

COVID -19 Service style

 **Adopted on 01/07/2020**

The following assessment must be used while COVID-19 measures are in place set by the government. This shows the process of how we serve and deal with customers 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

-  Colleagues
-  Visitors / Guests
-  Contractors
-  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 while at work and then spreading the virus in to 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 and aggression

As new rules are in place not every member of the public will like the new rules and this may increase the risk of violence and aggression towards the operator and their team

CONTROL MEASURES

Use of bell/buzzer

A bell or buzzer system will be used to notify front of house members of staff when food is ready for collection. This prevents the need for any kitchen team members to enter the bar area when food is ready to be served.

Use of disposable cloths

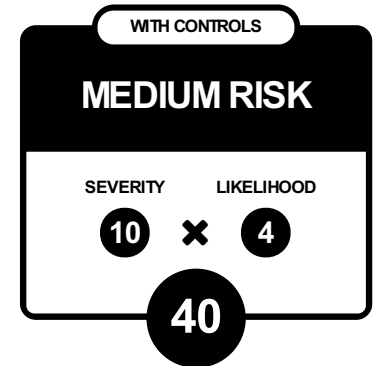
By using disposable cloths as per the FSMS this will limit the risk of the virus being contained and spread

Use of disposable napkins

When passing the plate to the individual the server will either have plates on a tray or hold it via a disposable napkin so no contact is made by the server

People wait to be seated

By seating families together we can control the numbers within the site at any one time and clearly explain the options available to the customer, pay by Swifty or at the bar



○ **Only one person at the bar from a group**

Once seated it is explained to the group how to order food and drinks. If they chose to use the bar then it is explained that only one person goes to the bar and order for the group. There will be a clear queuing area inside with floor markings to allow social distancing at all times and they stand in the area by the pay point, behind the perspex screen

○ **Clear collection procedure for Drinks and food delivered to the table**

Once ordered the drinks will be placed on a tray for the customer to take back to the table. This minimises the amount of trips they have to make at the bar. Food will be served by the waiting staff. The customer will wait by the till and then take the drinks on the tray, once instructed by the member of staff. The tray will be collected by the member of staff as soon as possible or when they are clearing the tables. The tray will be cleaned in between every use

○ **Hand washing**

In between every food serve staff will wash their hands before serving another group. Sanitation points are around the site for staff to use. Where practicable sanitisation or hand washing should take place after serving a drink. We realise this is not always practicable so regular hand washing to be encouraged, at the start of the shift, during the shift (especially after touching dirty plates or glasses) and at the end of the shift. This is an addition to the usual good hygiene practices that are in place

○ **Maintaining social distance when serving food**

When serving a group, asking a member of the party to move away from the table to maintain that distance and separation. Where possible move to the side of the customer rather than approaching face to face and place the food at the end of the table for the customer to pass the items to their group. Asking groups to gather plates and glasses after eating and then have these placed at the end of tables for collection.

○ **Minimising contact points**

All cutlery will be served by the staff and beer mats will be available if requested as by not having them causes other hazards. They can be disposed off after use if needed to be. Condiments will be served in disposable sachets and the customer is asked what they want. The condiments are brought out with the cutlery

○ **Sanitation of tables**

In between each group the table will be completely cleared and sanitised down with approved chemicals

○ **Clearing of glasses and plates**

To limit the customer movement all plates and glasses will be cleared by staff. Customers will be discouraged from bringing empty glasses back to the bar

○ **Training and key members**

The member of staff whom is sitting people down and controlling the numbers, will be well trained and confident in the role. The communication skills is key so this is probably going to be the operator or someone in a Manager / Supervisory role