



Food and Beverage Re-opening Plan under PCOR Conditions for Safe Travel Certification

Beverage Re-

The following outlines the Food and Beverage (F&B) Re-opening plan under PCOR Conditions for the Safe Travel Certification from the World Travel & Tourism Council (WTTC). This plan, as a pre-opening requirement from DPHSS, identifies processes for safely operating during the CoVID-19 PCOR 3 condition for both employees and guests to include the capacity increase indoor as well as outdoor dining group seating. The Guam Plaza Hotel Resort and Spa F&B operation include the Rootz Hill’s Grillhouse and the Nana’s Café/Sails BBQ restaurants. The indoor and outdoor dining group seating occupancy of **50%** of the allowable cumulative guest and employees and an **increase of 8 and 15 guest groups seating** respectively are in adherence to the Guam Department Public Health and Social Services (DPHSS) 2021-10. The capacity therefore is 80 persons for inside dining at the Rootz, 60 persons for Nana’s Café and 190 persons for outside dining (located at the Sail’s BBQ dining space). The areas below are further compiled to expound on the measures in place to create the safe environment that we strive for during these pandemic times.

1. Pre-Set
 - a. Mandate Artifacts
 - b. Rapid Testing
 - c. Employee Vaccination
2. PPE
 - a. Employee
 - b. Guest
3. Employee Training
 - a. Handwashing
 - b. Personal Hygiene and Grooming Standards
 - c. Certification relevant to operation and during CoVID-19
4. Sequence of Service
 - a. Guest Arrival
 - b. Guest Escort
 - c. Order Taking
 - d. Kitchen Food Prep Area
 - e. Kitchen Receiving and Delivery
 - f. Farewell
 - g. Reconstitution
5. Sanitizing
6. Management

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| Pre-Set | Mandate Artifacts | Mandate artifacts include, but not limited to: - Temperature Check requirement will be posted at the entrance for both |
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| | | <p>employee and guest prior to entering establishment.</p> <ul style="list-style-type: none"> - <u>Hand Sanitation</u> requirement will be posted at the entrance for both employee and guest prior to entering establishment. - <u>Placards enforcing the use of a mask</u> for both employee and guest. - <u>Social distancing marking</u> to identify 6 feet distance between guests in queue - <u>Placards enforcing social distant seating</u> arrangement. This will prevent guest from seating on tables identified as “not for use”. - <u>Hand Sanitizing stations</u> will be placed in high traffic areas. - <u>Hand Washing Sink</u> will be accessible for guest use. |
| Pre-Set | Rapid Testing | <ul style="list-style-type: none"> - Employees will be subjected to a mandatory SARS-CoV-2 virus testing prior to work scheduling. - Employee must receive a negative result indicating non-reactive. - Employees with a positive result indicating a reactive test to the SARS-CoV-2 will not be placed on the work schedule and directed to quarantine per DPHSS guidelines. |
| Pre-Set | Employee Vaccination | <ul style="list-style-type: none"> - Employee vaccination objective is 75% of total F&B parts, Front of the House (FOH) and Back of House (BOH) cumulative. - Total employee in F&B: - FOH: 50 - BOH: 20 - 75% = 52.5 employees |
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| PPE - Employee | Face Mask | <ul style="list-style-type: none"> - Face mask will be worn at all times. - Face mask should cover both the employees’ nose and mouth. - In order to maintain uniformity, face masks will be provided by the company. - Face mask must be discarded as needed. |
| PPE - Employee | Personal Hand Sanitizer | <ul style="list-style-type: none"> - Personal Hand Sanitizer must have an alcohol-based concentration of at least 60% in accordance with CDC recommendation. |

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| | | <ul style="list-style-type: none"> - It must have a neutral scent. - Washing hands is the preferred method for sanitizing hands. |
| PPE - Employee | Gloves | <ul style="list-style-type: none"> - Gloves are optional. If gloves will be used, the company will provide gloves. - Gloves must be removed prior to utilizing the restroom. - Gloves must be replaced after food service, handling food for delivery, cleaning/sanitizing equipment, and <i>as often as necessary</i>. |
| PPE – Guest | Face Mask | <ul style="list-style-type: none"> - Face mask must be worn when entering the establishment and when not seated at assigned table. - Face mask may be removed when guest is seated at his/her assigned table with a minimum of beverages at the assigned table. |
| DINING TEAM | | |
| Employee Training | Handwashing | <ul style="list-style-type: none"> - Employees must wash hands. - Washing hands often with soap and water for at least 20 seconds is essential, especially after going to the bathroom; before eating; and after coughing, sneezing, or blowing one’s nose. - Wash hands before and after glove use. - <i>As often as possible</i>. |
| Employee Training | Personal Hygiene and Grooming Standards | <ul style="list-style-type: none"> - Employees should always wear clean uniform, practice high personal hygiene and good grooming standards. |
| Employee Training | Certification | <ul style="list-style-type: none"> - All employees must adhere to all DPHSS Health Certificate requirements. - Employees are expected to accomplish the online ServSafe course on Re-Opening Guidance: CoVID-19 Precautions, Delivery: CoVID-19 Precautions, and Food Handler - All employees must adhere to all ABC Beverage card requirements. |
| DINING TEAM | | |
| Sequence of Service | Guest Arrival | <ul style="list-style-type: none"> - Temperature check guest on arrival, prior to entry into the establishment. - If a guest has a body temperature exceeding 99.4°F, has visible |

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| | | <p>symptoms, cough, or other obvious respiratory issues, <u>DO NOT</u> allow to enter the establishment, and inform the guest to seek medical assistance in line with local prevention & control procedures.</p> <ul style="list-style-type: none"> - Maintain a 6 feet social distance when interacting with guests regarding reservations or walk-in. - Instruct guest to sign in on the daily capture sheet (see attachment 1). - Maintain daily guest capture sheet for 30 days for contact tracing purposes. - Sanitize every 15-20 minutes on host/cashier stand. |
| Sequence of Service | Escort Guest | <ul style="list-style-type: none"> - Consider zones (if applicable) for elders, families, singles considering the recommended spaces between tables. - 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. - Lead the guest to their assigned table, social distancing between tables, which means no stand-up reservations to be considered to create a greater distance between groups. - <u>Max group seating is 8 and 15 respectively in accordance with DPHSS mandate.</u> |
| Sequence of Service | Order Taking | <ul style="list-style-type: none"> - Provide a sanitized laminate menu for the guests' review. <u>Always sanitize</u> laminate menu immediately after each use. - QR Code menu for beverages. - POS screen should be sanitized and always cleaned to avoid infection through fingers contacts. If available, a dedicated Stylus pen per team member is preferable - Maintain 6 feet distance when communicating with guests and avoid unnecessary communications while serving the table. |
| Sequence of Service | Delivery | <ul style="list-style-type: none"> - Do not mark the table with communal items such as ketchup, mustard, salt, pepper shakers, etc., available upon request. |

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| | | <ul style="list-style-type: none"> - Use covered/wrapped cutlery and straw. - Hold the plate without touching the rim to avoid any cross-contamination from server's fingerprints. - Serving guests beverages will follow the basic standards, avoid touching the top half of the glass when delivering beverages. - Do not serve garnishes (only upon requests). Server should use a sanitized tong - Sanitize condiments between guest's use including tables, chairs, and high touch surfaces hourly. - Baby chairs should always be clean and sanitized and ready for the next baby guest. We recommend a disposable cover to keep it germs and bacteria free. |
| Sequence of Service | Farewell | <ul style="list-style-type: none"> - Always present the bill in a sanitized folder. - Sanitized pen should be provided all the time. Cashless and/or contactless payment is preferred. - Employee must sanitize his/her hands always after holding a guest credit card or cash for payment. - Ensure guest wears their mask and exits safely out the establishment. |
| Sequence of Service | Reconstitution | <ul style="list-style-type: none"> - All dirty dishes, silver plates and glasses to be cleaned off directly to the debris station located in the BOH. - The service station will be used ONLY for clean utensils and silverware - Wipe off all the food debris, spills, and crumbs onto a rag, never wipe food debris on the floor. - Spray sanitizer to be used for tabletop cleaning. Use a clean paper towel to clean the surface and the sides of the table. Be aware of contact times - When cleaning the chairs, ensure the arms are sprayed and sanitized. - 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. |

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| | | <ul style="list-style-type: none"> - Deep clean and sanitize the entire restaurant after each service period. - Menus will be sanitized after each guest use in the designated sanitizing station. - Service trays (cocktail and food) will be sanitized after each use in the designated sanitizing station. |
| Food Prep Area | | <ul style="list-style-type: none"> - Physical distance of at least six (6) feet for prep stations with one (1) employee assigned per station, if space allows - Handwashing station within reach, fully equipped with soap and paper towels - No – touch, closed – lid trash receptacle - All health code requirements for food preparation to prevent food-borne illness will be followed - Clean / sanitize or disinfect all surfaces at the food prep station before and after each task and after each shift - Frequently disinfect non-food-contact surfaces repeatedly touched/utilized - Frequently clean and disinfect floors using EPA-registered disinfectants |
| Food – Receiving Area | | <ul style="list-style-type: none"> - Designated area for receiving deliveries of food, equipment and supplies - Specific schedule (date and time) for deliveries to be made to minimize the number of people in the receiving area - Physical distance of at least six (6) feet in place - Designated sanitization area and supplies for employees and those delivering |
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| Sanitizing | | <ul style="list-style-type: none"> - Following existing manual use guidance and procedures currently in place, all dishes, silverware, and glassware should be washed and disinfected in a dishwashing machine including items that have not been used as they may have been in |

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| | | <p>contact with the guest's hands or by staff.</p> <ul style="list-style-type: none"> - Ensure correct chemicals are used and that dishwash and glass wash machines operate to the correct temperatures. - It is important that these machines are not overloaded, items are subjected to a pre clean, as necessary. - If a dishwasher, 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 dry. - Ensure all ice machines are cleaned and maintained. - High touched surfaces in high traffic areas must be sanitized every 10 minutes or as needed. - High touch areas included: door and drawer handles, handrails, serving trays, etc. |
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| <p>Management</p> | | <ul style="list-style-type: none"> - Manage and disseminate information to all F&B employees from the current Guam DPHSS Memorandum. - Promote the importance of vaccination outreach. - Ensure that operational kitchens must be sanitized at regular intervals. - Limit the number of employees to the minimum required staff can be organized into teams to reduce interactions between teams. - Ensure to follow Local Government Guidance on use of PPE. - Workstations should be placed in such a way that the staff are not facing each other and can maintain appropriate social distance. - Menus should either be single use or product that can be wiped and sanitized. - Menus to include more options of cooked food rather than raw food. - Employee breaks are monitored to prevent gatherings and enforce social distancing requirements. |

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| | | <ul style="list-style-type: none">- Compulsory training on COVID 19 Respiratory Viral Infection Guide for all F&B team members before resuming work.- Ensure all Managers and staff are trained on HACCP manual and all training modules are up to date.- Ensure all Managers and staff are trained on extra local legislation requirements- and designate a Team leader to oversee all COVID related requirement and ensure implementation per established Action Plan. |
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