

# Re-Opening Restaurant and Café Guidelines

Provided by Insuremyshop to clients, derived from a Failte Ireland Guidelines Document.

Please find further detailed information on [Failtelreland.ie](http://Failtelreland.ie) if necessary.

**Guidelines have been developed to help restaurants, cafes and similar outlets to re-open while keeping staff and customers safe and well.**

#### ■ Restructuring operations

Tourism businesses of all types need to adapt their operations, review employee practices and consider the design of their business to ensure physical distancing and the prevention of the spread of COVID-19.

#### ■ Putting dedicated resources in place

Tourism businesses must ensure that they have dedicated personnel to implement and operate a robust system that prevents the spread of COVID-19. Equally importantly, businesses need to put processes in place that can deal with individual and multiple cases of the disease that may occur.

#### ■ Adapting and enhancing hygiene practices

Tourism businesses must adapt and implement enhanced procedures in general cleaning, storage and cleaning of equipment. In particular, they must introduce and implement touchless solutions where possible.

#### ■ Focusing on best practice in food & beverage service

Tourism businesses must follow HACCP, service and physical distancing to promote the health of employees and guests.

#### ■ Food Safety and COVID-19 Safety

There are no reports of transmission of COVID-19 via food. The main mode of transmission is from person to person. Food business operators must continue to apply their food safety management systems, based on the principles of HACCP. There is a requirement in legislation to have a Food Safety Management System in place based on the principles of HACCP. ISO 340:2007 is one of the available approaches to achieve this. A Health and Safety statement was already required, and is still a requirement. The COVID-19 Response is a requirement of the Return to Work Safely Protocol.

In addition, food business operators will be required to introduce COVID-19 safety management systems in the form of enhanced hygiene, cleaning and disinfection, employee training and health checks, as well as physical distancing. This is to protect against the transmission of the virus to or between employees, customers and other people who enter their premises. Any COVID-19 precautions must not compromise food safety.

*(Taken directly from the Failte Ireland Booklet)*

Assuming the government guidelines are in place such as social distancing, sanitation, no groups, PPE / face coverings and respiratory and hand hygiene, we have compiled a list with some further tips to help everything run smoothly.

## Our tips;

- + Create staff teams / groups that will be rostered together for each shift to reduce employee interaction. This should also be helpful if contact tracing becomes necessary.
- + If staff are in groups, they should be assigned to a specific area where they remain for the duration of their shift which can then be sanitised after.
- + Training of staff should be done to inform employees of new measures and protocols which have been implemented. Staff should be fully informed of the new rules and measures surrounding front of house etiquette. A visual training video / pictures could be shared to familiarise staff before they return to work.
- + An up to date list of staff emails and / or phone numbers should be kept on file to inform staff of changes and information.
- + Cleaning regimes should be increased and intensified to ensure all high touch points and contact areas are sanitised after use or at least twice daily.
- + Physically distant queuing systems should be in place in all areas where queuing may occur such as lobbies, entrances, bathrooms etc.
- + Covid-19 signs should be displayed advising people of guidelines. Screens and monitors should also be used to display information.
- + If possible, identify an area / room where a customer or staff member who falls ill may be isolated before medical assessment.
- + PPE should be provided to staff, particularly where food is being prepared and served.
- + Correct hand hygiene should be frequent and thorough to help minimise the spread of Covid-19. Soap, disposable towels and sanitiser should be checked regularly so there is adequate supplies to maintain good hygiene.
- + Anything being served to a customer such as ice, food, drinks etc. should be done correctly with minimal contact and by a staff member who is wearing PPE.
- + Cashless payments are advised where possible.
- + A general Covid-19 officer should be appointed for the company to constantly maintain hygiene standards and ensure the measures and protocols are being correctly implemented by staff and customers.

## Front of house/Public areas measures

- Guests should enter and exit through separate doorways if possible to minimise close contact.
- Sanitiser should be available at all entry points along with signage advising customers to utilise it.
- Visible queue markings should be displayed to ensure adequate distance between customers.
- An employee should be assigned to maintain the hygiene standards and sanitation on high traffic areas such as reception, elevators, and stairwells.
- Doors should be propped open where feasible to facilitate ventilation throughout the building and if fire regulations allow.
- Where possible, staff should have their own equipment such as pens and order books. Orders should be taken promptly and from a distance where possible.
- Menus should be single use, or displayed through apps or devices which can be easily cleaned.
- Glasses should be kept in a closed unit and should be handled only by the base or stem when serving to customers. Staff should also ensure they use proper handwashing guidelines after clearing glassware and cutlery.
- Straws should be wrapped individually.
- Buffet / Self – service areas should be minimised. Where this is not possible, the food should remain covered, staff should plate up the food while wearing PPE and utensils and condiments should not be left out.
- A designated supervisor should be appointed to monitor queues and ensure social distancing is adhered to.
- If takeaway is a feasible option it might be worthwhile in order to reduce customer numbers while still creating revenue.

## Back of house measures

- Staffing areas at the back of house should be altered to allow for adequate space between employees.
- Equipment which is shared by employees such as kettles, microwaves, buttons, handles, payment devices, keys, clocking in equipment etc. should be sanitised regularly. If possible, staff should have individual clocking in devices such as a Fob system.
- If a locker or changing room is provided, mark the floors to indicate available and unavailable spaces that must be used when changing into work attire/PPE. It may be necessary to roster access times to these rooms so physical distancing takes place.

## Suppliers of Goods:

- All delivery personnel must follow the Government's Public Health advice on physical distancing when picking up deliveries and passing deliveries to guests
- If possible, delivery drivers should not be allowed to enter the site (with the exception of food deliveries which adhere to HACCP delivery protocols). Employees should not come in close contact with drivers.
- Sanitation is required before exiting vehicle, passing goods to employees, entering the premises and after each transaction.
- Signage must be in place to ensure drivers and delivery personnel are aware of social distancing guidelines and adhere to them correctly.

## Kitchen area

- If new policies or procedures have been implemented, ensure all staff are made aware so that the procedures are effective. Record of staff training should be kept.
- The kitchen should be divided into zones with one employee for each zone. Staff on duty should be noted in case of contact tracing requirements.
- Revisit handwashing and hygiene practices and display signage to remind staff
- All areas should be sanitised regularly and hygiene maintained.

## Booking regulations

A maximum time slot of 1 hour 45 minutes is designated to restaurants and cafes where a meal can be provided. This is taken from Government regulations at the time of publishing this document and is subject to change.

Bookings should be by appointment only with a minimum amount of walk-ins where possible. This is to ensure the regulation of the number clients on the premises at any one time.

There should be at least 15 minutes in between bookings to ensure that the area which was used can be adequately cleaned and sanitised before a new group sits down.

The contact details of one person per group (ideally the one who makes the booking) should be retained for at least one month in the event that contact tracing will be required.