



OUR PRIORITIES

- To keep you safe
- To keep our guests safe
- By following government guidelines

WHAT ARE THE GOVERNMENT'S GUIDELINES?



IT'S SIMPLE

- Keep **socially distant** two metres apart or one metre with protection (Masks etc)
- Increase the frequency of **washing hands** for 20 seconds or sanitise using hand gel
- Work in **fixed teams** or partnering
- Increase the frequency of **surface cleaning**
- Keep **activity time to a minimum** when social distancing cannot be maintained

TO PROTECT YOU AND YOUR COLLEAGUES

- Temperature check on arrival
- Do not come to work if you have been asked to self isolate
- Be aware of symptoms of COVID19
- If you feel ill, report to a manager, go home, get tested immediately, share result quickly
- Follow all NHS Test and Trace advice

TO PROTECT YOU AND YOUR COLLEAGUES

- Do not fake illness
- Follow staggered arrival times
- Do not use the lift, unless using a trolley
- Use allocated toilets
- Reduce movement between departments (use phones, radios, emails)
- If you've used public transport, change into uniform when you get to work

TO PROTECT THE GUESTS

- Increased hand gel stations
- Temperature taken on arrival
- Do not share items such as pens, mugs, knives etc
- Tables and chairs spread out, table service
- Guests sign a form saying they will follow our guidelines and they are of good health
- In the case of an emergency such as first aid or fire – all COVID guidelines are off

WHEN TO WEAR A MASK

- When social distancing of 2m cannot be maintained with colleagues, guests or suppliers
- Front of house staff to wear a mask when serving or handling food, drinks or clearing tables
- Clear Perspex masks are fine for front of house and housekeeping staff not serving food & drink
- Clean mask for every shift
- Follow guidelines on how to apply a mask

HOW TO WEAR A MASK



WHAT TO DO IF A GUEST SHOWS SIGNS OF COVID 19

1. Refuse entry if they have just arrived
2. Isolate them and their partner in a room
3. Try and arrange to get them home, encourage them to arrange a quick test
4. Do not enter the room – add a sign on the door
5. Serve food on a tray to the door only. Dirty trays to be collected from outside the room with mask and gloves and placed straight in the dishwasher
6. On departure – clear space and ask them to wear a mask and gloves.
7. Leave room for 72 hours before cleaning. Fogg the room
8. Follow up and check if the guest has tested positive. Test & Trace

GUIDELINES IF WE HAVE A SUSPECTED COVID CUSTOMER



GUIDELINES FOR EACH DEPARTMENT

- Follow specific guidelines for your department
- Copies of risk assessments will be given to all staff in relation to their department
- Your mental health and well being is important to us. Please let your manager know if you need support.

Q&A

- Your questions and answers

OUR MESSAGE IS:

STAY SAFE = SAFE STAY