



Bush Lunch Experience

Standard Operating Procedure

1. Planning & Preparation

- **Site Selection:** Choose a location that offers scenic views, shade, and safety from wildlife. Ensure the site is approved by park authorities if necessary.
- **Permits & Permissions:** Secure any required permits and inform local authorities about the lunch event to comply with regulations.
- **Menu Planning:** Design a menu that accommodates dietary preferences and restrictions. Prioritise using fresh, local ingredients to offer a unique culinary experience.

2. Staff Roles & Responsibilities

- **Event Coordinator:** Designate an event coordinator to oversee logistics, guest interactions, and coordination with kitchen staff.
- **Service Team:** Ensure staff are trained in hospitality and knowledgeable about the menu, beverages, and local customs.
- **Security & Safety Team:** Have a security team monitor the area for wildlife and other threats. Equip them with communication devices and first aid supplies.

3. Setup & Decoration

- **Table & Seating Arrangement:** Set up tables and seating to optimise comfort and view. Consider using portable, eco-friendly furniture.
- **Shading & Shelter:** Provide shading using natural or temporary structures to protect guests from the sun.
- **Aesthetic Elements:** Incorporate local cultural elements and natural materials into the decor to enhance the authenticity of the experience.

4. Guest Safety Protocols

- **Wildlife Safety Briefing:** Provide guests with instructions on how to behave in the presence of wildlife and the importance of staying within designated areas.
- **Hygiene Practices:** Ensure that food is prepared and served following strict hygiene standards. Provide hand sanitisers and clean water.
- **Emergency Preparedness:** Have an emergency response plan, including transportation arrangements for quick evacuation.

5. Environmental Considerations

- **Waste Management:** Implement a policy of "leave no trace." Use reusable or biodegradable tableware and ensure all waste is collected and properly disposed of.
- **Minimise Environmental Impact:** Avoid disrupting the natural surroundings. Use portable equipment that minimises ground disturbance.
- **Fire Safety:** If cooking on-site, follow strict fire safety protocols and ensure fires are completely extinguished after use.

6. Communication & Coordination

- **Guest Information:** Provide detailed information to guests about the event, including dress code, itinerary, and safety instructions.
- **Staff Coordination:** Ensure all staff members are briefed on their roles, communication procedures, and emergency protocols.

7. Post-Lunch Procedures

- **Clean-Up:** Ensure thorough site clean-up, removing all equipment and waste. Conduct a final inspection to leave the area in its original state.
- **Guest Feedback:** Collect feedback from guests to assess the experience and identify areas for improvement.
- **Incident Reporting:** Document any incidents or unusual occurrences and review the SOP to make necessary adjustments.

8. Marketing & Communication

- **Event Promotion:** Highlight the unique aspects of bush lunches in promotional materials, emphasising the blend of natural beauty and culinary experience.
- **Setting Expectations:** Communicate the experience to guests, including the ruggedness of the environment and the potential presence of wildlife.