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SOP - AYC & Taco Table

Purpose

This Standard Operating Procedure (SOP) outlines the process for managing All You Can Eat (AYC) bookings at the restaurant to ensure a consistent guest experience, proper communication of rules, and adherence to service standards.

Scope

This SOP applies to all staff involved in hosting, serving, and managing AYC bookings for parties of 1–7 guests, 8+ guests, and Taco Table setups. It should be followed during all AYC services, regardless of booking time or day. Standard Flamingo service steps apply.

Procedures



Exceptions and suggested approach:

- The AYC time limit = 2h or reservation time. If AYC is for a shorter time than usual, be very clear about time limits!
- If AYC booking is running late: Communicate with the seater and check the possibility of extending the reservation if the table is available afterwards.
- If only a part of the group arrives first/early, depending on the table availability - they can either choose to start the AYC time (2 hours) already, wait or order a la carte while waiting for the rest of the group. Confirm the available options with the seater before informing the group.

- In case of ordering a la carte either take the payment upfront or add it to their tab and remind guest we don't split the bills in more than 2 equal parts.
- If guests order anything not included in AYC menu (i.e. guacamole for 1-7 pax) remind them that it costs extra

AYC 1–7 Guests

When approaching the table for the first time:

- Bring the AYC menu print
- Confirm that they have booked the AYC menu
- Explain the AYC concept and the included menu items
- Mention the time limit: 2 hours or the total booking time if it is shorter
- Ask about any allergies or dietary restrictions
- Ask if they want to try all tacos or have any favourites

Keynote:

- Maximum order is 8 tacos per person at a time
- Inform guests of the 10kr charge for leftovers when taking their food order
- Take the drink order

Keynote:

- Individual cocktails if 2 pax
- If 3 pax or more - 1 jug per 3 people

During the service:

- Advise ordering amounts to avoid tacos getting cold and to manage eating pace
- Do not place the next taco order until the current order is finished
- Refill jugs and drinks only when they are empty

When taking the last order:

- For the last order remember that individual drinks are included in the AYC
- Announce last call 20 minutes before the end of the booking and remind guests about the 10kr leftover charge

Keynote:

It is not possible to take away the leftover food. Leftover tacos are charged 10kr a piece. Leftover drinks are charged 10kr if wasted, full price if taken away.

AYC 8+ Guests

Before guests' arrival:

- Set up tables with:
 - Plates, cutlery, water glasses (2 per person), taco tray stands and spoons
 - Water bottles, chips and salsa
 - One menu per four people

Upon arrival:

- Welcome guests and inform them you'll assist them shortly
- Locate the host/person who made the reservation
- Inform the kitchen about party's arrival

When approaching the table for the first time:

- Once seated, explain the AYC 8+ experience and included menu items to everyone
- Mention the time limit: 2 hours or the total booking time if agreed otherwise
- Ask about any allergies or dietary restrictions

 Keynote:

- Communicate with the FoH and BoH team where the allergic guests seated

- Mention the leftover charge
- Take the drink order

 Keynote:

- Recommend jugs
- One jug per 3-4 people
- Explain longer waiting time if individual drinks are ordered

During the service:

- When taco trays arrive, explain each tray/individual ingredient. Ask guests to inform staff if refills are needed

 Keynote:

Recommend one good taco combination for inspiration, max. of 4 different things on each tacos: "But then again you decide - have fun"

- Regularly check the table:
 - Clear empty items and dirty napkins/alu-foil etc.
 - Refill drinks only when empty
 - Ask if everything is alright
 - Monitor how fast guests are eating
- Clean up regularly

When taking the last order:

- For the last order remember that individual drinks are also included in the AYC 8+
- Last call is 20 minutes before booking ends

 Keynote:

It is not possible to take away the leftover food. Leftover food is charged 10kr per full protein serving (i.e. cup of chicken), if ordered as a refill. Leftover drinks are charged 10kr if wasted, full price if taken away

Taco Table 8+ (Taco Feast)

Before guests' arrival:

- Set up tables with:
 - Plates, cutlery, taco tray stands and spoons
 - One menu per four people
 - If guests have starters beforehand keep the usual table setup with plates cutlery and menus only

Upon arrival:

- Welcome guests and inform them you'll assist them shortly
- Locate the host/person who made the reservation
- Inform the kitchen about party's arrival

Once seated:

- Approach the table and explain the Taco Table experience and included menu items to everyone
- Mention the time limit: Total booking time
- Ask about any allergies or dietary restrictions

 Keynote:

- Communicate with the FoH and BoH team where the allergic guests seated

- Take drink order



Keynote:

- Recommend jugs
- One jug per 3-4 people
- Explain longer waiting time if individual drinks are ordered

During service:

- When taco trays arrive, explain each tray/individual ingredient



Keynote:

Recommend one good taco combination for inspiration, max. of 4 different things on each tacos: "But then again you decide - have fun"

- Regularly check the table:
 - Clear empty items
 - Offer drinks refills
- Clean up regularly



Keynote:

- No taco refills are per default included. No leftover charge, but takeaway bags are charged 4kr total
 - However: Small refills can be extended for some items (like proteins) if deemed need by the server

Roles & Responsibilities

- **Service Staff:** Responsible for greeting, explaining AYC rules, taking orders, monitoring pacing, and ensuring guest compliance with AYC rules

- **Bar Staff:** Ensure appropriate jug service, observe one jug per 3 guests rule, and avoid duplicates. Don't place (shot) trays on guests' tables. Place individual shot glasses on tables
- **Managers:** Ensure proper setup, staff adherence to SOP, and handle exceptions or guest complaints