COVID-19 Secure - Service Protocol

The following assessment must be used while COVID-19 measures are in place set by the Government Guidelines.This shows the process of how we serve & deal with customer to ensure the pub being open does not risk the increase of COVID-19 spreading within the community, as much as is reasonably practicable
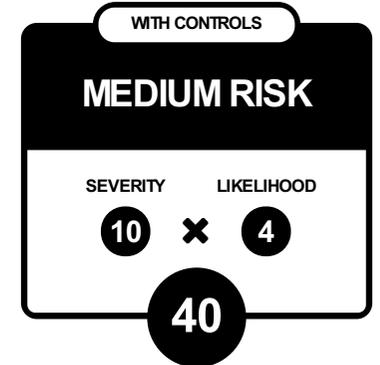

PEOPLE EXPOSED

- ① Colleagues
- ① Visitors / Guests
- ① Contractors
- ① Members of the Public

HAZARDS

⚠ **Spreading COVID-19 amongst staff**
If controls are not in place then the virus will spread easily amongst all staff members whilst at work & then spreading the virus into their homes

⚠ **Spreading the COVID-19 virus amongst the wider public community**
Without any controls in place, the virus will potentially spread within the community at a quicker rate

⚠ **Increased Violence & Aggression**
As new rules are in place, not every member of the public will like the new rules & new operating style. This may therefore increase the risk of violence & aggression towards the Operator & their teams

CONTROL MEASURES

○ **Hygiene - Use of disposable cloths**
By using disposable cloths as per the Food Safety Management System (FSMS), this will limit the risk of the virus being contained & spread

○ **Hygiene - Use of Disposable Napkins**
By using disposable napkins as per the FSMS, this will limit the risk of the virus being contained & spread

○ **F&B Delivery - Limiting contact to crockery & glassware**
When passing a plate between staff & customers:The server will either have plates on a tray or will hold it via a disposable napkin so no contact is made by the server. The server will deliver all drinks on a tray. For larger tables, food & drink must be delivered to the end of the table & left for guests to distribute.

○ **Working Practices - People pre-booking & waiting to be seated**
By asking customers to book & then wait to be seated when they arrive at a venue, this means we can seat families together & we can control the number of customers within the site at any one time. This enables us to explain the operating options to the customer including ordering at the table or ordering via an app (WI5) but not at the bar. This also includes being able to pay at the table & via an app

WITH CONTROLS

MEDIUM RISK

SEVERITY		LIKELIHOOD
10	✖	4

40

RISK RATING REDUCTION ↓ **56%**

WITHOUT CONTROLS

HIGH RISK

SEVERITY		LIKELIHOOD
10	✖	9

90

- **F&B Delivery - Serving Staff**

  Each member of staff will be allocated a section/tables. Only the allocated member of staff should serve those tables in order to reduce customers exposure to multiple members of staff

- **F&B Delivery - Clearing Tables**

  For clearing tables, the server will:Clear the table using a tray. Ask the customer to pass the plates to the server in order to minimise contact with the crockery & reduce the need to lean over customers which reduces social distancing. Customer must be discouraged from bringing empty glasses back to the bar.

- **F&B Delivery - Table Management**

  The server needs to make every journey to the table count to reduce the number of visits you need to make to the table. Scan the table for empties. Check they have everything they they need. Complete a check back.

- **F&B Delivery - Table layouts & Minimising Contact Points**

  Tables will remain unlaid. Cutlery & condiments will be served by the member of staff once an order has been taken. Cutlery will be served on a plate. Condiments will be served in a box or holder. Condiments will be served in ramekins or bottles. All condiments will be removed after the customer leaves & must be sanitised before use.

- **F&B Delivery - Taking payment**

  Payments must be cashless, card or via an APP. Cash will only be accepted as a last resort & authorised as a last resort. Cash should not be refused out right as this may affect the older or vulnerable categories but the employee must wash or sanitise their hands after each cash transaction. Customers must be given a bill for table service, Roaming EFT units must be wiped/sanitised after every transaction. EFT units should be placed on the table & server move away so the guest can enter their details. Where an APP is in use, this should be encouraged & promoted through social media & in-house

- **Working Practices - Sanitation of tables**

  In between every group, the table & chairs must be completely cleared & sanitised with approved chemicals

- **Working Practices - Bar Service**

  Whilst guests can order at the bar for takeaway drinks, they must stand in the clearly marked area. Guests can not loiter at the bar. Guests can not stay drinking at the bar. Staff must adhere to these rules as well. Guests must be discouraged from bringing their own glasses to the bar. Takeaway drinks should ideally by dispensed from a specific area, via a mobile bar, through an iServe or APP.

- **Working Practices - Training & key staff members**

  The member of staff who is working as host & is sitting people down & controlling the numbers, needs to be well trained & confident in the role.The communication skills is key so that the queue of customers can be well controlled & customer understand the new operating procedures & the reasons for the changes.All staff must be trained on serving protocols & must be confident & happy with the procedures

- **Hygiene - Staff Hygiene**

  After serving every table, staff should wash there hands before serving another tablePPE- Masks are not compulsory but servers may choose to wear one whilst serving tableGloves- Gloves are not recommended for service as they can spread infections. A regime of regular handwashing is considered a better option