

#ONE  
MEAL   
MANY  
THANKS

OPERATIONS  
PACK  
October 2020

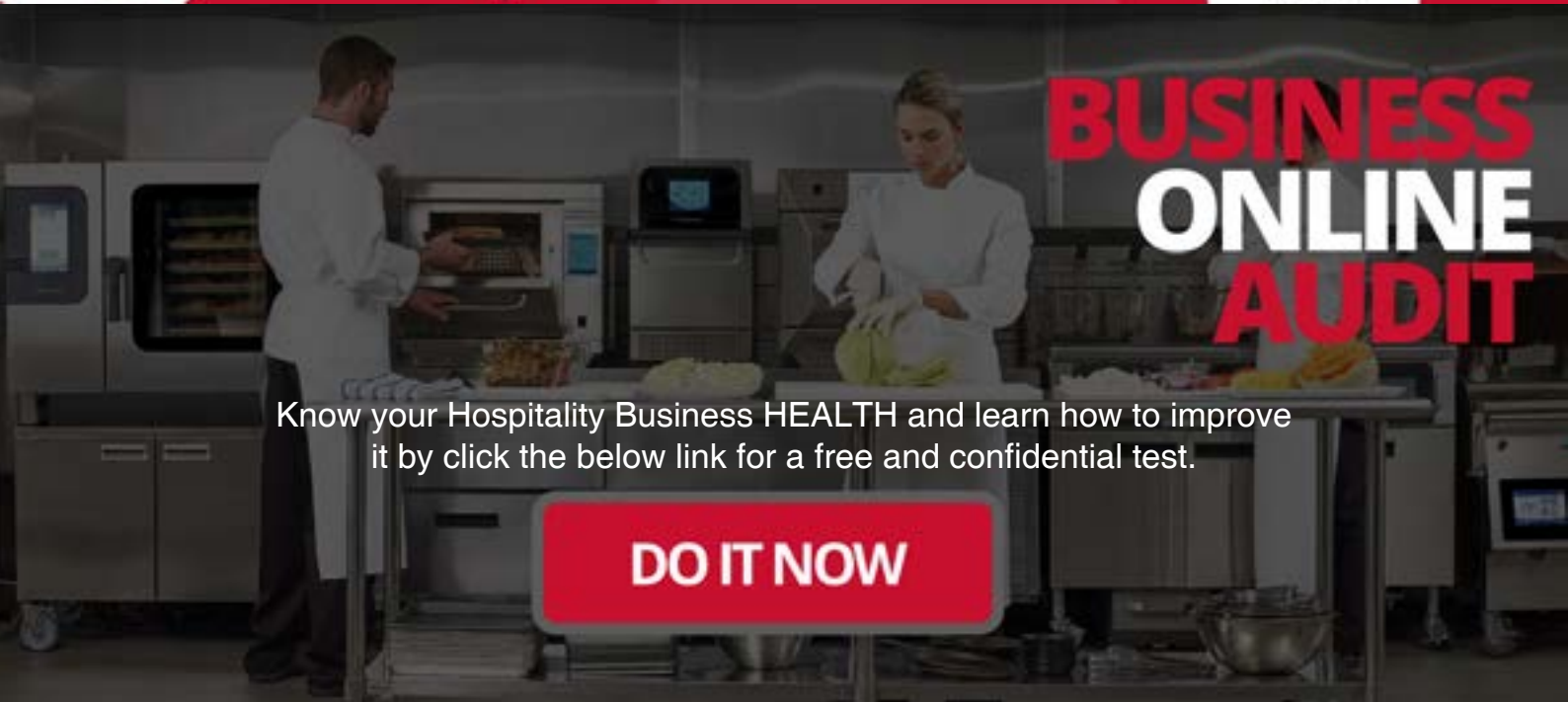
Your guide to operating solutions available to the  
restaurant and foodservice industry

ONE MEAL MANY THANKS ONE MEAL MANY THANKS 





Hospitality Business  
CheckUp - FREE - Audit



**BUSINESS  
ONLINE  
AUDIT**

Know your Hospitality Business HEALTH and learn how to improve it by click the below link for a free and confidential test.

**DO IT NOW**

## **INSPIRED BY SIMPLICITY, POWERED BY EXPERTISE**

We connect food, people and equipment into a single kitchen ecosystem, with customised system solutions that are perfectly tailored to respond to our customers' everyday needs. Today's foodservice operators face many pressures - from space limitations, rising energy and labor costs, to ever-evolving tastes and flavors. One of our goals is to help our customers find the right solution to these challenges, whilst providing them with simple, intuitive design and the quickest return on investment possible.

The result? Our touchscreen controls, smart systems and fully-connected digital solutions create a unique, truly seamless operation you can depend on.

We consider ourselves both pioneers and innovators. Our industry knowledge and insights stretch back nearly a century, from the original founding of the Hirsch brothers' Welbilt Stove Company in 1929. Even today, we are pragmatic in our innovation, combining the mastery of more than 80 fully-trained world-class chefs with our imaginative and robust engineering team to create a product line that's born and refined in the kitchen.

# STAFFING & SCHEDULING

- Decide which staff to recall and contact them. Debrief and train them before opening.
- Read the new directions and ensure your entire team adheres to them.
- Appoint a COVID-19 safety officer and train the person on what is expected.
- Go through all your touchpoints, from defrosting to serving and write down the record the procedures, train your staff accordingly.
- Schedule your staff according to your business process requirements and according to your projected turnovers.
- Have two teams working, so if one team has a member that contracts COVID-19, the other team will ensure that operations can continue.

## KEEP IN TOUCH WITH INDUSTRY BODIES



TBCSA serves to unite and influence the diverse travel and tourism sector, to contribute to a competitive, responsible and inclusive South African (and tourism) economy.



To be in the forefront of Southern Africa hospitality industry by influencing policy decision and direction by lobbying government and industry as the official unified voice of the Southern African hospitality industry. Our objective is to grow an inclusive hospitality industry by advocating, enhancing, and promoting the development and growth of a sustainable Southern African hospitality-trading environment.



[Click here to view and download the directions](#)

GOVERNMENT  
GAZETTE 2020-09-16





COMPLIANT WITH COVID-19 INDUSTRY PROTOCOLS

# SHOW YOUR PATRONS THAT YOU TAKE THEIR SAFETY SERIOUSLY!

THE OFFICIAL COVID-19 APP FOR S.A TOURISM & HOSPITALITY HELPS YOU DO IT ALL QUICKLY, EASILY, SECURELY & ALL ONLINE.



UP-TO-DATE PROTOCOLS



PLEDGE & CERTIFICATION



PATRON & BACK OF HOUSE SCREENING



STAFF PPE & CLEANING REGISTERS



COVID-19 TRACK & TRACE FUNCTIONALITY



GET YOUR INTERNATIONALLY RECOGNISED **Certificate of Compliance**

REGISTER NOW: [www.travelsafeeatsafe.co.za](http://www.travelsafeeatsafe.co.za)

FREE & PAID VERSIONS AVAILABLE



ONE MEAL MANY THANKS ONE MEAL MANY THANKS



# SAFETY FIRST

Safety, cleaning and hygiene should be the most important factor when it comes to operating your establishment and helping contain contamination risks. As an employer take the time to address the new realities and educate your staff about the risks of COVID-19 and teach them to look out for the following when self-assessing. Fever, dry cough, shortness of breath.



Check temperatures. Body temperature is a good indicator of a person's health. Your employee should be checked when they report for work and their temperatures recorded each day as they arrive and leave. Your guests should also be screened and recorded before they enter your establishment. Politely decline entry to people whose temperatures are higher than 37.5 degrees.



Sick employees should be encouraged to stay home, and staff who become ill in the workplace should be sent home immediately and recorded.



Train your employees about the new hygiene requirements and prevent the spread of potentially harmful germs by equipping your staff with the appropriate apparel, to protect themselves and your customers.



Personal hygiene is of utmost importance. Employees should be encouraged to wash their hands regularly for at least 20 - 30 seconds at a time and avoid touching their faces.



All employees should wear a clean mask at all times (discourage fiddling with the mask) and sanitise their hands frequently.



Employees should visibly be using hand sanitiser when dealing with a guest. Make sure that sanitiser is available for guests on entry and exit as well as when paying.



Invest in additional hand wash and sanitiser stations in your outlet, making them available to staff and guests. Help effective hand drying by using single use paper towels, - no cloth towels may be used.



# GET YOUR RESTAURANT COVID-19 READY

\* Apply social distancing lines or floor decals on floor for queues and take-aways.

\* Create lines for crew workstations

\* Social distancing for dining areas; block off or move tables the correct distance apart.

• Set up sanitizing stations.

• Tell your customers if you have touchless communication.

• Create hand washing and sanitizing rituals for staff.

- 1 Reduce the number of chairs in your restaurant to ensure that people sit at least 1.5 meters apart.
- 2 Ensure that customers waiting in line are always 1.5 meters apart.
- 3 Make hand sanitiser available for customers upon arrival and in areas around your restaurant.
- 4 Communicate with customers on the new safety procedures such as not entering the premises without wearing a mask or a facecloth.
- 5 Indicate where the waiter will stand to take your customers order to uphold social distancing rules.
- 6 Make sure that menus are disinfected every time after a customer have finished using them. Consider using disposable menus. They could double up as place mats or use signage to showcase your menu.
- 7 Provide your staff with the proper Personal Protective Equipment.
- 8 Disinfect surfaces every hour, this includes door handles, countertops, cash registers, check out areas, food prep and packaging areas, light switches, speedpoint machines etc.
- 9 Remind your employees to wash their hands properly for 20 seconds catching all parts of their hands and fingers. Provide hand sanitiser with at least 70% alcohol for their use.
- 10 Teach your employees proper hygiene guidelines such as covering coughs and sneezes in a bent elbow or with a tissue they immediately throw in the trash, and then wash their hands after.
- 11 Space out their work areas and consider having fewer people in the kitchen or on the floor at a time. Discourage congregating between service.
- 12 Make employees aware of the risks of using sanitiser with alcohol near a naked flame.



# HYGIENE & SAFETY

Good Hygiene practices will result in keeping consumers and staff safe, positive & happy.



## CLEAN HANDS

Wash your hands with soap and water. Especially when handling food or drink should you wash your hands for at least 20 seconds.



## TWO-STAGE DEEP CLEAN

Two-stage cleaning is industry standard and part of regular internal and external environmental health audits.

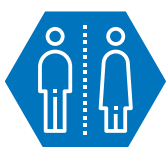
Stage 1 - All food contact surfaces, work surfaces and equipment are cleaned with a multipurpose cleaner and left to air dry.

Stage 2 - The areas are sanitised by spraying onto the hard surfaces, ensuring edges and sides of the surfaces are covered, and then wiped with a clean cloth or paper towel.



## JANITORIAL COLOUR CODING

Applying a colour-coded cleaning system ensures that certain cleaning tools and equipment are only used for specific areas or tasks which will stop cross contamination.



## WASHROOM & TOILET CLEANING

Washrooms should be checked and cleaned every hour. Remember to clean areas that are touched more frequently like handles, basins, taps etc.



## GET YOUR HYGIENE RATING

By adopting good hygiene practices you can work towards getting your 5 star Food Hygiene Rating. This will reassure customers and increase footfall to your establishment.



## PERSONAL PROTECTION

When preparing and cooking food PPE helps protect the customer and yourself. To hygienically prepare food and prevent foreign objects falling in to food, wear food safe gloves, aprons, hats, hair nets, overshoes and masks where needed.



## FLOOR CLEANING

Stage 1 - Ensure you are using the correct amount of floor cleaner.

Step 2 - Apply solution onto floor with mop, remember to put out 'wet floor sign'.

Step 3 - Use deck brush to scrub floor.

Step 4 - Leave for 5 minutes.

Step 5 - Use squeegee and mop to collect excess solution.

Step 6 - Leave to air dry.



## CLEAN THE DISHWASHER

Step 1 - Empty dishwasher, remove curtains, empty filters and trays, remove wash arms if possible.

Step 2 - Clean all items with hot soapy water, rinse and leave to air dry.

Step 3 - Use a sanitiser to spray all surfaces, leave for 5 min. Scrub with a suitable tool and rinse thoroughly. Where fitted, clean the detergent probe.

Step 4 - Spray and wipe the outside of the machine.

Step 5 - Leave the door open to dry and allow air to circulate.



## IMPORTANCE OF PAPER & HYGIENE

Hand dryers are not effective in killing viruses and they may spread germs.



## SANITISING

Using a sanitiser to disinfect is extremely important in the cleaning processes. They should be used on all surfaces. Particular attention should be paid to disinfecting areas and utensils that come into contact with food.

## CLICK HERE TO READ MORE ABOUT:

- Hygiene in your kitchen: Cleaning guidelines
- A guide to food preparation
- From truck to table: Ensuring hygiene in your supply chain
- Personal hygiene: Kitchen safety tips
- Storing your food: Safety
- 7 Food safety guidelines for chefs
- and many more...

Support. Inspire. Progress.

 Unilever  
Food  
Solutions

[www.onemealmanythanks.co.za](http://www.onemealmanythanks.co.za)



## JOIN THE MOVEMENT

Support and promote **#OneMealManyThanks** in your store and on your social channels.

Download your FREE asset pack on the website.



[SHOW ME NOW](#)