**cup & saucer, Inc.**

**PCOR STANDARDS/PLAN**

Cup & saucer has been serving Guam for over 24 years & we want to ensure that all of our employees & customers feel safe when they enter our establishment. This can be accomplished by, Following the guidelines outlined in: Government of Guam Executive Orders, Dept. of Public Health Safety & Sanitation Regulations, CDC guidelines for personal hygiene, and cup & saucer food safety & sanitation protocols.

**EMPLOYEES:**

1. Employees are trained on new COVID19 procedures, practices, & policies.
2. Employees must wear a face mask at all times (unless they are on break & eating)
3. Employees must wear gloves at all times when prepping or cooking food.
4. Employees must properly wash hands throughout the day as needed per Dept. of Public health protocols
5. Employees must sanitize hands as often as needed
6. Employees must practice social distancing
7. Employees must do a wellness check by having their temperature read using the automatic thermometer reading unit before beginning shift
8. Employee must exit building and report to management if they have a HIGH temperature reading
9. Employees are not allowed to work if they are sick or show symptoms of sickness, or have a fever. Supervisor must report to Manager and/or HR Manager. Employee will be required to obtain a doctor’s note for the absence and a doctor’s clearance note to return to work.

**BAKERY PREMISES:**

1. Protective Panels are installed at front counter for order taking
2. Digital Auto Temperature Reader & Hand Sanitizer is placed at the front for customer use prior to being served
3. Floor Decals guide customer flow outside the bakery, inside the service area & in the lobby pick up area
4. Signs are placed inside to remind customers to follow guidelines (keep mask on at all times, stay in designated marked spots to maintain social distancing)
5. Dine in has been closed
6. Limited occupancy per local mandates: Maximum of 3 persons inside the bakery service area; Floor Decals placed to separate customers in line 6 ft. apart.

**MANAGEMENT:**

1. Managers are trained on new COVID19 procedures, practices, & policies. If employee reports having coronavirus, supervisor must immediately report to Management for further action.

**COVID 19 SAFETY & SANITATION/STANDARDS EMPLOYEES**

**UPDATED SEPT. 14 2020**

**NEW PROTOCOL FOR ENTERING BAKERY**

**1. MASK ON**

-CLEAN MASK ON BEFORE ENTERING BAKERY

-BRING BACK UP MASK & LEAVE IN LOCKER

**2. TAKE YOUR TEMPERATURE & SANITIZE YOUR HANDS**

**-**PLACE HAND UNDER THERMOMETER/SANITIZER UNIT

-IF TEMPERATURE READS “HIGH” THE MACHINE WILL CONTINOUSLY BEEP & DISPLAY THE READING “HIGH”. RETAKE TEMPERATURE TO CONFIRM.

IF STILL “HIGH” THEN YOU MUST EXIT & CALL THE MANAGER.

**3. PERSONAL ITEMS NOT ALLOWED INSIDE BAKERY**

-ENTER BUILDING FROM GARAGE DOOR & PUT ALL PERSONAL EFFECTS INTO THE LOCKER **BEFORE** ENTERING BAKERY TO TIME IN

-WHEN YOU ENTER THE BAKERY YOU SHOULD ONLY HAVE YOUR BADGE/TIME CARD IN HAND; NOTHING ELSE.

**3. WASH HANDS**

- 100F WATER, VIGOROUSLY FOR 20 SECONDS MINIMUM, THEN RINSE, DRY, REPEAT THROUGHOUT THE DAY AS NEEDED PER PUBLIC HEALTH SANITATION PROTOCOLS

**4. CHECK YOUR STATION**

-WIPE DOWN & SANITIZE YOUR WORK STATION & REFRIGERATION BEFORE USE

-STAY IN YOUR DESIGNATED STATION AS MUCH AS POSSIBLE

**5. SAFETY PRACTICES**

-NO UNNECESSARY TALKING- MINIMUM & WORK RELATED ONLY

-STRICT HAND WASHING EVERY TIME YOU COME IN CONTACT WITH A COMMON AREA SURFACE (ENTRANCE DOORS, BATHROOM DOOR,) OR TOUCH YOUR MASK, FACE, ETC., OR CHANGE AN ACTIVITY/JOB)

-MAINTAIN SOCIAL DISTANCING WITH CO WORKERS. YIELD & BACK UP WHEN OTHER PERSON IS COMING THROUGH TO ALLOW FOR PROPER DISTANCING.

-WHEN ISSUING FOOD & CHANGE TO CUSTOMER OUTSIDE, MAKE SURE TO WASH HANDS UPON ENTERING BAKERY BEFORE STARTING ON THE NEXT ORDER

**6. DELIVERY FROM VENDORS**

-THERE WILL BE A SIGN OUTSIDE OF THE DOOR TO PLEASE KNOCK & WAIT

-DO NOT LET DELIVERY PERSON IN THE BAKERY/ TAKE THE ITEMS FROM OUTSIDE & BRING THEM IN & PUT AWAY PROMPTLY.

**7. THROUGOUT THE DAY**

- SANITIZE EQUIPMENT, TOOLS, STATION, DOOR HANDLES,ETC.

**8. END OF DAY**

-STATION CLEARED & SANITIZED