Poultry and game

- Ground chicken and turkey: 165°F (75°C)
- Whole chicken, turkey, duck, and goose: 165°F (75°C)
- Poultry breasts, thighs, and wings: 165°F (75°C)
- Fully-cooked poultry: 165°F (75°C) or cold if properly cooled and stored.

Ham

- Fresh (raw) ham or shoulder: 160°F
- To reheat cooked ham: 140°F

Fish and shellfish

- Fish and shellfish, any type: 145°F (65°C)

Rabbit

- Rabbit: 160°F (70°C)



Find out how Planet helps you spend less time worrying about day-to-day hotel operations.



About Planet



Planet are a global technology leader with industry leading cloud software and payments solutions for the Retail, Hospitality, and Financial Services verticals.

We operate in over 120 markets. We employ more than 2,800 people worldwide. We partner with over 100 banks. And serve over 800,000 merchants.

We combine software, payments and technology to help our customers deliver consistent, convenient and personalised experiences, which meet the changing demands of their own consumers.

Our single end-to-end platform allows retailers to support unified shopper journeys across all channels, including complex processes, such as click and collect, shop and ship, and advanced return management.

For hoteliers, we offer integrated and built-in payments that power digital guest journeys, saving them time and enabling them to generate revenue through integrated value-added services. protel Cloud PMS by Planet (formerly protel Air PMS) was created over 10 years ago with a new user interface rebuilt in 2020. It is intuitive and simple to use with a straightforward workflow that is easy to learn and teach.

We also work with a network of Financial Services Partners around the world to provide global payment processing solutions.