

Celebrating Restaurants Again

SAFETY GUIDELINES FOR RESTAURANTS IN INDIA



COVID-Free Guidelines
for Indian Restaurant Owners and Their Workforce

BROUGHT TO YOU BY



Learning & Execution Partner

In accordance to the guidelines issued by
Ministry of Health and Family Welfare, FSSAI



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Module 1

SAFETY GUIDELINES FOR **FRONT OF HOUSE**

(covers Security, Valet, Host, F&B service and Housekeeping Departments)

COVID-Free Guidelines
for Indian Restaurant Owners and Their Workforce





BASICS FIRST

Living safely with the virus

KNOW YOUR PANDEMIC



01 Basics First

Living safely with the virus

KNOW YOUR PANDEMIC

How does the coronavirus spread?

COVID-19 spreads mainly by droplets produced as a result of the coughing or sneezing of a COVID-19 infected person.

This can happen in two ways:

Direct close contact: one can catch the virus by being in close contact with COVID-19 patients (within one Metre of the infected person), especially if they do not cover their face when coughing or sneezing.

Indirect contact: the droplets survive on surfaces and clothes for many days. Therefore, touching any such infected surface or cloth and then touching one's mouth, nose or eyes can transmit the disease.

Can the Corona Virus be transmitted through surface?

A person can possibly get COVID-19 by touching a surface or an object (e.g. doorknobs and table) that has the virus on it and then touching his own mouth, nose, or eyes.

Does the Coronavirus spread through Food?

Current evidence on other coronavirus strains shows that while coronaviruses appear to be stable at low and freezing temperatures for a certain period, food hygiene and good food safety practices can prevent their transmission through food.

What are the symptoms of the coronavirus illness?

The virus can cause a range of symptoms, ranging from mild illness to pneumonia. Symptoms of the disease are fever, cough, sore throat and headaches.

What is the usual body temperature in coronavirus disease patients?

Body temperature also varies from person to person according to body weight, height and other factors. Therefore, to gauge if you have a proper fever, look for a thermometer reading of 100.5-degree Fahrenheit/ 37.5-degree Celcius or more.

Food handling during the coronavirus pandemic:

Cooking a food for 30 minutes or at a temperature of 65 degree C can kill the coronavirus

Does freezing the food items kill coronavirus – Not likely

Freezing and refrigeration can slow the growth of bacteria in food & is important to prevent food borne illness

01 Basics First

Living safely with the virus

KNOW YOUR PANDEMIC

How long does the coronavirus survive on the following materials?

Metal- Doorknobs, jewellery, silverware
5 days

Wood- Furniture, decking
4 days

Plastics- Packaging like milk containers and detergent bottles, subway and bus seats, backpacks, elevator buttons
2 to 3 days

Stainless steel- Refrigerators, pots and pans, sinks, some water bottles
2 to 3 days

Cardboard- Shipping, Storing boxes
24 hours

Copper- Tea kettles, cookware
4 hours

Aluminum- Soda cans, tinfoil, water bottles
2 to 8 hours

Glass- Drinking glasses, measuring cups, mirrors, windows
Up to 5 days

Ceramics- Dishes, pottery, mugs
5 days

Paper
The length of time varies. Some strains of coronavirus live for only a few minutes on paper, while others live for up to 5 days.

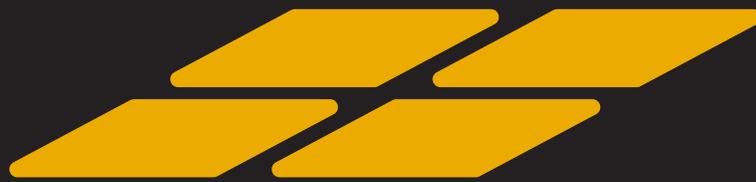
Water
Coronavirus hasn't been found in drinking water. If it does get into the water supply, your local water treatment plant filters and disinfects the water, which should kill any germs.

---2m---

Social Distancing Control Guest Movement

02 Social Distancing - Control Guest Movement

- Guests should wear masks at all times while moving in public areas. Can only remove mask when they are seated at their designated table.
- All counters where human interaction happens (valet, security, bar, hostess, takeaway, drive thru, live kitchen counter) should have a safety decal pasted across the counter encouraging a minimum distance of 2 meters
- All public areas where possibilities of waiting and gathering can be witnessed, should have encircled space or box shaped floor marking, which will separate the guests by a minimum of 2 meters
- To encourage social distancing, few high-risk areas inside the restaurant should have reflective stickers or safety decals with message
- Lifts should allow a minimum of 2 people (known pair) or one person at any time of usage, irrespective to the size of the lift.
- If your property has multiple access, allocate separate entry and exit points and have floor markings for in and out movement. This will reduce human touch and congestion at doors
- Hosts, Server, Bartender and Manager should guide the guest to take different exit routes or to follow the floor stickers.
- Large gatherings/ congregations continue to remain prohibited as per the advisory issued in the interest of public health by the Government of India.
- Avoid unnecessary movements in larger properties, inform the guest about the closest restroom and exit to their location, while seating them at the table.
- Paste floor stickers in the parking area and waiting space marking where guests are allowed to stand and wait.
- Avoid benches and seating arrangements in public / waiting areas, as it will encourage guests to sit and spend more time, this will pave way to congestion.
- Keep all the doors and entry points open and free of obstruction.
- Keep doors and entry points open. This will encourage free movement and will reduce human congestions.



The Zone

Divide & Conquer

03 The Zone - Divide & Conquer

TABLE PLACEMENTS

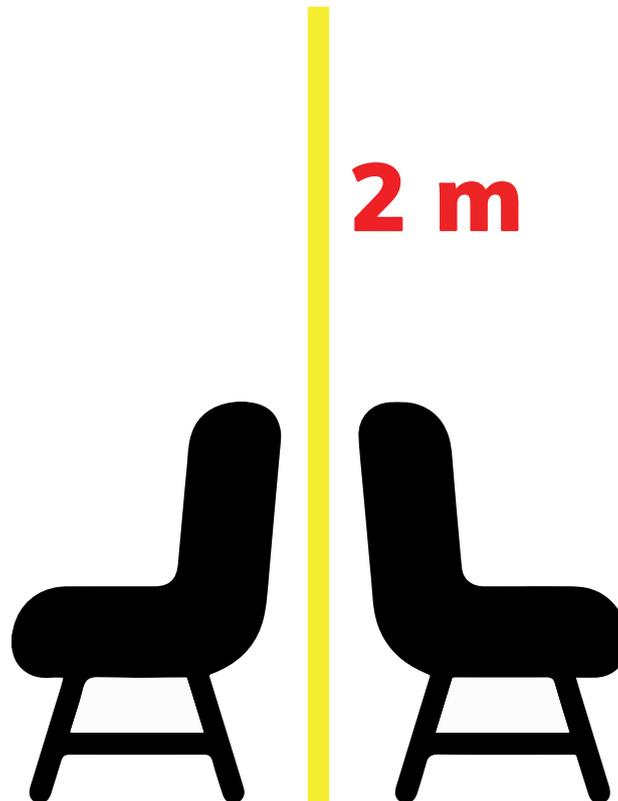


Table to Table Distancing

In a typical restaurant, the improvised seating plan should have a minimum distance of 2 metres between tables. The distance of 2 metres (6 feet) between tables should measure from one edge of the table to the other table's edge.

03 The Zone - Divide & Conquer

TABLE PLACEMENTS

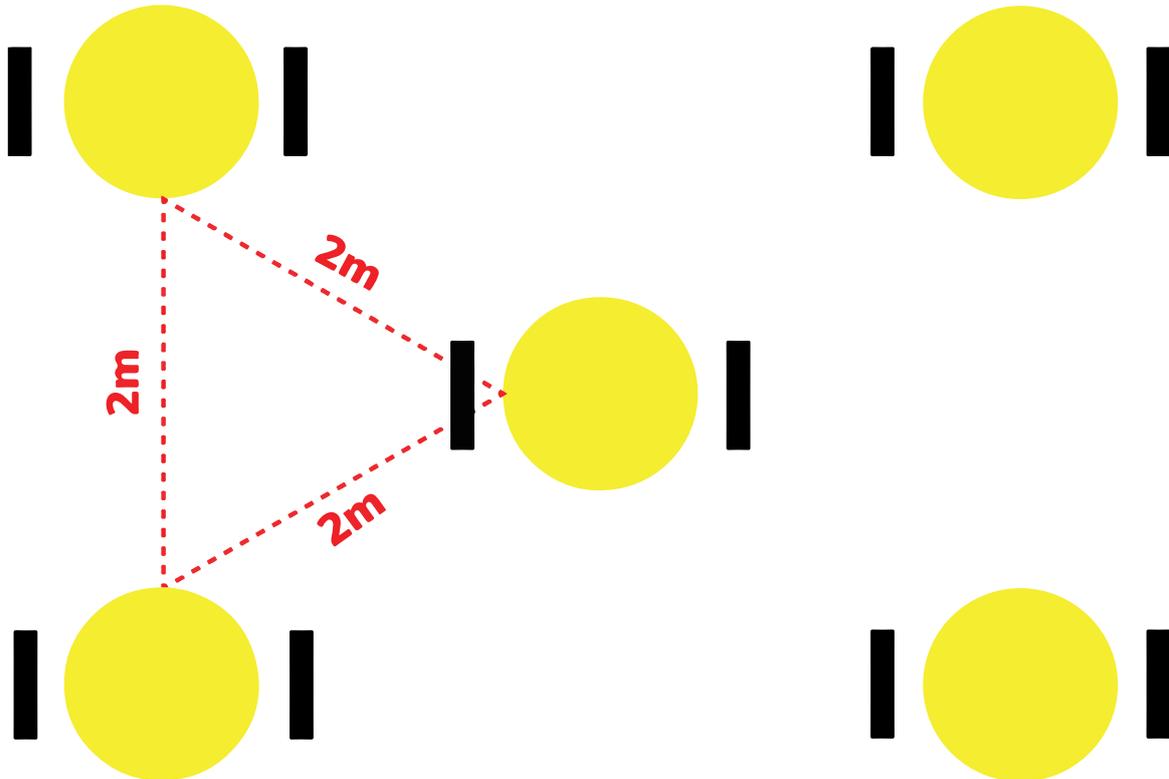


Booth seating with Plexiglass divider

In case of back to back seating (eg: Booths) the seats will be divided by Plexiglass divider raised up to 2 meters (6 feet) from the ground.

03 The Zone - Divide & Conquer

TABLE PLACEMENTS

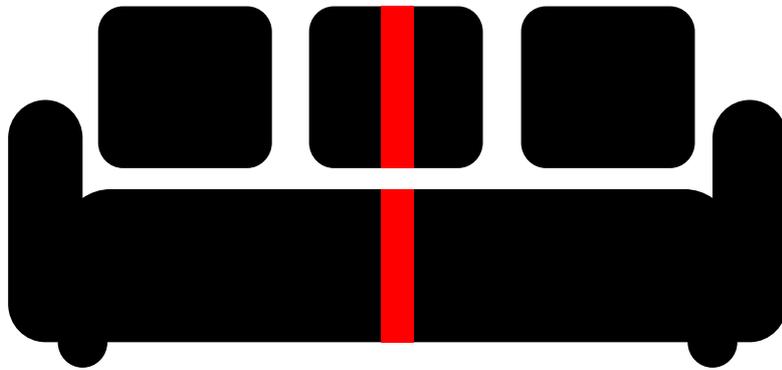


Banquet or free seating

In case of loose or free seating (eg: Banquet style, Food Court style seating) minimum 2 meters of distance should be maintained between tables (edge to edge).

03 The Zone - Divide & Conquer

TABLE PLACEMENTS



Sofa seating

In case of longer Sofa seatings where you can not remove the existing furniture, paste social distancing seat stickers on alternate as well as diagonal seats and discourage customers from seating next to each other.

03 The Zone - Divide & Conquer

DECENTRALIZING THE RESTAURANT SEATING PLAN

- Decentralizing the restaurant floor will reduce massification
- To encourage social distancing, restaurants have to sacrifice their seating capacity, to promote health and safety, and also to gain trust from our patrons (follow above table setup guidelines to optimise your business with very minimal loss of seating)
- In-order to perform this, divide your restaurants under different sectors
- Pull out your restaurant's floor plan and color code different sections red and yellow.
- Red sections are potential areas where maximum footfall or traffic is observed
- Yellow sections are areas where, the footfalls are average
- All the red sections are encircled/bordered by placing barricades or Q manager and will open at specific points to access the yellow section
- All the opening points will have hand sanitizers and sprays, every guest who walks from red zones to yellow zones will sanitize to reduce the chances of contamination
- Re-arrange restaurant seats with a minimum distance of 2 meters away from each other. Measure from edge to edge.

GUIDANCE ON AIR-CONDITIONING IN RESTAURANTS

For air-conditioning/ventilation, the guidelines of CPWD shall be followed which inter alia emphasises that the temperature setting of all air conditioning devices should be in the range of 24-30°C, relative humidity should be in the range of 40- 65%, intake of fresh air should be as much as possible and cross ventilation should be adequate.



Covid Free Ambassador

04 COVID Free Ambassador

- **Appoint a COVID-free Ambassador (Chief Health Officer) within the restaurant team (preferably from management team in each shift)**
- **Ambassadors can be identified based on the evaluation scores at the end of this module.**
- **Ambassador's primary role will be:**
 - To put the new daily work routines into practice, to monitor compliance with good practice and to lead the preventative measures.
 - Adapt to health & safety recommendations and requirements of the restaurant.
 - Make sure that the team is fully briefed on procedures.
 - Ensure the implementation of the agreed actions.
 - Ensure that the teams follow the procedures.
 - Ensure that guests understand the measures that have been put in place.
 - Keep informed of changes to legislation in order to adapt procedures accordingly.
 - Make regular walkthrough around the property and look for possible contaminations
 - Have keen eye for detail and sense of urgency
 - Encourage social distancing amongst guest
 - Manage crowded sections
 - Communicate with guests from a safe distance, and brief about safety measures adapted in your property.

 **Releski provides you with a comprehensive check-list which can be used as a self-audit tool by any restaurant's management team.**



Call Centre

05 Call Center

1. FREQUENTLY ASKED QUESTIONS BY GUEST

Below are the most frequently asked questions by guests which the call centre/ reservations personnel should answer:

Why are you open for business? Isn't that a risk?

We are legally authorized to be open and are strictly following all regulations and guidelines. We have taken all possible steps to minimize the risk of infection in our staff and guests.

What precautions are you taking to avoid COVID-19 infections?

We are following strict guidelines of hygiene and sanitation by Ministry of Health & Family Welfare, MHA and FSSAI to minimize the risk of infection. (keep a note of all precautions taken by your restaurant and inform the same to the guests)

Are all your staff safe and COVID-free?

We're taking every precaution to ensure that the virus doesn't spread inside this restaurant. All our employees wear masks and gloves in addition to that, they also have to complete their health check-up and have their temperature checked at the entrance daily.

What do you do if a guest shows COVID symptoms?

Our security team does temperature checks for all guests entering the restaurant premises. If a guest's temperature is higher than normal, we request that guest to go home and contact his/her doctor and get checked up. We are noting down contact details of all the guests visiting the restaurant so that they can be contacted in case of emergency. We are also following strict physical distancing inside the restaurant, so that the chances of transmission are reduced.

Can I bring my elderly parents/ young kids to the restaurant?

Sir/mam elderly above 65 years and kids below 10 years are advised to stay at home as per Ministry of Health and Family Welfare "SOP on preventive measures in Restaurants to contain spread of COVID-19" clause 3

Can I place my order in advance, come to your restaurant and pick it up?

We'd be happy to take your take-away order. We also recommend you to see our digital menu on our website or third party aggregators platform, to place the order in advance and we'll keep your order ready by the time you come to pick it up. Or would you like me to send

05 Call Center

our digital menu to you?

Are you taking party bookings?

To encourage physical distancing and considering the safety of our guests and employees, we are currently not accepting any party bookings. However, we do have an option of an outdoor catering facility and would love to cater for your private gatherings.

2. DEBRIEFING GUEST HEALTH AND SAFETY COMPLIANCE

When the guest calls the restaurant for any queries or information, as a service provider our responsibility is to keep the guests well informed about the services currently being provided by the restaurant. Once guests are in the restaurant, if certain services are denied to them (maybe due to COVID-19 restrictions) without a prior intimation, it may reflect poorly on the restaurant's reputation and at the same time disappoint your guests. Consult your manager about your restaurant's restrictions, before briefing guests -

Sir/ Ma'am, we at XYZ restaurant have taken few safety measures on account of this pandemic. I would like to inform you about them -

1. Please carry your personal protective equipment, such as masks or visor, sanitizers and tissues.
2. Masks & Gloves are available at restaurant entrance. Sanitizers and wet tissues will be issued at free of cost, masks are available. Check with the restaurant's security guard on your arrival.
3. We at XYX are trying our best to keep our community safe. We would be conducting temperature checks at the entrance of our restaurant.
4. **As per MOHFW guidelines elderly people above 65 and kids below 10 are not advised to dine-in as they are prone to infection.**

 The above FAQ's are also available in bite-sized video lessons on Releski's training App.



Valet



06 Valet

It is advisable to cancel valet services for a speculated period of time as cars are a potential source for transmission, and allow guided parking.

However, if a guest insists to give his car, please follow the below mentioned safety measures strictly.

1. CONTACTLESS VALET

- Valet Disclaimer Poster: Put a clear disclaimer poster/ standee mentioning non-entry guidelines for guests in case they have been tested positive. Use headings like “we care for your health and safety”-“if you have been tested positive in the last 14 days, we recommended you to go back and seek medical assistance and self quarantine if recommended. take care”.
- With powerful messages like “your safety is our utmost priority” “traffic ahead” “cars doesn’t understand social distancing, but you do” “crowded cars are better than crowded people” “Corona survives on metal only for 5 days, your car body is safe, but it has a long-term relationship with human body”
- Valet should be dressed up with proper face masks, visors, hand gloves and sanitizing kits
- Valet should set up a collection table near the restaurant’s entrance.
- A tray where guests keys can be kept, a sanitizer spray and valet tags (avoidable), disposable single use gloves, and a dustbin should be arranged before the shift starts.
- Avoid using tags as far as possible. There are various contactless valet digital platforms available. It is strongly advisable to use such digital platforms.
- In case you do not have a digital/ contactless valet platform, allow the guest to take a picture of your ‘filled’ valet tag and show you while collecting the car.
- Keep the vehicle collection/ handover area free of traffic and guests.
- Guests should ask for car before leaving the restaurant to avoid queuing and waiting at the entrance.
- Guests should not be allowed to wait in groups at the collection/ handover area.
- Guests should wait only in the designated zone and should maintain physical distancing.
- Upon the arrival of a guest’s car, the valet should direct the guest’s vehicle to the collection area.

06 Valet

1. SELF AND CAR SANITATION

- Valet needs to sanitize his hands as well as the car key. They should also wear a mask, disposable single use gloves and carry sanitizer sprays, valet checklist and disposable steering covers.
- Valet should enter the vehicle and clean with sanitizer wipes on high risk areas
- Valet should close the car windows in case they are open.
- It is advisable to not turn on the AC inside the car.
- Valet should drive and park the car in the designated parking area.
- While returning the vehicle, valet should sanitize all the last contact areas, like Steering wheel, door handles, gear stick etc. before returning the vehicle to guests.

2. PARKING AREA PRECAUTIONS AND PROCEDURES

- Building Trust: Leave a parking tag communication in the dashboard (this vehicle has been sanitized for your safety) before handing over the car to the guest.
- Secure the door and go back to the valet desk. Avoid touching any surfaces and maintain physical distancing
- Remove the single use hand gloves and discard it in the dustbin
- Wear new pair of gloves and wait for the next vehicle
- Notify housekeeping staff to empty the dustbin if it's almost full

06 Valet

3. PHYSICAL DISTANCING IN PARKING LOTS

- Demarcate your parking zone, allowing people to stand in small groups, in pairs or by themselves
- Each encircled area should be 2 meters apart
- Encourage guests to request for their cars, at the time of billing so as to avoid crowding in the waiting area.
- Don't allow guests to stay back or wait for friends in the parking lot
- Keep the crowd moving inside the restaurant or away from the restaurant
- Crowded parking lots may increase the chances of transmission

4. TRAFFIC MANAGEMENT OF CARS

- When traffic inflow is heavy, request each guest to be patient and to wait inside the car. But never compromise with safety procedures.
- Have designated vacant spots for priority guests or guest who are in an emergency

5. PERSONAL PROTECTIVE GEAR FOR VALET

- Full-sleeve shirt
- Face mask or visor
- Single use disposable hand gloves
- Wet tissues for sanitising
- Disinfectant spray gun to sanitize a car
- Dustbin with cover for used gloves
- Pedal sanitizer stand

06 Valet

6. FREQUENTLY ASKED QUESTIONS BY GUESTS

1. Is my car safe? Won't it get contaminated?

Everyone in our valet team wears masks and gloves with full sleeve shirts to avoid cross contamination and carry sanitizer sprays. Before entering your car they sanitize all high risk areas of the car.

2. Can I park my car by myself?

Our valet will direct you to the parking lot, where you can park your car by yourself. In case the parking lot is far, request the guest to wait and follow the valet while the valet drives another vehicle to the parking lot.

3. Can I get sanitizer spray, I want to sanitize my car myself once for my safety?

Handover the sanitizer sachets with a wet wipe.

 Learn the above process easily by watching 'Valet-steps of service' lessons on Releski App.



Security

07 Security

1. GUEST COMMUNICATIONS

Guest Entry Disclaimer Poster: Put a clear disclaimer poster/ standee mentioning non-entry guidelines for guests in case they have been tested positive. Use headings like “we care for your health and safety”- “if you have been tested positive in the last 14 days, we recommend you to go back and seek medical assistance and self quarantine if recommended. take care”.

Implement guest information posters* at all restaurant entrances stating the protocols maintained towards the safety of all staff and guests. This poster should provide a summary of all safety information and efforts that your restaurant has implemented in order to ensure a safe environment.

The following signage should be posted at the security desk outlining the entry requirements:

1. Temperature check.
2. Sanitizing hands.
3. Measures taken by your restaurant to make it COVID-free
4. QR code to download the menu or app link or instructions
5. Physical distancing norms inside the restaurant

2. CONTACTLESS SCREENING

- Security should be dressed up in PPE with proper face masks, visors, hand gloves and sanitizing kits
- Security should set-up a sanitation counter at the entrance for all the guests who are entering the premises
- Sanitation counter should have free sanitizer dispensers, wet tissues, disposable gloves and face masks for the guest’s use
- Guest and security personnel at the health checkup counter should maintain physical distancing
- Counters which involve human interaction should have a plexiglass divider up to the head level to reduce the chances of transmission

*Necessary guest communication posters are readily available on Reliski App in the download section.

07 Security

3. STEPS OF MANDATORY HEALTH CHECKUP

- Take guest's temperature using a thermal scanner and ensure they are only allowed if their body temperature is below 99.5 degree fahrenheit/ 37.5 degree celsius.
-  Check the **Aarogya Setu App** status of every guest before allowing them entry. This is mandatory requirement for every guest to follow.
- Every possible item brought by the guest should be first sanitized and then allowed to enter.

4. GUEST HYGIENE

Guests showing symptoms of COVID-19

- It is the responsibility of the security to determine whether a guest is showing any symptoms. This is why the temperature is taken. This is also why it is so important that the staff wears facial coverings/masks, washes their hands regularly and uses sanitizer at the host stand.
- Do not be afraid to turn a guest away at this stage.
- The Health & Safety of our guests and staff is of the utmost importance to us. Because you are showing symptoms (i.e. a temperature above 37.5C / 99.5F) we cannot allow you on our premises at this time. We strongly recommend that you immediately seek medical advice.”
- After the guest with symptoms has left, immediately change your facial covering/mask, your gloves and disinfect the area around the host stand.

07 Security

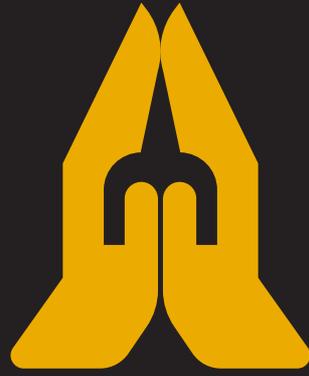
5. WHOM TO REFUSE GUIDELINES

SAY NO TO

- Guests displaying high temperatures (above 37.5* C or 99.5* F)
- Guest with quarantine stamps and bands
- Guests who are not complying to other restrictions laid by your restaurant.

7. COVID PPE INVENTORY FOR SECURITY

- Face mask or visor
- Clinical gloves
- Thermal scanner
- Additional pens
- Pedal operated sanitizer
- Wet tissues
- Dustbin (ADD)



Host

08 Host

1. GUEST COMMUNICATION POSTERS

The objective of these guest communication posters is to inform and guide the guests about the different safety and hygiene measures taken by the restaurants

List of Information Notices:

1. Safety measures in the restaurant
2. Digital menu, ordering and billing
3. Physical distancing inside elevators
4. Floor markings in all areas of the restaurant to guide the guest from the time of arrival till departure.
5. Recommended to post a seating plan in green and red, communicating how your restaurant has implemented restricted seating for the safety of our guests

2. SET-UP OF HOST SANITATION DESK

- Host/Hostess should be dressed up with proper face masks, visors, hand gloves and sanitizing kits
- Stock single use disposable hand gloves or clinical gloves
- Keep minimum stationery
- Reduce clutter in the host desk
- Install a plexiglass divider up to head level to reduce chances of transmission while talking to guests
- Pedal operated hand sanitizer dispenser would be an ideal setup for guests' use
- For queue management, put Q-managers & posters instructing the guests to stand behind the Q-manager while giving their details at the hostess desk. Put a barricade so that the guest avoids touching the hostess desk or coming too close to the desk. This helps the guests to maintain physical distance.
- Marking the waiting areas with floor stickers to encourage physical distancing

*Necessary guest communication posters are readily available on Reliski App in the download section.

08 Host

3. CONTACTLESS RESERVATIONS

- If your restaurant is on a digital platform, use the app for taking guest reservation details
- In case of traditional reservations, make sure you communicate with the guests from the desk behind the plexiglass divider
- Fill up the registration details by yourself and don't exchange pens with colleagues or with guests.
- For specially abled guests, keep your wheelchair sanitized at all times

4. STEPS OF SERVICE FOR A HOSTESS

- Wear your masks and gloves while accompanying the guests to their tables
- If your restaurant has multiple entry points, allot one entry and exit door for guest movement and take guests through designated routes, to maintain social distancing
- Follow the guest entry route and escort guests at any point of time.
- Keep your hands free from objects like pens, electronic devices, registers.
- In case of no tech support, have your restaurant's menu available in digital format or softcopy in your devices, exchange the same with the guest via whatsapp at the time of registration or while accompanying them to the table.
- After arriving at the guest table, inform the guest that all tables and seats are sanitized after every use. This is the stage where you must take mobile numbers and names of each and every guest sitting on the table along with the table number and time for safety records.
- Return to your desk without touching any objects in the restaurant

08 Host

5. COVID PPE INVENTORY FOR HOST

- Face mask or visor
- Pedal operated sanitizer dispenser
- Plexiglass divider
- Clinical gloves
- Pedal operated Sanitizer
- Sanitizer spray
- Wet tissues
- Dustbin

6. FAQ BY GUESTS

Can we hang out at the bar?

We have placed high stools and high tables at the bar with reduced seating. We advice you to maintain minimum 3 feet of distance while standing/sitting at our bar counters.

(The restaurants are encouraged to place an acrylic/plexiglass wall of minimum 2 feet height on top of the bar counter. Keep a window of 9 inch X 9 inch cut open for serving drinks)

Are our seats safe?

We at XYZ restaurant sanitize all tables, chairs, arms, footrest, legs of tables and the area nearby after every use. We have stopped placing cutlery and other essentials wares on tables to avoid contamination. Each table will have table number stand, which is also sanitized after use and a sanitizer for your personal use (preferably try and procure single use sanitizer wet tissues)



Server

09 Server

1. TABLE SETUP

- Avoid setting tables prior to the guest arrival – table tops should be empty, no wares, condiments, menus, even sanitizer should not be placed on an empty table
- We recommend digital menus or one time disposable menus on the tables.
- Avoid using traditional menu cards and books.
- Each restaurant should have a QR code that the guest can scan in order to access the restaurant's menu.
- In case you do not have both the above options, digital copy of menu (pdf,image,etc.) can be forwarded to guests upon their request.
- Ensure every table is sanitized thoroughly and ready for guest service.
- Following areas to be sanitized in table setup: Table Tops, Seats, Arm Rests and Backrests have to be sanitized

2. SIDE STATION SETUP & MAINTENANCE

- Side station landing platform should have sanitizers and a Red Bucket for sanitizer solutions, clearly labelled as Sanitizer to be placed along with a wonder wipe
- Sanitizing buckets should be changed every 4 hrs
- Side station should be free of clutter
- Keep minimal cutlery as per the shift
- Condiments stored at the side station should not be in bottles.
- Sachets of salt, pepper, oregano and chilli flakes to be used.
- In case of non-availability of such facility, pour the condiments in a smaller bowl for guest use, never place a bottle or huge dispensers at the guest table as it may increase the contact frequency. For example; bottles of ketchup, mustard, soy sauce, olive oil, chilli, vinegar, etc. should be replaced with small sized bowls.
- Stock with enough single use gloves and extra masks.
- Every side station should have a dustbin, all single use products will be discarded in the dust bin and will not enter kitchen at any cost.

09 Server

3. SELF SANITATION

- Wear your masks and gloves at all the time
- Sanitize and change your gloves every 2 hours
- Never communicate with guest without face mask
- Never hold your guest's food and wares with bare hands
- Change your gloves after clearing tables
- Wash & Sanitize your hands every 30 minutes
- Don't share your POS tablets, stationery, lighters, openers and personal equipment with guests and colleagues
- Avoid leaning on tables, railings, side stations and refrain yourself from touching unwanted high risk areas, eyes, nose and ears
- Avoid fiddling with facemasks, as it may increase your chances of allowing contamination

4. STEPS OF SERVICE

- Greet every guest by using non-touching body language (namaste, hand to heart, wave)
- Only bottled water, where outer side of the bottle is disinfected, to be used for providing water to guests.
- Take orders using the digital POS platform.If your restaurant doesn't support tech platforms, use a digital soft copy menu and communicate with guests and punch orders.
- Carry the food on salvers with food lids to the table along with the pre-packed sanitized cutlery and condiment kit. Encourage the guest to pick up their food and drinks from the salver directly
- Place the food, cutlery and condiments at the centre of the table if the guest insists. Remove the food cover and step away.
- Avoid silver service of dishes from platter to plate (pre-plated menu would be an advisable option in these times, to avoid touch frequency)
- Avoid bringing new glasses to the table, refill the existing glasses, as replacing glasses will increase chances of contamination
- Additional condiment and napkin request will be delivered by placing them in side plates and the same will be kept at the centre of the table
- Dedicated servers in dedicated sections should not interchange their sections or tables

09 Server

5. CASHIER

- Bills will be presented digitally using a tech platform (DOTPe, Bhim App, PayTM, Dineout and other platforms).
- In case of traditional billing, kindly place the bill on a side plate and leave it on the centre of the table
- Avoid using bill folders as it may increase touch frequency as bill folders travel all over the restaurant
- Encourage digital payments as much as you can, last resort would be card and cash payments. Present bill, card and change cash in a fresh side plate, avoid bill folders.
- After every successful card and cash payment, discard the gloves sanitize your hands and wear new gloves
- Side plate used to collect cards and cash would be sent to the dishwash for immediate cleaning.
- CC machine to be sanitized with a wet wipe or sanitizer solution or a wonder wipe after every use
- Never touch guest's electronic devices with bare hands. Change hand gloves immediately after handling guest's electronic devices

6. TABLE MAINTENANCE

- Don't pre clear the tables, voluntarily, perform pre clearance only upon request
- Remove all the wares from the tables in one single go.
- Try and avoid multiple movements towards a table, think pre-emptively and plan your service.
- Post clearing a table, it is critical that the employees washes their hands immediately and change their gloves afterwards.
- Table and all seats will be sanitized thoroughly before seating the next guest as mentioned above. Sanitize all tables, chairs, arms, footrest, legs of tables and the area nearby after every use. Don't place cutlery and other essentials wares on tables until the next guest arrives. Use a surface disinfectant as per the guidelines mentioned in this e-handbook in our BOH Module. Let the surfaces dry.

09 Server

6. COVID PPE INVENTORY FOR SERVER

- Face mask or visor
- Clinical gloves
- Sanitizer spray
- Sanitizing bucket with 1% sodium hypochlorite
- Wonder wipes
- Dustbin

*Learn these improvised steps of service through short, simple and easy videos on Releski App.



Bartender

10 Bartender

1. SELF SANITATION

- Wear your mask and gloves at all the time
- Sanitize and change your gloves every 2 hours
- Never communicate with guest without face mask
- Never hold your guest's food and wares with bare hands
- Change your gloves after clearing tables
- Wash & Sanitize your hands every 30 minutes
- Don't exchange your POS tablets, stationery, lighters, openers and personal equipment with guests and colleagues
- Avoid leaning on counters, railings, work stations and refrain yourself from touching unwanted high risk areas, eyes, nose and ears
- Avoid fiddling with facemasks, as it may increase your chances of allowing contamination

2. BAR SETUP

- Sanitize the complete bar area before commencing the operation and after closing the shift
- Try and dry all liquids from the bar at the time of closing and never leave any wet surfaces on floor or on counter
- Clean all refrigerator fans on daily basis, to avoid aerosol contamination
- Remove rubber mats, condiment caddy, napkin dispenser and all other items from the counter
- Keep the counter, empty, clean and dry
- Sanitize the counter before and after every service
- Keep wonder wipes soaked in sanitising bucket near or below the bar counter
- Install high rise plexiglass stand across the beer tap system
- Segregate Bar counters with plexiglass divider
- Bar stools will be placed in between the dividers and each divider will cater only one guest
- Store pickup will happen only once in a day, avoid excessive movements

10 Bartender

- Wear gloves before touching any perishable products
- All garnishes will be cut in a designated zone with in the bar, close to the sink.
- Knives, cutting boards should be sanitized before starting the task
- Please use pedal operated trash cans.
- Pre mixes made at the bar will be labelled and stored below 5°C
- Juices, milk, cream and other perishable liquids will be shifted from fridge to ice well, none of these perishables will be left open in the room temperature for more than 2 hours
- All the alcohol brought inside the bar from the store will be sanitized before entering the bar enclosure
- Ice scoops will be dipped in sanitizer bucket and will be rinsed in plain water before picking ice
- Avoid using straws, picks and unwanted non edible garnishes
- All the glass bottles will be sanitized individually
- Follow FIFO in bar store, make sure all goods carried from the store to the bar, are rested in store area for a minimum of 24 hrs
- POS/Cashier system screens will be sanitized and will be operated only by a designated person.
- Sanitize all high risk areas just before starting the operations

3. BAR COUNTER SERVICE

- A minimum of 3 feet distance between bar stools to be maintained
- It is advisable to place an acrylic/plexiglass wall over the bar counter with a 9 inch X 9 inch cut open window for drink service
- Greet every guest by using non touching body language (namaste, hand to heart, wave)
- Maintain a distance of 2 meter from the guest, don't lean forward on the counter.
- Take orders using the tech platform, if your restaurant doesn't support tech platform, use a digital soft copy menu and communicate with guests and punch orders.
- Bottled drinks will be wiped in front of the guest and served
- Refill drinks in the existing glass, as replacing glass will increase the chance of contamination (except for tap beers)
- Change gloves for each guest service and after every 2 hours

10 Bartender

- Soiled glasses will be loaded immediately in the glass washer or dipped in the soap oil pan, to prevent contamination
- Drink spill by guests will be cleaned on priority by Housekeeping staff
- Drink spill on counters by guest will be cleaned by bartenders with wonder wipes soaked in sanitising buckets
- Bills will be presented digitally using a tech platform (DOTPe, Bhim App, PayTM) in case of traditional billing, kindly place the bill on a side plate and leave it in the centre.
- Avoid using bill folders as it may increase touch frequency and bill folders travel all over the restaurant
- Encourage digital payments as much as you can, last resort would be card and cash payments.
- CC machine to be sanitized with a wet wipe or sanitizer solution or a wonder wipe after every use
- After every successful card and cash payment, discard the gloves sanitize your hands and wear new gloves
- Side plate used to collect card and cash should be sent to the dishwash for immediate cleaning.
- Never touch guest's electronic devices with bare hands. Change hand gloves immediately after handling guest's electronic devices

10 Bartender

4. BAR HIGH RISK AREAS

Ensure the below mentioned frequently touched areas are sanitized every 4 hours without fail. The responsibility can be of your restaurant's COVID-proof ambassadors

- Bar counter
- Plexiglass divider
- Beer taps
- Bar work station mats
- Ice scoop
- Soda gun
- Refrigerator handles
- Bar counter entry door
- Beer glass washer
- Glass washer door
- Shared light equipment
- Shared heavy equipment
- Coffee machine
- Sink taps
- Sanitizer and hand towel dispenser
- Knives and cutting boards
- Display rail & Speed rail
- Ice well
- POS & Printers

5. COVID PPE INVENTORY FOR BAR

- Face mask or visor
- Clinical gloves
- Sanitizer spray
- Sanitizing bucket
- Wonder wipes
- Dustbin



Housekeeping

11 Housekeeping

PUBLIC AREA MAINTENANCE

- Understand your public area
 - **BOH**
 - Back gate
 - Receiving
 - Staff stairs and lifts
 - Garbage room
 - Staff cafeteria
 - Staff lockers
 - Back area corridors and alley way
 - Take away, drive thru, delivery counters
 - RO plant
 - DG area
 - Green house
 - Coal store
 - Staff smoking zone
 - **FOH**
 - Front porch
 - Front doors
 - Hostess desk
 - Waiting area
 - Staircase and corridors
 - Guest lifts
 - Bar space
 - Dance floor
 - Smoking area
 - Outdoor seating
 - Live counters
 - Dining area
 - DJ console
 - Garden and landscape
 - PDR

11 Housekeeping

- All the above sections in your restaurant will be cleaned with respective floor sanitizing chemical and disinfectants
- Public areas will be maintained dry and litter free
- Keep enough trash cans in public areas for guest use
- Sanitize all public areas every hour in case of high traffic, and 2 hours in case of medium traffic and 4 hours in case of low or no traffic
- Identify high risk areas in public areas and avoid touching them and sanitize them as and when you walk past them.
- Always carry sanitizer spray and a clean wonder wipe dipped and squeezed in sanitising solution

HIGH RISK AREAS IN PUBLIC AREAS

- o Lift buttons
 - o Any equipment that is frequently used
 - o Door handles, push plates, thresholds and hand railings
 - o Dining tables
 - o Chairs and booths
 - o Magazine holder
 - o Trash cans
 - o Kids booster chairs
 - o Bar stools
 - o Stanchions (Q Managers, barricade)
 - o Dispensing units
 - o Intercom Phones
 - o Remote control
 - o Switches and electric panels
 - o Outdoor furniture and furnishings
- Place information tent cards in all potential guest communication spot, for eg:- “This particular section has been sanitized at 11:00hrs/12:00 hrs for your safety and hygiene”
 - It is advisable to use an information tent card with a time slot stating the hour of sanitation mentioned as it will help you to gain trust of your patrons
 - All high risk areas to be sanitized every one hour to reduce the spread

11 Housekeeping

RESTROOM MAINTENANCE

- Checks that soap dispensers, disinfectant gel dispensers, and paper towels are well stocked must be carried out at least once a day. Any defect or depletion must be repaired or replenished immediately
- Where possible dedicated cleaners for the restrooms should be available, sanitizing every surface after the toilets and sinks have been used. (Only recommended if they can physically distance themselves from customers)
- Clean the mirrors, often in restroom as they could be carriers of droplets.
- Janitors should check on restroom hygiene after every use. No customer to use restroom when Janitor is inside cleaning and sanitizing
- Single use disposable towels are recommended where possible vs. hand dryers. The towels should not be handed out but rather stored in a dispensing unit.
- Extra sanitizer should be installed at the entrance/exit of the toilet.
- Paper towels as well as a trash should be available at the entrance/exit of the restrooms so that guests can avoid touching handles and rather use a paper towel which they can then discard immediately.
- If any surface is contaminated with vomit or other body fluids, make sure you wear a fresh facial covering/mask and new pair of gloves. Disinfect with recommended Sanitizer or 1 in 49 diluted household bleach solution, leave for 15-30 minutes and then thoroughly rinse with water; if the surfaces are contaminated with blood, use the recommended sanitizer or 1 in 4 diluted household bleach solution for disinfection of the contaminated surface and leave for 10 minutes before thoroughly rinsing with water. Ensure you immediately discard gloves and mask, without touching the outside of these items when you remove them.
- Restroom checks should be reinforced with cleaning and sanitizing documented.
- Leave the restroom entry doors open, to reduce contamination

11 Housekeeping

HIGH RISK AREAS IN RESTROOMS

- Door handles
- Sink faucets and toilet handles
- Sink counters
- Towel dispenser handles
- Soap dispenser push plates
- Baby changing station
- Sanitary bins in the ladies
- Trash receptacle touch points
- Toilet seats
- Non-stop permanent cleaning is essential in order to guarantee a safe work environment.

COVID PPE INVENTORY FOR HOUSEKEEPING

- Face mask or visor
- Clinical gloves
- Coverall/Gowns
- Headcover
- Shoe cover



In The Toilet Without Touching

12 In The Toilet Without Touching

RESTROOM ENTRY & ACCESS

- For guest convenience, Housekeeping staff can setup a small counter at the entrance of the restroom, which will have a hand sanitizer and single use disposable hand gloves or paper tissues, with an instruction tent card stating
 - Sanitize your hands, before entering the washroom
 - Please wear a single use disposable hand gloves or use paper tissues to access all restroom fixtures.
 - Discard the gloves in the bin below, after exiting the restroom
- Keep the restroom and WC doors open at all the time, to reduce touch frequency
- If you have a dedicated resource for restroom, a janitor must be stationed inside the restroom all the time, in wearing PPE kit, facilitating guests in opening faucets, opening restroom doors.
- Janitors should not help in pulling out napkins from dispenser or collecting used napkins from guests.
- Install a pedal operated trash cans for disposing trash

WC MAINTENANCE AND ACCESS

- Inside WC cabinet, install a covered toilet roll dispenser, where guests can't touch the toilet roll as whole
- All WC should be installed with a sanitizer dispenser and a disinfectant spray can
- It is advisable to install automatic toilet seat cover changer in all restrooms, for safety and hygiene
- Janitors should sanitize following high-risk areas after every use of WC
 - Door handles
 - Toilet roll cover
 - WC tank or back wall
 - WC flush handles/buttons/knobs
 - WC spray guns
 - Spray disinfectant or sanitizer around WC after cleaning

Module 2

SAFETY GUIDELINES FOR **BACK OF HOUSE**

(covers Employee Health with Security, Stores and Kitchen Departments)

COVID-Free Guidelines
for Indian Restaurant Owners and Their Workforce





Receiving Procedures

GOODS HANDLING & STORING



01 Receiving Procedures

HANDLING DELIVERIES

Understand your supply chain

Understand your current source of supplies to know the potential vulnerabilities.

Separate Sanitization Zone

Identify a quarantine zone in your property, where all the raw materials received should be left untouched for a period of 24 hours before they enter the kitchen.

Purchase manager Scheduling

Except Store keeper, no body should be allowed to collect deliveries

Operating instructions

- Drivers should be supplied with an alcohol-based hand sanitizer to disinfectant. before passing delivery documents to food premises staff.
- Limit access, drivers and delivery staff should not enter the premises beyond the receiving areas
- Take temperatures of driver or vendor and have the health declaration form filled up, before allowing them to enter the premises.
- Drivers should be supplied with an alcohol-based hand sanitizer, a disinfectant, and paper towels. Drivers should use hand sanitizer before passing delivery documents to food premises staff.
- Disposable containers and packaging should be used to avoid the need for cleaning of any returns. In the case of reusable containers, appropriate hygiene and sanitation protocols should be implemented.
- All supplier's personnel have to use facial covering/mask and gloves.
- Avoid touching frequent touch surfaces such as steering wheels, door handles, mobile devices, etc.

01 Receiving Procedures

- All received goods will be placed on a landing table and the goods will be sanitized as per the nature of their product. Fresh Perishable goods will be sanitized at 50PPM chlorine water.
- Dry packaged goods can be received and kept in isolation zone. Packaged chilled products can be sanitized using a sanitization spray and stored immediately
- Use sticker for identifying sanitized goods
- For perishables, wash the product with 50PPM sanitization solution, store the items directly in your refrigerator (carry them without being hugged against your clothes)
- Remove outer packaging and throw it directly in the trash before placing items in your refrigerator.
- Use kitchen thermometer while receiving chilled foods. Thermometers should be wiped with disposable paper sanitizer or a solution kept with signages for every use
- Internal temperature of meats etc should be added in the delivery label by vendors
- Wash any surfaces that have been touched by grocery bags or packaging.
- Leave the emergency deliveries ideal for 3 hours—which negates the possibility of accidental airborne transmission.

Storage area

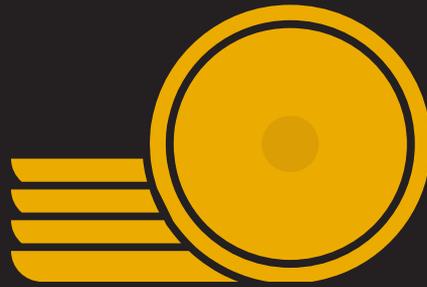
Poster at the door stating “you are entering a completely sanitized area, refrain entering without masks and gloves and sanitize yourself before entering”

Unauthorised personnel should not be allowed to enter the store, all receiving will happen at the delivery counter.

Washing Meat and Poultry

Washing raw poultry, beef, pork, lamb, or veal before cooking is not recommended.

Microorganisms in raw meat and poultry juices can be spread to other foods, utensils, and surfaces. We call this cross-contamination.



Food Safety

PAN TO PLATES

02 Food Safety

Pan to plates - All about kitchen

- Review delivery schedules of all orders to reduce exposure.
- All food, liquors, beverages, non-food including packaging, will need to be deep cleaned according to the needs of each product (disinfectant, water, and soap, wipes, etc.)
- Divide your food preparation area under 3P's as follows
 1. Preparation
 2. Production
 3. Pickup
- Operate with minimal staffing in each sections to maintain social distancing with staff in other sections.
- Place sanitizer in all handwashing sinks.

Preparation

- Carry food materials without hugging your uniform or the body
- Though, current scientific advice is that COVID-19 is very unlikely to be spread by food. It is advisable to maintain high food preparation standards
- Sanitize your work stations upon opening the kitchen, every 4 hours whilst operations and once at the time of closing.
- Sanitization of workstations to be done immediately after preparing high risk produce. High produce involves- Meat, poultry, seafood, dairy products, semi-prepared foods like pre-made sauces and dips.
- All the tools, like cutting boards, knives, whisk, laddle etc used or involved in the preparation of high risk produce to be cleaned, sanitized and dried before using them again
- Exchange of tools between production areas should be avoided
- Staff working on one task of preparation should complete it from beginning to end before moving on to the next.
- No interchange of tasks should be allowed among staff, specially while preparing, as it

 Download the above posters from Releski App.

02 Food Safety

Pan to plates - All about kitchen

May involve high risk of cross contamination.

- Don't leave any produce on the floor or closer to washing sinks.
- All wet and fresh produce will be stored in refrigerators or minimum 1 feet above ground level and away from wall at the time of production.
- Dry produce will also be stored in similar fashion, but in ambient temperature.
- High risk produce which needs immediate cooking or immediate storing to be attended on priority.
- Meat production area to be isolated away from the other production areas- smaller kitchens identify a location close to a sink where a hot water facility is available.
- After completing your mise-en-place (pre preparation of food) send the produce immediately for production or storage.
- Never leave the raw meat produce in ambient temperatures for long hours
- Any produce left at room temperature for more than 2 hours to be discarded immediately
- Never touch RTE (ready to eat foods) with bare hands.

INGREDIENT (Raw unless indicated)	MINIMAL COOKING TEMPERATURE	MICROWAVE COOKING INTERNAL TEMP.
1. Fruits and vegetables (cooked for hot holding)	140°F	NA
2. Commercially pre-cooked foods	140°F	NA
3. Starch/dairy/other protein	145°F	NA
4. Fish and seafood	145°F	165°F
5. Beef and pork	145°F	165°F
6. Ground (beef, pork, and fish)	155°F	165°F
7. Poultry	165°F	165°F
8. Rolled/stuffed meats	165°F	165°F
9. Reheated carryover (hot holding)	165°F	165°F
10. Rare roast beef	Held for at least 112 minutes at 130 °F	NA

02 Food Safety

Pan to plates - All about kitchen

Cooking Precautions

- Sanitize all equipments before commencing cooking
- Sanitize all equipments once in 4 hours and at the time of closing
- Clean and sanitize exhaust system
- Wash pans, ladles, whisks etc. before reusing in producing another item, never reuse it again
- Post producing a food items, shift them immediately to plates or delivery containers
- Never hold produced foods in ambient temperature
- Post production, send all the tools to dishwashing and don't leave them in the production area.
- Have a separate set of tools for production which should not be mixed with the preparation section.

Pickup

- All crockery and cutlery will be sterilised and stacked
- One supervisor should be dedicated for handling sterilised wares and completed food item for pickup
- Hot plate holding equipment should have temperature control knob with display
- Designated food pickup area to be away from preparation, receiving and dishwashing
- Staff members involved in food pickup and delivery should maintain social distancing.
- Designated staff members to carry soiled ware from restaurant to dish wash, incase of smaller operation, staff should wash their hands and sanitize, before handling food pickup
- Sanitizer to be kept at food pickup counters for staff to use before handling the RTE (ready to eat food)
- KOT's should not be touched by food pickup staff, delivery service should collect KOT/ bills from cashiers for cross reference
- In case of KDS restrict pickup staff from bumping off the KOT's from KDS screens
- Refrain pickup staff from fiddling with kitchen printers, kot bill puncher, thermometers etc, and avoid leaning on kitchen counters and pick up counters
- Pickup staff should be allowed only to touch plates of finished products and delivery containers.

02 Food Safety

Pan to plates - All about kitchen

Delivery/Food packaging

- Food packaging has to comply with the local law, should be clean and suitable for food use. Stored hygienically at all times.

Delivery boxes and bags

- Choose appropriate insulated carriers for food pickups. Ensure effective disinfection happens at the start of the day, before carrying food and after deliveries, as well as regularly throughout the day.
- Delivery vehicles, containers, boxes and bags to be cleaned and sanitized regularly
- If ice packs are used, these should be cleaned and sanitized as per the insulated box or bag in between every use.
- Label all the food delivery containers with following details:
 - ◇ Santiser pouch (add a sachet)
 - ◇ Chef's body temperature
 - ◇ Food packers body temperature
 - ◇ Delivery personnel body temperature
 - ◇ Product temperature at the time of pickup
 - ◇ Pick up time



Sanitation

SELF & RESTAURANT SANITATION



03 Sanitation SOPs

SANITATION

Sanitation is ensuring anything that comes in contact with food doesn't contaminate the food. Sanitation is a prerequisite to food safety - and you cannot have one without the other. It is our job to make sure the food is safe for our guests. Therefore following safe food handling procedures is a non-negotiable behavior.

Here is what you can find in this section

- Hand Washing
- Single-Use Gloves
- Wiping Cloths/Sanitizer Buckets
- Pest Control

Hand wash procedure

One of the most important things you can do to prevent the spread of food borne illnesses is to wash your hands. In fact, the Food Code requires that all food employees keep their hands and exposed portions of their arms clean. By frequently washing your hands, you wash away germs that you have picked up from other people or from contaminated surfaces and prevent the spread of diseases.

Wash your hands every 30 minutes' minimum. The use of a timer alarm is highly recommended to remind staff to wash their hands and change their gloves.

03 Sanitation SOPs

When should you wash your hands?

You should wash your hands often. Probably more often than you do now because you can't see germs with the naked eye or smell them, so you do not really know where they are hiding. Food employees should always wash their hands:

- Upon arrival to work
- When changing tasks or workstations
- Before breaks (especially important when working with raw foods)
- Before returning to food prep/service
- Before working with ready-to-eat foods
- After eating, drinking, or smoking
- After using the restroom
- After dishwashing or other cleaning tasks
- After emptying the garbage
- After any clean up activity such as sweeping, mopping, or wiping counters
- After handling dirty dishes or equipment
- After handling the phone
- After touching one's face, hair, or clothes
- Before and after touching someone, who is sick
- After blowing your nose, coughing, or sneezing
- Before and after treating a cut or wound
- Inserting or removing contact lenses
- After touching books and money
- Touching public surfaces like door handles, hand trucks, etc.
- Before handling clean equipment and serving utensils
- Before putting on clean, single-use gloves for working with food
- Between glove changes
- When they look dirty

03 Sanitation SOPs

What is the correct way to wash your hands?

It is estimated that one out of three people do not regularly wash their hands, even after using the restroom. The following four steps will help you make sure your hands are properly washed:

- Turn on water and adjust to a tolerably hot temperature, should be at least 100 degrees F (37.8 degrees C)
- Moisten hands and apply soap
- Lather and vigorously wash hands, wrists and forearms for at least 20 seconds (good timer is to mentally sing the “Happy Birthday” song twice through)
- Scrub nails, under nails, wrists, palms, back of hands, exposed forearms, and between fingers (if nail brushes are used, the brush must be stored in sanitizing solution to prevent contamination between employees)
- Thoroughly rinse with warm water to remove soap sending the bubbles and germs down the drain
- Dry hands using disposable towels or a heated air-drying device
- Shut off water faucet(s) using the paper towel or elbows to avoid contamination
- Put paper towel (if applicable) in the waste container
- Leave no trace; make sure the hand sink is clean and ready for the next employee
- Use a paper towel to open any doors between assigned stations and wash hands again if necessary
- If applicable, apply hand sanitizer but remember to allow time for the sanitizer to dry before handling food or equipment

03 Sanitation SOPs

Guidelines for Hand Washing Sinks:

- Hand washing sinks should be used for Hand Washing Only
- Making sure that hand washing sinks in the kitchen, food preparation areas, and restrooms have clean, running warm water, soap and paper towels, or other approved means for drying
- Provide a waste container at each hand washing sink or near the door in restrooms
- Single-use hand towels must be provided at the hand-washing sink to assure proper hand washing techniques are followed; continuous cloth towel systems are acceptable as long as they are working and provide the user with a clean towel; heated-air dryers are approved for use only in restrooms.
- Although these sinks should be washed regularly, they are considered “dirty” sinks because they are used for the task of removing soil from hands
- Hand washing sinks should never be used for washing food, equipment or utensils due to the potential for contamination
- Hand washing sinks should be free of excessive dirt, dust and grease build up
- Hand washing sinks must be functional, unobstructed and conveniently located; if a sink has running water and plumbing is intact, this is considered functional
- If a hand washing sink is not working properly, it should be marked out of order and an additional hand sink must be present
- Employees should be able to get to the hand washing sink and use it without having to move equipment or manoeuvre through obstructions
- In addition to proper training, hand washing sinks should have a Hand Washing Sink Sign to encourage proper hygiene

Using Hand Sanitizers After Hand Washing:

- Wash hands as described above in a designated hand sink
- Select a hand sanitizer containing at least 65 percent alcohol
- Apply enough sanitizer to the palm of one hand to wet both your hands, front and back, thoroughly
- Rub hands (palms, back of hands, over/under nails, and between fingers) together vigorously for 30 seconds covering all surfaces of both hands; if hands are dry after only 10-15 seconds, not enough sanitizer was used and more must be applied
- Wait for the sanitizer to dry completely before touching food contact surfaces

NOTE: Hand sanitizers may NOT be used instead of hand washing for food service employees

Remember, hand washing is a critical step in the prevention of food contamination. When hands are properly and frequently washed, bacteria are reduced to a generally safe number. Hand washing must be done in using the proper technique and at the appropriate times. Neglected hand washing can lead to cross-contamination by unclean hands.

03 Sanitation SOPs

Single-Use Gloves

- Wearing disposable/single use gloves in food handling and food service is critical in minimising the spread of micro organism and protecting both employees and guests. Proper use of quality, disposable/single-use gloves significantly lowers the risk of food borne illness. Gloves deliver an added level of protection and provide a visual cue to our guests that we care about their well-being. Also, this may provide us with some type of loyalty from our guests who are especially observant about the way their food is prepared. But gloves are not required in all areas.
- Concerning disposable/single-use gloves, keep in mind that:
 - Wash your hands before you put on gloves; disposable gloves are not designed to be worn all day and employees must remember to wash their hands and replace their gloves as needed
 - Gloves are to be worn for one task only and not to be reused
 - The same gloves are not used while working with ready-to-eat food and raw food
 - Gloves must be discarded when they are soiled, damaged, or contaminated, or an interruption occurs in the operation
 - Use only single-use gloves that have been stored and dispensed to prevent contamination
 - Gloves provided must fit properly; be intact, and without tears or imperfections
 - Gloves must be replaced after sneezing, coughing, or touching of the head or face
 - Disposable gloves should be worn over any bandage being worn over any unhealed sore, scab, wart, or rash from the wrist down; the glove protects the food from possible contamination from the wound and keeps bandages from falling off into the food or ice
 - If an employee is wearing a non-disposable bandage or apparatus (gauze dressings, elastic bandages, cast or brace) on their hand, that employee should not be allowed to engage in any food prep activity, because hands cannot be properly washed
 - Gloves should be worn by any employees wearing artificial nails or fingernail polish
 - Disposable/single-use gloves are not designed for use in handling extremely hot foods, utensils, nor cooking equipment; extended exposure of any glove to heat or flame may cause deterioration of the product
 - Remember, though gloves provide an additional barrier between our employee's hands and the food, frequent hand washing remains important. It adds another layer of protection for the guest, and it's a good practice in keeping our employees healthy as well.

03 Sanitation SOPs

Wiping Cloths/Sanitizer Buckets:

- Because we work in an environment that deals with food, it is of the utmost importance that we adhere to proper sanitation techniques. Outlets must provide a means to clean and sanitize all preparation surfaces and other areas where normal operations may result in food spills or contamination. Sanitising kills harmful bacteria. Our most important tool when it comes to this is the wiping cloths and sanitizer buckets. Wiping cloths and sanitizer buckets are used for cleaning food spills or wiping work surfaces, equipment, etc...
- Below are the best practices for wiping cloths and sanitizer buckets:
 - They must be kept in a clean, sanitary condition
 - Wiping cloths need to be moistened with an approved sanitising solution prior to first use and replaced or stored in a sanitising solution between its next uses in order to kill bacteria and harmful organisms
 - All wiping cloths shall be free of food debris and visible soil, and shall be used for no other purpose
 - Always keep cleaning cloths separated by what they are used for - use different cloths to clean food contact surfaces and non-food contact surfaces
 - Between uses, store and rinse cloths in sanitising solution, with separate buckets clearly labeled for food surfaces or non-food contact surfaces
 - Soiled wiping cloths must be replaced regularly
 - The sanitizing solution should be drawn from the sanitizing compartment of the 3-part sink or from a calibrated dispenser to assure proper concentration
 - The sanitizing solution should be checked upon set up and at least every two hours (more frequently during time of high use or with excess debris) to monitor its effectiveness; to check for the concentration of sanitizing solutions, you should use a chemical test kit appropriate for the type of sanitizer used
 - Sanitizing solution shall be changed as needed to maintain the solution in a clean condition
 - The solutions must be stored in such a manner that they are separated from the food, equipment and utensils; it would be acceptable to store the sanitizing bucket on a shelf below the food preparation surface or on another nearby surface; the employees would be able to obtain the cloth easily from the solution and return it when the sanitizing step has been completed

03 Sanitation SOPs

Wiping Cloths/Sanitizer Buckets

- Most often spray bottles are used in dining areas and on clean-in-place equipment; if a spray bottle is used, make sure that it is labeled correctly, that the sanitizer solution inside the bottle is at a concentration recommended by the manufacturer or your local health department, and the area or surface sprayed is wiped clean with a one-time use paper towel
- The area to be sanitized should be clear of all utensils and food before spraying or wiping solution
- Although surfaces are being wiped with sanitizer, they must be properly cleaned and sanitized at least every 4 hours
- Surfaces that have excessive debris should be cleaned up first then sanitizer applied
- Always review the concentration levels recommended by the sanitizer's manufacturer

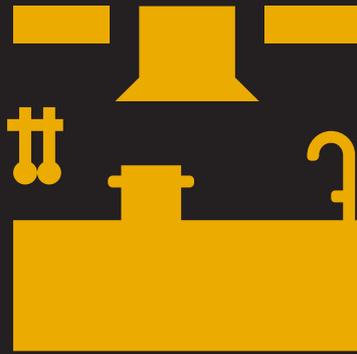
No Bare Hand Contact with Ready-to-Eat Foods

When hands are heavily contaminated, effective hand washing practices may not be enough to prevent the transmission of transient pathogens from the hands to RTE foods. Hence we should discourage bare hand contact with RTE food (i.e., food that is eaten without further washing or cooking) and requires the use of suitable utensils such as scoops, spoons, forks, spatulas, tongs, deli tissue, single-use gloves, or dispensing equipment when handling these food items.

Bare hand contact with an RTE food, such as sandwiches and salads, can result in contamination of food and contribute to food borne illness outbreaks. Therefore, food employees should always use suitable utensils such as spatulas, tongs, single-use gloves, or dispensing equipment when handling RTE foods. Single-use gloves used along with hand washing can be an effective barrier to decrease the transfer of microorganisms from the hand to food. However, gloves are not total barriers to microbial transmission, and will not be an effective barrier alone for food workers without education on proper glove use and hand washing requirements.

Follow these instructions for the use of single-use gloves:

- Always wash hands before donning gloves.
- Change disposable gloves between handling raw products and RTE products.
- Do not wash or reuse disposable gloves.
- Discard torn or damaged disposable gloves.
- Cover an infected lesion (cut, burn, or boil) with a waterproof covering and disposable glove.
- Wear disposable gloves over artificial nails and nail polish



Clean Kitchens

CLEAN & DISINFECT



04 Clean Kitchens

Cleaning frequently-touched surfaces to reduce risk

Cleaning and disinfecting will reduce the risk of an outbreak.

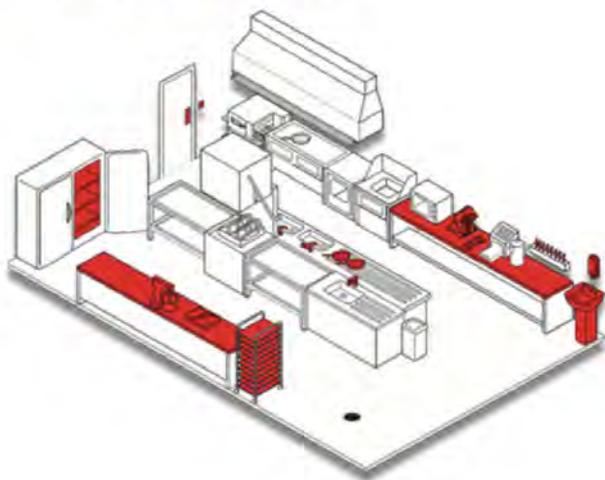
- Clean all areas frequently, as per your standard cleaning procedures.
- Deal with blood and bodily fluid spillages immediately.
- Ensure that equipment and utensils are in good condition, washed and sanitized effectively between usage.
- Ensure employees are trained on cleaning standard operating procedures and hand hygiene.
- It is critical that all glassware, silverware and chinaware is properly cleaned and sanitized and therefore imperative that the dish machine temperature is tested at least three times a day in order to validate and ensure that all items are rinsed at 82C/180F.
- Ensure that the frequency of disinfection is increased throughout service, and make sure staff are including all high-touch surfaces such as work surfaces, tables, chairs, switches, door handles, push plates on doors, toilets, hand towel dispensers, taps, mop handles etc.
- Cleaning chemicals need to be compliant regarding COVID-19 proper disinfection standards – detergents, sanitizers and hand washing soap. Check that you are using sanitizers that comply with BS EN 1276 or equivalent. It is important that the chemicals that you are using have a high percentage of killing bacteria and virus - 99.99% - check with your cleaning chemical supplier. Check that staff are adhering to the correct contact time.

04 Clean Kitchens

High Risk Areas

High risk infection areas need to be cleaned and disinfected on a regular basis to create protection against pathogen spread. Certain conditions allow pathogens to spread easier from one individual to another. These include areas where traffic is high, bodily spills are frequent or where there is general low level of hygiene.

Key touchpoints:



Areas which fall under high risk are

- Shared equipment
- Door handles
- Handles of all the equipment doors
- Hand rails
- Handles of the dispensers (beverage, etc.)
- Ice scoops
- Walk-in and other refrigerator handles

04 Clean Kitchens

- Walk-in refrigerator and plastic freezer curtains
- Freezer handles
- 3-compartment sink and mop sink
- Handwashing sink handles
- Soap dispenser
- Tissue dispenser
- Trash receptacle touchpoints
- Cleaning tools and equipment
- Telephone keypad and handset
- KDS screens and bump bars
- Cleaning schedules need to be in place and all cleaning activity needs to be documented

Dishwashing

- Dishwashers must maintain a distance of 6ft between themselves and all other persons present in the area.
- Dish wash landing table to have large pans with soap oil, all the cutlery and wares will be dipped in the pans. Nothing should be left on the landing area.
- Ensure that the correct washing temperatures(50-65°C) and rinsing temperatures (65-80°C) are adhered to.
- Door handles, swing doors, drawers, bells, trolley handles must be cleaned every hour with food-safe disinfectant wipes (Wipes XL)
- Dishwashers must be provided with disposable aprons which they must change every hour, gloves and masks to protect themselves in the event of food splashes during the cleaning process, but also to protect the kitchenware once washed.
- Before starting a shift, dishwashers must wash their hands at a non-contact hand wash basin with H34 soap, and between changes of work task or work area with hand wash
- They must wash their hands between loading dirty dishes and unloading clean dishes.
- Dishwashers must change clothing, jacket, trousers, apron every day.
- A caution strip in utensil storage area stating, sanitize before entering or picking up any ware
- Which sanitizer you have to use for sanitizing it

04 Clean Kitchens

How to clean and disinfect

Clean

- Wear disposable gloves to clean and disinfect.
- Clean surfaces using soap and water, then use disinfectant.
- Cleaning with soap and water reduces number of germs, dirt and impurities on the surface. Disinfecting kills germs on surfaces.
- Practice routine cleaning of frequently touched surfaces.
- More frequent cleaning and disinfection may be required based on level of use.
- Surfaces and objects in public places, such as shopping carts and point of sale keypads should be cleaned and disinfected before each use.
- High touch surfaces include:
 - Tables, doorknobs, light switches, countertops, handles, desks, phones, keyboards, toilets, faucets, sinks, etc.

Disinfect

- Follow the instructions on the label to ensure safe and effective use of the product.
- Many products recommend:
 - Keeping surface wet for a period of time (see product label).
 - Precautions such as wearing gloves and making sure you have good ventilation during use of the product.
 - Diluted household bleach solutions may also be used if appropriate for the surface.
 - Check the label to see if your bleach is intended for disinfection, and ensure the product is not past its expiration date. Some bleaches, such as those designed for safe use on colored clothing or for whitening may not be suitable for disinfection.
 - Unexpired household bleach will be effective against coronaviruses when properly diluted
 - Follow manufacturer's instructions for application and proper ventilation. Never mix household bleach with ammonia or any other cleanser.
 - Leave solution on the surface for at least 1 minute
 - **To make a bleach solution, mix:**
5 tablespoons (1/3rd cup) bleach per gallon of water
or 4 teaspoons bleach per quart of water
- Bleach solutions will be effective for disinfection up to 24 hours.
- Alcohol solutions with at least 65% alcohol may also be used.

04 Clean Kitchens

Soft surfaces

- For soft surfaces such as carpeted floor, rugs, and drapes
- Clean the surface using soap and water or with cleaners appropriate for use on these surfaces.
- Launder items (if possible) according to the manufacturer's instructions. Use the warmest appropriate water setting and dry items completely.
- OR
- Disinfect with an EPA-registered household disinfectant.
- Vacuum as usual

Electronics

- For electronics, such as tablets, touch screens, keyboards, remote controls, and ATM machines
- Consider putting a wipeable cover on electronics.
- Use alcohol-based wipes or sprays containing at least 65% alcohol. Dry surface thoroughly.

Laundry

- For clothing, towels, linens and other items
- Launder items according to the manufacturer's instructions. Use the warmest appropriate water setting and dry items completely.
- Wear disposable gloves when handling dirty laundry from a person who is sick.
- Dirty laundry from a person who is sick can be washed with other people's items.
- Do not shake dirty laundry.
- Clean and disinfect clothes hampers according to guidance above for surfaces.
- Remove gloves, and wash hands right away.

When cleaning

- Regular cleaning staff can clean and disinfect community spaces.
 - » Ensure they are trained on appropriate use of cleaning and disinfection chemicals.
- Wear disposable gloves and gowns for all tasks in the cleaning process, including handling trash.
 - » Additional personal protective equipment (PPE) might be required based on the cleaning/disinfectant products being used and whether there is a risk of splash.
 - » Gloves and gowns should be removed carefully to avoid contamination of the wearer and the surrounding area.
- Wash your hands often with soap and water for 20 seconds.
 - » Always wash immediately after removing gloves and after contact with a person who is sick.
 - » Hand sanitizer: If soap and water are not available and hands are not visibly dirty, an alcohol-based hand sanitizer that contains at least 65% alcohol may be used. However, if hands are visibly dirty, always wash hands with soap and water.
- Additional key times to wash hands include:
 - » After blowing one's nose, coughing, or sneezing.
 - » After using the restroom.
 - » Before eating or preparing food.
 - » After contact with animals or pets.
 - » Before and after providing routine care for another person who needs assistance



Employee Health

MANAGING TEAM'S HEALTH



05 Managing Employee Health

Symptoms of COVID-19

Symptoms of COVID-19 include fever, cough, and shortness of breath but other symptoms may be present as well. Trouble breathing is a more serious symptom that means you should get medical attention.

Follow care instructions from your healthcare provider and local health department. Your local health authorities may give instructions on checking your symptoms and reporting information.

When to seek emergency medical attention

Look for emergency warning signs for COVID-19. If someone is showing any of these signs, seek emergency medical care immediately

- Trouble breathing
- Persistent pain or pressure in the chest
- New confusion
- Inability to wake or stay awake
- Bluish lips or face

*This list is not all possible symptoms. Please call your medical provider for any other symptoms that are severe or concerning to you.

Call ahead before visiting your doctor

- Call ahead. Many medical visits for routine care are being postponed or done by phone or telemedicine.
- If you have a medical appointment that cannot be postponed, call your doctor's office, and tell them you have or may have COVID-19. This will help the office protect themselves and other patients.

Cover your coughs and sneezes

- Cover your mouth and nose with a tissue when you cough or sneeze.
- Throw away used tissues in a lined trash can.
- Immediately wash your hands with soap and water for at least 20 seconds. If soap and water are not available, clean your hands with an alcohol-based hand sanitizer that contains at least 65% alcohol.

05 Managing Employee Health

Clean your hands often

- Wash your hands often with soap and water for at least 20 seconds. This is especially important after blowing your nose, coughing, or sneezing; going to the bathroom; and before eating or preparing food.
- Use hand sanitizer if soap and water are not available. Use an alcohol-based hand sanitizer with at least 65% alcohol, covering all surfaces of your hands and rubbing them together until they feel dry.
- Soap and water are the best option, especially if hands are visibly dirty.
- Avoid touching your eyes, nose, and mouth with unwashed hands

Steps for employers

- Take employee's temperature and assess symptoms prior to their starting work.
- If an employee becomes sick during the day, send them home immediately.
- Test the use of face masks to ensure they do not interfere with workflow.
- Increase air exchange in the building.
- Increase the frequency of cleaning commonly touched surfaces.

Employee environment in work places

- Employee changing rooms as well as any other reduced space is a critical. In addition, this particular space is used for personal hygiene and potentially hazardous materials such as clothing. Sanitation measures need to be strictly followed in order to avoid contamination.
- Changing Room Disinfection: Before any AM shift employee arrives, the changing room needs to be disinfected with the proper cleaning chemicals (floors, walls, doors, lockers, seats and any surface or furniture – special attention needs to be paid to regularly cleaning the door handle).
- Lockers: Employee lockers should be fully sanitized. Employees are not allowed to leave any personal belongings inside the lockers once their shift has finished. Either the in-house cleaner or employees are responsible for disinfecting their lockers (inside, doors, handle, hinges) after, before and between usages.
- Cleaning and sanitation of the floor, walls, doors and appliances should take place frequently and records kept on a cleaning checklist.

Personal Protective Equipment

- Facial covering/mask and glove usage should be at minimum mandated by local authorities however if it is not mandated then follow our policies and procedures.
- It is essential that all employees – in the heart of the house as well as the front of the house wear gloves and facial coverings/masks.
- Tasks should be assessed to identify where additional personal protective equipment is required

Employee Hygiene & Behaviour Facial coverings/Masks

Wearing facial coverings/masks is mandatory for all employees and managers regardless of the department and regardless if you are experiencing symptoms or not, unless local government mandates otherwise. The MOH and FSSAI mandates a closed face covering

- Facial coverings/masks are effective only when used in combination with frequent hand-cleaning with alcohol-based hand rub or soap and water as well as sanitizer.
- Replace the facial covering/mask with a new one as soon as needed or when it is damp. Do not re-use single-use masks.

Physical distancing for staff

Although this is often difficult due to the physical limitations of our buildings and facilities, it is highly recommended wherever possible that staff can keep themselves and others safe. People can be infected but not show any symptoms. Ensure all staff understand what is expected of them and make sure their working area is reviewed and rearranged if possible to allow this to happen safely. For example, you may have to put in extra controls that say only one person can be in the walk-in chiller at any time. Wherever possible try and ensure that 6 feet/2 meters' rule applies – this includes in the kitchen, front-of-house, lunch and break times.

Laundry and Uniforms

Uniforms are a potential source of transmission. Ensure staff wear clean uniforms at all times. All uniforms must be washed at temperatures above 65°C/140F or higher, or use a laundry sanitizing agent if the fabrics cannot be washed at high temperatures. It is recommended as standard practice in food businesses that uniforms are laundered commercially. If you are unable to wash items immediately, leave them in a sealed bag for at least three days and wash as normal.

You may need to invest in new uniforms if you are unable to follow this advice. Where staff are washing their uniforms at home, they should ensure they are washed and stored separately from other household laundry.

Scheduling

- Be sensitive to operational needs and employee availability, considering the following:
 - Cleaning is a permanent non-stop activity in all areas.
 - Don't overcrowd. Physical distancing is highly recommended.
 - Look for the productivity of all employees and operational needs.
 - Consider the menu offering and services you are providing as well as the guest demand and volume.
 - Consider splitting all your teams in two and schedule so that the As and the Bs do not interact in-person, in or outside of work. This limits the impact so if someone on the As becomes ill and the rest of the As need to self-isolate, hopefully, the Bs can still continue to work. It is also important to stagger arrival and departure times of the employees on each particular shift.
 - Ensure that staff are scheduled in such a way as to allow for more in-depth cleaning, sanitization, and disinfection, especially at shift change.
 - Reinforce public health messaging with your employees about social/physical distancing when outside of work and maintain communication as needed.

Managing food pick-up and delivery

- Observe established food safety practices for time/temp control, preventing cross contamination, cleaning hands, no sick workers, and storage of food, etc.
- Have employees wash hands often with soap and water for at least 20 seconds, especially after going to the bathroom, before eating, after blowing their nose, coughing or sneezing, or after touching high touch surfaces, e.g., doorknobs, and doorbells.
- If soap and water are not readily available, use an alcohol-based hand sanitizer with at least 65% alcohol. Always wash hands with soap and water if hands are visibly dirty.
- Increase the frequency of cleaning and disinfecting of high-touch surfaces such as counter tops and touch pads and within the vehicle, by wiping down surfaces using a regular household cleaning spray or wipe.
- Make sure to read the label and follow manufacturer's instructions on use.
- Establish designated pick-up zones for customers to help maintain social distancing.
- Practice social distancing when delivering food, e.g., offering "no touch" deliveries and sending text alerts or calling when deliveries have arrived.
- Conduct an evaluation of your facility to identify and apply operational changes in order to maintain social distancing if offering take-out/carry-out option by maintaining a 6-foot distance from others, when possible.
- Keep hot foods hot and cold foods cold by storing in appropriate transport vessels.
- Keep cold foods cold by keeping enough coolant materials, e.g., gel packs.
- Keep hot foods hot by ensuring insulated cases are properly functioning.
- Keep foods separated to avoid cross contamination, e.g., keeping raw foods separated from cooked and ready-to-eat foods.
- Ensure that any wrapping and packaging used for food transport is done so that contamination of the food is prevented.
- Routinely clean and sanitize coolers and insulated bags used to deliver foods.

06 Guidelines for management on identification of COVID-19 positive case

- Food production facilities, distributors, retailers and wholesalers are part of our nation's "critical infrastructure" and must remain operational to feed the country. Inconsistent approaches while reacting to an incident of an individual, particularly manufacturing personnel, testing positive for COVID-19, have the potential to jeopardize our food system. The food business should have in place a detailed emergency plan for handling the COVID-19 suspect/positive case at the premise.
- The key recommendations for in-house emergency response team while dealing with employees in light of the COVID-19 pandemic include:
 - In case any employee has symptoms suggestive of COVID-19 (i.e., fever, cough, and/or shortness of breath) onsite at the facility, he shall be immediately isolated in a designated isolation area and advised home quarantine. Immediate medical consultation should be taken from nearest designated medical facility (hospital/clinic) or state/district helpline. Mild or moderate cases on assessment by health authorities should be advised home quarantine. The guidelines issued by Ministry of Health and Family Welfare for managing COVID-19 suspect/positive case shall be followed.
 - The In-house emergency response team shall identify and isolate and advised home quarantine all employees/food handlers who came into close contact (within one meter) with the COVID-19 suspect/positive case. The list of all these contacts should be shared with nearest designated medical facility (hospital/clinic) or state/ district helpline and guidelines issued by Ministry of Health and Family Welfare (GoI) in this regard shall be followed.
 - Reporting of illness: If a food handler develops any symptom of COVID-19 infection (dry cough, trouble in breathing, high fever and chills) while at home, he/she should not report to work but inform of such illness to employer on phone or email.

Guidelines for cleaning and disinfection of premise accessed by COVID-19 positive person

- In a situation where a COVID-19 positive case is detected in a facility during working, it is recommended to immediately perform cleaning and disinfection of all surfaces likely to be accessed by the said worker. All the areas/sections, machines, equipment, etc. accessed by the COVID-19 positive employee shall be identified and immediately closed for others. This area should be opened next day or later, only after cleaning and disinfection process has been completed.
- The exposed area/section, toilet, workstation, counters, lockers and equipment that came in contact with the infected person should be thoroughly cleaned with water and detergent and disinfected with quaternary ammonium compounds or 0.5% hypochlorite solution or equivalent. Metallic surfaces like door handles, machine parts, contact surface of product with machine etc., security locks, keys etc. shall be disinfected with 70 per cent alcohol solution.
- The whole plant or premises may not be closed or disinfected. The areas where COVID-19 positive employee was known or is likely to have visited shall be disinfected as per the protocol. However, it is advised to demarcate all zones or areas which have had or likely to have an exposure to the COVID-19 suspect/positive case. Areas known confirmed not to have been exposed to COVID19 may remain operational. In no circumstance, area or equipment accessed by the COVID19 case should be kept operation without completing the cleaning and disinfection process.
- All the waste that has been in contact with the COVID-19 infected patient such as used PPE, tissues, papers etc. shall be collected in separate bags and handed over to authorised waste collectors engaged by local bodies or Common Bio-medical Waste Treatment and Disposal Facility shall be contacted directly. Mask and other PPE used by person in quarantine shall be kept in a paper bag for a minimum of 72 hours prior for disposal as general waste.
- Food business should also comply with any guidelines or recommendations issued by the State/UT or local health authority in this regard.
- The above protocol is to be followed on detection of COVID-19 a positive case. The same is advised to be followed in case of any suspect case where the symptoms and history indicate COVID-19 infection. Precaution is better than failure to take measures in time.

(Note: In case the employee suspected of COVID-19 disease is tested negative, the food establishment can restore the work and reopen closed area(s) aborting their sanitization and disinfection process, though completion of the same is highly recommended. The isolated contacts should be informed about the same. The employees sent in self-quarantine can be called back to re-join work).

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