

THE ROYAL OAK - COVID-19 PROCEDURES OVERVIEW

(Customers)

STATEMENT

We have always had the highest hygiene standards and are well practiced in avoiding cross-contamination, however, the current pandemic has required us to review and update our procedures. This document outlines all enhanced safety measures we have put in place in order to best look after you the customer, our staff and suppliers. Our commitment to you is to provide the lovely pub you have always enjoyed while ensuring a safe environment. We will continue to keep abreast of changing Government guidelines and amend our procedures as necessary. Any member of our team will be happy to provide further details or clarification if you would like, just ask.

GENERAL

- All staff to sign the daily signing-in sheet prior to each shift. This is to verify that they have not knowingly come into contact with Coronavirus, are fit for work, have not attended group events and understand the company Coronavirus policy and procedures.
- Staff will have their temperature taken on arrival.
- Check for any staff that may be classed as vulnerable eg existing health conditions or have family members that are at risk.
- Hand washing on arrival.
- Each member of staff will be issued with Viridi Organic Skin Protector (4-hour protection from bacteria and viruses) to be used alongside the hand sanitiser provided and regular handwashing regime.
- Personal contact e.g. hugs or handshakes with customers or colleagues is prohibited.
- Keep a 2-metre distance from others whenever possible and be especially careful when passing at narrow points.
- Table numbers restricted to max 6 people, unless larger households book and a suitable table is available
- The preference is for card payments, but cash is also accepted.
- Empty all waste bins at the end of the day to ensure the contracted cleaning staff are not accidentally contaminated.
- Daily deep clean of all areas including equipment. eg phones, laptops, tills, PDQ machines.
- Whenever possible safe distancing will remain at 2 metres.

THE CUSTOMER

- Customers to enter building via the double terrace doors. These doors can also be used to exit. Front door and snug door for exit only. Access to and from the toilets for customers in the garden is via the disabled door.
- In case of queuing, 2 metre gaps will be marked leading up to the main entrance.
- All customers to be greeted at the double door entrance by a senior manager, who will be able to answer any questions and outline our procedures. They are then shown straight to their table. All in our usual hospitable and conversational way.
- Table service only, inside and outside.
- At least a 1 metre gap maintained between all seating.
- Reduced menu until further notice.
- No moving tables inside and outside.
- To reduce traffic around the pub we ask that customers remain at their tables and gain the attention of a member of staff.
- All customers to keep their belongings, coats etc with them rather than hanging on the shared hooks.

THE STAFF

- All staff members will undergo training to familiarise themselves with all aspects of Government guidelines and The Royal Oaks' enhanced practices and procedures.
- A comprehensive selection of these new procedures will be revisited at every pre-shift team meeting.
- Over and above all this, the team will be reminded of their own need to take robust personal responsibility for their own behaviour outside of working hours to ensure they minimise any risk of bringing Covid-19 onto the premises.

THE TOILETS

- Only one person using the toilet facilities at any one time.
- Ladies – Please use the right-hand cubicle only.
- Gents – No restrictions
- Toilets cleaned every half hour and signed off.
- Hand sanitiser and sanitiser wipes available for customer use
- Keep windows open to allow better ventilation when weather permits.

FRONT of HOUSE

- Named person per shift responsible for handwashing and sanitising duties, as follows:-

Staff hand washing	On the hour and reapply Viridi skin protector after washing
Sanitise work areas and touch points	Quarter to and past the hour
Toilets	Ten to and twenty past the hour
Stair hand rail and staff bathroom	Quarter to and past the hour
Sanitise office and communal areas	Beginning and end of service
Coffee machine	Every half hour and as required

- Named person per shift responsible for cleaning the cutlery.
- Named persons per shift responsible for using the coffee machine.
- Named person per shift responsible for setting up the table caddies, sanitising used caddies, contents and menus and ensure they are kept separate.
- PPE will be provided on a task by task basis.

Behind the bar	<ul style="list-style-type: none"> • Sufficient distance from the customer, plus perspex shield above the bar, to not require a mask • Gloves in general not required, as handwashing & sanitising facilities are readily available • Gloves to be used when handling deliveries and post
Dining room	<ul style="list-style-type: none"> • Masks will be available for use while waiting on tables, as per staff and customer individual requirements • Gloves not required, as regular hand washing safer • Staff will use their own corkscrew, pen and waiter pad (no sharing)
Garden	<ul style="list-style-type: none"> • Masks available, but not required in open air
Cutlery polishing	<ul style="list-style-type: none"> • Disposable gloves to be worn
Laundry	<ul style="list-style-type: none"> • Gloves not required, as handwashing facilities readily available
Aprons	<ul style="list-style-type: none"> • One shift use only

- Table service only, inside and outside. Customers are encouraged to stay at their table and gain the attention of a staff member. Our eagle-eyed team will also be constantly on the lookout.
- Menus enclosed in a cleanable wallet, sanitised after every use.

- Tables will be kept clear and a caddy of cutlery, napkins, vinegar, salt and pepper to be provided to suit the table numbers.
- Caddies and contents to be cleaned/sanitised between use. Clean and dirty caddies kept separated.
- Condiments will be provided as part of each table order and dispensed into small single use pots.
- To help reduce the number of times we need to approach your table, please include any 'extras' you may want eg sauces, dietary requirements. The team will help you with this.
- Hand sanitiser available at key points and throughout the building and garden.
- Windows will be open to allow for ventilation, as weather permits.
- Hand washing facilities with antibac and regular soap available in the toilets.

THE BAR

- Table service only.
- One person working behind the bar, keeping access by others to a minimum, as space is restrictive.
- All glasses only touched by the person working behind the bar. Drink dispensed, placed on a tray for delivery to the table and left for the customer to help themselves, ensuring only one member of staff has touched the glass. As always, all glasses held only at the bottom.
- Bar stools removed, customers not permitted to sit or drink at the bar.

THE GARDEN

- Generous gaps between tables and access by the team to allow for 1 metre distancing rule.
- Customers must not move the tables.
- Table service only.
- Waiter station set up outside to reduce number of trips into the pub.
- Sanitiser station in garden and at main entrance.
- To help with safe distancing customers can make use of our lovely lawn. Customers are welcome to bring their own picnic blankets, but we will have a number of blankets available, which will be washed between use.
- Drinks and bar snacks only on the lawn.

THE KITCHEN

- Reduced, but delicious menu, featuring local suppliers.
- Full food service offered 7 days a week.
- Smaller kitchen team to help with safe distancing and negating the need to wear a mask.
- Ventilation important. Use extract and air con and keep windows open whenever the weather permits.
- Sanitise all cross-contamination points and high use areas at least every half hour.
- Handwashing every half hour and as per food hygiene policy. Chef on the mains to utilise hand-wash tub of warm soapy water to address access to hand-wash sink. The KP can help with this by replenishing the hand-wash tub regularly during service, when doing the half hour sanitising.
- Perspex screen installed above the pass to reduce contact between chef and FoH staff as they collect dishes from the pass.
- Named person to take in and store deliveries. Use gloves to handle deliveries and dispose of packaging immediately. Items to be used the same day to be surface cleaned with sanitiser where possible.
- Wash hands immediately after completing the task.
- Deep clean every day.
- Aprons changed after each service.

THE SUPPLIER – DELIVERY, MAINTENANCE and REPAIR

- Suppliers will have their own policies and procedures and we will ensure we adhere to theirs, as they must adhere to ours.
- Suppliers will be asked to confirm their procedures.
- Anyone needing access to the pub must be met and informed of our correct procedures.

THE OFFICE

- Use sanitiser wipes on phones and keyboards before use.
- Wash or sanitise your hands immediately after use.
- Do not share mobile phones, pens and pads.

COMMUNAL AREAS

- Staff changing room only one member of staff at a time.
- Only one person on the stairs, do not cross.
- Daily deep clean.
- Hand sanitiser available.
- Maintain safe distancing.
- Wash hands before returning to work tasks after breaks.



#allwearespreadingislove