



<b>1 GUEST ARRIVAL, GREETING &amp; SEATING</b>	
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 Farenhet, 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 legislation.
1.9	Consider zones (if applicable) for elders, families, singles 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
<b>2 TEAM MEMBERS APPEARANCE AND READINESS FOH/BOH</b>	
2.1	Ensure Team members are all wearing PPE and is strictly followed and temperature check and symptom screening at employee entrance, otherwise no work is allowed
2.2	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
<b>3 TABLE SET UP</b>	
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. Sanitize condiments between guests utilization including tables and chairs. High touch surfaces hourly and 15-20 minutes on host/cashier stand
3.2	Use covered/wrapped cutlery
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	Single use paper placemats should be used.
3.5	Maximum Six persons per table
<b>4 SERVING PROCEDURES</b>	
4.2	Hold the plate without touching the rim to avoid any cross- contamination from waiter/waitress' finger prints
4.3	Live cooking stations to be well sanitized and all food ingredients covered
<b>5 GENERAL KITCHEN OPERATION</b>	
5.1	Operational kitchens must be sanitized at regular intervals following Manual processes
5.2	Limit the number of staff to the minimum required, staff can be organized into teams to reduce interactions between teams
5.3	Ensure to follow Local Government Guidance on usage of PPE
5.4	Workstations should be placed in such a way that the staff are not facing each other and can maintain appropriate social distance
5.5	Run limited menu's and ramp-up in a phased manner. Menus should either be single use or product that can be wiped and sanitized
5.6	Tweak the menus to include more options of cooked food rather than raw food
<b>6 GENERAL BAR OPERATION</b>	
6.1	Serving of guests drinks to follow the basic standards, avoid touching the top half of the glass when delivering
6.2	Do not serve garnishes (only upon requests). Server should use a sanitized tong
6.3	Straws should be served packed, single use wrapped biodegradable straws to be used
6.4	We recommend a glass top paper cover for all the beverage served on tables
6.5	A washable/wipeable menu is required or QR code menu.

6.6	Ensure all ice machines are cleaned and maintained.
6.7	Coasters are always recommended to be disposable or washable
6.8	Ashtrays should be washed and sanitized between use
6.9	Follow local recommendations on bar operations and always follow local legislation protocol
<b>7 TABLE CLEARANCE AND RESETTNG</b>	
7.1	All dirty dishes, silver plates and glasses to be cleaned off directly to the debris station located in the BOH
7.2	The service station is to be used ONLY for clean utensils and silverware
7.3	Wipe off all the food's soiled, spills and crumbs onto a rag, never wipe food soil on the floor
7.4	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
7.5	When cleaning the chairs, ensure the arms are sprayed and sanitized
7.6	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
7.7	Make sure all the hand rails, stainless surfaces, and all bar counters are regularly cleaned, always spot and finger print free
7.8	Deep clean and sanitize the entire restaurant after every service
<b>8 GUEST'S FAREWELL</b>	
8.1	Presenting the bill should be always in a sanitized folder
8.2	Sanitized pen should be provided all the time. Ideally cashless, contactless payment is preferred in markets that allow
8.3	Team member must sanitize his/her hands always after holding a guest credit card or the cash
8.4	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
<b>9 UTENSILS/CUTLIERIES/CHINAWARE/GLASSWARE CLEANING AND SANITIZING</b>	
9.1	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 Manual
9.2	Dishwash, pot wash and glasswasher machines are the best way to clean equipment, utensils, crockery and glassware
9.3	Ensure correct chemicals are used and that dishwash and glasswash machines operate to the correct temperatures (detailed In the Hilton HACCP Manual)
9.4	It is important that these machines are not overloaded, items are subjected to a pre clean where required (following guidance in the Hilton HACCP Manual)
9.5	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
9.6	It is recommended to use a cutlery polisher, if available
<b>10 RE-TRAIN</b>	
10.1	Compulsory training on COVID 19 Respiratory Viral Infection Guide for all F&B team members before resuming work
10.2	Ensure all Managers and team members are trained on HACCP manual and all training modules are up to date
10.3	Ensure all Managers and team members are trained on extra local legislation requirements and designate a Team leader to oversee all COVID related requirement and ensure implementation by the

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

# RESTAURANT CHECK LIST

Hilton Guam Resort and Spa

Putting signs to remind customers to: 1- Use only the utensils provided for each food item (in case of food display) 2- Not use their fingers to touch any food items ("Please use the tongs provided.") 3- Supervise children who are serving themselves at the display area. 5- Enter the restaurant only when table is available to avoid crowding		
Whenever possible, table setting is recommended to have a maximum of 4 persons for 10 square metres. Tables shall be arranged such that the distance from the back of one chair to the back of another chair shall be more than 1 m apart and that guests face each other from a distance of at least 1 meter (To prepare a floor plan accordingly)		
Wash your hands as a matter of routine before and after handling food, especially after being in a public area, blowing your nose, coughing, or sneezing		
Luxury and full service hotels to offer portion jars (ketchup, mayonnaise, mustard)/ focused service hotels to offer sachets.		
Use a biodegradable cutlery napkins to reduce the excessive contact of the team members while handling the table set up (Refer to #9.6)		
Eco-Friendly recyclable material, quick and easy to apply		
An opportunity to use the paper placemats as an internal marketing printed tool		
Menus station to be provided with a sanitizer so the serve sanitize the menu after guest use		

# RESTAURANT CHECK LIST

Hilton Guam Resort and Spa

TIPS while using the ice machine:		
		dd/mm/yyyy
		dd/mm/yyyy
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.		
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 each service		
Refer to Hilton F&B Resource Library for points 7.1 to 7.6		
For example, 2 sink method; 1- Scrape - food from utensils and pots 2- Wash - in clean, hot, soapy water 3- Rinse - in clean, hot water 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 sterilises the steel and silverware in a matter of minutes.		

**DATE:**  
dd/mm/yyyy