How a Professional Kitchen Works

Below is the general sequence of operation from the point of order through to food being served.

1. The waiter places order in the POS system (point of service – the digital program that tracks orders and communicates the orders to the BOH).
2. The BOH receives the order on the on-screen docket and the expeditor (or “expo) calls out the order the to the kitchen staff.
3. Every cook has their station - whether it's starters, salads, grill, dessert - they’ll know what they need to do and they will execute their respective responsibilities for the order.
4. Each component of the order will come together at the “pass” where the expo plates the food items and organizes the table orders.
5. Once the food is plated and the order is ready to be delivered, the expo signals to the servers and runners by calling “service”.
6. At this time, the expo marks the items as “done” on the kitchen display.
7. Servers and runners must deliver the orders as soon as they are ready. Orders are usually allowed to sit no longer than 1 minute to ensure food is delivered properly. Any longer than 1 minute and the plate is considered to be “dying”. If too much time goes by, it will result in a “dead plate” and the order will need to be recooked.