



19 OKANAGAN GRILL + BAR



Best Practices | Service Team | Pandemic Edition

Best Practices for Entering Workspace:

- Mandatory hand washing with hot soapy water (more than 19 seconds) when entering the building from service doors. Do not enter thru back door or kitchen.
- Have a hand sanitizing station for guests and staff when they enter the front door to immediately clean hands.
- Stagger starting time so that staff aren't all arriving at the same time and crowding entrances or bathrooms for changing.
- Have staff complete a brief health questionnaire to be filled out by all returning staff after re-hire, stating last 14 days, if they traveled, and/or have shown any signs of Covid-19.
- Ensure everyone understands if they don't feel well, call in sick!
- When possible, have a hostess open the front door for staff and guests when arriving on the property. This will show an investment in sanitation, as less people will be touching the front door.
- Waiting inside the restaurant for a table should be discouraged. Waiting outside or in cars is preferable. Ask guest for a number to text that the table is ready.
- Ensure that there are reduced touches between serving and kitchen and serving and busser teams.
- For dishes, when possible, have the busser come and collect dirty dishes rather than having the server collect dirty dishes.
- Review the brand specific sanitizer or cleaner instructions. Make sure your teams are following the usage instructions. Some brands vary from 20 seconds to 60 seconds or longer.
- For Each Guest, on open table, record the name of one guest and their phone number for each party. This will help with tracking guests and will help with outdoor waiting. *Keeping contacts for 1 month is listed in the Public Health Order.*
- When possible, natural airflow increases confidence of guests. Open windows or open blinds to make space feel open and airy.
- Be clear about reducing touch experiences. No high fives, pats, etc.
- Communicate through group chat pre-shift or patio pre-shift rather than in kitchen.
- Note: buffets are currently NOT permitted.
- Use floor tape decals to help remind staff and guests about 2 m physical distancing.
- Respect physical distancing from guests and other staff when possible: Cease to offer hand-to-hand contact with guests (handshakes, fist bumps, high-fives, etc.)
 - Ensure that patrons be able to maintain a distance of two metres from one another, unless they are in the same party, and from staff;
 - Maintain respectful distance from coworkers and avoid additional points of physical contact between team members.
- Separate take-out and dine-in protocols: Create a separate workflow for take-out that does not impact dine-in guests with a separate door or path to payment/pickup if possible.
 - Introduce clear signage for take-out versus dine-in.

Additional Cleaning, Hand washing and PPE:

- Post at all sinks in kitchens and staff washrooms hand washing instructions.
- Recommended reception desk and front door handles are wiped down in 30-minute intervals with approved sanitizer.
- Between customers, tables, chairs, menus, tablets, coat hooks and any condiments that have been brought to the table must be cleaned or sanitized between parties. This maintains cleanliness and will provide comfort to other diners in the restaurant who witness the cleaning process.
- For counter service, POS machines should be sanitized between patrons who must touch the number pad.
- When staff switch positions, any shared equipment should be sanitized. This should especially include all repeated contact surfaces such as computer terminals, keyboards, POS machines.
- Remove everything from the table after guests leave and clean & sanitize the table completely.
- Staff should perform regular hand washing with soap and water for more than 19 seconds following the official handwashing guidelines. It is suggested that handwashing be done:
 - After touching or cleaning tables any surfaces that may be contaminated
 - After sneezing, coughing or nose blowing
 - After touching your face or hair
 - After using the restroom
 - After touching personal phones
 - After using shared equipment such as computers, POS systems and debit terminals between different users

Approaching the table:

- With fresh sanitizer, rub your hands to apply as you approach your table, making eye contact and cue searching your table to establish your service style and drink offering strategy. Your guest seeing you applying hand sanitizer is a subtle cue of our sincerity
- Standing pose should be slightly back from the table. Emphasizing comfort of guest and staff, serving with outstretched arms, rather than physical body, is a best practice. All effort should be made by servers to place glasses, present menus and dishes carefully and efficiently, and stand back when speaking with customers.
- For table touches, one person should serve and one person should clear – be considerate and aim to reduce the number of people who visit each table. Whenever Possible, servers should run their food to their tables.

Water Service:

- Offer water service, do not automatically bring
- No glassware to be pre-placed on tables.
- After guests seated, water glasses to be placed on edge of table.
- Water carafe to be placed on edge of table; guests can self-pour to reduce touches
- Replenish using fresh carafe, place on edge of table
- Ensure black serving trays are sanitized after delivering drinks to your table, every time

Presenting the Wine/Beverage List:

- Encourage website usage to view menus without contact
- When asking about selections or answering questions about offerings, stand back from the table but lean in or reach in as required.
- Laminated Bar menu/Wine list will need to be taken by the busser to be sanitized

Preparing the table for beverage service:

- No glassware will be pre-placed on the table.
- Once wine/beverage order is taken, pre-polished glasses to be placed on edge of table. Be aware of using outstretched arm instead of getting physically close.
- Glasses are **ONLY** to be touched by stem or base; if stemless then hold as close to bottom of glass as possible.
- If a tray is to be used it must be thoroughly sanitized before and after each use. Two sets of trays: Black Set set for bringing clean items to the table and Brown set for removing items from the table.

Retrieving bottles from the cellar/fridge; presenting the bottle protocols:

- Bottles retrieved from cellar, stock room, wine fridge should be touched sparingly avoiding neck area; single use black linen napkin for holding the bottle is recommended
- Do not cradle bottles close to the torso.
- Bottle can be presented with an outstretched arm for authentication.

Bottle opening protocol:

- Ideally bottles are to be opened on a sanitized service station and NOT the guest's table.
- If there is room, a beverage service station (prepped with clean mise-en-place such as fresh single use cloth napkins, ice-buckets, wine coasters etc.) consistently sanitized
- Corkscrew, beer opener or any equipment such as decanting funnel to be dedicated to individual servers for a shift and then cleaned or sanitized before and after use.
- Server should not pre-taste or pre-nose the wine unless requested to do so by the guest.
- Take care to cut capsule and remove cork. Cork will not be offered to host but disposed.
- Use fresh napkin for wiping bottles top.
- For first taste, host to be offered a taste; glass to be placed on table edge
- Screwcaps can be opened with a fresh napkin as a buffer between closure & server's hand.
- Decanting, if appropriate or necessary, will be into a freshly cleaned decanter.

Protocol for pouring throughout meal:

- Guests should be offered choice of service or self-pouring to minimize touches. Staff should provide decanter if that is requested.
- If guests request glasses be poured throughout the dinner by the server, ensure that there is adequate space for the server to do so and the bottle should not be left on the table. The bottle should be left at the service station and be touched only by the server.
- If the table orders a second bottle of the same wine or of a different wine, the server will change glasses as always; the glasses are to be placed on edge of table by the customers for clearing by server; new glasses are then placed on edge of table for pouring, customers to distribute amongst themselves.

Wines by-the-glass protocols:

- When preparing wines by the glass, glass or portioning carafe and bottleneck must not touch during pouring.
- Wines by the glass should be placed on edge of table for guests to distribute, taking best care to maintain physical distancing
- 5 oz and 9 oz wines will be served in the wine glass, full pour, to reduce touches.

Cocktail Service protocol:

- All equipment/mise-en-place is to be completely cleaned after single use.
- Utilize tongs for all garnishes.
- Bartender should not sample cocktails with a straw when batching or mixing.
- Use of stir sticks and straws should be reduced from cocktails when possible to reduce touches for servers. These often fall on the floor and they are a high contact point for saliva.

Beer Service protocol:

- When pouring beer, tap spout and glass must not touch.
- If offering a sampler of beers, recommend that all beers are poured and delivered to the customer with one service touch.
- For pitchers, these can be delivered tableside and guests can be offered the first pour or given the option of pouring their own.
- Bottled beer with beer glass, guests can be offered the first pour or given the option of pouring their own.

Glass Polishing protocol:

- When many glasses are being polished pre-shift and post shift, gloves and mask are recommended.
- When glasses are being polished singly as needed, standard protocols can apply.
- Glasses should be held by stem or base.
- Polishing cloths changed frequently; machine-washed and sanitized, not just rinsed.

Food Running Protocol:

- Carry only two plates at a time, refrain from full thumb contact on plate rim, thumb should be raised to minimize contact.
- Set the plates on the edge of a table if room permits, for tables with four people, please advise of which side you are on as you deliver. Straighten arms to minimize impact.

Table Side & Additional Service Routines:

- Wash hands every 30 minutes with hot soapy water (more than 19 seconds) – set a timer
- Maintain visual awareness of your tables, identify and cue search to determine visits to reduces touches and table checks.
- Have servers leave drinks or food at the front of the table and let the guests distribute them after the server has stood back.
- Consider leaving the menu at the table instead of having servers remove them mid-meal. If this is not feasible, suggest the busser grab the menu when they clear the first time.
- For coffee service, do not touch cups when refilling.
- Remove salt and do not offer fresh ground pepper. Provide if requested with single-use options.
- For leftovers, provide the guest with the container and let them pack the to-go box
- When clearing/bussing is necessary by the server, remove plates to the bus cart, immediately use hand sanitizer so guests may observe you doing so
- If glassware clearing is necessary by the server, please utilize a Brown clearing tray.
- Place Brown clearing tray in soapy water bin for cleaning after each use.
- Immediately wash your hands with hot soapy water (more than 19 seconds)
- When billing, provide bill with a weighted plastic clothes pin to ensure it doesn't blow away, sanitize after each use
- Sanitize Squirrel after each use, sanitize Moneris after each use – do not spray terminals directly!

Hostess Routine:

- Wash hands every 30 minutes with hot soapy water (more than 19 seconds) – set a timer
- Sanitize your hands after coming in contact with un sanitized items or after touching your face and hair
- Maintain visual awareness of your guests as they approach, make eye contact, speak clearly and with a smile!
- Ask guests if they have a reservation, if they are walk in ask their name and phone number as we require this for tracking purposes. Identify service needs, just drinks or meal service as well
- Offer guests covered patio or open-air patio option for dining, honor requests for inside dining, absolutely no guests may sit at the bar! Pre-set previously sanitized table with a napkin, fork & knife per each guest to be seated if they are opting for meal service.
- Provide one sanitized and laminated all day menu along with one sanitized and laminated bar menu per table. Advise guests that our contactless menus are available at dine19.com/menus and that it is on the menu.
- Walk guests to the table at a safe distanced, measured pace, not to close and not too far ahead of your guests.
- Refrain from pulling out chairs, remove reserved signs prior to guests seating
- Do not offer, or bring water service automatically, if requested advise server from a safe distance
- Advise the server of a new table from a safe distance
- Return to the host stand and greet the next guests
- Sanitize washrooms, entrance & washroom door handles every 15 minutes – set a timer
- If the busser is off shift, ensure you sanitize after coming in contact with dirty tables, clearing plates to bus cart, carrying dirty glassware on trays or if you touch your face/hair
- Place Brown clearing tray in soapy water bin for cleaning after each use.
- Immediately wash your hands with hot soapy water (more than 19 seconds)
- Ensure Sanitizing routines are in place for all hostess specific areas at end of shift.

Busser Routine:

- Wash hands every 15 minutes with hot soapy water (more than 19 seconds) – set a timer
- Sanitize your hands after coming in contact with un sanitized items or after touching your face/hair
- Maintain visual awareness of your guests as they approach, make eye contact, speak clearly and with a smile!
- Health Authority Covid-19 guidelines do not make wearing a mask and gloves mandatory. However, public trust may be enhanced when the bussers are wearing masks and gloves.
- If masks are to be used, then they must be used correctly. That means they are not adjusted, pulled, down, or touched at all during service shifts. A mask is contaminated and rendered useless quickly if touched repeatedly. Make sure the mask is secure when it is first put on so that no adjustments need to be made.
- When clearing, approach table where gaps allow, ask guests if they would please pass their plates to the edge of the table so that you aren't in their space. Say everything to a guest with a smile, they may not see it behind your mask but they will be able to hear it! When approaching a table of 4, advise each guest what side you are clearing from so that they may move the other direction.
- Use Brown clearing trays only to clear tables after guests leave, use bus cart for plate/tableware and then take glassware to dish area, place Brown clearing tray in soapy water bin for cleaning after each use.
- Immediately wash your hands with hot soapy water (more than 19 seconds)
- Ensure Sanitizing routines are in place for all bussing specific areas at end of shift.

Bartender Routines:

- Wash hands every 30 minutes with hot soapy water (more than 19 seconds) – set a timer
- Sanitize your hands after coming in contact with un sanitized items or after touching your face/hair
- Ensure you check glasswasher for chemical at the start of each shift, ensure hand sanitizer is full
- Maintain visual awareness of guests as they approach, make eye contact, speak clearly with a smile!
- Respectfully ensure guests that visit the bartender understand their role in safe distancing
- All drinks must be garnished by the bartender so tongs are used by one person
- All drinks that absolutely require a straw to have a straw placed by a bartender
- All glass pour wines will be transferred from the measuring cup to the wine glass
- All glassware to be handled low on the stem or on the glass
- If you handle dirty glassware, wash your hands with hot soapy water (more than 19 seconds)
- Restocking beer, wines, coolers and prep ensure hands are sanitized prior to making next drinks
- Sanitize server pick up station every 30 minutes – set a timer
- Ensure Sanitizing routines are in place for all bar areas at end of shift.

Leadership Routines:

- Wash hands every 30 minutes with hot soapy water (more than 19 seconds) – set a timer
- Sanitize your hands after coming in contact with un sanitized items or after touching your face/hair
- Monitor timers for each role to ensure handwashing and sanitation protocols are being met
- Practice safe distancing table touches when necessary
- Support food running, bartending, hostess, bussing and service teams as needed

Additional Points:

- Licensed 'Occupant Load' for Dining, Summerhouse & Patio is 403, including 270 on the patio and 133 inside. We are currently set for 106 on the patio and 36 inside or 35% of our 'Occupant Load'
- The Golfers Lounge will not be active during Phase One of re-opening, this will allow for side duties to be completed in a safe distanced location.
- Breaks may take place at the picnic table (designated smoking area) and on the shed patio with the teak furniture (non-smoking) Please be aware of your surroundings with language and ensure safe distancing protocols are being met.
- Guests will look for opportunities to complain about our staff mingling or abusing social distancing in these areas, please do not provide talking points...
- Some guests may also look to complain about protocols that they think should be in place, if a contentious discussion arises, please get a manager immediately to diffuse the situation
- The most important people that walk through these doors on a daily basis is our staff and team of dedicated servers, cooks, bartenders, hosts, bussers and dishwashers. Unkind guest behaviour will not be tolerated, if you are uncomfortable please advise a manager immediately of the situation.
- Gentle reminder that all personal connections travel back with them to the workplace and ask them to be respectful of other staff.
- Please discuss any additional questions or concerns as they arise with Neil, Jacqueline, Merissa or any of the chefs & Sous Chefs
- In conclusion, the government has given a strict mandate to follow, we must do our part and adjust to the new protocol put in place. I will continue to update everyone as Dr Bonnie instructs our province. If you have any questions or concerns, please come speak to Neil directly so that I can explain with more clarity.

Looking forward to a successful summer and getting the band back together!!! Neil