

# COVID- 19 Cleanliness and Safe Operating Procedures v1.9

This document describes the processes and precautions that will be put in place at Magherabuoy House Hotel as we reopen for business on 3rd July. These measures are intended to protect the health, safety and wellbeing of guests, customers, staff and all who visit the premises in the context of the country emerging from the Covid-19 lockdown restrictions.

**This document compliments and should be considered in parallel to the Company Health and Safety policy, Risk Assessment methodology and Risk Assessments, all of which have been updated to reflect risks associated with COVID-19.**

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## 1 How to Use This Document

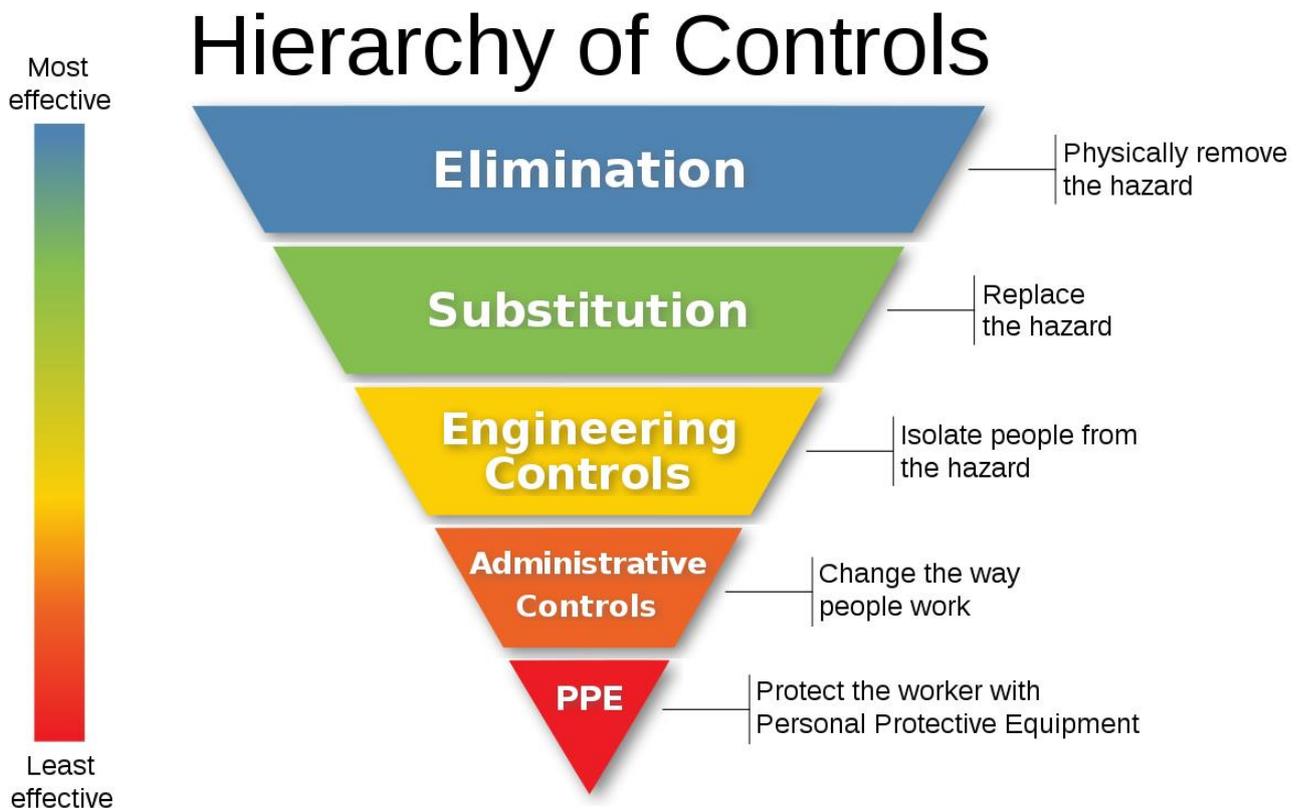
- As the hospitality industry welcome guests back after a 14 week hiatus, Magherabuoy House Hotel wants to ensure we are doing all that we can to provide our customers with a safe, welcoming and clean environment to visit and enjoy
- We want the guest experience to remain the warm, relaxed, professional and friendly experience Magherabuoy has built its reputation on
- In addition to this we want to be able to provide the resources to safeguard our team members, so far as is reasonably practicable, from the virus and ensure they are prepared, supported and trained to work competently in the new hospitality environment that exists as a result of the COVID-19 pandemic
- This document provides guidance for team members on standard operating procedures ('SOPs') for each stage of the guest journey throughout the hotel, as well as back of house areas, with emphasis on **cleanliness, communication** and **social distancing**
- While these are recommendations, regulations set out on a statutory basis supersede any best practice information drawn upon to help produce this guidance
- This document is a fluid working document. As information continues to evolve, this document will continue to be edited to provide colleagues with the appropriate information. Management will keep colleagues and customers updated as soon as possible when changes to regulations and protocols emerge
- We recognise the return to work may present challenges in the context of COVID-19. If colleagues require specific advice, help or information, please contact your line manager at the earliest opportunity.

## 2 Introduction & Principles

- As we emerge from the period of lockdown we now need to adjust, adapt and prepare with being faced with our 'new normal'
- Customers (and staff) will have different feelings about returning to the social environment of a hotel. We want to communicate the steps we are implementing to make our hotel as safe as possible with all interested parties
- The purpose of these Standard Operating Procedures ('SOP') is to provide guidance and instruction in identifying the key areas and necessary steps required to operate Magherabuoy House Hotel safely. This guidance will consider (but is not limited to) areas such as physical (social) distancing with guests and colleagues, the removal of many touch points in the hotel and the various resources and PPE required as a result of the risk management process
- All staff should utilise this SOP along with colleagues to explain the importance of active listening and verbal communication with guests in order to maintain physical (social) distancing as well as delivering the Magherabuoy guest experience
- Please note that this guidance should be read in conjunction with regulations and any other requirements imposed by local or national health authorities, as well as the Company **Health and Safety policy; Risk Assessment methodology; and Risk Assessments**, all of which have been updated to reflect the current operating environment and the challenges presented by COVID-19
- Health and Safety has always been hugely important in our hotel but never more so than in the context of COVID-19. Failure of team members to adhere to and comply with the relevant SOP will result in the Company disciplinary policy being applied.

## 2.1 The 'Risk' Hierarchy of Control

- As a busy hotel one of the issues we are faced with is being prepared and organised to avoid the risk of overcrowding and avoiding the risk/spread of COVID-19. Identifying capacity levels in various areas of service will become an important control point all colleagues will need to be aware of, as will administering bookings and managing queues
- We must consider that some team members and guests may at times be faced with interaction where is not able to maintain a one-metre plus distance. In this instance if the interaction is to continue, the hierarchy of control should be considered
- The hierarchy of control is used to remove or reduce hazards and risks. The idea is that you start by choosing methods from the top of the list and work your way down if required
- The nature of Coronavirus and the risk posed by it means 'Elimination' and 'Substitution' steps cannot be used according to the World Health Organisation
- A full risk assessment has been carried out and should be considered in tandem with the set of Standard Operating Procedures established in this document.



## COVID-19 CLEANLINESS AND SAFE OPERATING PROCEDURES

### **ELIMINATE** - *Completely remove the risk*

- Staff who are unwell with symptoms of COVID-19 should not travel to or attend the workplace
- Home working should be encouraged where possible and in agreement with senior management
- Only necessary face-to-face meetings should take place, consider meetings via teleconferencing and platforms such as Zoom, Microsoft Teams
- Any necessary meetings should have attendees two metres apart and be in a well-ventilated room to allow fresh air to circulate
- Avoid skin-to-skin or face to face contact with others – no handshakes
- Use of stairs instead of lifts and consideration of one-way systems in various areas

### **REDUCE / SUBSTITUTE** - *If the risk cannot be eliminated, seek to reduce or change it*

- Minimise the time people spend within one metre of each other
- Reduce the number of staff involved in tasks

### **ENGINEER CONTROLS** - *Isolate people as far as possible from potential hazards*

- Staff to avoid unnecessary journeys to other departments
- Consider staff to associate and keep together in 'teams' on same shift pattern
- Introduce screens at face to face areas at front of house e.g. Reception
- Consider screens between desks in staff areas
- Staff to work side by side rather than facing each other
- Thorough & regular washing of hands, especially after contact with equipment/surfaces
- Have a schedule to regularly clean common touch points i.e. door handles, buttons etc.
- Increase ventilation in enclosed spaces
- Regular cleaning and disinfecting of all areas of the hotel

### **ADMINISTRATIVE CONTROLS** – *Consider safe systems of work and work processes*

- Keep interaction to less than 15 minutes
- Consider safe systems of work for specific tasks
- Consider providing additional supervision to monitor and manage compliance

### **PERSONAL PROTECTIVE EQUIPMENT – PPE** - *last resort once all else considered*

- Consider face shields for regular face to face contact where screens are impractical
- Consider gloves and/or aprons where possible contact from surfaces cannot be avoided
- Re-useable PPE should be thoroughly cleaned after use
- Single use PPE should be disposed of in the correct manner

### **BEHAVIOURS** - *considered with individuals' own actions, competence and responsibilities*

- These measures rely on the individual taking responsibility for their actions

## **2.2 Staff Uniform & Personal Protective Equipment (PPE)**

- As per the risk hierarchy of control, PPE should only be worn in the event that the risk cannot be managed via the other methods. PPE should be considered as the last resort
- Uniform should not be worn to work. Staff to change into uniform upon arrival at the Hotel. Used uniform should be bagged and taken home at the end of the shift. It is recommending uniform is washed at 60°C

### **Use of Masks / Face Coverings**

- Team members should wear a mask if it is set out in their departmental guidance or if required to do so by local health/Government guidance.
- The wearing of face coverings may provide reassurance to staff and customers, and face coverings should be worn when directed, observing the following guidance:
  - A cloth face covering should cover your mouth and nose while allowing you to breathe comfortably. There should be no gaps between the face and the mask
  - You should wash/sanitise your hands before putting it on and after taking it off
  - Replace your mask as soon as it becomes damp, and do not re-use single use masks
  - Remove the mask from behind and avoid touching your eyes, nose, or mouth at all times
  - Store used washable masks appropriately in a plastic bag until you have an opportunity to wash them (at 60°C)
  - Discard used single use masks appropriately in a closed bin
  - Do not touch the front of the face covering, or the part of the face covering that has been in contact with your mouth and nose. Once removed, make sure you clean any surfaces the face covering has touched
  - Surgical masks, reusable masks or N95/FFP2 grade masks; and CE stamped visors are all acceptable forms of face coverings for team members to wear

### **Gloves**

- Gloves tend to be less effective than other control measures but if avoiding contact is impractical or is not enough to protect employees then gloves may be needed
- Gloves do not provide complete protection against hand contamination, and should only be worn if the job dictates. Washing and sanitising hands is most effective in achieving hand hygiene and protection for staff, but the following guidance should be observed when gloves are used:
  - Different roles may have processes where it is appropriate to wear gloves
  - Single use gloves should be disposed of appropriately after an interaction with a guest or room etc
  - Do not touch other foreign surfaces with the same pair of gloves i.e. change gloves after each task to avoid possible cross contamination

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- Do not touch face (eyes, nose or mouth) if in contact with surfaces and wearing gloves
- Wash and sanitise hands after disposing of gloves

### Aprons

- Aprons will be provided in departments where the job necessitates added protection of the uniform from possible contaminated surfaces and materials, for example disposable aprons for the housekeeping department servicing rooms and reusable, protective aprons for kitchen porters cleaning used dishes

## 2.3 Hand Hygiene

- Washing your hands properly is one of the most important things you can do to help prevent and control the spread of many illnesses
- All staff and guests will be required to sanitise hands upon entry into the hotel
- Hand sanitising stations are provided at entrances and strategically placed around the hotel, both front and back of house
- Hand washing with hot soapy water should be frequent for all team members throughout their shift. Hand drying when washing will be by way of single-use disposable paper towels
- See <https://www.nhs.uk/live-well/healthy-body/best-way-to-wash-your-hands/> for more

## 2.4 The Cleaning Regime

- Cleanliness of all areas has always been of high importance at Magherabuoy House Hotel. In the wake of COVID-19 it has become **paramount** that we now enhance these levels of cleanliness and hygiene
- Our existing stringent general housekeeping procedures in all areas from back of house kitchens to guest rooms will now increase in frequency, intensity and be subject to additional scrutiny. Some additional measures will include (but are not limited to):
  - Increased regular kitchen sanitising with added emphasis when there are changes of personnel associated with shift transitions
  - New & additional cleaning products and resources provided throughout the hotel
  - The scheduled cleaning of common areas to be increased
  - The frequent cleaning of common touch points in all areas to be a focus of attention
  - Daily, weekly, monthly and periodic monitoring and auditing of these cleaning regimes to be undertaken by management to assess effectiveness

## **2.5 New and Existing Hotel Resources and Protocols**

- Many of our existing chemicals provided by our main chemical cleaning material supplier, Ecolab, provide adequate sanitising, cleaning and disinfecting against bacteria and viruses such as COVID-19
- In addition to these we are considering introducing and trialling various other resources and equipment to help ensure the hotel provides a safe environment for all hotel users. Some of these will include:
  - Implementing a procedure to record the wellness of staff as they return to work
  - Ensuring all deployed members of staff have completed Level 2 Health and Safety, and COVID-19 awareness training within the last three months
  - Use of PHS Biozone in public toilets. The device draws in air and treats it using UV light and photo-catalytic oxidation. The sterilised air is emitted along with ozone, photoplasma and negative ions. <https://www.phs.co.uk/products/biozone/>
  - Installation of free-standing hand sanitiser units at hotel and Bistro entrances that are operated by foot pumps
  - Installation of hand sanitiser units at strategic points throughout the hotel; including reception; the bistro corridor (both ends); lift lobbies; the Lanyon Room entrance
  - Installation of hand sanitiser units at strategic points throughout the hotel back of house, including kitchen areas at the coffee machine and the pass; at the coffee machine in the Bistro; behind the bar and reception desk
  - Provision of personal hand sanitiser bottles for issue to each member of the housekeeping department for individual use
  - Screens to be erected in areas of the hotel that would normally involve face to face contact with guests or team members; including the reception desk, coffee station in the bistro and bar counter
  - Social distancing wall and floor signage erected throughout the building in addition to increased signage giving guests and staff more informative and effective guidance
  - PPE for particular roles and tasks, including single use face masks, disposable aprons, reusable and disposable gloves and face shields

## **3 Arrival at the Hotel**

### **3.1 Approach**

- Doors throughout the accommodation wing of the hotel, and from the reception foyer leading to the Bistro, have been fitted with 'hold open' devices (compliant with relevant fire legislation and British Standards) to minimise touch points for staff and guests
- All other door handles, and touch points will be sanitised once an hour between 6.30am and 10.30pm, and as necessary outside of these hours, by members of our team
- Hand sanitiser units will be available outside of the hotel and bistro entrance doors
- Reception staff will ask guests to sanitise their hands if they have not already done so
- Hand sanitiser dispenser units are strategically installed around the hotel

### **3.2 Health Declarations**

- Upon check-in all guests will be asked to confirm they or members of their household are not and have not in the past week been experiencing any signs of Covid-19, including a high temperature, a new persistent cough, loss of taste or sense of smell
- If a guest advises they have experienced such symptoms their reservation will be halted and advised to seek medical aid and the COVID-19 cancellation policy will apply
- Team members will be asked to sign a return to work declaration and instructed to report COVID-19 symptoms they or their household are displaying to their line manager
- If a team member or member of their household has been demonstrating COVID-19 symptoms, they will be refused entry and advised to seek medical aid. Return to work will not be permitted until medical advice has been sought and a diagnosis of condition has been identified
- Whilst not in work, the team member must only contact the workplace via telephone or email and is not permitted to come on site to discuss condition or deliver a certified medical sick line

### **3.3 Guest Check In**

- A hand sanitiser dispenser is provided at reception
- Signage and floor stickers have been installed at the reception area to help guests maintain proper social distancing during the check in process
- A protective screen at the reception desk is installed to afford further protection for team members and guests during face-to-face interactions
- Counter tops and card terminals will be sanitised after each guest transaction using anti-bacterial wipes or spray
- Keyboard, telephone, computer monitor, and mouse will be disinfected before and after each shift change
- The duty receptionist will use one PC terminal and desk phone during their shift, with the second terminal and desk phone used by a colleague providing support at peak times
- Keys for guest rooms will be dropped in container when returned by guest to the Reception Desk. Card will be sanitised before re-use
- As the signing of a registration card is required by law, guests will be asked to do this using a sanitised pen. Tourism (NI) Order states that a register of guests must be kept
- Cashless transactions are strongly encouraged, but should a guest wish to pay using we will accept this. Thorough hand cleansing should be conducted after handling cash. If desired credit can be pre-loaded onto the guest's account for use throughout their stay
- Should a guest require assistance to their room with luggage, they will be asked to place their luggage onto a luggage trolley; staff will transport the luggage to the room after the guest has entered, and the guest will be asked to transfer luggage from trolley to room while the team member maintains a safe social distance
- The luggage trolley will be disinfected after each use

## 4 Throughout the Guest Stay

### 4.1 Guest Room

- To help maintain social distancing, Housekeeping team members will be asked to do all that is possible to maintain social distance from guests. Guests are asked to be mindful of this during interactions with the Housekeeping team
- Reception team to advise guests the default arrangement for servicing rooms where the stay is two or three nights is the room will not be serviced in order to limit interactions between staff and the guests' room environment. The guest can request the room to be serviced if they wish, or that a towel refresh be carried out instead of a full service. Where the stay exceeds three nights the default position would be a full service will be carried out after night two of the stay – unless the guest requests otherwise. Instructions pertaining to this to be communicated from reception to housekeeping colleagues
- Housekeeping colleagues should not enter the guest room whilst the guest is present
- All equipment including, but not limited to, carts, trolleys, caddies and cleaning equipment must be sanitised before and after each shift or anytime the equipment is transferred to another team member
- Non-essential guest room items including soft furnishings such as room cushions and full-sized throws, guest directories will be temporarily removed
- Disposable paper COVID-19 information sheets will be given to guests at check-in
- The consumable contents of hospitality trays will be presented on the tray hygienically bagged; and unused contents disposed of after guest departure
- The Housekeeping team will be provided with the appropriate PPE for the purposes of stripping and cleaning guests' rooms. Housekeeping PPE will include reusable face visors, disposable facemasks, disposable plastic aprons and disposable gloves. Personal hand sanitisers to be issued to each team member
- Guest bedrooms will be ventilated during the cleaning process by opening windows and doors
- Disposable paper roll will be used to aid with eradicating cross contamination, with one set used per guest room, and appropriately disposed of in a sealed bag after use
- Once a room has been cleaned and serviced and approved by the housekeeping supervisor, no member of staff should enter the guest room again until check out has been confirmed
- During times of low occupancy, leaving rooms vacant for a period of 48 hours prior to cleaning will eliminate the risk of the virus spreading
- Special attention will be given to surfaces that are frequently touched by guests, including but not limited to:

Doors, Drawer Handles, Window Handles, Telephone, TV Remote, Dining Table, Light Switches, Taps & Flush Plates, Iron & Ironing Board, Kettle, Lamps.

## **4.2 Common Areas**

- A designated member of the housekeeping team will be designated to carry out touch point cleaning duties throughout all common areas, front and back of house, disinfecting all touch points, including but not limited to, door handles, shared surfaces, public toilets, waste bins and elevator areas. The night porter will be responsible for sanitising these points at 11.30pm and 6.30am, and at any point in between where guest or staff activity renders it necessary to do so
- Common areas are equipped with signage to remind guests to maintain safe social distancing
- Seating areas are arranged throughout common areas to promote safe social distancing
- Hand sanitiser is available for guests and team members throughout common areas

## **4.3 Passenger Lift**

- Signage has been installed in lift lobby areas on all floors to remind guests to practise social distancing while waiting for the lift
- Hand sanitiser will be provided in the lift lobby on each floor and signage is there to remind guests to utilise sanitiser prior to pressing lift buttons
- External call buttons and internal buttons and handrails etc. will be sanitised regularly as part of the 'Touchpoint' cleaning process
- Distancing is also recommended in the lift and we will encourage travel in the lift only with the guests in their party (up to a maximum of 3)
- Accommodation stairs are located close to the lifts with doors held open with solenoid devices. Guests are encouraged, if able, to use the stairs to navigate between floors instead of using lift

## **4.4 Public Washrooms**

- Public toilets (male, female and unisex accessible) are available for use by guests and customers at the hotel. Separate toilets are available for and should be used by staff
- Where there is a second door in the entrance to the toilets, this will be wedged open to minimise contact touchpoints
- Two persons will be allowed to use the toilets at any one time, signage will be added to communicate this
- The middle wash hand basin of the three in a row will be taped off and marked not in use
- Air hand dryers will be switched off and marked 'out of use' and disposable single use paper towels will be available for hand drying, along with an appropriate bin
- Additional cleaning and cleaning checks will be undertaken in washrooms

## **5 Departure**

### **5.1 Check Out**

- To minimise the numbers of people in the reception foyer area at any one time, public areas cleaning will be carried out by night porters during their shift. Housekeeping will therefore not be required to carry out vacuuming etc in public areas during peak times. Touchpoint cleaning will be carried out hourly on the half hour
- Queuing management will be employed at the reception desk using physical measures including ropes and bollards, signage and if necessary, intervention by reservations team or management
- To keep contact to a minimum, guests will be encouraged to pay for accommodation on arrival and pay for meals and drinks as they go
- Should a guest require assistance from their room with luggage, they will be asked to place their luggage onto a luggage trolley; the concierge will then follow with the luggage at a safe distance of two metres. Luggage trolleys will be disinfected between each use
- The Lost Property protocol will be reviewed by the Reception team with a view to reducing the time lost property is held by the Hotel prior to disposal

## 6 Food & Beverage

### 6.1 Dining - General

- Hand sanitiser will be provided at the entrance/exit of dining areas
- Seating areas have been arranged to support safe social distancing
- Tables will not be pre-set; servers will provide sanitised pre-wrapped cutlery and napkins appropriate to the meal selection once the customer has ordered
- Tables have been removed from food service areas, and table/chair layouts have been reviewed to enable social distancing. Chairs placed less than 2m apart at different tables should be back-to back. No parties from different bubbles will share dining tables
- The maximum table size will be for ten guests. Larger parties can be accommodated at separate tables
- The Griffin Room will be available for bookings for tables of six to ten customers, keeping smaller tables in the bistro area
- Bookings for afternoon teas, Sunday lunches and bistro dining will be actively encouraged in marketing; however walk-ups will be accommodated where capacity permits
- Meet, greet and seat will be key to effective management of dining areas. Customers will be shown to alternate tables, minimising the time spent in proximity to other diners
- The table surface and salt and pepper sellers will be sanitised when the guest has been seated. When the customer has given their order the appropriate cutlery will be packaged and brought to the table. Condiments will be available upon request and will be brought to the table in sachets
- Menus will be temporarily reduced in scope to enable fewer staff and enhanced social distancing in the kitchen
- Menus for Leona's and Dawson's will be produced as wipeable laminates, single-use format; be accessible from QR code on each table; and on the Diageo food ordering app
- Tables and chairs will be sanitised after customer departure and at the beginning and end of each service
- Guests will be encouraged to pay using card where possible
- Disinfectant wipes and sprays will be available at tills and card terminals. Hands, tills and card machines should be sanitised after each staff member interaction
- When clearing tables, staff member should avoid touching their face and when they do so, must wash their hands immediately afterwards. The use of trays is encouraged
- Disposable gloves are not mandatory and good hand hygiene is more important. Food and beverage staff will be encouraged to wear reusable face visors during service

## **6.2 Dining by Service Area**

### **Breakfast**

- All Breakfast services will take place in the Lanyon Room
- Where overnight residents exceed 60 in number, guests will be asked to select a breakfast sitting when checking in; either 7.00am-8.30am or 8.45am-10.00am Monday-Saturday; or 8.00am-9.00am or 9.15am-10.00am Sundays
- All buffet breakfast offerings will be replaced with full attended table service
- See Appendix for Breakfast menu. The full order should be taken when the guest has been seated. All items will be served by staff to the guest table, avoiding guest movement around the room and the formation of queues

### **Leona's Tea Room**

- Leona's will temporarily re-locate to Dawson's Bistro to enable safe distancing at entrances, seating, the till area and for access to toilets
- Pre-packaged takeaway bakery has been suspended
- Service hours for Leona's will be 10.00am-4.00pm Monday-Saturday

### **Dawson's Bistro**

- The main menu has been reduced in scale and repriced. The Tea-time special remains in place but has been repriced and is only available 4-6pm daily.
- Service hours for Dawson's will be 4.00pm-8.30pm Monday-Thursday; 4.00pm-9.00pm Friday & Saturday; 12.30pm – 8.30pm Sunday

### **Sunday Lunch**

- Sunday Lunch will be served in Dawson's Bistro and consist of the Bistro menu plus plated roast dinners available as one, two or three course meals
- Sunday Lunch will be available 12.30pm - 4.00pm

### **Room Service**

- Room service orders will be taken to the guest bedroom and guests will be asked to retrieve their order from the corridor while team members maintain a two-metre distance
- Team members should not enter the guest room to drop off or collect room service
- The guest should be contacted by their room phone an hour after delivery of their tray to ascertain if it can be retrieved. The guest should be asked to leave the finished meal on the tray outside their bedroom door. It should be collected immediately
- If a service trolley is used it will be sanitised between each room service

### 6.3 Kitchen

- Staff should adhere to social distancing regulations
- Where staff have to work together, as far as possible this should be side-by-side and not face-to-face; and such interactions within the proscribed social distance should be for short periods of time; eg when plating meals at the pass
- Only one team member to enter cold rooms at any one time
- Kitchen preparation benches must be sanitised before use, and every 30 minutes thereafter, unless further sanitation is needed between tasks service area. For example, at the pass the service bench should be sanitised between the plating up of meals to different tables
- All shelves used for stocking clean dishes etc. will be disinfected at the end of each shift
- A thorough deep clean and sanitation of all surfaces and will be performed at the end of each day and logged by the most senior chef on duty
- Kitchen porters will sanitise touch points on an hourly basis, such as door plates and handles, taps, phones etc
- Where possible, all kitchen staff are required to wash their hands every twenty minutes and between serving different customers
- Kitchen porters will ensure they wash hands between handling dirty dishes and clean dishes

### 6.4 Bar

- The current government regulations restricting the sale of alcohol at this time are as follows:
  - The sale and consumption of alcohol indoors, without food is not currently permitted
  - Only guests seated at a table and having a substantive meal – at least a main course - may purchase and consume alcohol in the bistro or restaurant areas of the Hotel
  - Guests may purchase and consume alcohol if seated outside in the designated seating area. Social distancing must be observed and drinks must be served to tables by hotel staff
  - Hotel residents cannot purchase alcohol for consumption in their bedrooms
  - Meals can be served to outdoor tables if the customer requests it
  - There are no 'maximum' stay time limits associated with these regulations but drinks service will finish at 11pm
  - Government advice is that; 'Bands and live sport screening etc. should be avoided'. Customers should be seated and no loud music, dancing or singing along should be allowed. The pool table is currently out of use
- Payment by card to be encouraged instead of cash

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- Anti-bacterial wipes will also be available for staff to regularly wipe down beer pumps, fridge door handles etc they may interact with behind the bar
- Hands, tills and card machines should be sanitised after each staff member interaction
- Staff must never handle glassware close to the rim; use the base, stem or handle. Carry on a tray
- When clearing tables, the staff member should avoid touching face and should wash hands immediately afterwards.

## **7 Hotel Back of House**

### **7.1 Laundry Services**

- The laundry should be segregated into 2 areas – dirty laundry and clean laundry
- Staff working with dirty laundry should wear PPE such as face masks, shields, disposable aprons and where appropriate, disposable gloves
- Staff must dispose of used PPE for dirty laundry before handling clean laundry
- Regular cleaning and sanitising of laundry should take place during shift. Deep clean and sanitising should be carried out at the end of shift

### **7.2 Supplier Deliveries**

- Social distance must be maintained between the delivery person and person receiving goods
- Hand sanitiser will be available for use by the delivery person and the person receiving goods
- Some suppliers may not require signatures on delivery dockets, but the goods delivered must still be checked against the delivery docket and any discrepancy raised with the delivery person and your line manager advised accordingly
- When appropriate, cardboard package will be removed and discarded before storing items and before sanitising

### **7.3 Communication & Devices**

- Daily group face-to-face meetings and visits from suppliers and reps should be minimised and where essential, social distancing observed
- Staff should pay particular attention to Company rules governing the use of mobile devices for personal purposes in the workplace

### **7.4 Staff Common Areas - Offices**

- Hot-desking is not permitted
- The Clear Desk Policy has been updated and reissued
- Working from home will be facilitated where practical
- Staff to sanitise their workstation at start of shift and periodically throughout the day
- Regular and thorough hand washing or sanitising to be carried out during shift
- Consider staggering start times and having staff on same shifts to avoid congestion at clock in stations and in offices etc
- Hand sanitiser to be provided in all offices for staff to avail of throughout shift
- Staff should bring the minimal amount of equipment into the workplace as is required and should be disinfected before and at start of shift

### **7.5 Staff Room/Lunch Breaks**

- Chairs and tables set out to allow proper social distancing, ideally not facing across the dining table. Two person limit on use of the dining area at any one time
- Breaks and mealtimes will be staggered and allocated to departments to allow for social distancing and to avoid overcrowding or congestion within the staff room areas
- All staff meal transactions must be by debit/credit card
- Staff are not permitted to leave the hotel during their shift to have lunch or breaks
- Condiments and tables will be cleaned and sanitised after use by staff in the staff rooms
- Staff should adhere to social distancing rules and may only smoke in designated areas

### **7.6 Evacuation Process**

- In the event of an emergency evacuation, it is accepted that social distancing may not be possible, staff and guests to adhere to the emergency procedures and evacuate the building by the nearest safest exit and proceed to the assembly point
- Fire Wardens throughout the hotel should ensure that all fire doors and hold open devices have been activated and doors are shut

### **7.7 Maintenance**

- Maintenance staff should not enter a room where guests are checked-in, unless the situation is of an urgent nature, eg flooding or an electrical fault
- If a maintenance team member must enter a room that a guest is checked-in to, the guest must not be in the room and the team member must wear the appropriate PPE and follow hand-sanitising procedures when complete
- Shared cleaning tools and equipment, eg vacuum cleaners, should be sanitised before and after being transferred from one team member to another
- Appropriate PPE should be worn in conjunction with the Standard Operating Procedures and/or Risk Assessments set out within the maintenance section

### **7.8 Visitors and Contractors**

- Staff should maintain social distancing with visitors, contractors and other team members
- Where possible, meetings with visitors or contractors should be carried out remotely via teleconference or other platforms such as Teams or Zoom
- Visitors and contractors must sanitise hands before being permitted on site
- Contractors must not enter guest accommodation where the guest has checked in unless the need is sufficiently urgent and unavoidable

## **8 Meetings & Events**

### **8.1 Weddings and Events**

- Weddings and events are currently limited in scale by Government regulations. See [here](#) for latest regulations. The Hotel is not hosting weddings at present and is reviewing when it can resume wedding services on a monthly basis. Any resumption of service will be based on a robust risk assessment, taking into consideration social distancing, room layout, the ban on live entertainment and other government guidance and restrictions. The working presumption is that any events would be held in the Causeway Suite and event guests would not have access to other areas of the Hotel.

### **8.2 Meetings and Conferences**

- Many of these actions will be updated, dictated and dependant on government advice and controls in relation to indoor gatherings of groups of people from different households. For this reason meetings and conferences are limited to 10 delegates only.

## **Breakfast Menu**

Once shown to their table the guest should be offered the breakfast menu and their order taken. The guest should be asked what stage they would like their hot beverage and toast served (if at all). For example, some guests may want it at the start of their breakfast, others with their cooked breakfast and some may prefer it afterwards.

**Juice:** Orange / Apple

**Cereal:** Cornflakes / Rice Krispies / Weetabix / Porridge / Muesli *or* Fruit: Fresh fruit / yoghurt

**Fry:** Sausage / bacon / potato bread / soda bread / baked beans / mushrooms / egg (fried / poached / scrambled)

**Beverage:** Tea / coffee / toast

Continue to be aware of allergens and accommodate special dietary requirements where it is possible to do so.

Leona's menu is available [here](#)

Dawson's Bistro menu is available [here](#)

## References

### **Northern Ireland Executive Guidance**

*Working safely during COVID-19 in Hotels and Tourist Accommodation*

<https://covid19.tourismni.com/globalassets/business-support/downloads/guidance/working-safely-during-covid-19-in-hotels-and-tourist-accommodation/tni-working-safely-hotels.pdf>

*Guidance on the restrictions in Northern Ireland and Public Health advice*

<https://www.health-ni.gov.uk/sites/default/files/publications/health/your-guide-to-covid-regs.pdf>

*Guidance on marriage procedures in Northern Ireland*

<https://www.nidirect.gov.uk/articles/guidance-marriage-procedures-northern-ireland>

### **Health and Safety Executive Guidance**

*Coronavirus (COVID-19): latest information and advice*

<https://www.hse.gov.uk/coronavirus/index.htm>

### **BDO – Hospitality Ulster – NIHF – UK Hospitality**

*COVID19 - A Practical Guide for the Hospitality Industry*

[https://www.nihf.co.uk/DatabaseDocs/new\\_2127338\\_ukh-bdo-hu-nihf\\_guidance.pdf](https://www.nihf.co.uk/DatabaseDocs/new_2127338_ukh-bdo-hu-nihf_guidance.pdf)

### **NIHF**

*COVID-19 Sample Standard Operating Procedures, Check Lists and Risk Assessments*

[https://www.nihf.co.uk/DatabaseDocs/new\\_410153\\_uk-hu-nihf\\_sops.pdf](https://www.nihf.co.uk/DatabaseDocs/new_410153_uk-hu-nihf_sops.pdf)

### **Hospitality Ulster**

*Reopening Explained - What, Where, When – 1 July 2020*

[https://hospitalityulster.org/download/files/HU%20UPDATE%201%20Reopening%20What%20Where%20When.pdf?fbclid=IwAR31PgYKU2dKqziKaQuYIBT8Wto\\_-bH9GdbCYjdlr6BJ8TYi\\_S8D3SeMmT0](https://hospitalityulster.org/download/files/HU%20UPDATE%201%20Reopening%20What%20Where%20When.pdf?fbclid=IwAR31PgYKU2dKqziKaQuYIBT8Wto_-bH9GdbCYjdlr6BJ8TYi_S8D3SeMmT0)