



Great Punjab
Restaurant
Estd. 1959

SOP: COVID-19 PLAYBOOK
GREAT PUNJAB RESTAURANT 2020

INTRODUCTION

As this is a difficult time for the hospitality industry, we have had to enforce certain precautionary measures to keep everyone safe.

This manual covers how we are attempting to stay on top of everything, and come out victorious.

We are following the strictest of protocols, and taking each day as it comes. We are in this together and your love and support will help us serve you better.

Dhruveer Singh Gandhi
Great Punjab Restaurant



HYGIENE

- Our employees wash and sanitize their hands for at least 20 seconds each.
- We have made hand sanitizers available at all entrances, outside washrooms and on each table.
- Masks are mandatory for all.
- We follow strict hourly cleaning and sanitizing protocols, especially for all major touch points like doorknobs, taps, etc. This includes cleaning the AC filters every 3 days.
- We have kept a sanitizing mat outside both entrances, so both our guests and our employees have to step through it before entering the premises.
- Our employees are trained to follow the necessary hygiene protocols like keeping their nails short and clean.
- We follow strict food handling procedures for vegetables, milk, grains and meat.



HEALTH

- We are prepared for the worst. We have kept all emergency contact details handy for our employees and guests.
- We document all temperature checks for our employees before each shift using contactless thermometers.
- F&B is not a work-from-home industry, so our employees were given the option to either stay on premises, or to take a paid leave of absence with their jobs waiting for them. All employees that are considered high-risk were asked to take a paid leave of absence.
- We have ensured that all incoming and outgoing deliveries are made contactless by leaving a sanitized crate or basket at the delivery door.

GUESTS

- It is mandatory for our guests to wear masks when entering the premises.
- Our main door shall be opened by our attendant.
- We advise all elderly guests, pregnant guests and children to stay at home in order to stay safe. We offer them the option of take away or home delivery, but we happily entertain them dining at the restaurant too.
- Guests undergo mandatory temperature checks and are asked to sanitize their hands on arrival.
- Guests have to sign a health declaration and provide their contact details before entering.
- Guests have to download and use the Aarogya Setu app. This is checked at the entrance.



WITHIN THE RESTAURANT

- We have increased the distance between our tables so our guests can physically distance themselves. Also, we will maintain the safety / precautionary measures of guests as per the government SOP & guidelines
- We offer our guests envelopes for them to store their masks and gloves in during their meals. This is to avoid the masks or gloves sitting at the table.
- We also provide hand sanitizers and disposable paper napkins at each table.
- We only serve bottled water, and the bottles are cleaned with disinfectant before being served.
- The temperature setting of all air conditioners is maintained between 24-30°C.



TEAM ORGANISATION

- Our employees live in staff rooms just above the restaurant. This is for the safety of our employees and our guests. We have provided them with a clean and safe place to live, clean bathrooms and also their daily meals.
- All the employees, regardless of their designation, have been trained in special procedures in regards to Covid-19. They have also undergone our basic restaurant training, so they can help us on the floor as required.
- It mandatory for all our employees to download the Aarogya Setu app.



DELIVERY OR TAKE AWAY

- Whenever we use an external delivery service, we ensure that there is a contactless pick-up area. We do not allow the riders to enter the restaurant.
- For take-away, we encourage the customer to pay online via our unique QR code, UPI, or other online options. We then place their order in a clean basket so they can collect it with zero contact with our team.
- We also have an in-house delivery service. We ensure that our delivery personnel have the correct PPE kit to stay safe. The order is placed over the phone and we encourage contactless payment and delivery. Our delivery personnel call the guests and leave their order with the security guard or at their door.
- For our guests, we advise them to discard the external packaging, wash and sanitize their hands, and then empty the food into clean serving dishes. They can then reheat the food and most importantly, enjoy their meal.



MANAGING MENUS & F&B COSTS

- We have suspended any buffet service until further notice.
- We are serving our full menu. However, we are keeping smaller inventories in order for your food to be as fresh as possible. This may mean that we run out of certain dishes at times and we apologize for any inconvenience this may cause.
- We now have a contactless menu available through our unique QR code which is placed at every table for the convenience of our guests.



MANAGING OUR FINANCES

- We run a financial analysis on a weekly and monthly basis to see where we stand.
- We have stopped all non-essential expenses with immediate effect.
- We have given the authority to approve any expenses to only a select few, thereby making the whole process more streamlined.
- We have had honest and open conversations with our entire team in regards to getting pay cuts while they are going above and beyond their call of duty for the survival of the business. We have also assured them that once the business recovers, we shall make up and reward them for their support during such testing times.
- We have paid all our previous dues towards our vendors to assure them that we are here to stay. We have also negotiated better rates with our vendors and we are trying our best to pay the bills as they come, without letting them accumulate.



COMMUNICATION

- We aim to keep the message across all our platforms (Instagram, Facebook, or conversations with our customers) honest and timely.
- We are prepared for the unfortunate event if a guest or an employee show symptoms or test positive for the virus. We have done this so we can react quickly and transparently, to ensure that our goodwill and reputation stays intact.
- We have prepared basic templates of comms for various scenarios, which will allow us to keep our customers in the loop quickly. We want to share everything with the public, even if someone on our premises has COVID-19, rather than appear like we are hiding something.
- It's great if good news is shared by the media, but we want any bad news to be shared by us. We have also prepared some basic messages to send out to our clients who aren't on social media.



INTERNAL COMMUNICATION

- When it comes to our staff, if we are in the unfortunate event that someone has COVID-19 on our premises, we aim to keep communication simple and transparent. We have to ensure that the team has more information than our guests.
- We have given COVID-19 specific training to our team to ensure that they understand what COVID-19 is, what the symptoms are, and mainly that there is no shame around it.
- We have also put relevant signage in relation to all COVID-19 protocols throughout the restaurant and all back-of-house areas too.
- We have also provided the team with some immunity boosting vitamins and medicines in order to keep them healthy.
- We have had discussions with our team regarding the importance of managing their finances and their mental health in these trying times. We understand that they too have certain financial requirements and we are helping them manage their finances if needed.



GUESTS RELATIONS

- These are unprecedented times, and guests will be scared and stressed. Guests will also have to follow new protocols like filling out a health form and having their temperature checked before entering the restaurant premises. This may be frustrating for them, so we have asked our team to be patient with them, and to remind them that this is for all of our safety. We are also not afraid to turn people away if they resist following protocol.
- If a guest tests positive, we will not only proactively put this on our social media, but we will also call our guests individually. This will also include calling guests with future reservations to let them know that we cannot accommodate them.

We will ensure that we have team members on hand to answer calls from our guests in real-time, even when we are closed.

- We will direct our guests to the appropriate doctors in our vicinity, and who to contact for further advice and protocol.



KEEPING OUR EMPLOYEES AND GUESTS SAFE

What will we do if any of our employees or guests show any Covid-19 symptoms?

- We will place the ill person in a room where they are isolated from others. This room has access to a washroom too.
- We will provide them with some hand sanitizer, a mask and disposable paper napkins till we can consult a doctor.
- We will immediately inform the nearest medical facility or call the helpline.
- We will carry out a Covid-19 disinfection of the premises if the person is found positive. Linen and other items must be washed separately.
- In case the suspected guests flee or are untraceable, we shall inform the police immediately.

BODILY FLUID EVENT GUIDELINES

If a guest or employee vomits or has diarrhea, these are the protocols that we will follow:

- We will ensure that the cleaning staff is using PPE.
- We will segregate the area that has been contaminated.
- We shall dispose of any food that has been exposed.
- We will ensure that any utensils that might have been exposed are cleaned and sanitized separately.
- We will double clean and sanitize the contaminated area.
- We will properly dispose of any equipment that was used to clean up the area.

WHAT THE FUTURE HOLDS FOR US

We don't know how long the effects of COVID-19 will last. The future is unpredictable, so we must stay optimistic yet realistic.

We are adapting to the new protocols and situations with the aim to service our patrons whilst keeping everyone safe. Numerous restaurant outlets have already shut down due to this pandemic, and the whole hospitality industry will look very different from what we know.

We hope we make it through this storm, but we also know that our guests will have less expendable cash if this situation continues. We aim to use this playbook to adapt to the 'new normal' and be able to cater to our guests in the best way possible.

We wish all of you in the industry the best.
Stay safe!

APPENDIX

EMPLOYEE TEMPERATURE CHECK



Date:

Employee Temperature Check

<u>Name</u>	<u>Temperature AM shift</u>	<u>Temperature PM shift</u>

APPENDIX

GUEST HEALTH DECLARATION FORM



Date:

GUEST HEALTH DECLARATION FORM

I hereby certify, represent and warrant as follows:

Within the fourteen (14) days immediately preceding the date of this declaration,

I HAVE NOT:

- a) tested positive or presumably positive with the Coronavirus or been identified as a potential carrier of the COVID-19 virus or similar communicable illness;
- b) experienced any symptoms commonly associated with the Coronavirus;
- c) been outside of Mumbai;
- d) been in direct contact with or the immediate vicinity of any person I knew and/or now know to be carrying the Coronavirus or has travelled outside of Mumbai within the last fourteen (14) days.

Full Name (Print)	Temperature	Phone Number	Email	Signature

APPENDIX

STAFF HEALTH DECLARATION FORM



Date:

STAFF HEALTH DECLARATION FORM

Do you have any symptoms of Covid-19, like a fever, sore throat, dry cough? Yes No

Do you have any existing health ailments? Yes No

If yes, which ailments do you suffer from?

Have you been in contact with people who might be infected, suspected or diagnosed with Covid-19? _____

If yes, your relationship and last contact with them? _____

Have you travelled anywhere in the last 6 months? Yes No

If yes, provide the details below:

Do you reside in a Covid-19 hotspot area? Yes No

How do you commute to work? No commute Public transport

Signature: _____