**COVID 19 STAFF EXPECTATIONS**

In the light of the current situation, we all need to work together in keeping staff and customers safe.

In order to do so, I would ask that all staff members follow these expectations.

1. **COVID 19 SYMPTOMS** – If you or another member of your household displays any symptoms, please stay at home and follow government guidelines.
2. **HAND SANITATION** – Please use the supplied hand sanitiser before entering the building and throughout your shift. Additional sanitiser will be provided behind the bar and in the kitchen for staff use. Also, thoroughly wash your hands in the sinks provided within the toilets, bar and kitchen. Cleaning of the hands is essential after using the toilets, coughing or sneezing (these should be caught in a tissue or in the crease of you elbow), prior to food prep and after collecting glasses / plates / cutlery etc.
3. **CONTAMINATED SURFACES** – Please avoid touching your face and shared objects such as hand rails, the bar, tables etc wherever possible. An increase of cleaning these key areas will be implemented. I suggest at least every three hours or more often if you are working the bar with another member of staff (till / card machine / fridge doors etc).
4. **CLEAN CLOTHING** – Please ensure that all clothing is taken home with you and washed regularly.
5. **VENTILATION** – The front and rear doors should be propped open wherever possible (weather permitted). This will reduce hand contact and also help in checking the coast is clear of oncoming people. Opening of windows will also help to keep the building ventilated.
6. **VULNERABLE STAFF** – If a risk arises which causes you concern, please speak with Lindsay or Gill (Employee Representative). Likewise for any vulnerable members of staff who are concerned over their health and well being should speak with us in confidence.
7. **STAFF EXPECTATIONS** – This will be shared with all staff members over the Messenger group chat or alternate for those who are not on the chat. A copy will also be displayed behind the bar and in the kitchen. If you are not sure about something, please ask Lindsay or Gill.
8. **RECORD OF VISITORS** – We, as a pub, have been advised by the government to record customer details. We can do this by writing customer names and phone numbers in the relevant diary’s (camping, food or B&B). I have been taking bookings already but all walk in customers (excluding diners) will need adding to the correct diary. One full name and phone number per household will be sufficed. We have printed slips which can be handed to customers so they can fill them in and placed in a designated box.
9. **DISTANCING** – Wherever possible, please keep a distance of 2m (or 1m where 2m is not possible). Please consider this distancing rule when setting up customers tables. Encourage customers to reserve tables for food where possible (we are not reserving them for drinks alone) to prevent people hanging around. Please report any hotspots if you notice people congregating so that we can prevent this from occurring. Customers can visit the bar to order and pay for drinks but we will also offer table service where possible. Please remember to update customers tabs if they have them (no reservations, drink service or tabs for outside customers). Customers need to be discouraged from standing at the bar as we need to provide a safe, spacious access at all times.
10. **CUSTOMERS FACING EACH OTHER** – Please be mindful of this when seating customers. Sit separate parties back to back where possible.
11. **GROUP GATHERINGS** – The government advise that any two households or support bubbles are okay to gather indoors while outdoor gatherings are limited to any two households or support bubbles OR a maximum of six people from any number of households. We are not to know who lives with who and about who is who’s support bubble. It is just better to know the guideline so that can avoid mass gatherings.
12. **CUTLERY AND CONDIMENTS** – Please do not set up tables with cutlery or condiments. If an indoor table is to be reserved, we will simply add a reserved sign then take cutlery and condiments out with the food. Please ask when taking food orders what sauces etc they require. All staff must have clean hands before serving food and after collecting glasses / plates / cutlery etc (possibly wear gloves / use napkin).
13. **VULNERABLE CUSTOMERS** – We will be offering takeaway food and drink (collection only) for our customers who chose to drink and dine at home or for campers. These orders will need ringing through and paying for over the phone or can be ordered at the bar. They can be collected within an agreed timeslot.

I understand that this is a lot to take in. This situation is new to us all. Just remember, we are all in the same boat (customers included). Please just be sensible and work by your better judgement.

We have put the relevant things in place to keep people safe but without turning our venue into a place of fear and stress. If you need to remind colleagues or customers about any of our guidelines, please do, but in a way which is none offensive. I think we have all been to shops etc lately and been scolded at for one reason or another, I do not want to take that approach here.

**Thank you for your understanding and co-operation**