



Standard Operating Procedures COVID-19

June 2020

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Introduction

The UK is currently experiencing a public health emergency as a result of the COVID-19 pandemic. As such, it is critical that businesses take a range of measures to keep everyone safe. This document is to help us understand how to work safely and keep our customers safe during this pandemic by following advice and regulation implemented by the government to allow us to reopen. We have transferred this information specifically to our restaurant to ensure our practices and procedures are accurate and effective. We will continuously monitor our actions whilst keeping up to date with new government updates to ensure the highest of standards are maintained.

Guest Experience

Hygiene

- Sanitiser stations will be located at our restaurant entrance and restroom lobby. We encourage all customers to use hand sanitiser as they enter our restaurant and restrooms.
- Tables will be deep cleaned after each sitting with turn times extended by 15 minutes across all bookings to allow for a more thorough breakdown and disinfecting process.
- Tables will only be set once the party has been seated.
- Single use chopsticks will be used as a temporary measure.
- New soy sauce pots will be provided to each table.
- Single use menus will be printed on recyclable paper and we will have dedicated recycling bins for these. Through QR coding guests will also be able to also access our menus on their smartphones.
- We will be operating a cashless policy and encourage the use of contactless payment where possible.

Social Distancing

- We ask customers to be mindful when using public walkways within the restaurant and customers may have to wait for others to pass through before moving themselves.
- Customers will be asked to wait at the restaurant entrance to be served by our reception before being taken to your table.
- Temporary screens will be installed between some tables.
- We have implemented staggered booking times and reduced the maximum availability for each 15-minute interval.

Personal Hygiene – Team Members

Good personal hygiene is compulsory for all team members as in line with our employee handbook.

- Hand washing must take place before team members commence work.
- Team members must wash their hands for a minimum of 20 seconds with soap and warm water.
- Team members must wash their hands for a minimum of 20 seconds with soap and warm water immediately after coughing or sneezing.

In addition to our current practices, the following will also be adhered to.

- Hand washing must take place every 30 minutes on the hour and half past the hour observing social distancing measures throughout the process where possible.
- Sanitiser stations will be located at waiter stations and all kitchen stations.
- Team members will be required to change into and out of uniform on site.

Personal Protective Equipment (PPE)

It is important to note that according to the current government guidelines evidence of the benefit of using a face covering to protect others is weak and the effect is likely to be small, therefore face coverings are not a replacement for the other ways of managing risk.

Please be aware that wearing a face covering is currently optional and is not required by law, including in the workplace. At the same time, we desperately need our teams to feel safe and confident whilst at work therefore we have given everyone the discretion to wear a face covering or gloves should they choose to. We ask that you please respect their personal decisions in this difficult time.

Any staff who are asked or choose to wear a face covering have been provided with the following guidance for the correct use of them.

- Wash your hands thoroughly with soap and water for 20 seconds or use hand sanitiser before putting a face covering on, and after removing it.
- When wearing a face covering, avoid touching your face or face covering as you could contaminate them with germs from your hands.
- Continue to wash your hands regularly.
- Change your face covering if it becomes damp or if you've touched it.

Mitigating Risk for our Team

- Our Head Office teams have been instructed to work from home where possible.
- Where possible, team members are asked to avoid public transport and seek alternative travel methods.
- We have split our workforce into 2 teams to reduce contact with other members of staff.
- We will introduce staggered starting times of 10 minutes to reduce traffic in communal areas and to maintain social distancing measures of 2 meters when arriving to and leaving from work where possible.
- Breaks will be encouraged to be taken outside or in safe ventilated locations, observing social distancing measures.
- Contact between Front of House and Back of House should be minimised. Front of House should avoid entering the kitchen but if necessary, one person will be assigned this role in each day.
- Any team members who are showing symptoms of Covid-19 must notify their manager and immediately self-isolate for 14 days in line with government guidelines.

Front of House Procedures

- We will deep clean each table and surfaces after each sitting - an extra 15 minutes have been allowed for table turnarounds.
- We will only set tables after customers have been seated.
- We will offer single use menus and encourage customers to scan the QR code from their smartphone for our online menu.
- We will offer single use chopsticks as a temporary measure.
- We will issue new soy sauce pots to each table with each one being washed after each use.
- Team members will be assigned select tables to ensure each table is served by one member only.
- We will allocate one team member to control the pass and deliver food.

Kitchen Procedures

- Each section will be operated by one member of staff where possible. Staff will always be working with the same team members on each shift.
- Back to Back and Side to Side working will be implemented in our kitchens instead of Face to Face.
- Walk in fridges and dry stores will be limited to one-person access at a time and, where possible, only one person will enter this in any given day.
- There will be one person dedicated to handling deliveries where PPE will be worn.

Site Hygiene

- In addition to our current cleaning procedures, all surfaces in the restaurant and kitchen will be cleaned and sanitised every 30 minutes at 15 and 45 minutes past the hour. Daily records will be kept on site
- Surfaces will be cleaned with disposable products such as blue roll whilst following manufacturer's instructions for application and contact times for all detergents and disinfectants.
- Restroom maintenance will be increased to every 30 minutes instead of every hour. We will pay attention to frequently touched areas and surfaces.
- All bins must be emptied using disposable gloves.

Thank You

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