

Standard Operating Procedure (SOP) For Making a Cup of Tea.

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Revision Chronology

Version Number	Date	Changes	Author, Designation	Authorisation, Designation
V1	27 Nov 2020	First written	Tony Bags, Chief Brew Maker	Robert Apples, QA Section Leader

Background

Tea is a quintessentially British beverage. It both quenches thirst and invigorates the soul. It also often justifies eating a biscuit. Making a perfect cup of tea is an essential part of daily life. The temperature of the water, strength of the tea, brewing time and quantity of milk and sugar are all components of the tea making process. Water softness/hardness is also an influencing factor.

Purpose

To ensure tea is made following a standardised method by all staff required to make tea.

Scope

This procedure applies to any person that makes a cup of tea.

Responsibilities

It is the responsibility of the person making the tea to use this SOP when making a cup of tea.

Procedure

Consumables

Tea Bag
Water
Milk
Sugar

Equipment

Kettle
Mug/Cup
Teaspoon
Bin

Procedure

1. Take care during the tea-making process as hot water can cause scalds and burns.
2. Put the required amount of water in an electric kettle and switch it on to boil.
3. Select a mug or cup for use.
4. Place a tea bag in the selected mug or cup.
5. As soon as the water in the kettle has boiled and the kettle has switched off, pour 200ml of the boiled water into the mug or cup.
6. Using the teaspoon, stir the tea with the tea bag still in the cup using an anticlockwise circular motion 20 times.
7. Using the concave part of the teaspoon, press the tea bag firmly against the side of the mug or cup in order to squeeze out the excess water.
8. Remove the tea bag using the teaspoon and dispose of it in the correct bin.
9. Check that the milk is within the use-by date.
10. Add the desired quantity of milk to the mug or cup.
11. Add the desired quantity of sugar to the mug or cup.
12. Stir with the teaspoon until the sugar has completely dissolved and the milk is evenly mixed.
13. Use caution when drinking as the tea will be hot and could burn/scald your mouth.

List of abbreviations/definitions

SOP - Standard Operating Procedure

Version Control Log.

[illegible]

Current Users Log.

<u>Staff Name (Print)</u>	<u>Version Number of SOP</u>	<u>SOP Read and Understood (Signature)</u>	<u>Date</u>