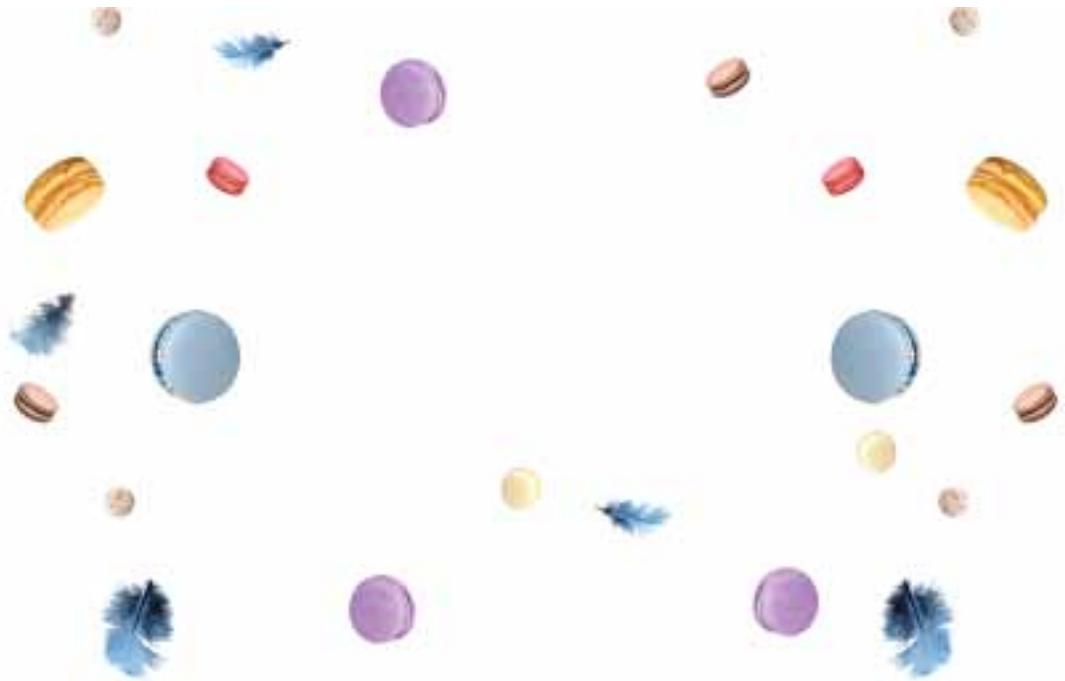




COVID-19 OPERATING PROCEDURES 2020





INTRODUCTION

The UK is currently experiencing a public health emergency as a result of the COVID-19 pandemic. As such, it is critical that we take a range of measures to keep everyone safe.

This document is our guide on how PEARLS will be complying to the COVID-19 secure guidance set out by the government. We have studied the guidance in depth and we will outline all our procedures which have been put in place to keep our team members and guests as safe as possible.

Our procedures have been built using risk assessments and because the guidelines are continually changing it may be that some of our processes may conflict with updated information which may be issued by the government. Our main goal is to make our tearoom a safe and enjoyable place for our employees and customers. We aim to carry on living by our slogan 'creating memories that last forever'. We have displayed our risk assessment results throughout our tearoom.



PERSONAL HYGIENE

At PEARLS hygiene in general is our top priority. We take pride in our cleanliness and now in conjunction with the government guidance we have implemented strict procedures to ensure we exceed our hygiene standards and keep you all safe. Below we outline the processes we expect our employees to follow:

- All our team members will have their temperature checked by the manager before clocking in for their shift.
- We promote the need to wash or sanitize hands regularly for a minimum of 20 seconds. We have displayed posters to show the correct hand washing procedures above every sink.
- We have sanitizer stations throughout our tearoom clearly visible for our staff and customers to use.
- Gloves & face masks are compulsory for all our team members including kitchen staff.



TEAROOM HYGIENE

In order to maintain high standards in keeping our tearoom clean we have employed one designated cleaner. The cleaners role will be to regularly disinfect the key touch points in the tearoom such as all hard surfaces, taps, door handles & card machines.

We will be using disposable products like blue roll where possible to clean all surfaces. We already have strict cleaning measures in our tearoom and our kitchens. We will now thoroughly clean our kitchen and bar areas regularly throughout the day.

We have one designated cleaner who will give the tearoom and kitchen a deep clean every night.

A designated cleaner will be assigned to clean the disabled, male & female toilets regularly. Making sure all touch points are disinfected.

All our cutlery will be sanitized and prepacked in our PEARLS napkins. All our condiments such as sugar, salt, pepper & sauces will now all be provided in sealed sachets.

All tables and seating will be thoroughly cleaned after each sitting.



SOCIAL DISTANCING FOR OUR TEAM

We pride ourselves on our service and always like to go that extra mile for all our customers. However due to new social distancing rules we have had to adapt and come up with a more streamlined approach. We appreciate your patience during this difficult time and our team will try their best to give the best possible service taking in consideration social distancing rules.

Although not compulsory our staff will be wearing face masks or visors to prevent unnecessary contact with team members and customers. We have encouraged all members of our team to further increase the frequency of hand washing and surface cleaning and avoid touching their face or face covering to prevent contamination.

Where possible our staff will be working side to side or back-to-back. We have planned our staff rotas in such way that we have fixed teams so each person only works with a few others

Each section in our kitchen and bar areas will be operated by one member of staff only where possible. In situations where more than one staff member is required 'rota-partnering' will be in place to ensure the same people work together.

.



SOCIAL DISTANCING & HYGIENE FOR OUR CUSTOMERS

In order to manage queues we will have a designated team member who will take control during busy times. All customers will be advised to wait in their cars where possible and we will call them in once their table is ready. This will avoid large gatherings as you enter our tearoom and also make the transition of people walking in and out safer.

From the moment you enter we have floor tape which indicates the 2m distance. We request all our customers adhere to this where possible and distance themselves from others. We have one hand sanitizer station outside the tearoom and one inside as you enter. We insist all our customers use these.

We have laminated menus which will be thoroughly cleaned after each use. We will soon be introducing a QR Digital Menu where customers can access our menu by scanning a code and viewing the menu on their mobile.

Hand sanitizer stations are located throughout the tearoom and all our cutlery will be sanitized and pre packed in our branded napkins. All our sauces will be pre filled in disposable tubs.

We estimate turn times to increase so our team can undertake a deep clean of all tables, chairs and floor areas before the next customer arrives.



THANK YOU
OUR TEAM CANNOT WAIT
TO WELCOME YOU ALL.

