

Operational Guidance

Restaurants

Overview

All information provided within this guidance document as of March 18 2020 have been developed in line with the HSE Guidelines on how to mitigate the risks presented by COVID-19. Updates will follow as and when new information is provided by the relevant authorities.

This is not an official policy document. It has been created to support restaurants to mitigate as much risk as possible to their staff and guests.

Controls & responsibilities are to be delegated by management.

In the event of a case of COVID-19 or the need for guest self-isolation on your property, please visit the link below on the Health Protection Surveillance Centre's website to find out what immediate action you need to take:

<https://www.hpsc.ie/a-z/respiratory/coronavirus/novelcoronavirus/guidance/contacttracingguidance/>

Useful links

HSE Overview: Coronavirus (COVID-19)

<https://www2.hse.ie/conditions/coronavirus/coronavirus.html>

HPSC: Guidance for non-clinical settings - employers, education, transport and other sectors

<https://www.hpsc.ie/a-z/respiratory/coronavirus/novelcoronavirus/guidance/guidancefornon-clinicalsettings/>

Fáilte Ireland: COVID-19

<https://www.failteireland.ie/Utility/Covid-19.aspx>



Help prevent coronavirus



**Wash your
hands**



**Cover mouth if
coughing or sneezing**



**Avoid touching
your face**



**Keep surfaces
clean**



**Stop shaking
hands and hugging**



**Keep a safe
distance**

What are the risks to your guests & Staff?	Where are the risks?	Actions to help control risks? <small>Minimum Requirements</small>	What additional controls can you put in place?	Who needs to action the control?	Frequency of control measures?	Control check
Lack of accurate information	Displayed on website/social media	Information from HSE https://www2.hse.ie/coronavirus/	Provide restaurant policy on the management of guest safety regarding COVID-19		Check daily and update as required	
Lack of accurate information	Bookings	Provide staff with clear and consistent message to guests enquiring about their booking by email and phone, including a reference to containment measures in place e.g. per government guidelines, social distancing, hygiene measures, etc.			Ongoing	
Cancellation policy	Displayed on website/social media	Provide clear information on cancellation policy in place during COVID-19			Check daily and update as required	
Open bins	Car park (if applicable)	Keep all bins and area around bins clear of rubbish	Bins should have disposable bin liners and tied liners		Empty regularly (as required)	
Entrance	Door handles	Signage and additional hand sanitiser to be available both inside and outside of the main entrance doors	Insist all guests and staff use the hand sanitiser before proceeding to restaurant and public areas		Ongoing	

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Physical greeting	Dining Areas	Verbal greeting only between staff and guests. Social spacing used.	Signage discouraging physical contact		At all times	
Hand hygiene	Entrance	Clear signage at entrances and on desk at eye level at Entrance to remind guests and workers to wash hands with soap and warm water frequently, for at least 20 seconds each time			At all times	
Close contact with guests	Entrance	Signage to ask guests to refrain from close contact with reception staff	Put visible references in place to indicate safe distance especially for groups of three or more Encourage bookings to arrive at specified time, to prevent waiting		At all times	
External contamination from other guests	Entrance	Hand sanitiser at reception	Signage in place to remind guests to wash hands before going to table		Signage on display at all times and sanitiser replaced as soon as container is empty	
Untrained staff	Front of house	Basic training for all front of house staff on the signs and controls re COVID-19	Sufficient staff and continuity of staff		Ongoing	

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Doors	Dining Areas	Door handles & door plates should be disinfected and, where possible, doors left open			On a regular basis during the day and overnight	
Cross contamination	Dining Areas	All guests informed of policy to use hand sanitiser prior to entering the restaurant	Informative signage displayed at entrance and within the restaurant. Download and print from HSE website.		At all times	
Table lay out	Dining Areas	Adequate spacing between tables	Each table a minimum of two metres from the nearest table		At all times	

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Guest management	Dining Areas	Social spacing – avoid Guests waiting at entrance, seat asap.	Encourage bookings. For walk-in's if no tables ready to seat, request to return and take phone number to call when table is ready .	Dedicated experienced host to manage and avoid overcrowding as per the HSE guidelines	At all opening times	
Menus	Dining Areas	Where use of menus required, ensure they are laminated and disinfect after every use and ensure guest is aware of the process	Avoid usage of menus - use of blackboards and verbal communication		After every use	
Order taking	Dining Areas	Appropriate distancing when taking order	Individual pens and pads provided for each member of staff		Disinfect as required	
Order taking	Dining Areas	Appropriate distancing when taking order	Handheld devices disinfected		Disinfect as required on a regular basis during the day	
Poor hygiene practices	Dining Areas	Good hygiene practices implemented during service as outlined under HACCP guidelines	Review HACCP guidelines, implement and train all front of house and back of house personnel		HACCP documentation kept up to date	

Table Settings and Glassware

What are the risks to your guests & Staff?	Where are the risks?	Actions to help control risks? <small>Minimum Requirements</small>	What additional controls can you put in place?	Who needs to action the control?	Frequency of control measures?	Control check
Poor handling of equipment	Glassware	Minimal handling of glassware by stem or base on service trays	Informative signage on handling of glassware, trays particularly in clearing		At all times	
Poor handling of equipment	Cutlery & crockery	Minimal handling of cutlery & crockery	Where possible, cutlery should be wrapped in serviettes by staff who are observing good hygiene practices		At all times	
Poor handling of equipment	Cutlery & crockery	Minimal handling of cutlery & crockery	Cutlery stored in sterilised cutlery drawer covered in cling film or similar until required FIFO basis of use		At all times	
Multi-use items	All condiments	Remove salt & pepper cruets, sugar bowls and milk jugs	Provide disposable sachets or disinfect cruets and milk jugs after each sitting Use of individually wrapped butters		Immediately	
Cross contamination	Napkins	Only use disposable napkins Provide suitable disposal methods at each table e.g. pedal bins			At all times	

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Hard surfaces	Tables and counter tops	Disinfect with sanitiser and disposable paper towels	Regular cleaning of the underside of the tables and legs		After each turnover	
Hard & soft surfaces	Seating	Disinfect with sanitiser and disposable paper towels	Upholstery seating steam cleaned regularly		After each turnover	
Cross contamination through dirty glasses/utensils	Beer taps, optics, cocktail shakers, strainers, tongs, ice buckets, handheld measures,	Fresh glass used for each new drink, particularly for drinks from optics and beer taps Thorough cleaning of all utensils			For each new drink	
Coffee Machines & related equipment	Spouts of machine Hot milk jugs	Thorough Cleaning of spouts with appropriate cleaning materials.	Daily deep cleaning.		For each new drink	
Service Cloths	Contamination of cloths	Cloths should be removed from service and disposable alternatives used and disposed after used			For each service	

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Self service	Buffet	Where possible, buffet style service should be avoided and serviced from back of house	All equipment on said buffet must be replaced regularly with sanitised equipment		At all times	
Self service	Carvery	Avoid where possible this style of service. In the event where it is required maintain social spacing by avoiding queuing systems and staggering service	No open displays		At all times	
Self service	Carvery	All food service personnel must maintain good hygiene practices in compliance with FSAI guidelines			At all times	
Handling of trays	Trays	All trays are disinfected after each use	Where possible, staff should take the order and serve		After each use	
Cross Contamination	Clearing Techniques	Use good hygiene practices	Wash hands thoroughly		After each course	

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Cross contamination	All areas	Encourage the use of contactless and card payments	Disinfection of machines whilst ensuring consumer is aware of process Washing hands after each cash/voucher transaction		At all times	Regular disinfection of machines throughout service

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Doors	Public Toilets, including baby changing facilities	Disinfect door handles and areas used to push open door	Leave door to main toilet area open where appropriate Provide hand sanitiser		Disinfect hourly or as regularly as possible	
Hard surfaces, e.g. taps, plugs, grabrails, baby changing unit etc	Public Toilets, including baby changing facilities	Disinfect all hard surfaces	Provide signage to remind guest to wash hands regularly Provide hand sanitiser		Disinfect hourly or as regularly as possible	
General contamination	Public Toilets, including baby changing facilities	Provide signage with pictorial instructions on how to correctly wash hands. Ensure hot water and liquid soap is available to guests.	Provide hand sanitiser		Signage on display at all times and sanitiser replaced as soon as container is empty	
Bins for guest use	Public Toilets, including baby changing facilities	Provide lidded pedal bins with plastic and tied liners Provide covered pedal bin for products in Ladies	Provide hand sanitiser		Empty bin and disinfect regularly / as required	
Hand dryers	Public Toilets, including baby changing facilities	Provide a disposable alternative to hand dryers e.g. paper towels Provide lidded pedal bins with plastic and tied liners	Provide hand sanitiser		Check supply during each hourly visit	

Food Preparation & Handling

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Cross contamination	Kitchen	HACCP practices implemented	Regarding food safety, the World Health Organization (WHO) has issued precautionary <i>recommendations</i> including advice on following good hygiene practices during food handling and preparation, such as washing hands, cooking meat thoroughly and avoiding potential cross-contamination between cooked and uncooked foods. More information can be found on the WHO website (www.who.int/)		At all times	
Cross contamination	All food workers	Keep up to date with good practices https://www.fsai.ie/home.html	It is possible that infected food workers could introduce virus to the food they are working on, or onto surfaces within the food business, by coughing and sneezing, or through hand contact, unless they strictly follow good personal hygiene practices.		At all times	
Cross contamination	Mobile Phones	Ensure staff wash their hands after use of mobile phones.	Limit the use during working hours of all devices		At all times	

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Inaccurate Staff Briefing / Inconsistent Messages	Communication with staff	Pre-Shift updates/briefings re: current HSE Guidelines and any recent changes.			Before each shift (as required)	
Incorrect or out of date contact details for staff	Communication with staff	Ensure contact details for all staff are up to date e.g. mobile numbers	Develop a 'cascade' emergency communications plan		As required	
Accessible information for staff	Communication with staff	Notices in staff room/areas outlining details provided in staff briefings.			As required	
Unprofessional and inaccurate signage	Signs and notices	Print and display signage available online www.failteireland.ie/Utility/Covid-19.aspx www.hse.ie/eng/services/news/news_features/covid19-updates/			As required	
Multilingual signs and information	Signs and notices	Offer materials in multiple languages to educate customers in various languages about hand and respiratory hygiene.			As required	

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Lack of trained staff for key tasks	Resourcing	Cross-train staff on key tasks to ensure cover if required.	Documentation of Standard Operating Procedures. Use of images or training videos		Ongoing	
Employee absences	Resourcing	Plan for the impact of employee absences, and determine alternative approaches or reallocating staff from non-essential tasks			Ongoing	
Insufficient scheduling of staff	Resourcing	Schedule rotas to ensure additional tasks are controlled e.g. hygiene measures	Ensure roster is reviewed to facilitate additional requirements of staff		Ongoing	

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Door plates, handles and areas of doors used to open doors	Staff areas and offices	Where possible, keep doors open (keep fire regulations in mind)	Disinfect surfaces especially door handles and areas used to push open doors		Disinfect regularly (as required)	
Desks and hard surfaces	Staff areas and offices	Disinfect all hard surfaces	Provide staff with antibacterial cleaning supplies to use. Signage to remind staff of hand and respiratory hygiene		Disinfect regularly (as required)	
Hard surface in staff bathrooms e.g. taps, plugs, grabrails, etc	Staff bathrooms	Disinfect all surfaces Checklists in place	Deep clean Signage to remind staff of hand and respiratory hygiene and handwashing guidelines		Disinfect regularly (as required)	
Hand dryers in staff bathrooms	Staff bathrooms	Provide a disposable alternative to hand dryers e.g. paper towels	Provide lidded pedal bins with plastic and tied liners		Regularly (as required)	
Pens for Staff Use Sharing pens between staff, pens in mouth, pens stored in hair / behind ears	Stationary	Each staff member to keep their own pen, and wipe with disinfectant and abide by personal hygiene guidelines			Disinfect hourly (or as regularly as possible)	

Policies and Processes

What are the risks to your guests & Staff?	Where are the risks?	Actions to help control risks? <small>Minimum Requirements</small>	What additional controls can you put in place?	Who needs to action the control?	Frequency of control measures?	Control check
Handling of documentation by various staff members	Staff process and procedure documents	SOPs, recipes, rotas, bookings, etc. used by staff may be laminated if possible. Images or online facility used	If laminated, disinfect		Disinfect regularly (as required)	
Uninformed staff with inadequate direction	COVID-19 case possible / Someone presents with symptoms	Ensure staff are aware of steps to take and appoint senior staff as deputies to lead teams.	Plan the steps you will take in the event that a case is identified within your property. Follow HSE guidelines		As required	