

PROTOCOL FOR COVID-19

Pool Bar/ Bougainvillea

FOOD & BEVERAGE

Note: Dining regulations as by the DPHSS Guidance Memo become available.

Pool Bar/Bougainvillea procedure

A. Cleaning & Sanitizing Protocol

- a. All F&B areas are to maintain detailed Log Sheets per schedule / per employee listing sanitization duties, schedule, and employee completion notations.
- b. To be sanitized, host podium, host/ess section phone, monitor, computer, POS station, menus, and any other items that are used throughout the operation.
- c. Service stations, service carts, beverage stations, counters, handrails and trays to be sanitized at least once per hour, or as needed, and logged by a manager.
- d. Dining tables, bar top, stools and chairs to be sanitized after each use.
- e. Disinfect each utensil / silverware, plates, glassware to be covered and stored in the designated area.
- f. Condiments to be served in single use containers; only give amounts needed.
- g. Check presenters, pens and all other reusable guest contact items to be either sanitized after each use or single use or to be removed.
- h. Menus to be sanitized after each use or disposable.
- i. Disinfect trays regularly and set them up as orders are received.
- j. Storage containers to be sanitized before and after each use.
- k. Food and beverage items being prepared to be transferred to other employees using contactless methods should be covered prior to transfer.
- l. Manager to collect checklists to be logged and completed as listed above.

B. Social Distancing Protocol

- a. Detailed physical distancing markers for guest waiting areas to be created and maintained.
- b. Hostesses and managers to manage physical distancing at entries and queues.
- c. Peak period queuing procedures to be implemented when guests are not able to be immediately seated.
- d. Table Distancing Protocol
 - i Table to be utilized with appropriate physical distancing between each family (6 feet).

C. Service Protocol

- a. Employee are check at the employee entrance buy a security officer, if they body temperature exceeding 100.4 Fahrenheit, has a visible symptoms, cough or other obvious respiratory issues, do not allow to enter and remind them to seek medical and clearance for them to come back to work.
- b. Temperature check guest on arrival / before entry to the Hotel.
- c. Ensure guest is informed through signage and wearing face mask.
- d. 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.
- e. Hand sanitizer to be available at the entrance of the restaurant, for guest use.
- f. Waiters/waitresses should always wear the face mask and clean uniform, practice high personal hygiene and good grooming standards.
- g. All straws, upon request, to be served wrapped.
- h. Live cooking stations to be well sanitized and all food ingredients covered.
- i. Deep clean and sanitize the entire restaurant after every service.

D. Guest Considerations

- a. Detailed protocols for reservations, arrival and dining to be made available in a variety of formats to all guests.
- b. Server to provide and include information on distancing and safe service protocols when welcoming guests to the table.
- c. All efforts should be made to normalize sanitizing and social distancing protocols.
- d. All food and beverage to ensure items are safely secured with appropriate lids and covers. Present the order to the guest while maintaining guests distance.