



Our Commitment

With the guidance of our health and safety experts, we have worked hard to put extensive measures in place that help to make sure that we have the highest standards of health and safety for your visit.

COVID-19 RISK ASSESSMENT & NEW PRACTICE

The following points highlight the new procedures we have put in place to allow Fresca to reopen. This has been sent to all staff members to make them aware of the new procedures. This is in addition to the existing risk assessment already in place.

INSTALLATION OF HAND SANITISERS

- We have installed hand sanitisers and antibacterial wipes which have been placed around the restaurant and are located at the entrance, exit, toilets and customers are advised to use these where possible. Staff are required to do so at regular intervals and when attending to a table. We have 9 sanitisers throughout the restaurant. These will be checked regularly to make sure they are in working order and kept topped up.
- The hand sanitisers will be regularly cleaned with anti-bacterial wipes and left for the designated time to make sure that this has achieved its optimum performance.
- The menus and condiments will all be wiped with antibacterial wipes before and after use.
- There will be regular cleaning of common touch points throughout the building.

TOILETS

- We will be keeping it to one in and one out. To manage this there will be a designated person at the entrance of the corridor to the toilets to advise when it is clear to go in. This will allow for social distancing to be made possible.
- Customers will be advised to return to their tables if there is more than two people waiting to use the toilet. They will also be encouraged to return to their seat as soon as possible once leaving the toilet.
- Regular cleaning & sanitising of the toilets touch points will be in place and will be monitored by the toilet attendant. A toilet cleaning schedule sheet will be filled in throughout the day.
- We have sensor taps and hand dryers, but we also have paper hand towels.

CUSTOMER CONTROL

- We have a one door entry and one door exit and all the signs are in place for you to follow when you arrive
- You will enter through the door that brings you in to the restaurant and not the bar. A member of staff will show you straight to your table. Once you have finished dining you can pay at the bar where there are screens to keep you safe. The exit will be through the normal door.
- We have all your details already on your booking to follow the governments track and trace scheme. So, we will not need to bother you for it on the day.



- On arrival we ask you to sanitise your hands at the sanitiser station by the entrance door
- Always observe social distancing and adhere to the measures in place for you and our staff
- Be respectful and patient with our team and other customers
- Customers will be advised to keep their personal belongings (coats, jackets, bags) with them at their table and the use of communal storage areas will be prohibited.
- Keep children seated with you
- If you have a high temperature, feel unwell or anyone in your household have symptoms to stay at home until your well again

STAFF MEMBERS

- We have conducted training for all staff so that they can work in a safe environment and serve our customers in a safe, professional, and hygienic manner.
- All staff members will be required to inform the company if they are experiencing any symptoms of COVID-19. If any staff member feels unwell, they must leave the building immediately and not return to work until they have completed the amount of time stated in the government guidelines.
- Staff members will be advised to bring as few personal belongings as possible.
- Each staff member has been made aware of the new procedures in the restaurant and understand their responsibility within the company.
- We have screens in place around the bar and kitchen.
- All staff members throughout the company have been informed of the policies put in place by the company and have access to the support mechanisms which allow for a safe working environment,

Thank you for your continued custom. We hope to see you all soon. If you have any questions, feel free to speak to us.

Stay safe.

Team Fresca