



NO.	ACTIVITY / TASK
1 GUEST ARRIVAL, GREETING & SEATING	
1.1	Subject to local government regulations or local health authority requirements, it is necessary to carry out the following processes: a. temperature check guest on arrival / before entry to the Hotel b. ensure guest is informed through signage and wearing face mask.
1.2	If a guest has a body temperature exceeding 99.4 Fahrenheit, has a visible symptoms, cough or other obvious respiratory issues, do not allow to enter and remind the guest to seek medical help in line with local prevention & control procedures
1.3	If the temperature checks and PPE actions are required, please ensure sanitized guest check stations are set up at Main Entrance
1.4	Ensure closed foot pedal bins are provided for used masks and gloves
1.5	Ensure a queue in and queue out of the restaurant are organized, social distancing floor markings at the entrance should be organized and visible.
1.6	Upon guest arrival, hostess to greet the guest, maintain eye contact immediately even if on the phone or interacting with another guests
1.7	Greet and acknowledge the guest within 30 seconds with proper body posture, considering social distancing of at least 6 feet.
1.8	Dedicated Food Safety Manager trained TM recognizable by pin to the guest and ready to answer questions regarding any precaution measures and the measures we are taking to keep guests and team members safe with a constant check on all the hygiene and Allergen procedures we are implementing. Training for this colleague to use all the right language and be fully apprised of local legislation.
1.9	Consider zones (if applicable) for elders, families, singles with a max of 2 guests on the same table considering the recommended spaces between tables (ensure this is internal not optional for the
1.10	Ask the guest to follow him/her to the table maintaining six feet distance and walk at a pace that allows guests to keep up
1.11	Lead the guest to their assigned table, considering social distancing between tables, which means no stand up reservations to be considered to create a greater distance between groups
1.12	Hand sanitizer to be available at the entrance of the restaurant, for guest use
2 TEAM MEMBERS APPEARANCE AND READINESS FOH/BOH	
2.1	Ensure Team members are all wearing PPE and is strictly followed
2.2	Pocket hand sanitizer for regular use by the team, but this does not avoid the importance of washing hands regularly (as per Manual) (Waiters/Waitresses)
2.3	Keep maintaining a distance of six feet when talking to guests and avoid communicating while serving the table
2.4	Refresher training for all the team members, making sure all the F&B servers conducted the basics training
2.5	Waiters/waitresses should always wear clean uniform, practice high personal hygiene and good grooming standards
3 TABLE SET UP	
3.1	Avoid setting any communal items on the table such as ketchup, mustard, salt, pepper shaker, etc and make it available upon request, do not use bottles that are passed between the tables
3.2	Serving covered/wrapped cutleries
3.3	Baby chairs should always be clean, sanitized and ready for the next baby guest. We recommend a disposable cover to keep it germs and bacteria free.
3.4	Consider single use paper placemats rather than reusable ones and offer gloves on the table for guest use
4 BUFFET SET UP AND OPERATION	
4.1	Advise the guests to follow singular directional flow while adhering to social distancing guidelines as well as strictly follow the floor marking to ensure distancing
	Cold station
4.2	All serving equipment to be changed every 30 mins (tongs, Ladles, spoons, etc.) Encourage guest to use gloves prior to touching the tong.
	Hot station
4.4	Batch cook hot food in small amount, subject to volume and refilled every 30 minutes so the guest will feel like they are the first ones at the buffet
4.5	It is recommended to serve hot food in portions (Ramekins) placed inside the chafing dishes when it is possible to avoid tongs and cutlery usage as much as possible
	Live Stations
4.8	Distance & directional markers on the floor to be provided
4.9	Also offer serving food a la carte by a dedicated server
4.10	Ensure close attention is given to personal hygiene especially uniform cleanliness and existing handwashing procedure
	Bread and Pastry station
4.11	Use covers for bread and pastries, not open platters (where applicable)
4.12	Avoid bread cutting boards, go pre-portioned
	Buffet dispensers
4.13	Server refilling the dispensers should always present high measure of hygiene and ensure sanitization of all surfaces and handles
	Fruits/Fresh Juices station
4.14	Pre portioned Fruits and Juices to be served individually to the guests by considering the social distance mentioned before

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	Ala Carte option
4.17	Grab and Go breakfast boxes availability for the guests who would like to have a quick breakfast before leaving for their excursions or even up to their rooms always recommended. Consider a hygiene tab or seal on the box detailing the cleanliness
	General measures to be considered
4.23	Dedicated trained TM recognizable to the guest and ready to answer questions regarding any precaution measures and the measures we are taking to keep guests and team members safe with a constant check on all the hygiene procedures we are implementing. Training for this colleague to use all the right language and be fully appraised of local legislation
4.24	Inspect all F&B back of house areas and establish if existing cleaning schedule is still relevant (update if required)
4.25	Regular replacement of the tongs, cutlery and underliners recommended every 30 mins, store during operation in D10 solution (or equivalent)
4.26	Regular spray and wiping down for the high traffic surfaces at the buffet as often as needed under the supervision of the assigned trained team member
4.27	It is required to remove any communal condiments on the buffet
4.28	Avoid high risk food items on the (buffet for period of time), items such shellfish, oysters, raw meat etc
5 TABLE CLEARANCE AND RESETTING	
5.1	All dirty dishes and silver plates to be cleaned off directly to the debris station located in the BOH
5.2	The service station is to be used ONLY for clean utensils and silverware
5.3	Wipe off all the food's soiled, spills and crumbs onto a clean and sanitized cloth, never wipe food soil on the floor. Regular use of spot sweeping in the restaurant
5.4	Pick up a spray bottle of table top sanitizer using a clean cloth to clean the complete table including the sides. Dedicated table clearers and ensure full training on cleaning and then sanitising
5.5	When cleaning the chairs, ensure the arms are sprayed and sanitized
5.6	Leave the table to air dry rather than towel dried. Never let a customer sit at a wet table. Ensure to follow the manufacturer's instructions on contact time when using sanitizer
5.7	Make sure all the hand rails, stainless surfaces, sneeze guard glass and all buffet counters to be always spot and finger print free and sanitized. Wash hand and change gloves after sanitizing the table
5.8	Deep clean and sanitize the entire restaurant after every service
6 GUEST'S FAREWELL	
6.1	Presenting the bill should always be in a sanitized tray
6.2	Sanitized pen should be provided all the time. Ideally contactless payment is preferred but this may not be available in some markets
6.3	Team member must sanitize his/her hands always after holding a guest credit card or the cash
6.4	PoS screen should be sanitized and cleaned at all times to avoid infection through fingers contacts. If available, a dedicated Stylus pen per team member is preferable
7 UTENSILS/CUTLERIES/CHINAWARE/GLASSWARE CLEANING AND SANITIZING	
7.1	The usual procedures should be used. All dishes, silverware and glassware should be washed and disinfected in a dishwashing machine including items that have not been used as they might have been in contact with the guest's or staffs hands. Always follow the existing guidance from Hilton HACCP Manual
7.2	Dishwash, pot wash and glass washer machines are the best way to clean equipment, utensils, crockery and glassware
7.3	The chemicals used and temperatures reached are effective against pathogenic bacteria and viruses
7.4	It is important that these machines are not overloaded, items are subjected to a pre clean where required and the machines operate to the required temperatures. Always follow the guidance from existing HACCP Manual
7.5	In the event that a dishwash, pot wash or glasswasher machine breaks down or is not available, a suitable manual washing procedures must be in place incorporating a pre clean, washing with a suitable bactericidal detergent, rinse and air drying, following guidance from HACCP Manual
7.6	It is recommended to use a cutlery polisher, if available
8 MANUAL RE-TRAIN	
8.1	Compulsory training on COVID 19 Respiratory Viral Infection Guide for all F&B team members before resuming work
8.2	Ensure all Managers and team members are trained on HACCP manual and all training modules are up to date
8.3	Ensure all Managers and team members are trained on extra local legislation requirements

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