

Hilton Guam Resort & Spa- Bars

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 restaurant b. ensure guest is informed through signage and wearing face mask.
1.2	If a guest has a body temperature exceeding 100 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 appraised of local
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 guest)
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 guidance and local laws on wearing PPE are strictly followed
2.2	Pocket hand sanitizer for regular use by the team, but this does not avoid the importance of washing the hands regularly Waiters/Waitresses)
2.3	Keep maintaining a distance of six feet when talking to guests and avoid communicating while serving the table
2.4	Bar tenders/servers should always wear clean uniform, practice high personal hygiene and good grooming standards
3 TABLE SET UP	
3.1	Do not set any communal items on the table, i.e. ketchup, mustard, salt, pepper shaker etc and make it available upon request. Do not use bottles or containers that are passed table to table
3.2	Use covered/wrapped cutlery
3.3	If complementary bar snacks are provided, they should be in a sealed packets and not on open bowl
4 GENERAL BAR OPERATION	
4.1	Serving of guests drinks to follow the basic standards, avoid touching the top half of the glass when delivering
4.2	Do not serve garnishes, only upon guest requests.
4.3	For every new beverage that a guest buys, drinks must be served into a fresh/clean glassware/crockery
4.4	Straws should be served packed, single use wrapped biodegradable straws to be used
4.5	We recommend a glass top paper cover for all the beverage served on tables
4.6	A washable menu or QR code menu is required
4.7	Ensure all ice machines are cleaned and maintained.
4.8	Coasters are always recommended to be disposable or washable
4.9	Ashtrays should be washed and sanitized between use
4.10	Follow local recommendations on bar service at all times
5 TABLE CLEARANCE AND RESETTING	
5.1	All dirty dishes, silver plates and glasses 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 foods soiled, spills and crumbs onto a rag, never wipe food soil on the floor
5.4	Spray sanitizer to be used for table top cleaning. Use a clean paper towel to clean the surface and the sides of the table. Be aware of contact times
5.5	When cleaning the chairs, ensure the arms are sprayed and sanitized
5.6	Leave the table to dry as opposed to towel drying. Never let a customer sit at a wet table, ensure manufacturer instructions are followed in terms of contact times of spray sanitizer
5.7	Make sure all the hand rails, stainless surfaces and all bar counters are regularly cleaned, always spot and finger print free
5.8	Deep clean and sanitize the entire bar after every service



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6 GUEST'S FAREWELL	
6.1	Presenting the bill should be always in a sanitized folder
6.2	Sanitized pen should be provided all the time
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 hands or staff. 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	Ensure correct chemicals are used and that dishwash and glasswash machines operate to the correct temperatures (detailed In the Hilton HACCP Manual)
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, 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 Hilton HACCP Manual
7.6	It is recommended to use a cutlery polisher, if available
8 HACCP 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 Food Safety manual and all training modules are up to date
8.3	Ensure all Managers and team members are trained on extra local legislation requirements

F&B
Ray Dado, F & B Ops. Mgr.
CULINARY
Joel Aranas, Exec. Chef

BAR CHECK LIST

[INSERT HOTEL NAME]

TIPS AND HIGHLIGHTS		
<p>All tables are to seat a maximum of two to four guests</p>		
<p>Politely advise the guests to socially distance themselves from team members and other guests. Social interaction is to be discouraged, and guests should be encouraged not to congregate in public areas and to maintain a 2metre distance</p>		
<p>Wash hands as a matter of routine, before and after handling food, and especially after being in a public area, blowing nose, coughing, or sneezing</p>		
<p>Luxury and full service hotels to offer portion jars (ketchup, mayonnaise, mustard)/ focused service hotels to offer sachets.</p>		
<p>Use a biodegradable cutleries napkins to reduce the excessive contact of the team members while handling the table set up (Refer to #7.6)</p>		
<p>Menus station to be provided with a sanitizer so the serve sanitize the menu after guest use. Laminated menus recommended.</p>		
<p>TIPS while using the ice machine:</p> <ul style="list-style-type: none">- Make sure both hands are clean- Always use a sanitized scoop – never a glass or hands- Create a cleaning schedule with a simple checklist of step by step instructions*- Make sure all team members have appropriate training in good cleaning practises- Educate team members about the importance of comprehensive cleaning- It's essential to carry out regular servicing at least once a year in addition to regular cleaning		
<p>We recommend Hilton approved brand like, Suma Bac D10 combines kitchen surface cleaning and disinfection in one step. With Suma Bac detergent disinfectant, you remove microorganisms such as bacteria, yeast and viruses as effectively as grease and dried-on soil.</p>		

BAR CHECK LIST

[INSERT HOTEL NAME]

TIPS AND HIGHLIGHTS		
Encourage guests to pay electronically rather than with cash, encourage mobile pay or pay-wave so the payment card does not have to be handled by the server and passed back to guest when applicable.		
PoS screen to be cleaned at least twice during the operation.		
Refer to Hilton F&B Resource Library for points 7.1 to 7.6		
Cutlery polisher or cutlery dryer polisher as they are also known is now becoming an important time saving piece of equipment for the busy kitchen, or back of house, this dries, polishes and disinfect the steel and silverware in a matter of minutes.		

DATE:
dd/mm/yyyy