

Restaurant Procedures

A. General Considerations – Access and Hostessing

1. Entrance and exit to the garden area will be clearly marked and traffic flow will be one way.
2. Ensure sanitizer is available at each entrance and in washrooms at start of shift.
3. Hostessing will be required if it gets busy, we cannot exceed specified numbers. Be ready to refer people from one space to another if yours is full.
4. Social distancing is necessary for people if they are waiting for admission.
5. Signage will be posted at the entrances to review protocol.
6. The Hall washrooms must be available to the customers in the Garden Cafe including the patio area except at breakfast and lunch when they can use the Main House washrooms if demand from the front garden is low. It is a requirement of the liquor license that we make Hall washrooms available for back Garden guests.

B. Health and Safety

Sharon Stenning is our restaurant health and safety person. Candace, your manager, will designate one person per shift to oversee cleaning and sanitation and adherence to procedures. If neither she nor Sharon is present, that person has the authority to give direction.

C. Hosting/Hostessing/Initial Welcome

1. There will be a transparent barrier for the hostess to stand behind if wind permits. Otherwise a face shield and distancing is vital.
2. Point out to customers the QR barcode on the sign by the entrance so they can view the menu on their phone. Ensure guests see the sign at the entrance about protocol.
3. We cannot apply 6 foot distancing stickers on the grass so use your best judgement when directing customers to a seat.
4. The hostess will seat people as efficiently as possible to avoid congregation of guests at the entrance and ensure parties are 5 or less, unless they are a household or up to 10 if social distancing.
5. If guests are unable to use the QR barcode give them a single use paper menu.
6. Hopefully a digital sign will be available in the garden to post specials soon

D. Tables and Seating

1. Sets of tables and chairs must be placed so that there is a six foot distance between sets. We will develop a set seating plan for each area we have inside.
2. Tables will be empty of anything except perhaps a small tea light too hot to touch but which will need to be disinfected with the table and chairs at turnover.
3. All tables and chairs must be sanitized at the beginning and end of the shift and after each use. Use the DIN disinfectant spray and leave it for the required 5 minutes wet on the item.

E. Menus and Guest Ordering

1. Sanitize your hands.
2. Approach the table wearing your face mask. Leave the face mask in place for your shift and try not to handle it. Sanitize hands after placement.
3. Encourage use of the QR code but have a single use paper menu if the customer is unable to access the menu on line.
4. Take the order.
5. Indoors you will have a plexiglass shield but that is likely not possible outdoors due to wind. Please stand 6 feet away from the nearest customer to take the order. If we encounter problems hearing the order etc. we may be able to make a plexiglass stand you can hold in place with your feet.
6. Place the order (see G. Below).
7. Sanitize your hands before approaching any other table.

F. Service

1. Sanitize your hands before approaching any table any time. (You can make a show of it !)
2. Pick up food and deliver it to the table.
3. When carrying food to the table make a point of carrying it out front and high up so it's not under the level of your chin and the lower margin of the face shield.
4. Place food on the end of the table nearest you, announce the dish and ask guest to pass it to the appropriate person. Same thing with drinks. Do not lean around customers and deliver to the individual guest.
5. Beverages are also delivered to the end of the table as are condiments and cutlery. Roll up cutlery is delivered only after the guests are seated so they can know that no one else handled it (and they all saw you sanitize).
6. Vessels are not refilled – new glass or cup for every serving.

7. Use only creamers – no jugs of milk or cream. Condiments are all in single use format
8. Wash or sanitize hands between each guest table.
9. Keep music low so you can hear from 6 feet.

G. Placing the Order

1. You will be provided with a personal stylus pen for POS system use.
2. Six foot distancing is required at each station – no congregating. If possible have your own station and sanitize it at the beginning and end of your shift.
3. Wipe and sanitize all surfaces of the POS you have contacted after each use if you are sharing.
4. Gloves and sanitizer and face guards will be available to all staff. We recommend you put your name on your face guard and clean it with disinfectant at the end of your shift. It is intended for reuse and your exclusive use. Gloves by and large will not be necessary if you wash with soap and sanitize before each guest interaction and after any potentially contaminated interaction.

H. Cleanup

1. One person serves tables, another removes soiled dishes and cleans up, sanitizing tables and chairs after guest departure.
2. It is expected the server will tip out this person.
3. It is recommended their rolls change out unless the cleaner is a busser exclusively (change shift to shift but not within the shift).
4. The cleanup person wears a face guard, washes or sanitizes hands after clearing and disinfecting a table. They may choose (if they wish) to wear gloves and change them hourly. They never buss food or condiments and they never do rollups or any clean task like bringing clean glasses to the bar.
5. All single use condiments on the table are discarded (including creamers) from each table after guests leave or at change of course as appropriate.
6. All glassware is washed in the kitchen. The bar is kept a clean area at all times.
7. All tables and chairs are wiped down with disinfectant after the guests leave. Disinfectant must stay wet on the surface being cleaned for 5 minutes to be effective (this pertains to the hydrogen peroxide multisurface disinfectant from ECOLAB. Remove any soil first before applying the disinfectant ie cleaning away any dirt is done before disinfection is carried out.

I. Bartending

1. The bar is a clean area at all times.
2. The bartender brings clean glassware up from the kitchen.
3. The bartender serves all alcohol, water, soft drinks except wine by the bottle accessed from the wine storage.
4. All refills are dispensed in new glassware.
5. The bartender wears a mask as opposed to a face shield as they are bending over glassware and not dealing face to face with customers until the bar opens again.
6. Customers do not get served at the bar.
7. The bartender does not handle credit cards or cash.
8. The bartender is to be tipped out by all staff as they are not directly serving customers and receiving grats and are just making drinks for the servers.
9. On certain occasions it may be wise to set up a bar in the hall or on the deck TBA. Dirty glassware goes directly to the kitchen via the busser.
10. Bartenders wash and sanitize their hands frequently during service because they are handling glassware which will then be handled by others.

J. Bill and Payment

1. As touchless as possible, i.e. card tap, phone, visa, debit. I'm sorry but cash grats can only be accepted if you have a fool proof touchless system you can suggest. There should be not cash to handle or count unless you wear gloves only for this purpose (one time use) at the end of your shift.
2. Take the terminal to the guest and offer them a one time use popsicle stick to depress keyes.
3. Wipe down the terminal after each use.
4. Receive payment.

K. Washrooms

1. Touchless flusher and faucets are being installed.
2. Touchless paper towel dispensers (in theory at least) are in place
3. Signage will be up to wash hands and sanitize before exiting the washroom.

4. The designated table clearer sanitizes entry door hardware hourly and checks washroom sanitizer/soap/paper towel supplies. They may choose to wear gloves but they must remove gloves and sanitize hands at the end of completion of this task.
5. Customers exit and enter through the front door to avoid being in the path of service staff using the upper pub door. If weather and insects permit, we may leave the front door open and AC off to keep social distancing and post a sign "One person on the porch at a time please. Please stay to your left"
6. Customers exit and enter the hall through separate doors marked enter and exit. (Performers will be asked to set up on the kitchen side of the steps possibly with a section of the railing removed or in the Gazebo occasionally.)
7. Signage will be posted to limit 2 people at a time in the hall washrooms to allow social distancing.
8. The Garden busser /table clearer cleans exit door handles hourly and checks supplies of soap, sanitizer and towels and that the towel dispenser allows pull down and isn't jammed.

L. Take-Out / Entrances

The Pub entrance will be kept for take-out (except for breakfast 8am to 10 am) if we are still doing take-out, otherwise it will be locked. Signage will direct people to the Door Yard/Pub Patio or the Garden entrance.

The door into the veranda will only be open at breakfast and lunch for access to the bathrooms in the Main House. On a night when the Garden is busy, the hall washrooms **must** be used. The same is true if we were to be unusually busy at lunch making demand in the Main House toilets over the 250 limit. Tho' unlikely, it is very important to keep in mind to keep us in compliance with our liquor license.

M. Staff Room , Breaks, Staff Washroom

Please come to your shift in uniform to minimize use of the staff room. Use of the smoke room is not encouraged at this time without social distancing. We strongly recommend breaks be taken outside and staggered to maintain social distancing. The staff washroom will need to be sanitized by the cleaning person at the beginning and end of their duties. I have asked housekeeping to give it a good cleaning before we open and to clean it each week. Now more than ever we must enforce the rule that staff use only their washroom in the basement (and kitchen uses theirs). Staff

cannot use the public washrooms. Public Health requires that you have your own and prohibits staff use of public washrooms. Please try to keep them presentable.

In conclusion , there is lots of information to take in but it is really important to adopt these procedures as we move forward with reopening. The next steps as we reopen inside dining will remain very similar but we couldn't ask for better luck that it is summer and we should be inside by the fall.

WELCOME BACK !!!