

JLSG Inns Ltd Safe System of Work	Food & Beverage Service (Lunch & Evening) During COVID-19	Prepared by	Date
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This safe system of work has been developed with reference to UK Government Guidance for employers and businesses on coronavirus (COVID-19).

You must read, understand and follow the safe systems of work, standard operating procedures in place for your health, safety and welfare. Correctly use all equipment and PPE provided and cooperate with your employer on health and safety matters. You **MUST** inform your manager if you identify any equipment defects; and ensure your activities do not put yourself or others at risk.

Hazards (potential to cause harm)

- Contracting the coronavirus (Covid 19) whilst at work. You are at increased risk of severe illness from coronavirus if you have an underlying health condition or are pregnant, see Government guidelines for more details.

Precautions (measures taken to reduce risk of harm)

- Staff will be issued with their own personal visor & individual hand sanitiser to wear when serving in downstairs trading areas. These should be cleaned down with sanitiser periodically and stored in their lockers when not in work. Hand sanitisers should be used at the end of each task being carried out.
- Tables will be set up as per the table plan and should be pre booked where possible in order to maintain social distancing. All tables will be placed 1+ meters apart and either back to back or with the addition of screens where necessary
- On arrival customers will enter through the front door as there will be a one-way system implemented and use the sanitisation points on entering.
- If guests have not already pre booked then names & contact numbers will need to be taken in order to satisfy track & trace. Failure to comply with this will mean they will have to leave.
- Guests will be taken directly to their table in order to minimise gatherings in the bar area.
- Menus will be able to be download via a QR code on their phone / mobile device. Laminated menus will be available on request should anyone need one and be kept to a minimum of 1 each for a table of 2 then 1 per 2 customers thereafter.
- Customers will be issued with a new pager system that will enable the customer to call over a member of staff using the service button should they need assistance to enable us to offer a proficient service without unnecessary contact
- Orders will be taken as usual using the Orderman system for both food & drinks and bought over to the table.
- Once orders are taken cutlery, napkins etc will be taken over to the customers
- Servers will take over food serving to the side of the guest where possible
- Sauces will be available from the kitchen in individual pots and discarded after
- If guests need to leave the table for anything, such as the toilets they should use / follow the guidance within the building & avoid touching any objects whilst moving about the premises unnecessarily.
- Where children are visiting, parents need to ensure they stay at the table and do not wonder about or touching other surfaces. Children will be issued with a menu and 2 crayons which can be taken away or discarded after the visit
- When guests are ready to leave they should press the bill button on the pager where the bill will be brought over to the table along with the card machine where contactless payment is preferred.
- When ready to leave, guests should follow the one way system and leave through the bar area to the rear of the building.

- **TAKEAWAYS**

- Customers phone through their order and pay over the phone.
- On arrival customers will phone the pub to let us know they are here and where abouts they are parked. If for any reason they cannot call us they should report to the bar to let staff know they are here and will be asked where they are parked. Guests will then be asked to wait in the car and their food will be brought out to them.

Name	Signature	Date