

COVID-19 Reopening Guide



Top tips for reopening
(Hospitality Sector)

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Top tips for reopening

As businesses enter phase two of the country reopening, we look at how the hospitality industry can plan to return to work and enter a new form of normality for both businesses and consumers. This is based on the recently released Laughter Lounge New Health & Wellbeing Program - a COVID-19 action plan that the Dublin comedy club will be implementing.

We at Linked Finance have taken this action plan and developed a generic version which can be applied to any business working in the hospitality industry. The purpose of this document is to give businesses a framework to reopen their premises in a safe responsible manner.

Tip 1: Planning for your Reopening Night

Interior Layout:

Reconfigure the venue to accommodate social distancing regulations our new plans in all the follow areas:

- cloakroom
- common areas
- customer seating
- toilet facilities
- kitchen
- bar area

Training:

All employees should be given full training and instruction on all relevant protocols and procedures related to COVID-19 and your venue so that they're ready and able to provide a great service and support to your customers.

Printing and Signage:

There will be a significant amount of new signage and training material required in advance of opening. This will change over time as the Government and Health authorities issue new guidelines.

Reprinting Menus:

Many of the menu items will have to be changed and plastic menus are not deemed as a safe solution. Printing new paper menus is a possibility.

Introducing Safety Measures:

Upgrade CCTV, buying thermometers, screening staff/guests and generally complying with new laws all need to be budgeted for.

Contingency, Insurance and Business Planning:

A business continuity management system should be established to manage both welfare and business operations plus the possibility of a second wave of COVID-19 and the 2020 flu season from October onwards.

Marketing:

Marketing will be crucial to generate awareness not only to state you're open for business but to educate customers what new measures will be in place for their safety and your employees.

Tip 2: Protecting your employees and customers health

Employee & Customer Health

The Health and Safety of our employees and customers is our number one priority.

Thermal Cameras:

Non-invasive temperature checks utilizing thermal cameras will become more common place and see as the least evasive of methods. Any staff or customers displaying a temperature over 38°C should be taken to a private area for a secondary temporal temperature screening. A designated area will need to be set up providing privacy for staff and employees. Anyone confirmed to have a temperature over 38°C should not be allowed entry and should be directed towards appropriate medical care.

Physical Distancing:

Based on government guidelines customers should be advised to practice physical distancing by standing at least 2 metres away from other groups of people not traveling with them while standing in lines, using elevators or moving around the venue. Seating on the main floor of the venue and other physical layouts should be arranged to ensure appropriate distancing.

Employees should be reminded not to touch their faces and to practice physical distancing by standing at least 2 metres away from customers and other employees whenever possible. The venue should comply with local or national government-mandated occupancy limits.

Hand Sanitiser:

Hand sanitiser dispensers should be placed just inside the main entrance of the venue and contact areas such as box office, cloakroom, entrance to main venue floor, staff room entrances, bar entrances, kitchen entrance and elevator landings. Hand lotion should be provided throughout the back of house (in dispensers) for employees.

Front of the House Signage:

There should be health and hygiene reminders throughout the venue including the proper way to wear, handle and dispose of gloves, masks and other PPE.

Back of the House Signage:

Signage should be posted throughout the venue reminding employees of the proper protocol for wearing, handling and disposing of masks and visors. Also best practice for hand washing, sneezing protocol and avoiding touching their faces.

Employee & Guest Health Concerns:

Based on best advice at the time your employees should be given clear instructions on how to respond swiftly and report any suspected cases of COVID-19 at the venue to the duty manager. Employees should be instructed to stay home if they do not feel well and are instructed to contact a manager if they notice a co-worker or guest with a cough, shortness of breath, or other known symptoms of COVID-19. Employees and customers who are exhibiting any of the symptoms of COVID-19 while on the premises are instructed to immediately notify their manager (employees) or venue security (customers).

Case Notification:

If we are alerted to a possible case of COVID-19 at the venue, it is advised to follow the HSE guidelines on the appropriate actions to take.

Tip 3: Training for Staff

In advance of reopening all employees should receive training on COVID-19 safety and sanitation protocols with weekly updates on best practices as they develop. Your employees are crucial for an ongoing effective sanitation and health program so reinforcing all key elements of these protocols at the beginning of each and every shift are crucial.

Tip 4: Your Employees Responsibilities

Hygiene and hand washing:

Correct hygiene and frequent handwashing with soap is vital to help combat the spread of the virus. All employees should be instructed to wash their hands, or use sanitiser when a sink is not available, every 60 minutes (for 20-seconds) and after any of the following activities: using the restroom, sneezing, touching the face, blowing the nose, cleaning, sweeping, mopping, smoking, eating, drinking, entering and leaving the main floor, after any cash transaction, after delivering drink or food order if involving direct contact with customers, after collecting any used glassware, going on break and before or after starting a shift.

Personal Protective Equipment (PPE):

Appropriate PPE should be worn by all employees based on their role and responsibilities and in adherence to government or local regulations and guidance. All PPE should be provided to employees whose responsibilities require them as determined by medical experts. Training on how to properly use and dispose of all PPE should be mandatory. Every employee entering the building should be provided the PPE that they are required to wear while on venue. This applies to staff members who are in direct contact with customers, including those behind the scenes involved in preparing food and drinks.

Daily Pre-Shift & Timekeeping:

Employee pre-shift meetings should be conducted virtually or in areas that allow for appropriate physical distancing between employees. Management should stagger employee arrival times to minimise traffic volume at the entrance, back of house corridors and service elevators. Hand sanitiser should be available at each timeclock and employees will be required to sanitise their hands after clocking in. Management team will ensure constant communication and proper PPE and sanitation procedures are followed and updated per the latest expert guidance.

Tip 5: The customer journey

A security officer will greet each visitor to the venue. Visitors will be screened and asked to use hand sanitiser and depending on public health recommendations at the time may be asked to wear a mask (which if mandatory will be provided by the venue). Appropriate signage will also be prominently displayed outlining proper, Sanitizer /mask/visor usage and current physical distancing practices in use throughout the venue.

Customer Arrival:

- (a) Security at door should ensure appropriate social distancing being adhered to in the queue along the footpath outside.
- (b) Customers will be allowed to enter the venue through doors that are held open by automatic emergency door closers (as required) to avoid unnecessary contact with handles and doors.
- (c) Customer should be directed inside one by one (or two by two when arriving in pairs or groups).

Tip 6: Effective Cloakroom Operation

Due to fire safety regulations customers are required to check coats and large bags into our cloakroom. Cash payment will be strongly discouraged. Contactless payment will be used whenever possible. The cloakroom should receive a thorough clean before and after each shift.

Bags and Umbrellas:

- (a) Customers will place their bag or belongings into a large (numbered) plastic bag which will be held open by the cloakroom attendant wearing gloves. Customers will be invited to take a photo of the bag number on their phone. If they don't have a phone the (gloved) cloakroom attendant will place a number tag on the counter to be taken by the customer.
- (b) The plastic bag will be taken into the cloakroom, without the attendant touching the customer's bag.
- (c) On collection of bags at the end of the show, the plastic bag will be held open by the attendant and the customer will remove their bag or belongings as required.
- (d) For umbrellas a large plastic container will be provided and each umbrella will be placed into an individual plastic bag which will be held open by the cloakroom attendant wearing gloves.
- (e) The counter top will be cleaned before and after each transaction as required.
- (f) On collection, the customer will collect their plastic bagged umbrella from the plastic container at the cloakroom.

Coats and jackets:

- (a) Customers will place their coat on a numbered hanger which is on a rail outside the cloakroom and invited to take a photo of the hanger number on their phone. If they don't have a phone the cloakroom attendant will place a number tag on the counter to be taken by the customer.
- (b) Cloakroom attendant will place a (dry clean style) plastic bag over the coat and the coat will be carried into the cloakroom, without touching the customer's belongings.
- (c) On collection the attendant will place the coat on the rail, remove the plastic bag and the customer will remove their coat or jacket as required.
- (d) Counter top will be cleaned before and after each transaction as required.

Tip 7: Cleaning products

Cleaning products and protocols which meet EPA guidelines and are approved for use and effective against viruses, bacteria and other airborne and bloodborne pathogens. We recommend working with your vendors, distribution partners and suppliers to ensure an uninterrupted supply of these cleaning supplies and the necessary PPE.

Public Areas:

The frequency of cleaning and sanitising will increase in all public spaces with an emphasis on frequent contact surfaces including, but not limited to:

- stair handrails
- elevators and elevator buttons
- door handles and locks
- bar counter
- toilets
- stools/chairs

Back of the House:

The frequency of cleaning and sanitising should also increase in back of house areas with an emphasis on the employee staff room, employee entrances/timeclock, uniform control rooms, behind bar and food prep areas.

Shared Equipment:

Shared tools and equipment should be sanitised before, during and after each shift or anytime the equipment is transferred to a new employee. This includes tills, payment terminals, kitchen implements, engineering tools, cleaning equipment, keys, time clocks and all other direct contact items used throughout the venue.

Tip 8: Distributing Personal Protective Equipment (PPE)

Front of house - at the entrance of the venue

Back of house - employee dressing room, timeclock, entrance to kitchens, cleaning product closet.

Tip 9: Ensuring physical distancing in your venue

Queuing:

Any area where customers or employees' queue should be clearly marked for appropriate physical distancing. This includes outside the venue, elevator, lobbies, bar and toilets.

Box office/ Ticket Collection

A perspex screen and an additional table should be placed in front of box office to maintain distance between customer and employees.

Smoking Section:

Physical distancing protocols should be monitored by security staff in our smoking area in order to ensure appropriate distancing between customers.

Main floor:

Reduce seating capacity to allow for the mandated social distance between each seated group/party of customers.

The Bar Area:

There should be markings on the ground to ensure the mandated social distance between customers when queuing for service.

Back of House:

Physical distancing protocols should be used in employee staff rooms and other high-density areas in order to ensure appropriate distancing between employees. Staff breaks will be staggered to minimise numbers.

Tip 10: Uniform control

- (a) Employees should be required to wear a mask/ visors which will be provided at the beginning of each shift.
- (b) Any reusable PPE should be returned after each shift and washed by management at a temperature of 60°
- (c) Employees may require 3 x uniforms as follows:
 - #1 uniform for today
 - #2 uniform in a 60° wash
 - #3 uniform for your next shift
- (d) Employees should be educated and required to wash their uniform and any reusable masks after every shift at a temperature of 60° or as recommended to sanitise appropriately.

Tip 11: Bar and Kitchen operations:

Audience Considerations and Protocol

- (a) Reduce seats on main floor to provide appropriate physical distancing.
- (b) Floor staff to handle all orders when possible to avoid queues at the bar.
- (c) All straws must be wrapped for single use.
- (d) Cutlery should be plastic, menus and beer mats will also be single use.
- (e) Glassware and disposable food containers should be collected by dedicated staff members.
- (f) Contactless payment should be actively encouraged.
- (g) Pens and all other reusable contact items to be sanitised after each use.

Cleaning & Sanitising protocols:

- (a) Service stations, bar counters and trays to be sanitised at least once per hour and logged.
- (b) Tables, bar counters, stools and chairs to be sanitised after each use.
- (c) Menus and beer mats should be single use and must be disposed of after a single use.
- (d) Candles on tables to be sanitised before and after each shift.
- (e) Drink trays to be sanitised after each use.
- (f) Food preparation stations to be sanitised at least once per hour.
- (g) Kitchens to be deep cleaned and sanitised at least once per day.
- (h) Food and beverage items being prepared to be transferred to customers or other employees using contactless methods (leaving on bar counter, leaving on guest's table).
- (i) Contactless payment machines to be sanitised after each use. (contactless payment encouraged)
- (j) Employees to wear gloves when collecting used glasses from the floor during intervals, which are to be disposed of when all glasses have been removed, before taking any new customer orders.
- (k) All Glass and kitchenware to be washed at a temperature of 85° to ensure appropriate sanitation.

Additional Protocols:

- (a) Floor staff to place food and bar orders with one designated bartender at a separate service bar.
- (b) Any beverages belonging to staff members must be cleared labelled to avoid mix up.
- (c) POS terminals to be assigned to a single server where possible and sanitised between each user and before and after each shift.
- (d) Contactless payment used whenever possible. Designated member of floor staff to handle cash payments, gloves to be changed after every transaction. Designated bartender to deal with cash transactions, gloves to be changed after every transaction.
- (e) Any food eaten by staff to be served on single use plastic plates.
- (f) Gloves to be worn when cashing out tills at the end of the night by managers.

Tip 12: Entertainment Operations - Showtime

Audience Considerations and Protocol:

- (a) Reduce seating count to provide appropriate physical distancing
- (b) Intervals - doors held open (as required) with electronic automatic emergency door closers to avoid unnecessary contact with handles and surfaces

Cleaning and Sanitising Protocol:

- (a) Hand sanitiser to be checked and topped up throughout the venue as required.
- (b) Toilet cleaning in preparation for interval traffic.
- (c) Bar counter cleaned in preparation for interval traffic.
- (d) Glass collection and washing in preparation for interval traffic.
- (e) Bar restocked in preparation for interval traffic.
- (f) Stair handrails, elevators and elevator buttons sanitized.
- (g) Door handles and locks sanitized.

Additional Protocols:

- (a) Managers should ensure that all cleaning duties are done in advance of the intervals.

Tip 13: Entertainment Operations - Interval Movements

Audience Considerations and Protocol:

- (a) For bar queues physical distancing protocols will be monitored by the floor manager
- (b) Floor staff should handle all orders when possible to avoid queues at the bar
- (c) During the interval contactless payment will continue to be encouraged Physical distancing:
- (d) Managers to supervise physical distancing at bar, toilet and smoking area during intervals
- (e) A bar queueing system will be in place to ensure appropriate distancing between customers
- (f) A one in one out toilet queueing system will be in place to maintain the correct number
- (g) Smoking area distancing protocols will be monitored by security staff at the front door
- (h) Aisles, stairways and walkways to be kept clear to maintain social distancing.

Tip 14: Entertainment Operations - Performers

Cleaning and Sanitising Protocol:

- (a) Performers' Green Room to be sanitised before and after each shift.
- (b) Hand sanitiser to be available in Green Rooms, and performers encouraged to use it.
- (c) Microphones and equipment on stage to be sanitised by sound tech between acts.
- (d) Performers to order any food/ beverages only from a designated floor staff.

Physical Distancing Protocol:

- (a) Performers must maintain a distance of >2 metres from customers in the front row at all times.
- (b) Performers required to observe social distance in Green Room
- (c) Performers encouraged to not spend prolonged periods in the Green Room.

Tip 15: Security Protocols

- (a) Security should wear face masks /visors and gloves. Gloves to be changed after any direct contact with customers.
- (b) Security to assist management in ensuring physical distancing protocols are maintained in queuing areas to include the smoking area, outside entrances, bars, elevators and toilets.
- (c) Security to familiarise themselves with hand sanitisers and mask distribution points for customers and coworkers.
- (d) Security staff should be responsible for supervising distancing at the front door, box office and smoking area.

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