

HOSPITALITY

HQ

DEVELOPER & OPERATOR OF FOOD HALLS & RESTAURANTS

SOP: ENHANCED SAFETY PROTOCOLS

2020



COVID-19

SAFETY PROTOCOLS

ENHANCED

SAFETY PROTOCOLS

INTRODUCTION

We want to share some important health and safety guidelines with you as we learn more about coronavirus and how it impacts operations inside the food hall.

Creating new systems to implement an abundance of precaution is necessary to keep our food hall economically viable and ensure a safe environment for both employees and guests.



COVID-19 SAFETY PROTOCOLS

DISCLAIMER

The current environment has significantly increased almost all risk areas of operating a food hall. We are closely following all guidelines available from federal, state and local agencies, which vary significantly in their level of detail and are occasionally contradictory. The approaches outlined in this document are designed to encourage best practices as we understand them at this time. We will share updates to these health and safety guidelines as definitive new research becomes available.

The information, content, and materials in this roadmap, including all external links, are for general informational purposes. Hospitality HQ makes no representation or warranty of any kind, express or implied, regarding the accuracy, adequacy, validity, reliability, availability or completeness of any such information.

All Hospitality HQ employees, vendors and staff will be expected to comply with the protocol outlined here.

Logbooks will be provided to ensure stringent, time-stamped records of scheduled sanitation and sterilization.

Disregarding this protocol may subject any employee and/or vendor to disciplinary action.

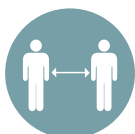


COVID-19 SAFETY PROTOCOLS



EMPLOYEE HYGIENE 5

Provide all team members with recommended PPE, train them in proper use as well as personal hygiene protocol, and ensure compliance.



PHYSICAL DISTANCING 10

Reduce capacity and ensure physical distance is maintained across all areas of the restaurant with specific approaches for higher risk areas, such as bathrooms and communal dining areas.



COMMUNICATIONS + TRAINING 14

As many things are changing and there is heightened concern for both our team members and guests, clear and efficient communication and staff education is critical.



ENHANCED SANITATION 16

Develop, train and implement enhanced sanitation procedures across all areas of the food hall in addition to constant monitoring through use of checklists.



WELLNESS CHECKS 25

Take steps to reduce exposure by implementing wellness checks (as outlined in the Employee Health Screening Log) for team members before each shift.



PLAN FOR COVID-19 EXPOSURE IN THE FOOD HALL 27

Despite our precautions to reduce the risk of exposure, we must prepare and plan for all the actions that will be required if a guest or team member has confirmed exposure to the virus.



EMPLOYEE PERSONAL HYGIENE & FACE MASK USE

- In addition to the established Department of Health protocols (head covering, gloves when handling ready-to-eat foods), we expect all employees to wash their hands immediately upon arrival and **wear a clean face mask for the entire duration of their shift.**
- Change masks frequently when perspiring, returning from breaks, or after the mask gets soiled.
- Change single-use gloves whenever changing tasks or returning from breaks. **Glove use does not exclude you from participating in periodic hand-washing routines.**
- Face shields should be sanitized prior to every shift or whenever they have collected moisture of any kind.
- If you are using headsets for in-service communication, sanitize them in between uses.





HANDWASHING

Follow proper handwashing procedures:

Wash your hands every time you enter the food hall, after using the restroom, sneezing/blowing your nose, touching your face or coming into contact with any item a coworker or guest has handled that could possibly cross-contaminate.

Handwashing timers will be required for all vendors and stations. Please set these timers to 15 minutes and place them at every handwashing sink in the kitchen.

The expectation for handwashing will be the following:



FREQUENCY:
Every 15 Min



DURATION:
At least 20 Seconds
with hot water



Hand Soap
used Generously

If soap and water isn't readily available, use WHO-approved hand sanitizer.



HYGIENE PROCEDURES

Follow proper hygiene procedures. This includes:

- Covering your mouth and nose with a tissue when coughing or sneezing, then immediately dispose of the tissue.
- If a tissue isn't available, use your elbow/upper sleeve. **Note: Never cough or sneeze into your hands.**
- **ALWAYS** avoid touching your eyes, nose and mouth while at work, to lessen your chance of getting sick.

Change Gloves Frequently

- Every 15 minutes, all staff must wash their hands and change into a fresh pair of gloves.
- At this time, make a team announcement loud enough for everyone to hear (we want to encourage our guests to wash their hands as well).
- **Remember, you cannot put on new gloves without first washing your hands.**



IF YOU FEEL SICK...

**stay
home.**



TEAM MEMBER WELLNESS & PROTECTION PERSONAL PROTECTIVE EQUIPMENT (PPE)

Wide use of personal protective equipment has proven to slow the spread of COVID-19. We recommend having a stock of the following for your team members to use while working:

KITCHEN:

- Face shields (or goggles)
- Masks
- Disposable single use gloves
- Disposable single use hats
- Impermeable aprons for dishwashers
- Hand sanitizer

FRONT OF HOUSE:

- Masks
- Disposable single use gloves for bartenders and server assistants
- Hand sanitizer

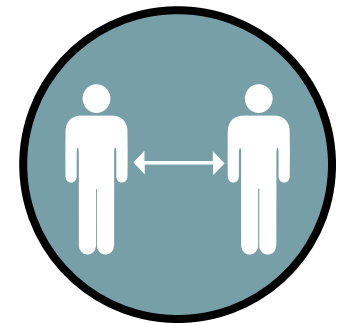


PHYSICAL DISTANCING

IMPLEMENT PERSONAL DISTANCING FOR STAFF IN THE WORKPLACE

Establishing physical distance between our team members in tight back of the house and kitchen spaces presents an unprecedented challenge which requires thoughtful precautions to be implemented in all areas of our kitchen, prep, and staff-only spaces.

- Stagger schedules to reduce the number of team members arriving and working at the same time.
- Consider adding new early or late shifts to maintain output while reducing number of staff per shift.
- Map and mark workstations to create adequate distance between team members.
- Install plexiglass dividers between stations to separate areas that cannot meet physical distancing minimums. If not possible, use face shields.
- In general, whenever possible, stand or work at least 6 feet away from co-workers and guests.
- Review menus to reduce impact to multi-team member stations.
- Sanitize day use lockers every shift.



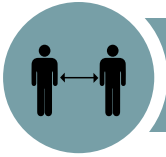


PHYSICAL DISTANCING

SOCIAL DISTANCING REMINDERS FOR GUESTS

New policies must be clearly established for both direct communication to our guests and for training team members. We recommend posting floor markers and clear signage with physical distance reminders in the following areas using guidelines provided by federal, state and local agencies:

- **ENTRYWAY AND/OR HOST/GREETER STAND**
- **DINING AREA**
- **BAR**
- **RESTROOMS**
- **DESIGNATED 3RD PARTY DELIVERY PICK UP AREAS**
(GRUBHUB, DOOR DASH, ETC.)
- **ADDITIONAL DIRECTIONAL SIGNAGE AS NEEDED TO MANAGE GUEST FLOW**



PHYSICAL DISTANCING

DINING CAPACITY & SPACING

Dining room capacity, party restrictions, outdoor seating and table spacing are some of the areas where the most specific direction has been given by state and city authorities.

Please refer to your local government's website to review the latest guidelines, and train all staff to adhere to them. Update guest signage to reflect new instruction as necessary.

FRONT DOOR & RECEPTION SPACES

Where to greet guests is a key decision; exercising control of the door through clear signage and/or physical presence will be critical for most food halls given limited waiting areas, pace, and high traffic at entrances.

- Designate specific and clearly marked areas outside the food hall for incoming guests, directing them where to wait to be greeted.
- A physical divider may be required in place of sufficient space for physical distancing.

BAR AREAS

- Reduce bar top seating and ensure bar tables meet physical distancing requirements.
- Remove communal items from bartop, such as napkin dispensers, straws, bar fruit, etc.
- We recommend removing a percentage of chairs and bar stools, and decorating bar tables and bartop areas where seating and communal items have been removed to minimize negative space.

RESTROOMS

- Restrooms create possibly the greatest challenge for maintaining social distancing and sanitation protocols given the relatively small spaces, quantity of high touch surfaces and the significant, consistent foot traffic.
- Clearly communicating capacity restrictions and guidelines for guest use, implementing social distance queuing markers, and periodic check-ins are critical. Depending on capacity and expected volumes, designating a team member to manage guest restrooms may need to be carefully evaluated.



PHYSICAL DISTANCING

RECEIVING PROTOCOL

Vendors are responsible for communication of our new protocols to any 3rd party delivery companies scheduled to come to the food hall.

- Delivery drivers must wear masks to enter the food hall and respect the environment and safety of everyone on premises.
- Both vendors and receivers must wear gloves during every interaction, and vigorously wash or sanitize their hands after signing for deliveries and handling receivables before changing into fresh gloves.
- Take extra care to store packages safely away from any surface that food or guests may touch (boxes, crates, paper invoices, etc.) before washing hands/changing gloves.
- Modify order schedule to reduce number of vendors and deliveries per week.
- Evaluate receiving hours and delivery schedules to stagger deliveries on each day.
- Establish or re-establish a specific receiving area where all deliveries can be unpacked and processed immediately.
- Order hand sanitizer and wipes to be made available at receiving area.



EMPLOYEE COMMUNICATION & SIGNAGE

Given the volume – and importance – of new policy and procedural information being conveyed, messaging must be focused, clear and concise.

We recommend dividing communication and training into two areas:

KEEPING OUR TEAMS & FACILITIES SAFE

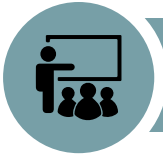
Present COVID-19 measures taken to ensure the safety of the facility and the wellness of our teams in:

- Employee handbooks
- Hiring and onboarding materials
- Daily checklists
- Work area signage

SAFELY SERVING OUR GUESTS

Update training materials with COVID-19 related standards to ensure the safety and comfort of our guests. Convey these efforts with:

- Guest-facing signage throughout the food hall
- Social distancing markers
- Approved language for all staff to use if/when asked by a guest about our precautionary measures



GUEST COMMUNICATION

RESPONDING TO GUEST FEEDBACK

As always, we should expect that guests will actively share thoughts and pictures of their dining experiences online.

It is critical to monitor all social media channels and review platforms for guest feedback throughout the day and respond to posts and messages as they are received.

POSITIVE COMMENTS

- Thank guests for their comments and support.
- Let them know you look forward to seeing them again in the future.

NEGATIVE COMMENTS

- Thank guests for their feedback and the opportunity to address their concerns.
- Provide a manager's contact number and email, and kindly ask unsatisfied guests to reach out so that you may discuss their experiences in detail.
- Follow guidelines published by review platforms to request the removal of inaccurate or disparaging reviews.



WORKPLACE SANITIZING PROCEDURES

SANITIZE ALL SURFACES EVERY 2 HOURS

- Clean all high contact surfaces with an EPA registered disinfectant. This includes POS screens, credit card readers, door handles, faucets, refrigerator doors, drawers, etc.
- Anything that a hand would touch must be sanitized every two hours. Logbooks will be provided for use and oversight.

BUSSING AND CLEARING TABLES

- When clearing tables, never touch food or used utensils with bare hands.
- Always wear gloves when handling soiled vessels, napkins and silverware.
- After a guest has left a seating area, the tabletop, seats and any affected walls or windows need to be sanitized with a sanitizing wipe or EPA-registered disinfectant and a clean rag.

DISCONTINUE TO-STAY WARES

- Let guests know that we have discontinued reusable china/glass/silverware and replaced with disposable, single-use wares to reduce points of contact for both guests and staff..



ENHANCED SANITATION

SANITATION LOGS

VENDOR STALL

The purpose of the sanitation logs is to ensure that any and all high-contact surfaces throughout the vendor stalls are being properly sanitized every two hours.

The expectation is that all logs will be completed every day by the designated employee working that station during that time. Employees will sign off in each cell with their initials after a cleaning has been completed.

Logs shall be printed in bulk and attached to clipboards at the following stations:

INSIDE VENDOR STALLS

Post these logs on the inside of the vendor stall work area.



VENDOR STALL SANITATION LOG

Date:									
Station:									
Directions: Initial the appropriate box as you complete each task. If the task does not apply, write "N/A."									
	8.30AM	9:30AM	11:30AM	12:30PM	1:30PM	3:30PM	5:30PM	7:30PM	9:30PM
Register									
Worktop - Surface									
Shelving									
Lowboy Door Handles									
Reach-In Door Handles									
Knives									
Oven Door Handles									
Cutting Board(s)									



ENHANCED SANITATION

SANITATION LOGS

BAR

The purpose of the sanitation logs is to ensure that any and all high-contact surfaces throughout the bar are being properly sanitized every two hours.

The expectation is that all logs will be completed every day by the designated employee working that station during that time. Employees will sign off in each cell with their initials after a cleaning has been completed.

Logs shall be printed in bulk and attached to clipboards at the following stations:

BAR

Post these logs on the inside of the bar work area.



BAR SANITATION LOG

Date:

Station:

Directions: Initial the appropriate box as you complete each task. If the task does not apply, write "N/A."

	8.30AM	9:30AM	11:30AM	12:30PM	1:30PM	3:30PM	5:30PM	7:30PM	9:30PM
Register									
Worktop - Surface									
Shelving									
Lowboy Door Handles									
Glasswasher Door Handles									
Bar Tools									
Cutting Board(s)									



ENHANCED SANITATION

SANITATION LOGS

DINING AREA

The purpose of the sanitation logs is to ensure that any and all high-contact surfaces throughout the Food Hall dining area are being properly sanitized every two hours.

The expectation is that all logs will be completed every day by the designated employee working that station during that time. Employees will sign off in each cell with their initials after a cleaning has been completed.

Logs shall be printed in bulk and attached to clipboards at the following stations:

AT EACH END OF THE FOOD HALL

Post these logs on the inside of the work area.



DINING AREA SANITATION LOG

Date:									
Station:									
Directions: Initial the appropriate box as you complete each task. If the task does not apply, write "N/A."									
	8:30AM	9:30AM	11:30AM	12:30PM	1:30PM	3:30PM	5:30PM	7:30PM	9:30PM
Bar Area Tables									
Flood Dining Tables									
High-Top Seating Areas									
Door Handles on Exits									
Door Handles on Entrance									
Disposable Areas									
Dish Area Surfaces									
Dish Machine Handles									
Office Door Handles									



ENHANCED SANITATION

SANITATION LOGS

BATHROOM

The purpose of this sanitation logs is to ensure that any and all high-contact surfaces throughout the Food Hall's bathrooms are being properly sanitized every two hours.

The expectation is that all logs will be completed every day by the designated employee working that station during that time. Employees will sign off in each cell with their initials after a cleaning has been completed.

Logs shall be printed in bulk and attached to clipboards at the following stations:

BATHROOM

Post these logs on the inside of the bathroom door for every bathroom (both guest-facing and employee-only).



RESTROOM SANITATION LOG

Date:

Station:

Directions: Initial the appropriate box as you complete each task. If the task does not apply, write "N/A."

	8:30AM	9:30AM	11:30AM	12:30PM	1:30PM	3:30PM	5:30PM	7:30PM	9:30PM
Sink Basin									
Faucet & Handles									
Soap Dispenser									
Toilet Seat									
Toilet Flusher									
Door Handles									



EMPLOYEE HEALTH SCREENING LOGS

The purpose of this sanitation log is to ensure that all employees are fit to work and free of any COVID-19 symptoms. The expectation is that all logs will be completed every day by the designated manager on duty.

Record all employee's temperature with a digital health thermometer.

An employee with a temperature over 100 °F or with respiratory symptoms of COVID-19 must be sent home.

Document any employees who may be sent home.

An employee sent home with a fever can return to work when:

- He or she has had no fever for at least three days without taking medication to reduce fever during that time; **AND**
- Any respiratory symptoms (cough and shortness of breath) have improved; **AND**
- At least ten days have passed since symptoms began.

The employee may return to work earlier if a doctor confirms the cause of the employee's fever or other symptoms is not COVID-19 and provides a written release for the employee to return to work.

Logs shall be printed in bulk and attached to clipboards at the following stations:

Manager's Office



ENHANCED SANITATION PROTOCOL

PREPPING THE FOOD HALL FOR OUR TEAMS AND GUESTS

-
- Notify all employees of potential exposure and recommend that they get tested for COVID-19.
 - Close food hall temporarily while thorough sanitization of entire space takes place.
 - Professionally clean and disinfect food hall.
 - Sterilize HVAC system and replace filters.
 - Update all cleaning and sanitation procedures per the latest federally and locally-issued guidelines.
 - Require the exclusive use of EPA-approved cleaning, sanitizing and disinfecting products.
 - Require all managers to receive certification from ServSafe and the DOH.
 - Conduct training for all staff: review new, COVID-19-related policies and procedures and watch the ServSafe COVID-19 training video.
<https://www.servsafe.com/Landing-Pages/Free-Courses>
 - Communicate all health and safety measures required of our teams to vendor partners and confirm their understanding and plan for compliance.
 - Implement use of sanitation logbooks to document new sanitary practices.

RESOURCES

- 1) NRA / ServSafe Guidance
- 2) FDA
- 3) [CDC Website](#)
- 4) [EPA Website](#)

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