


COMMERCIAL STANDARD  
OPERATING PROCEDURE  
COVID-19



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## **Overall Responsibility: Outlet Manager**

### **Monitoring Responsibility: All Managers, Head Chefs**

#### **Who does it apply to: All Staff**

### **Team Member Hygiene**

New “Mandatory Hygiene Practice” to be implemented and monitored across all operations. Please note that these are in addition to the normal hygiene measures expected of all staff such as washing hands before work, after having handled rubbish etc.

**Hand Washing:** Must take place every 30 minutes as a minimum observing social distancing measures throughout the process.

**Hand washing duration:** team members must wash their hands for a minimum of 20 seconds with soap and water

<https://warwick.ac.uk/insite/coronavirus/wash-your-hands/>

**Sneezing or coughing:** team members must wash their hands for a minimum of 20 seconds with soap and water immediately after coughing or sneezing

**Sanitiser stations:** these will be located at all entrances and other key areas of the venue

**Good personal hygiene:** as always is an important requirement for all our team members. All hair must be tied up and certain jewellery restrictions remain in place.

**Reporting:** Any team member with symptoms of coronavirus will need to report this to their manager via telephone immediately so the appropriate cover can be organised. A link to guidance on symptoms can be found here: <https://warwick.ac.uk/insite/coronavirus/about>

### **Outlet hygiene**

**Surfaces:** all surfaces in the restaurant and kitchen areas must be regimentally cleaned every 30 minutes and as soon as a table is vacated by a customer.

**Tills:** all active service tills will have a Perspex shield to help protect the guest and team member while still offering personal service

**Disposable products:** surfaces must be cleaned with disposable products where possible and follow manufacturer’s instructions for dilution, application and contact times for all detergents and disinfectants

**Additional cleaning:** daily venue cleaning programmes will be increased for dedicated disinfecting measures on all key contact points and high traffic areas before opening to the public

**Laundry bins:** dedicated collection bins are in place for all kitchen-related laundry e.g. tea towels. These must be filled with care using provided protective gloves and face coverings. Laundry must not be shaken to avoid dispersal of particles

**Laundry bins cleanliness:** laundry bins must be cleaned out with disinfectant after each collection

**Toilets: tbc**

**Bins:** bins will be emptied using single use disposable gloves

**Napkins:** paper napkins will be used front of house to reduce customer or staff contact and replace the use of cloth for tasks such as holding warm plates

**Menus:** All menus are available online and via app or large printed versions on the walls – large print versions on recycled paper will be available to those who are unable to use the above options.

**Cutlery:** all cutlery will be wrapped individually in a napkin or pouch by a member of staff using disposable gloves to help reduce the need for additional contact. There will be no cutlery left out for guests to help themselves to; a member of staff will bring guests anything needed or communication given to customers as to where to source them.

## Face coverings, Visors and Gloves

**Face coverings: *Owing to recent government legislation, all staff operating in commercial outlets will be legally obliged to wear face coverings.***

- Should any member of staff be exempt from wearing a face-covering, we are asking that they wear a badge (provided) in order to communicate this.

Any team member who will be wearing a face covering has been provided with the following guidance for the correct use of them:

Wash your hands thoroughly with soap and water for 20 seconds or use hand sanitiser before putting a face covering on, and after removing it.

When wearing a face covering, avoid touching your face or face covering you could contaminate them with germs from your hands

Change your face covering if it becomes damp or if you have touched it

Continue to wash your hands regularly change and wash your face covering daily

If the material is washable wash in line with the manufacturer's instructions

<https://warwick.ac.uk/services/healthsafetywellbeing/az/healthandsafetyguidanceoncovid19/facemasks>

With regard to face shields, visors and disposable gloves: we will have these on site as additional protection for any of the team who choose to wear them. We will ask housekeepers to wear a shield during their duties and to replace their gloves after each room has been cleaned.

Chefs and anyone handling food will be asked to wear disposable gloves when carrying out tasks such as handling fish, raw meat or preparing fruit.

## **Our teams**

### **Health and Wellbeing**

The health and well-being of our teams is and has always been our number one priority as a Students Union. Now more than ever this is crucial to create comfortable surroundings for our team members.

Hospitality is not a work from home industry and therefore as we slowly reopen our doors we will have to expose ourselves to a certain level of risk when working with others and looking after our customers.

It is critical to ensure that risk is minimised to the lowest possible level and we within the SU have considered every angle to implement our strategy through this. As always, we ask our teams to be respectful of each other and sensitive to the fact that people will have genuine concerns.

We ask that all team members understand the necessity for compassion and empathy in what is a very difficult time for everybody.

**Moving between outlets:** where possible we request that all team members work only within their allocated outlet to minimise the number of people that staff work in close proximity with.

**Communications:** regular communications are planned between all team members through our senior teams

**COVID-19 symptoms:** any team members who demonstrate symptoms of COVID-19 will be instructed to return home and self-isolate following the current government guidelines

**Self-isolation:** any team members who share a home with someone who has symptoms of COVID-19 must notify their managers and they will be asked to self-isolate in line with

government guidelines found here: <https://www.gov.uk/government/publications/covid-19-stay-at-home-guidance/stay-at-home-guidance-for-households-with-possible-coronavirus-covid-19-infection>

**Team assessments:** we have carried out an internal team assessment to identify who is vulnerable, extremely vulnerable and living with someone who is shielding or showing symptoms of COVID-19. This will be done before any of the team come back to work.

## Social distancing at work

Some of the processes outlined in this document will be different from any usual service standards, the delivery of our product is designed to be highly interactive and informative. We are all having to adapt to the current situation and whilst hospitality and great service is embedded into our teams, this crisis forced us to adopt more streamlined measures in the short term.

**Dedicated team entrances:** team members will be asked to arrive and leave through the least congested entrance or exit to minimise cross overs. Bread Oven kitchen will be strictly no access between 8am and 4pm.

**Social distancing:** social distancing measures will be followed where possible including when arriving to and leaving work

**Back of house:** back of house stairways and corridors will operate with social distancing considerations

**Rest breaks:** these will be encouraged to be taken outside when the weather permits in safe ventilated locations, observing social distancing measures. If breaks must be taken inside the premises, CR2 will be available during the day as additional space.

## Kitchens

**Walk-in fridges:** will be limited to one-person access at a time with clear signage to indicate this policy

**Dry stores:** Will be limited to one-person access at all times with clear signage to indicate this policy.

**Kitchen sections:** these will be marked to help assist with social distancing.

**Section management:** each section will be operated by one member of the team only where possible. In situations where more than one team member is required rota partnering will be in place to ensure the same people work together.

**Working dynamic:** back to back and side to side working will be implemented in our kitchens to prevent direct face to face operations. Our facilities are already designed to cater for this, but we will be enforcing the need to observe these practises.

**Prep shifts:** these will take place in the mornings before service starts, this will avoid the crossover of staff.

**Our menu:** we will be running with a changed and simplified menu in our operations to better prepare and deliver our offer in the most safe and responsible manner as possible. We will still be maintaining the highest possible standards in delivering excellent quality product to our customers.

## Front of house service

**Expeditors:** there will be an introduction of expeditors where possible and appropriate. These positions will work with the chef on the pass but should not stand opposite the chef on the pass, instead they must stand a 1 metre+ diagonal distance apart throughout service.

**Dishes:** must be placed on the pass by the dedicated chef where the expeditor will instruct the service and support teams.

**Front of house till points:** *tills can only be used in absolute exceptional circumstances for any customer with accessibility needs not met by the table-based QR scanning order system.*

**Sanitiser stations:** these will be located across the outlets allowing for frequent use. It should be noted that sanitiser stations are also for the use of guests and that staff should – wherever possible – wash their hands instead as it is the preferred sanitising option.

**Water stations:** the use of water stations will be suspended. As always, we will be happy to provide water for our guests.

**Cashless policy:** Our outlets will reopen as cashless from September 2020 in line with the Campus strategy to ensure the safety of all customers and staff.

**Table based ordering app:** the SU have undertaken a project to identify and roll out a personal table ordering and payment facility for our guests' convenience. This is now available and is being tested and updated as we find any glitches.

**Test and trace:** we will be operating the NHS Test and Trace QR scanning system and are advising all customers and staff to download the app. In addition, customers who eat and drink in with us will be encouraged to register their information with the ordering system.

## Bar service

Customers will be asked to wear face-coverings when on our premises unless eating or drinking in delineated seating areas.

**No standing:** customers will be asked not to stand in the premises and find a table as soon as possible so as not to congregate and to ensure we are maintaining social distancing.

**Drinking areas:** these will be limited to certain numbers based on the government social distancing guidelines we will make it as simple as possible to manage the space by using furniture to layout changes.

**Limited seating:** we will arrange our drinking seating area according to best practices and social distance and guidelines. All tables have been arranged with a maximum of 6 spaces in order to conform to the guidelines of no more than 6 congregating.

## Hygiene

Just as with our team members, guest hygiene processes will be put in place to help maintain a safe venue for each of our customers.

**Cutlery and crockery:** inside the venues, we will continue to use the same plates and cutlery as always. Disposable alternatives will be made available upon request inside the outlets. Most of the food and drink intended for consumption outside also from any popup that we may introduce will be served with disposable versions.

**Glassware and plastics:** disposable alternatives will be made available upon request inside the outlet. Most of the food and drink intended for consumption outside will be served with disposable versions.

**Hand sanitiser:** hand sanitiser dispensers will be located at the main entrance for use on entry and exit. In each venue these will also be located in other areas based on the practicality, layout and design of each outlet.

**Toilets:** currently there are no specific government guidelines on restricting the use of the toilet facilities within our outlets. We ask our guests to wear face coverings, abide by the social distancing rules, wash their hands before and after using the toilets and of course report anything that is not right.



## Social distancing

The guidelines for requirements for social distancing are changing regularly. Where social distancing has been referred to in this document it is to be undertaken as per the guidelines that we will be provided with. The very nature of Hospitality is one of everyone together and, as such, this will be an area that we will have to be guided on and monitor very closely.

**N.B. Until further notice, we will be monitoring all activity to ensure that the Rule of 6 is implemented and maintained.**

We will ask customers only to attend with other customers they are happy to be close to i.e. from the same household or halls. We ask that whilst there will be a desire to meet friends and family from outside of these bubbles in the outlets, the numbers are kept to a minimum to discourage large gatherings of people.

**Tables:** We are currently offering tables of 6 as a maximum in line with current guidance.

## Menus

Commerciality and productivity will become more crucial than ever for our operations under trading restrictions or reduced demand. Therefore, we have reviewed our current food and drink menus and are streamlining them to ensure the following:

**Minimise waste:** this can be achieved by removing less popular items and those that perish quickly. As a fresh food operator where possible, much of our cuisine is prepared fresh every day, with reduced trade we will need to ensure we reduce wastage to a minimum.

**Reduce holding stock:** with uncertain trading levels, holding stock values will need to be reduced also, this can be assisted by reducing the number of high cost items with lower sales volumes.

**Simplify processes:** some of our menu items are complex and require multiple stage preparation and delivery. In an environment with social distancing measures in place, these complex processes will need to be reduced to allow a smoother kitchen operation.

**Production capacity:** we have analysed our menus to ensure each of the sections within our kitchens has a maximum number of dishes allocated to them. We are taking into account the popularity and complexity to assist with achieving social distancing within our kitchens and in our front of house areas.

In addition to this, we have reduced and streamlined our menus whilst we rebuild supply chains and returned to a more stable period of trade. We have tried to ensure we maintain all our most popular items and offer a varied dining experience. We have even thrown in a few new dishes for good measure. Please see the venues own websites.

## Customer communications

Excellent communication between our teams and customers is paramount in creating the best possible experience for everyone. In these uncertain times, communication is key, and we will always look at the best ways to communicate based on each of our guests needs.

**Email:** any email communications will be updated to inform customers about our new measures and processes including social distancing requirements.

**Phone:** any phone confirmations will also be altered to include new processes.

**Website:** a current version of this document will remain on our website with frequent updates in line with new scientific information and government guidelines. Updates such as new menus, altered opening times etc will also be included.

**Social media:** using social media to communicate with our customers and potential customers has always been a preferred way to convey information quickly. We should be using social media to balance out important information but also to offer more traditional news information and social communications.

**In outlet:** whilst we are going to great lengths to execute all the measures given in this document, we want our outlets to look and feel as normal as possible. We shall have house rules posters at the entrances and near the lifts for reference. Our teams will be fully versed on the procedures we are following and could advise customers of these as needed.

While we will try our best to accommodate our customers every enquiry, guests with any symptoms of COVID-19 will be asked not to visit our outlets for any reason or services. This is so we can protect and keep safe all of our guests and team members.

It is likely that in the beginning we may be operating slightly different hours of trading in our venues. These will be updated regularly on our website and across our social media platforms. Third party sites such as Google will be updated the best of our ability, but it is always better to check with the venue directly before this to avoid disappointment.

At this point in time the government direction is changing regularly regarding legislation and guidance for operating our outlets. As such, this model is our interpretation as a food and beverage team and should not be considered a definitive guide. We will continue to update our policies in line with scientific and government advice.

It has always been the teams' goal to ensure that the expectations of our customers are exceeded and they always leave wanting to return. Current restrictions may make it harder for us to follow our usual service model, but we should approach every change with empathy and understanding to make the experiences we provide as comfortable, safe, and memorable as possible.