

THE CUSTOMER JOURNEY TO SAFER SOCIALISING

OUR RECOMMENDATIONS FOR OPERATING A SAFE PUB (BASED ON CURRENT GUIDELINES)

From Sofa To Pub - Your Digital Plan/ Comms Should Include:

- Risk Assessment** - Upload to your website 'Staying Covid-19 Secure in 2020' to show you have completed Risk assessment and complied with government guidance on managing risk of COVID-19
- Safe Socialising** - Social distancing throughout the pub for customers & team
- Cleaning Monitor** - Increased cleaning in the pub all day every day for customers & team
- Hand sanitiser** - On entry and throughout the pub
- Looking after our team** - So we can look after you, we have carried out a COVID-19 risk assessment and training with our team
- Reduced Contact** - Cashless till and being able to Order & Pay via digital
- Opening hours** - Update on Google, Facebook and website
- Menu** - Food & Drink (limited offering) including updated Allergen information
- Promotions** - What is available e.g NHS Support? Support Your Local, Virtual Quiz
- Bookings** - Consider bookings in advance where possible due to reduced number of covers or social distancing. Consider restricting table booking time, allowing gaps between bookings for cleaning
- Takeaway** - Click & Collect process

Arrival At The Pub

- Signage** - Car Park. Welcoming people back, good to see you again.
- Signage** - Asking customers showing symptoms not to enter the pub
- Signage** - Directional signage 1 entrance and 1 exit door for eating/drinking in
- Signage** - Directional signage for takeaway click & collect
- Floor markings** - Outside on pavements 2m apart to help form queues
- Staff** - Team member hosting on the door welcoming, managing social distancing measures, bookings, order process
- Sanitisation** - Station at entrance door and other key touch points throughout the pub
- Signage** - Display 'Staying Covid-19 Secure in 2020'
- Childrens Play Areas** - Closed, secure & signage to say closed
- Signage** - Order process/Clear instructions regarding hygiene and changes in operation

Takeaway

- Signage** - Takeaway Collection Point
- Signage** - Takeaway pre Order & Payment process before arriving
- Floor markings** - Queue system 2m social distancing
- Staff** - Team member hosting and directing to collection point

Machines

- AWP** - Social distanced with 2m grid floor marking around them. Sanitiser & wipes made available for customers to clean down before and after use.
- Signage** - Informing customer above

At the Table

- Staff** - Team member hosting takes customer to table at 2m distance
- Menu** - Limited menu displayed on chalkboards, easels, correxes/ posters and disposable menus
- Tables to be 2 metres distance apart**
- Floor markings** - Stickers and table grid marked to show commitment to social distancing
- Condiments** - Sachets to be used
- Cutlery** - Pre-prepared & rolled in disposable napkins decanting at the table
- Staff** - Designated Monitor on each shift monitoring & responsible for hygiene & cleaning
- Staff** - 1 x team member dedicated for delivery and collection at end of the booking, clearing away and sanitising safely

Toilets

- Lock** - If toilets too small for social distancing, lock to be put on main entrance door to Ladies/Gents. 1 in 1 out
- Signage** - On the door to explain process
- Social distancing to be observed through spacing requirements (cubicles and urinals)
- Sanitisation** - Regular sanitisation by team member including door handles and locks
- Sanitisation** - Hand sanitiser point on entrance / exit

Order & Payment Process Options

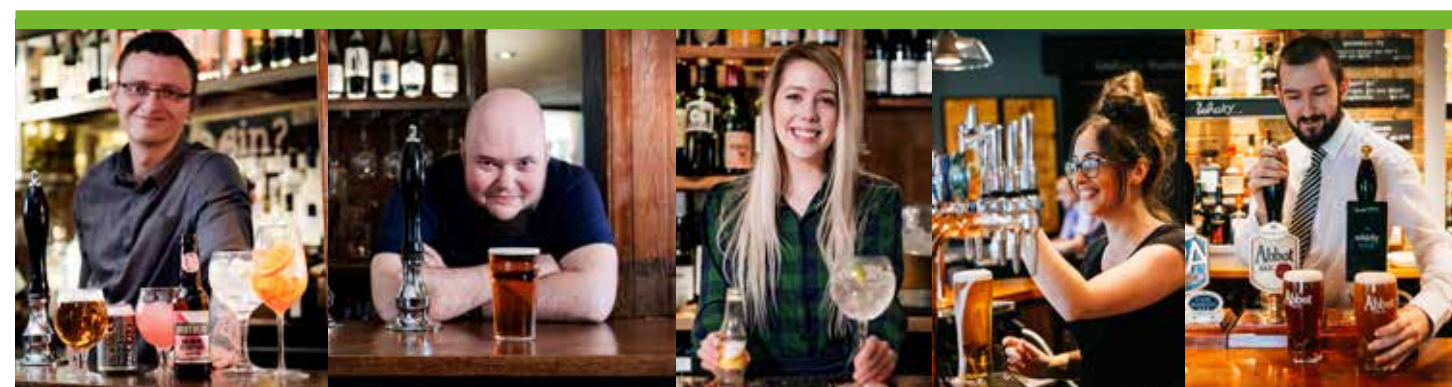
- Staff** - 1 till point, 1 till point user
- Floor markings** - Queue points marked for safe distance points
- Signage** - Card payments preferred
- Order** - Order taken remembering to upsell
- Payment** - Taken and sanitisation of card machine after each payment
- Delivery** - Drinks & Food delivered to the table or alternatively, team member places drinks on the bar for the customer to collect once the team member has stepped away

Goodbye, see you soon

- Staff** - Directs customer to exit path. Table cleared & sanitised once customers has left
- Signage** - Exit. Clear internal directional signage for single exit
- Sanitiser** - Hand sanitiser point on exit
- Floor markings** - Clear path to car park away from queueing guests

Gardens

- Signage** - Directional signage 1 entrance and 1 exit or social distancing markers if same entrance/exit
- Tables to be 2 metres distance apart**
- Floor markings** - Table grid marked to show commitment to social distancing
- Staff** - Team member hosting welcoming, managing social distancing measures, bookings, order process
- Order & Pay System** - Or alternatively at Outside bar where possible following the same steps
- Sanitisation** - Station at entrance to the garden and throughout garden area as required
- Signage** - Order process/Clear instructions regarding hygiene and changes in operation
- Childrens Play Areas** - Closed, secure & signage to say closed
- Staff** - 1 x team member dedicated to serving, clearing and sanitising at the end of the booking



5 STEPS TO SAFER SOCIALISING

To keep our team and customers as safe as possible:

SAFE SOCIALISING
Social distancing throughout our pub, for our customers and our team

CLEANING MONITOR
Increased cleaning in the pub, all day, every day

HAND SANITISERS
On entry and throughout our pub

LOOKING AFTER OUR TEAM...
...So we can look after you, we have carried out a COVID-19 risk assessment and training with our team

REDUCED CONTACT
Where people cannot be 2m apart, we have done everything practical to manage transmission risk