

SOP Covid-19

Cock O' Barton

July 2020 - updated 23rd Sep 2020

Introduction

The current COVID-19 pandemic is unlike anything our industry has ever had to face in our time. It poses a huge threat to livelihoods, our well-being and the future of our sector. This document is our guide on how the Cock O' Barton is trying to navigate the situation. What processes we will be putting in place to comply with healthy and safety guidance, and importantly how we come out of this at the other end together as a team with our business intact.

As the situation is fluid with new information released every day we must make it clear that our plans are only designed for our particular business and operations, with the intention to be fully compliant with government guidelines. We are doing our best with only good intentions, there may be elements of our guide that conflict with updated guidelines and we will therefore monitor and adjust where it is necessary to do so. Our only goal is to create a safe and hospitable environment for our staff and customers, so that we can return to a place of normality as soon as is possible.

We have a duty to all our staff members to do everything we can to protect their jobs so that they can afford to live and have the opportunity to be in our employee for many years to come. As we come out of the current lockdown situation we may well face many more new obstacles and I'm sure we will make mistakes, but we will hope to learn from these as we go. Careful consideration will be given to every decision and change we make for the protection and well being of both our staff and our customers.

Matthew and Terry
Owner and Directors

Personal Hygiene

- Hand washing must take place every 30 minutes on a regimented regular basis observing social distancing measures throughout the process where possible.
- Team members must wash their hands for a minimum of 20 seconds with soap and water.
- Team members must wash their hands for a minimum of 20 seconds with soap and water immediately after coughing or sneezing.
- Sanitiser stations will be located at all entrances, exits and restroom entries. Key touch points such as waiter stations and reception areas will also contain sanitiser stations.
- Good personal hygiene as always is an important requirement for all of our team members. In this climate all hair must be tied up and staff must change into work clothes in allocated locations at work where possible.
- Gloves will be provided and mandatory whilst receiving deliveries and handling products, this will include our kitchen team and delivery personnel.

Site Hygiene

- All surfaces in the restaurant and kitchen areas must be regimentally cleaned every 30 minutes. A daily record of this must be kept on site. This is in addition to strict cleaning measures already applied to the Cock O'Barton's kitchen areas.
- Surfaces must be cleaned with disposable products where possible including blue roll. Follow manufacturer's instructions for dilution, application and contact times for all detergents and disinfectants.
- High traffic areas will have disinfecting measures on all key contact points before opening to the public.
- Dedicated collection bins are in place for all kitchen laundry, these must be filled with care using provided protective gloves.
- Laundry must not be shaken to avoid dispersal of particles. Laundry bins must be cleaned out with disinfectant after each collection, bins to be lined with a new linen bag each time.
- Wash room maintenance will be increased. Paying particular attention to frequently touched areas and surfaces, such as taps, grab-rails and door handles.
- Hand washing must be implemented in accordance with hand washing guidance after cleaning surfaces.
- Paper towels will be added to wash rooms to avoid use of hand dryers, bins will be provided for these.
- All bins must be emptied using PPE including the provided disposable gloves.
- Paper napkins will be introduced Front of House in the short term to reduce customer/staff contact. This goes against our brand standards however we feel that it is an appropriate step to protect our team and minimise contact points.
- Recyclable, environmentally conscious single use menus will be in use for the time being. All menus will be disposed of after each use.
- Tables will be deep cleaned before each service and at the end of service, unless it will be thoroughly cleaned, an allowance of 15 minutes will be allocated between sittings to allow for a more thorough breakdown and disinfecting process.

PPE - Cock O' Barton's Position on PPE

It is important to note the current government guidelines regarding face coverings. There is growing evidence that wearing a face covering in an enclosed space helps protect individuals and those around them from COVID-19.

Face coverings will be worn by the team at all times in public areas and when in close contact to guests and team members.

Face coverings are not a replacement for the other ways of managing risk, including minimising time spent in contact, and increasing hand and surface washing. These other measures remain the best ways of managing risk in the workplace.

You must wear a face covering by law in some public places unless you have a reasonable excuse for not wearing one or you are not able to wear one, for example, because of your age or a health condition. You are also strongly encouraged to wear a face covering in other enclosed public spaces where social distancing may be difficult and where you come into contact with people you do not normally meet.

- All staff to wear a face covering have been provided with the following guidance for the correct use of them.
- Wash your hands thoroughly with soap and water for 20 seconds or use hand sanitiser before putting a face covering on, and after removing it.
- When wearing a face covering, avoid touching your face or face covering, you could contaminate them with germs from your hands.
- Change your face covering if it becomes damp or if you've touched it.
- Continue to wash your hands regularly.
- Change and wash your face covering daily.
- If the material is washable, wash in line with manufacturer's instructions. If it's not washable, dispose of it carefully in your usual waste.

Gloves and face coverings will be provided for all staff members involved in the handling and production of food in accordance with our risk assessments for higher risk transmission areas.

Team Health

The health and well-being of our team is and has always been our number one priority as a family business.

Now more than ever this is crucial to create comfortable surroundings for our teams. Hospitality is not a work-from-home industry and therefore as we slowly reopen our doors, we will have to expose ourselves to a certain level of risk when working with others and waiting on customers. It is our mission to ensure that risk is minimised to the lowest possible level and that we have tried to consider every angle to mould our strategy through this. As always we ask our staff to be respectful of each other and sensitive of the fact that people will have genuine concerns.

Team Well-Being

- If it is possible to avoid public transport, alternative methods should be taken, our rural location means that all staff will be given consideration for their shift patterns and working hours to allow them to attend site safely.
- The mental well being of all our staff who have been furloughed or continue to be so and those staff to whom we may ask to work from home is very important to us. We will continue to provide what support we can where it is appropriate to do so.
- When entering work staff members will be asked to enter the building via a staff only route, to wash their hand immediately, and place personal belongings in one place until they are leaving after shift.
- Any staff members who demonstrate symptoms of COVID-19 will be instructed to self-isolate for 7 days in accordance with the current guidelines.
- Any staff members who share a home with someone who has symptoms of COVID-19 must notify their managers and they will be asked to self-isolate for 14 days in line with government guidelines.
- We have carried out an internal staff assessment to identify who is vulnerable/extremely vulnerable/living with someone who is.

Social Distancing at Work

Some of our new processes go against our usual service standards where the delivery of our product is designed to be highly interactive and informative. We are all having to adapt to the current situation and whilst hospitality and good service is embedded into our team, this crisis has forced us to adopt more streamlined measures in the short term until it is deemed acceptable for us to return to a setting that allows our high service standards. We ask for your consideration of this during this difficult time. Hospitality doesn't work without personal touches and we can't wait for the day this will return as normal.

- Staff members must strive to achieve social distancing measures of 1 metre when arriving to and leaving work.
- Staff members will be encouraged to arrive through a dedicated entrance and leave through a separate exit to avoid cross overs between shifts.
- Key areas of congregation including all back of house areas will be clearly signed with hygiene procedures and carefully maintained. Social distancing measures will be followed where possible.
- Where possible staff breaks will be taken outside in a safe ventilated observing social distancing.

Kitchens

- Each section will be operated by limited members of staff only where possible. In situations where more than one staff member is required 'rota-partnering' will be in place to ensure the same people work together.
- Back to Back and Side to Side working will be implemented in our kitchens to prevent direct Face to Face operations. Our facilities are already designed to cater for this.
- All prep shifts will take place in the mornings, to avoid the crossover of personnel. We will be operating different hours during the crisis and before a return to normal trade. This will be updated regularly on our website so please remind yourself of our current opening hours online.
- Walk in fridges and dry stores will be limited to one person access at a time with clear signage to indicate this policy.

Service

- In line with government guidelines we are required to keep a temporary record of guests and service personnel on file for 21 days. This remains in line with data protection legislation.
- The new NHS Covid-19 test & trace app will be clearly displayed for customers to scan on entry.
- We are currently only accepting bookings up to 6 as of 14th September we will be monitoring in line with Government guideline.
- Only one team member will be allowed to stand at any one till point at any one time. Sanitiser stations will be located in close proximity to the tills. Use of waiter stations must comply with social distancing measures where possible.
- Temporary screens will be installed at reception and bar area.
- The Cock O'Barton will operate a cashless policy wherever possible to avoid unnecessary contact. We appreciate this may pose an inconvenience but we believe it is an appropriate measure for safety. We ask for your co operation whenever possible. If you would like to leave a tip, there's now an option to do so when you're paying your bill.

Deliveries

- There will be one person per shift dedicated to receiving deliveries.
- Suppliers will be asked to leave deliveries in the same location for each site with delivery times spaced out appropriately.

Team Communication

We are doing all we can to ensure our team understand the importance of communication and that they will never be penalised for honesty. We need to keep an open flow of information to remain in the strongest position and knowing our teams are safe and fit for work is crucial.

Guest Experience

At the Cock O'Barton we try very hard to offer great personable service with a friendly hands on approach. Current restrictions may make it harder for us to follow our usual service model but we will still strive to make the customer experience as comfortable, safe and memorable as possible.

Hygiene

- Single use menus will be printed on recyclable paper. We will have dedicated recycle bins for these or guests will be invited to keep their menu.
- Disposable condiments will be provided.
- Hand Sanitiser dispensers will be located at the main entrance, entrance to courtyard, bedroom corridors and entrance to restaurant.
- Branded signage will request guests follow hygiene procedures in washrooms.
- More waste facilities and more frequent rubbish collection
- Turn times on tables will be increased for all party sizes. This will allow our teams to undertake a deep clean of all tables, chairs before the next guests arrive. Government guidelines recommend the use of standard disinfectants already in use in our restaurants, however products been checked for their individual effectiveness.

Social Distancing

- Our model is designed on a 1m distancing position.
- We will offer table service only.
- Our pacing limits will be reduced to restrict the number of guests at peak times and control the flow of customers entering and leaving the venue. This approach will reduce the amount of customers in any one area at any one time more than the spacing apart of tables alone.
- 1 metre distancing applied between tables.
- Table turn times will be increased for every party size to ensure guests are able to be seated on arrival with no holding areas in use.
- Social Distancing notices will be allocated in key areas such as washrooms to ensure guests observe safe measures where possible. Bar areas will remain closed and act as dispense only as a temporary measure.
- We will operate a cashless policy to avoid unnecessary contact. We appreciate this may pose an inconvenience but we believe it is an appropriate measure for safety. Please accept our apologies.
- Clear guidance on expected customer behaviour and social distancing are in place across the venue. We ask that you respect and adhere to the guidelines. Staff reserve the right to refuse service if our guidelines are not met.

Menus

Stream-lining the business has become a crucial factor for the long term success of the business. Therefore we have reviewed our current food and drink menus to ensure the following:

- Minimise Waste – this can be achieved by removing less popular items and those that perish quickly. As a fresh food operator all our cuisine is prepared fresh every day, with reduced trade we will need to ensure we reduce wastage to a minimum.
- Reduce Holding Stock – With reduced sales, holding stock values will need to be reduced also, this can be assisted by reducing the number of high cost items with lower sales volumes.
- Simplify Processes – some of our menu items are complex and require multiple stage preparation and delivery. In an environment with social distancing measures in place these complex processes will need to be reduced to allow a smoother kitchen operation.
- Production Capacity – we have analysed our menus to ensure each of the seven sections within our kitchens have a maximum number of dishes allocated to them. This took into account popularity and complexity to assist with achieving social distancing within our kitchens and on our bar stations.
- We have reduced our menus by around 30% whilst we rebuild supply chains and return to more stable periods of trade. We endeavour to maintain all our most popular items and offer a varied and exciting dining experience. We have even thrown in a daily specials dishes for good measure. Our menus may change slightly day to day, therefore please view our updated menu online www.cobcheshire.com

Takeaway

The World Health Organization (WHO) advises that the likelihood of an infected person contaminating packages is low. The risk of catching the virus that causes COVID-19 from a package that has been moved, travelled, and exposed to different conditions and temperature is also very low. Whilst food packaging is not known to present a specific risk, efforts will be made to ensure it is cleaned and handled in line with usual food safety practices.

- All delivery bags and packaging will be handled with gloves and face coverings.
- We have a dedicated area for collection close to the entrance and away from other diners.
- Allocated collection times will be provided to the customer to avoid multiple collection at once. Guests will be asked to wait in their cars until the food has been placed on the collection table in front of their car.
- Guests will be asked to call once they have arrived in the designated parking bays.
- Their food will then be taken to the table located in front of said parking bay.
- We operate a “no cash payments” system for delivery with pre payments required.

Accommodation

- Check In & check out

Check in is available from 3pm & due to the additional cleaning procedures in place we cannot offer early check in.

Bedrooms will be pre-paid to reduce paper contact.

Check out time is 11am.

All room charges will be paid the night before check out with a VAT receipt available at check out.

- Amenities

All non-essential items such as hairdryer, ironing board, decorative cushions & throws have been removed from rooms.

Tea & coffee facilities and toiletries will be available

Replenishment of towels, linen and tea/coffee are available on request to ensure no one enters a room unless requested.

- Cleaning & hygiene

A new risk-based approach to cleaning has been implemented. Hand sanitisers are visible at several points across the venue & we ask that you use the hand sanitiser station provided at reception before entering the building.

We endeavour to allow a minimum of 24 hours between the last guest leaving & the next one arriving for each room

Guest Communication

- All email communications will be updated to inform guests about our new measures and processes including social distancing requirements.
- Our phone confirmations will also be altered to include new process information.
- A current version of this guide will remain on our website with monthly updates in line with new scientific information and government guidelines.
- Guests with symptoms of Covid-19 are asked not to visit and follow guidelines regarding self isolation.
- Guests who are accompanied by children are reminded that they are responsible for supervising them at all times and should follow social distancing guidelines.

The New Normal

It is clear that the road back to normality will be a bit longer than we maybe thought back at the start of lockdown. We are changing how we do things but not changing our friendly hospitality or effort to serve great food and drink. We hope that you support us in our journey back to less strange times and that we can all share many great times as we move forward.