

# COVID -19 Service style

The following assessment must be used while COVID-19 measures are in place set by the government. This shows the process of how we serve and deal with customers to ensure the pub being open does not risk the increase of COVID-19 spreading within the community, as much as is reasonably practicable

## PEOPLE EXPOSED

- 👤 Colleagues
- 👤 Contractors
- 👤 Visitors / Guests
- 👤 Members of the Public

## HAZARDS

### ⚠️ Spreading COVID- 19 amongst staff

If controls are not in place then the virus will spread easily amongst all staff members while at work and then spreading the virus in to their homes

### ⚠️ Spreading the COVID -19 virus amongst the wider public community

Without any controls in place the virus will potentially spread within the community at a quicker rate

### ⚠️ Increased Violence and aggression

As new rules are in place not every member of the public will like the new rules and this may increase the risk of violence and aggression towards the operator and their team

## CONTROL MEASURES

### ○ Use of disposable cloths

By using disposable cloths as per the FSMS this will limit the risk of the virus being contained and spread

### ○ Use of disposable napkins

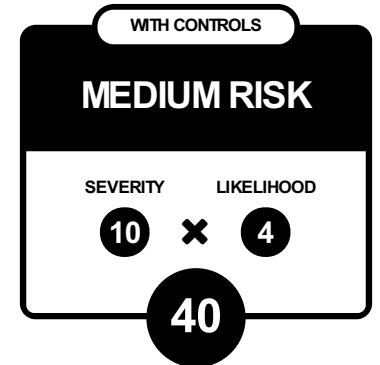
When passing the plate to the individual the server will either have plates on a tray or hold it via a disposable napkin so no contact is made by the server

### ○ People wait to be seated

By seating families together we can control the numbers within the site at any one time and clearly explain the options available to the customer, pay by Swifty or at the bar

### ○ Only one person at the bar from a group

Once seated it is explained to the group how to order food and drinks. If they chose to use the bar then it is explained that only one person goes to the bar and order for the group. They stand in the area by the pay point.



○ **Clear collection point for Drinks and food delivered to the table**

Once ordered the drinks will be placed at a collection point for the customer to take back on a tray. This minimises the amount of trips they have to make at the bar. Food will be served by the waiting staff

○ **Hand washing**

In between every food serve staff will wash their hands before serving another group

○ **Maintaining social distance when serving food**

When serving a group then by asking a member of the party to move away from the table to maintain that distance and separation

○ **Minimising contact points**

All cutlery will be served by the staff and beer mats will be available if requested as by not having them causes other hazards. They can be disposed off after use if needed to be. Condiments will be served in disposable sachets and the customer is asked what they want. The condiments are brought out with the cutlery

○ **Sanitation of tables**

In between each group the table will be completely cleared and sanitised down with approved chemicals

○ **Clearing of glasses and plates**

To limit the customer movement all plates and glasses will be cleared by staff. Customers will be discouraged from bringing empty glasses back to the bar

○ **Training and key members**

The member of staff whom is sitting people down and controlling the numbers, needs to be well trained and confident in the role. The communication skills is key so this is probably going to be the operator or someone in a Manager / Supervisory role