

Standard Operating Procedure - COVID-19 Deux Amis Whalley

Introduction

Welcoming you to Deux Amis is our pleasure and the experience you have with us should be most memorable. The relaxed and elegant atmosphere, whether dining or just for a coffee break, is what we pride ourselves on and our concept is designed to make sure your experience is as personable at every step of the way. The current climate makes it slightly more challenging for us to deliver our high standards of service but we will ensure we adapt accordingly to ensure the environment, for both you, our customers and staff alike, is safe and relaxed. This is our Standard Operating Procedure for customers and staff to ensure that together, we do everything we can to get through this safely in the most enjoyable fashion.

Personal Hygiene

- All staff are to sanitize and wash their hands for a minimum of 20 seconds with soap and water every 30 minutes
- All staff must immediately wash their hands for a minimum of 20 seconds with soap and water immediately after coughing or sneezing
- Sanitiser stations will be located at the entrance/exit and also the entrance/exit of the washroom
- Sanitiser stations will also be located in key touch point areas such as service station
- Excellent personal hygiene standards will be maintained as normal requirements

Site Hygiene

- All surfaces in the restaurant area and kitchen area must be cleaned regularly especially after use. This is in addition to the strict cleaning standards already applied
- All surfaces are to be cleaned with disinfectant and disposable products to be used where possible.
- Cloths, laundry and any other reusable items will be washed daily
- All menus can be accessed via QR code scan
- NHS track and trace will be available via QR code to scan

PPE

- Face coverings must be worn when entering the premises and can be taken off once seated
- All staff must wear a face covering as per government instruction
- Face coverings will be washed daily or if disposable ones are used then they will be swapped daily and disposed of in a safe way
- When wearing a face covering, avoid touching your face or face covering to reduce the risk of contamination

Staff Health and Well Being

- Any member of staff who show symptoms of COVID-19 will be sent home to self-isolate for 7 days and seek a test where possible
- Any member of staff who share a home with someone who has symptoms of COVID-19 or tested positive must notify their manager and they will be asked to self isolate for 14 days in line with government guidelines which are available at www.gov.uk/government/publications/covid-19-stay-at-home-guidance

Social Distancing at Work

- All staff must adhere to social distancing of 1 meter, where possible, throughout their shift
- All social distancing measures and guidance will be followed wherever possible

Deliveries

- All deliveries will be contactless where possible
- Deliveries received will be taken curbside, where possible, to limit further the number of people on site
- There will be a dedicated member of staff responsible for receiving delivery to further reduce contact
- Deliveries will requested during quiet periods of trade where reasonably possible

Guest Experience and Hygiene

- On arrival all guests will be asked to sanitise their hands
- Guests will be encouraged to scan the QR codes to access the menus. If this isn't possible, single use menus will be available on request.
- We are following current track and trace guidance. A QR code on the table will make it easy to scan in on the NHS app, or alternatively a member of staff will taken contact details of the party

Guest Social Distancing

- Following government guidelines we have created an appropriate table layout to ensure we operate in the safest of environments for both customers and staff
- We will be operating table service only
- 1 meter social distancing will be applied between tables
- We aim to operate a cashless service to avoid unnecessary contact where possible
- We ask all guests to remain seated for the entirety of their visit, apart from using the washroom

Thank You

As we are sure you agree we can't wait for things to be normal again. We appreciate any support given during this confusing time. We remain optimistic that this will be over soon, but for now we will do our best wherever we can to ensure you can sit down, relax and join us to forget about the outside for a while. We look forward to welcoming you soon.

Any Questions?

Email info@deuxamiswhalley.com with any questions or queries. Alternatively, follow us on our socials and send us a DM. We will get back to you as quickly as possible.

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