



ADVICE FOR THE HOSPITALITY INDUSTRY

**Offer staff time to
complete any new
training that will help
keep your business, staff
and customers safe.**



**The World Health Organisation has FREE,
certificated online training courses on how to
use PPE, cleaning your environment and
hand washing.**



To enable effective track and trace, recording the contact details of customers is mandatory as of 14th August 2020 - make sure you are sticking to current data protection legislation when you collect this info.



Arrange physical partitions between tables if possible and shield bar/ordering area to protect staff.



Face coverings for customers and staff is now mandatory when entering, exiting and moving around hospitality. There is an exemption for when customers are seated for the service of food and drink and for back of house roles or staff who are behind protective screens separating them from customers. Venues should provide properly fitted face masks for their staff, should they wish to wear them. Visors are not recommended, as they only provide a limited level of protection.



Staff should be given frequent breaks to wash their hands and sanitise their work area and equipment.

Provide ample hand sanitiser and hand cream. Consider giving all staff individual supplies of PPE and other hygiene products.

Ensure staff have time to clean all surfaces regularly. Pay particular attention to items that are touched most regularly such as tables, chairs, doors, rails, toilets and ashtrays.

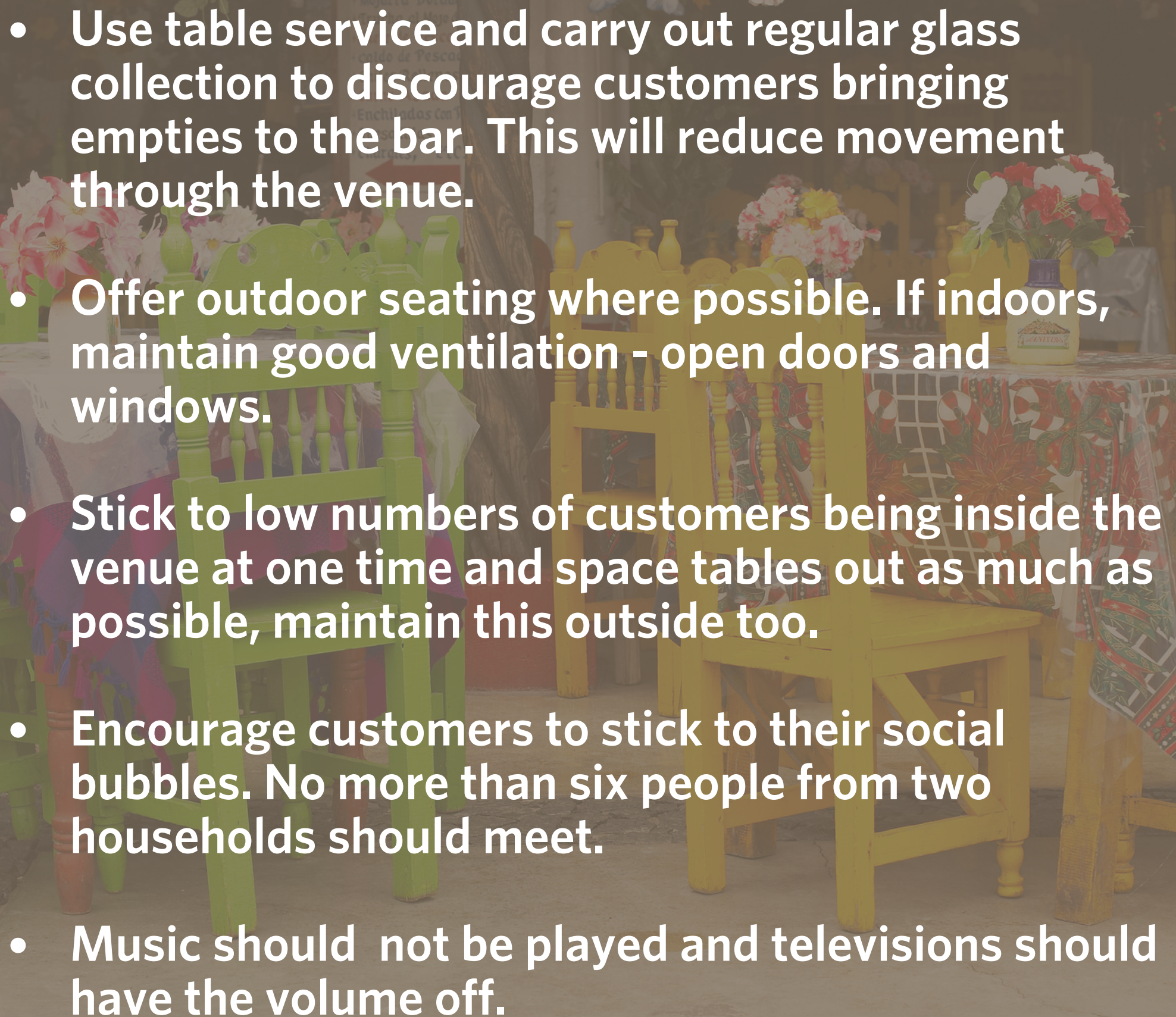
MENU

- **Provide disposable menus or laminate them so they can be easily cleaned between customers.**
- **Alternatively, allow pre-ordering or if your WiFi is good enough use electronic menus!**

Remove non-essential items from tables and bar areas such as straws, decorations and promotional information.

Cover straws and napkins and where possible keep these behind the bar.



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- The background image shows a restaurant interior with several tables and chairs. The chairs are painted in bright colors like green and yellow. The tables are covered with patterned tablecloths. There are floral arrangements on the tables. In the background, a menu board is visible with items like 'Pescado Blanco', 'Mojarro Dorado', and 'Enchiladas con'.
- Use table service and carry out regular glass collection to discourage customers bringing empties to the bar. This will reduce movement through the venue.
 - Offer outdoor seating where possible. If indoors, maintain good ventilation - open doors and windows.
 - Stick to low numbers of customers being inside the venue at one time and space tables out as much as possible, maintain this outside too.
 - Encourage customers to stick to their social bubbles. No more than six people from two households should meet.
 - Music should not be played and televisions should have the volume off.

Ask for card payments as a preference but make sure you are sanitising the payment equipment between transactions.



Regularly sanitise the toilets, provide paper towels rather than air hand-dryers and remind customers to put the toilet seat down before flushing.

We've all been through a period of uncertainty - staff may be feeling uneasy about returning to work - consider how everyone's mental health and wellbeing can be best supported.