

Tanoshii

Standard Operating Procedures Covid-19

June 2020

Introduction

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 safety of our customers and team members.

Guest Experience

Hygiene

- Sanitiser stations will be located at our restaurant dining area entrance and front of toilets.
- Table will only be set once the party has been seated.
- Bar area will be wipe clean and sanitize every 30 minutes.
- Restaurant menu will be clean and sanitise immediately after each use.
- No eating or drinking at the bar area, only for ordering and collecting food.

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.
- For takeaway order or collection, please head to our bar area. And please maintain a safe distance from others. No eating or drinking at the bar area.
- Customers will be asked to wait at the dining area entrance to be served by our staff before being taken to your table.
- Whilst inside the restaurant, please keep a safe distance from others if possible.
- Toilet will be One In One Out system.
- Do not wait at the door or block the entrance.

Personal Hygiene – Team members

- Good personal hygiene is compulsory for all team members.
- 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.
- Sanitiser will be provided at the bar area and in kitchen.
- 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 team members 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 decision 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 warm water for 20 seconds or use hand sanitiser before putting a face covering on, and after removing it.
- Disposable face masks and disposable gloves will be provided
- 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.

Mitigation Risk for our team

- Where possible, team members are asked to avoid public transport and seek alternative travel methods.
- 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 be 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 the manager and immediately self-isolate for 14 days in line with government guidelines.

Front of House Procedures

- We will only set tables after customers have been seated.
- Team members will be assigned select tables to ensure each table is served by one member only if possible.
- 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.
- 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 clean and sanitised every hour. Daily record 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.
- Toilets maintenance will be increased to every hour. We will pay attention to frequently touched areas and surfaces.
- All bins must be emptied using disposable gloves.