

RESTAURANT RE-OPENING COVID-19 GUIDE



With the Government's announcement that Restaurants in England can open from 4th July, we face exciting times:

63% of consumers are excited about the prospect of visiting their favourite restaurant within 1 month of opening¹

75% consumers claim that good hygiene will be more of a factor in choosing a restaurant than before the lockdown caused by the coronavirus Pandemic¹

In this guide, we've included the latest Government information and continue to provide practical advice on the steps you can take to prepare to re-open, and those you can take to adhere to the new guidelines.



Latest News



On Tuesday 23rd June, the Prime Minister announced that restaurants in England will be allowed to re-open on 4th July (Scotland is July 15th; Ireland and Wales have yet to confirm).

The Government's review of the 2-metre social distancing has concluded that from July 4th, where people cannot maintain two metres' distance, they should adhere to a distance of "1 metre plus".

The "plus" consists of measures that people and businesses should take (including more frequent hand-washing; the use of protective screens; face masks and changing seating arrangements) to prevent face-to-face contact.

Restaurants can open with a number of mitigation measures in place.

The Government is of the view that the level of protection afforded by these measures is "broadly the same" as maintaining a two-metre distance.

The Government has issued full guidance on limiting staff numbers and contact with customers which can be found [here](#).



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Getting ready to re-open:

You must complete a **Risk Assessment** to identify your own safety measures to be put in place.

This must be done in consultation with your workers.

Failure to complete a risk assessment which takes account of COVID-19, or completing a risk assessment but failing to put in place sufficient measures to manage the risk of COVID-19, could constitute a breach of health and safety law.

The Health and Safety Executive has created a guide to completing Risk Assessment [here](#).

Restaurants are encouraged by the Government to display a Covid-secure safety notice (opposite) on completion of a risk assessment

The notice is available [here](#).

Staying COVID-19 Secure in 2020

We confirm we have complied with the government's guidance on managing the risk of COVID-19

FIVE STEPS TO SAFER WORKING TOGETHER

- ✓ We have carried out a **COVID-19 risk assessment** and shared the results with the people who work here
- ✓ We have **cleaning, handwashing and hygiene procedures** in line with guidance
- ✓ We have taken all reasonable steps to **help people work from home**
- ✓ We have taken all reasonable steps to **maintain a 2m distance** in the workplace
- ✓ Where people cannot be 2m apart, we have done everything practical to **manage transmission risk**

Employer _____ Date _____

Who to contact: _____ Your Health and Safety Representative
(or the Health and Safety Executive at www.hse.gov.uk or 0300 003 1647)



NHS Track & Trace:

The government is also requesting that all restaurants reopening record and keep contact details of all dine-in customers for **21 days**

Test and Trace

This is so individuals can be traced in the event of an outbreak of COVID-19.

You can do this by keeping a record of all reservations, with contact details. If you do not already do this, you should do so to help fight the virus.



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Opening checks:

Re-opening your food business after a period of closure will require some extra checks alongside your 'normal' daily opening checks.

These will help to make sure that your business can restart safely:

- 1 Notify your local authority of your intention to re open
- 2 Ensure your registered waste carrier services are running and available as required to ensure there is no build up of waste on site
- 3 Check food preparation areas are clean and disinfected (include work surfaces, equipment and utensils)
- 4 Check all areas are free from evidence of pest activity
- 5 Check hot and cold running water is available at all sinks and hand wash basins
- 6 Check all equipment (fridges, freezers, ovens) are working properly and thoroughly clean
- 7 Check raw materials and ingredients
- 8 Review your allergen information (click [here](#) for a list for our allergen information)

The Food Standards Agency has created a checklist to help identify all the steps that should be taken to re-open safely. Download it [here](#).



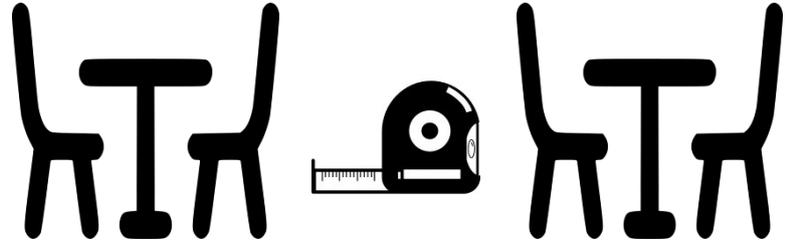
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Avoiding close contact

58% of consumers want to avoid close contact with people², and these simple steps will help make your customers feel at ease:

Start by calculating the maximum number of customers that you can safely accommodate whilst following the social distancing guidelines (1 metre 'plus').

Reconfigure your tables by increasing the space between them, or indicating which tables can be used with an 'Open' or 'Closed' sign.



Minimise Queues:



Stagger reservation arrival times

Ask your customers to telephone when they are near & invite them to enter when congestion at the entrance can be prevented

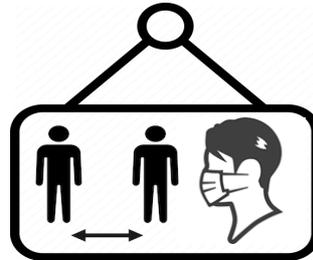


If queues cannot be avoided, discourage queueing indoors by introducing a system outside and place spaced markers on the floor.



Where possible, consider creating a separate **entry and exit** to the restaurant to prevent diners crossing paths.

Use floor markers to indicate which direction diners may travel.



Place **signs** where diners enter the restaurant to provide **clear guidance on the social distancing restrictions** you have implemented



Encourage customers to use hand sanitiser frequently, but especially upon arrival prior to any doors that must be touched.



Prevent diners accidentally entering the kitchen / staff areas by blocking access using 'No Entry' signs



Consider creating a safe waiting distance outside of toilets using a 'Wait Here' sign.

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Show great hygiene

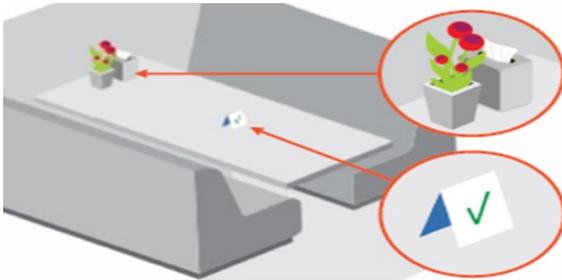
75% of consumers claim that good hygiene will be a factor in choosing which restaurant they dine in. The following steps will show that you take hygiene very seriously and give confidence to your diners.



Ensure workers or diners who feel unwell do not attend your restaurant.

Consider taking the temperature of diners upon arrival to increase confidence of all in the party.

Table Set Up:



- 1 Ensure tables are clean and dry
- 2 Remove all communal items, such as menus, condiments and cutlery
- 3 Place hand sanitiser on each table for diners use
- 4 'Open' signs can be used to describe your commitment to diners wellbeing and outline your cleaning measures
- 5 Decorating the table may make it more welcoming

Ordering:



- 1 Staff should maintain a 1 metre distance; wear facemasks & gloves at all times (consider using facemasks as an opportunity for restaurant branding)
- 2 Allocate dedicated waiting staff to zones within the restaurant to limit contact
- 3 Provide single, disposable menus (or direct diners to your website if you have one)
- 4 Prevent reaching across the table by asking diners to pass menus
- 5 Where possible, provide individually wrapped chopsticks or cutlery

Meal presentation:



- 1 Minimise contact between kitchen staff & front of house by having a collection zone
- 2 Consider covering the food between kitchen and table
- 3 Minimise reaching across the table by asking diners to distribute the food to their party
- 4 Provide condiments upon request, using single serve option where possible, or visibly clean before handing to diners, and when receiving back.

Cheque presentation:



- 1 When presenting the bill, limit contact through single use 'cheque-covers' or other such means
- 2 Where possible try to use contactless payment, but make sure you have options for those who want to pay cash
- 3 Don't forget to show your appreciation with individually wrapped sweets or chocolates

WESTMILL A HELPING HAND



At Westmill, we are proud to support the Restaurant and Takeaway sector.

In our guides, we have tried to support with practical advice through the difficult time created by COVID-19.

Our support doesn't end there. We've been helping communities and charities across the UK.

Here are just a few we've helped:



Lucky Boat Noodles; Lotus curry pastes and Amoy Sauces donated to Master Chef quarter finalist (& Instagram influencer) Yui Miles, to prepare 100 meals for Broomfield hospital Chelmsford every 2 weeks.

Dhammakaya Meditation Centre
Newcastle



Dhammapadipa Temple
Edinburgh

Wing Hong Chinese Elderly Centre
Glasgow



Birmingham Children's Hospital and Charity. It's been a few weeks since we visited but we'll be back again soon 😊

Noodles kindly donated by Westmill Foods



If you would like to recognise a charity for doing great work in your local community, please do get in touch by sending an email to enquiries@westmill.co.uk and we'll try to help.

