

Standard Operating Procedures (SOPS)

Welcome to the J D Wetherspoon SOPS Manual

The SOPS aim is to ensure that we deliver exceptional standards for our customers. They help ensure the safety of our staff, customers and contractors and enable all of our pubs to operate in a consistent manner.

The key advantages to implementing SOPS are -

- That there is clear information for our employees, as tasks are broken down into simple step by step instructions.
- That JDW operate cleaner, safer, more profitable pubs.
- That employees can transfer skills in a consistent manner from pub to pub.
- That high operating standards are delivered across the business - this will provide JDW with a competitive advantage.
- That time and resources are used as efficiently as possible.

SOPS are broken down into the following 4 colour coded folders :

Area specific SOP manuals -

- Kitchen – (Yellow)
- Cellar – (Green)
- Bar and Customer Areas – (Blue)
- Office and Back of House – (Red)

The area SOP manuals must be kept in a location accessible to all staff in the relevant area of the pub.

When new SOPS are issued ensure these are filed in the correct colour coded folder.

Keeping your folder up to date -

As new SOPS are issued, or a SOP version is updated, file a copy in the relevant colour coded, area specific folders.

Refer to the SOP index on WIS for the latest version.

If the SOP is an updated version, dispose of the previous version in a confidential waste bag.

Location of SOPS on WIS : Pub Manager Toolkit - SOPS

Feedback on SOPS should be sent to the following email address : 'SOPS feedback'

Private and confidential – for internal use only