

STANDARD OPERATING PROCEDURES

CHAMBERS 2.2 – UNDERSTAND THE SERVICE OF



PURPOSE...	2.2 How to Clean & Refill Sugar Bowl
WHEN TO...	Weekly Backlane Duties

TASK	➤ THIS IS HOW WE DO IT...
Clean Sugar Bowl	<ul style="list-style-type: none"> ➤ Empty out sugar into separate containers respectively (white & brown sugar), discard any sugar which does not look fresh and dry or contains foreign object. ➤ Dismantle the bowl lid from the bowl ➤ Send the lid, bowl, and demitasse spoon to Stewarding for wash ➤ Polish with hot water and clean wiping cloth after wash.
Refilling Sugar Bowl	<ul style="list-style-type: none"> ➤ Top up the bowl with sufficient, but not too much, sugar to prevent spillage ➤ Include a demitasse spoon with each bowl, and firmly close the lid. ➤ You should have 6 x Brown Sugar bowls and 4x White Sugar bowls in the outlet.

RESULT...	
STANDARDS...	<ul style="list-style-type: none"> ➤ Upon departing the restaurant, team members must thank the guest for their visit, if possible use the guest's name, and wishing them an enjoyable day or evening. ➤ A warm smile and ensure that the eye contact is maintained at all time..

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Prepared By : Outlet Manager	Acknowledge by: Director Of Food & Beverage	Approve By: Hotel Manager / Director Of Operation
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