

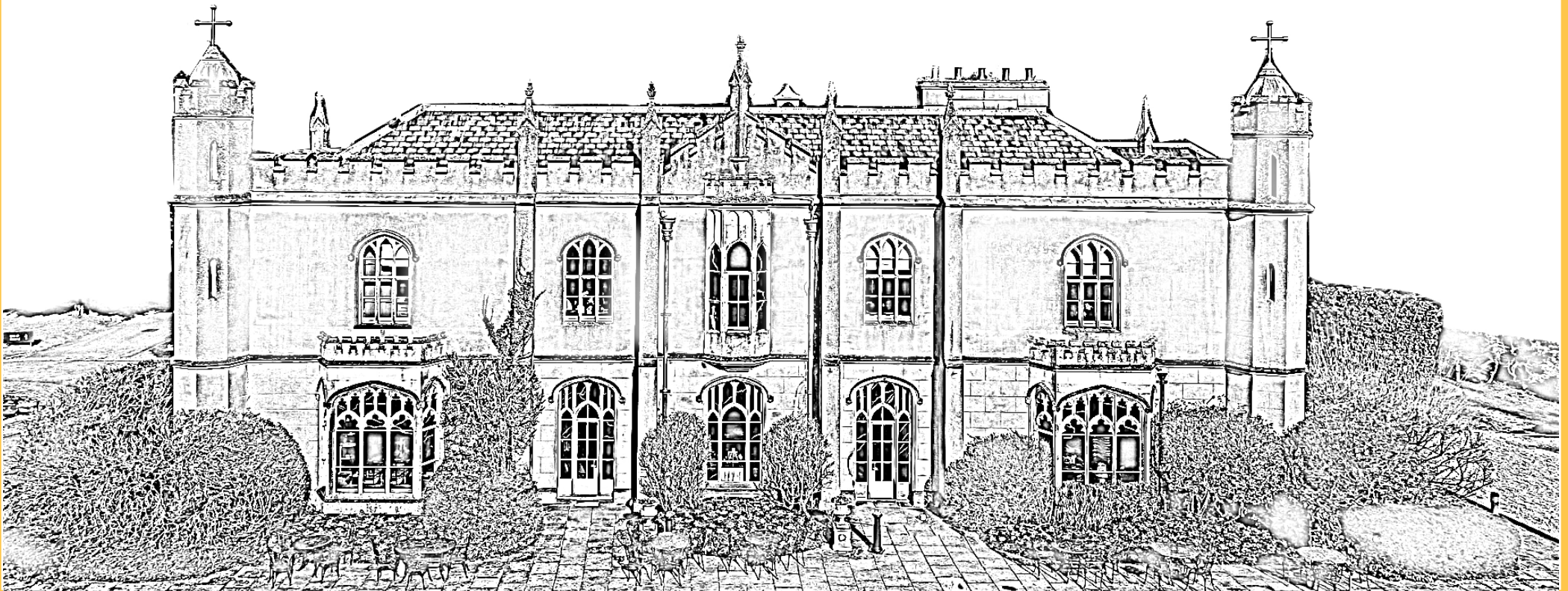


MISSENDEN
ABBAY

THE **NEW**
normal

COVID-19

OPERATIONAL STANDARDS & CLEANING PROCEDURES



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CONFERENCE HOSPITALITY SERVICE WITHOUT THE USE OF STAFF CONTACT

Breakfast Service

- Buffet style continental breakfast, all cold food options placed in the meeting rooms before the attendees arrive.
- All food items to be individually packaged or wrapped with labels and ingredients where possible, identify allergies and dietary restriction. Please use clingfilm or foil for this.
- Assorted hot and cold beverages stationed in meeting rooms and replenished throughout the day.
- Place menu in meeting rooms with clear instructions that menu selections need to be made before the AM Break.
- Environmentally friendly single use items, wooden & corn starch cutlery, bamboo & sugar cane plates with clear recycling locations.

AM & PM Break - Considerations

Meeting attendees follow scheduled times to leave meeting room to allow food & beverage and Housekeeping teams to clear room of food & beverage and sanitise tables and meeting space.

- AM Break items placed in meeting room before attendees return.
- Refresh beverage items as needed.
- Return to pump pots and sachets for tea and coffee service.
- Collect orders for lunch selections (AM break).
- Collect orders for dinner selections (PM break).

Lunch Service - Considerations

Tables to be placed in a syndicate room opposite the meeting room where the food will be delivered to the room.

Attendees to collect their food from the table once the service staff have left.

- Again to be cold options with individually wrapped items and full descriptions with allergens etc.

Dinner Service - Considerations

For overnight guests, a combination of in-room dining or grab and go pick up options. Alcohol purchase available with canned and bottle beverages only. Guests asked to dine in their rooms and avoid going to common areas (dining room, restaurants and bars will be closed).

- Menus to include local creative comfort foods (bistro menu)
- Wider option of menu items
- Starters and desserts choices
- Offer late night snack limited menu

CONFERENCE HOSPITALITY SERVICE WITH STAFF CONTACT

This scenario would see a return to buffet setting but with additional protective measures in place for guests. Extra steps to this service would see the following:

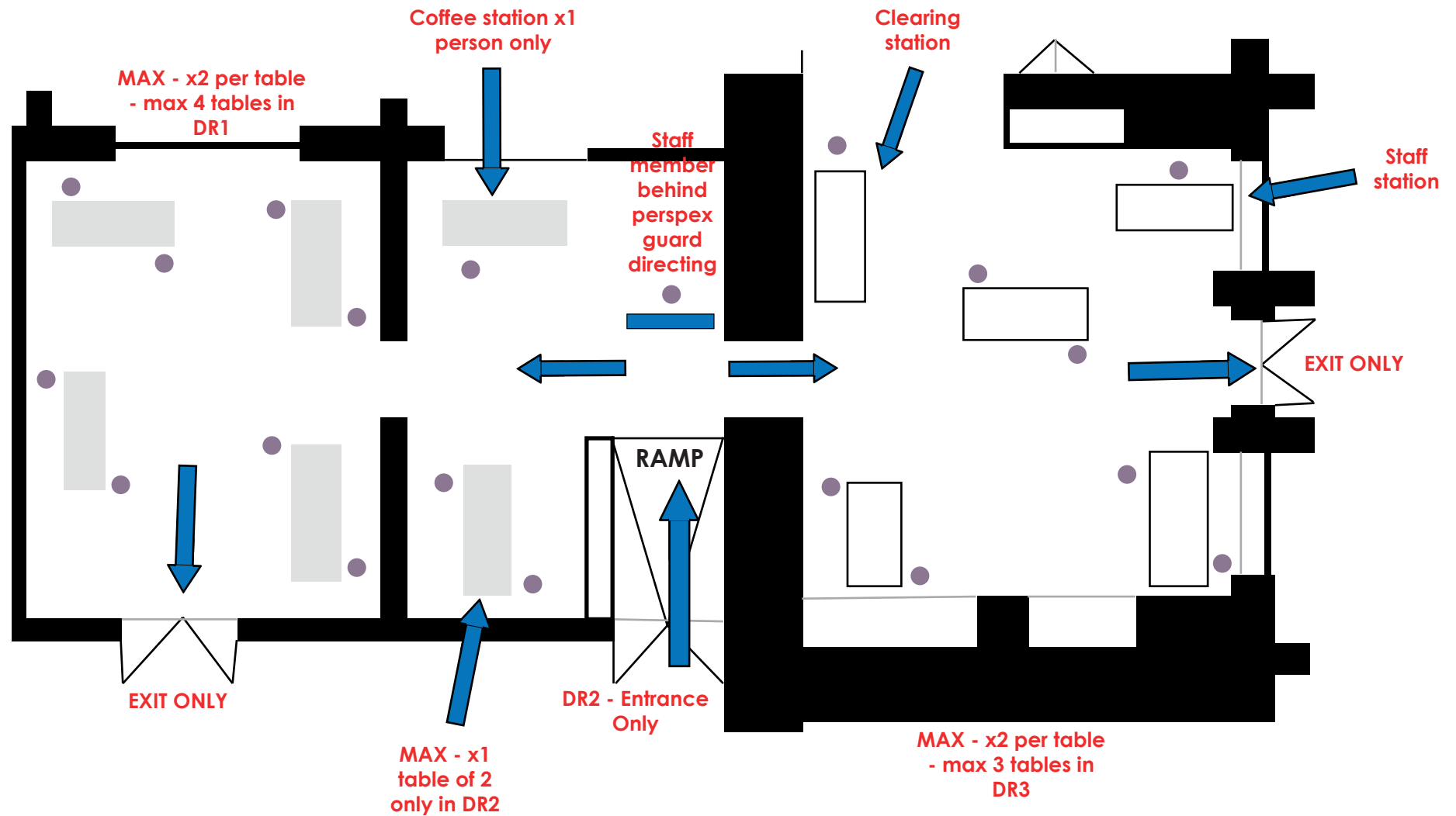
Breakfast, Lunch & Dinner Service - Considerations

- The return to dining rooms, but with limited seating to observe social distancing. Still specific meal timing would need to be observed to avoid overcrowding and to allow team to clean and sanitise tables between seating.
- Clear entry and exit procedures to be observed in the dining room
- Guests to use hand sanitiser station upon entry and exiting the dining room.
- Cutlery roll ups to be used over pre-set place setting.
- Condiments to be provided in single use application containers only (salt and pepper sachets)
- Bottled water placed on tables.
- Juices served in cartons.
- Hospitality staff to wear single use gloves and possible face masks with serving, clearing and sanitising tables.
- Buffet food served by chef team (with extra protective equipment if needed, gloves and face masks) to the guest. Guest will have no contact with service utensils and plates on buffet line. Once plate is complete with guest choices the plate will be covered and picked up at the end of the buffet area observing physical distancing.
- Guest not comfortable with using communal space offered a grab and go serving.
- Pre-plated individual desserts and fruit available for guest pick up under the guidelines of physical distancing and ability to move around the dining space
- Additional grab and go snack options available

AM & PM Break

- Break stations reopened but only accessed over specific times assigned to each group, observing physical distancing. (Office lets included)
- Break areas have prepacked foods available (in house production and brought in products), no utensils will be used.
- Additional hand sanitizer, single use gloves and disinfectant wipes available for guests to use on touch point areas of the station (coffee machine, juice dispenser, fridge handles, etc.) If we are to keep the coffee machines these touch pads need to be wiped after each drink dispensed.

DINING ROOM LAYOUT



AREA PROTOCOLS: RESTAURANTS, BARS & LOUNGES

Restaurants, Bars & Lounges

Cleaning & Sanitising Protocol:

- Hospitality lecterns including all associated equipment sanitised at least once per hour
- Service stations, service carts, beverage stations, counters, handrails and trays sanitised at least once per hour and logged by a manager.
- POS terminals be assigned to a single server where possible and sanitised between each user and before and after each shift. If multiple servers are assigned to a POS terminal, servers will sanitise their hands after each use.
- Dining tables, bar tops, stools and chairs sanitised after each use.
- Condiments served in single use containers (either disposable or washed after each use)
- Menus to be single use and/or disposable
- Sanitise trays (all types) and tray stands sanitised after each use
- Storage containers to be sanitised before and after each use
- Food preparation stations to be sanitised at least once per hour
- Kitchens be deep cleaned and sanitised at least once per day
- No cash accepted, only cashless transactions

Hospitality Cleaning Risk Assessment

Task	Step	Risk assessment	Logged Manager
All dining tables / chairs and all associated equipment to be sanitised prior to service and at least once per hour	At all times when cleaning, protective clothing a face mask and gloves (apron if appropriate) must be worn. Using only the provided and appropriate cleaning product and equipment to clean and sanitise you and your areas. Table - tops / chairs and counters are the key area. If sneeze guards are in place sanitise after every client/ and every hour.	Failure to comply with the safety and cleaning levels may result in the spread of bacteria and the virus. To you and the client	
Station/Trollies Tea/Coffee/Counters/Trays must be sanitised.	The appropriate cleaning and sanitise must be carried out at least once per hour and logged by the Manager	Failure to comply with the safety and cleaning record may result on there not being a tracking of the process put in place.	
Work station	Work station. On hand over all equipment to be sanitised and set on a separate table for oncoming team. During the shift it is the responsibility of the individual to keep clean and safe. DO NOT share your stationary items.	Failure to comply with the safety & cleaning may spread the virus.	
Looking after you and your station	If there are any faults / issues or requirements in your protective clothing or cleaning products report to Manager	Failure to report issues to Manager can result in worries over personal/ client welfare. We need to maintain our duty of care. Manager to log and act upon the information.	
Social distancing	All areas will have notices/barriers/information and one-way systems. Should these fail report to the Manager	Support the government guide lines. Manager to monitor and implement.	
Coffee station servicing at least once per hour.	All items are one use. Spoons & mugs. Stations to be sterilized and replenished at least once per hour. There will be a time the station will close for cleaning. Protective clothing to be worn at all time.	Failure to comply with the safety and cleaning methods could spread the virus.	

AREA PROTOCOLS:

KITCHEN

Kitchen

Cleaning & Sanitising Protocol:

- Keep updated with the Government and PHE guidance aimed at hotels and restaurants for reopening.
- Keep updated on uniform clothing and PPE guidance from the Government and PHE once reopened. For example, masks may need to be worn where social distancing cannot be achieved, such as when serving food.
- Encourage staff to drive/walk/cycle to work rather than use public transport.
- Additional hourly surface and touch point cleaning such as door handles, light switches and shared workspaces.
- Additional hand sanitiser points at both entries to the kitchen (restaurant door for staff and external door for deliveries and visitors).
- Arrange food and drink deliveries at different times so there is only one at a time.
- Minimise delivery drivers coming into the kitchen, for example, designate a separate area for deliveries (working with the delivery company who may have their own guidance).
- Restrict entry to the kitchen to key-workers only: restaurant staff and kitchen staff only.
- Work on a strict roster to avoid staff crossover and minimise number of staff working.
- Room service continental breakfast.
- Lunch, dinner and function service will depend on the Government guidelines for service of meals.
- Maximum numbers in the restaurant will depend on Government guidelines for functions and meals.
- Enforce timings to stagger number of people for all meals.
- Use technology for staff meetings and briefings to maintain social distancing.
- Restrict staff movement around the kitchen, for example, chefs only on the food preparation side.
- Signage about social distancing at key locations in the kitchen and office.
- Monitoring activity in staff communal areas to ensure social distancing is maintained.
- Manage staff break times to avoid crowding and maintain social distancing.
- Instructions for staff that if they feel unwell, do not attend work and follow the sickness absence policy.
- Instructions for staff on what to do if a colleague or guests show symptoms (ie remove them to an area of isolation, call 111, deep cleaning)
- Remove the areas where food is handled by hand such as sweets and fruit bowls.
- Use disposable cutlery and plates, dependent on Government and PHE guidance.
- Sanitiser at the end of the servery because staff to serve wearing masks.

PHYSICAL DISTANCING PROTOCOL & GUEST CONSIDERATIONS

Physical Distancing Protocol

- Staff and managers to manage physical distancing at entries, waiting areas and queues (in addition to signage).
- Peak period queuing procedures to be implemented when attendees are not able to be immediately served.
- Lounge seating to be removed.
- Tables and booths to be used only with appropriate physical distancing between each group or traveling party (six feet or as otherwise advised by local authorities)
- Reduce bar stool count to provide appropriate physical distancing.
- Manage the line flow at fast serve outlets to ensure coffee and food pick up areas remain appropriately distanced.
- Additional fast serve coffee options to open based on demand and length of physically distanced lines.
- Bars will be staffed to allow for appropriate distancing between employees.

Guest Considerations

- All self-serve condiments and utensils to be removed and available from cashiers or servers.
- All straws to be wrapped and non plastic.
- Bar snacks served per individual guest and not shared by the table. Sharing platters taken off of the bistro menu.
- All food and beverage items be placed on the table, counter or other surface instead of being handed directly to a guest.

Additional Employee Dining Room Protocols

- No self-serve food available (including snacks).
- Food to be served by chefs.
- Single use cups for beverage (no refills).
- Trays and plates to be distributed by hospitality assistant.

GENERAL ABBEY SANITISING & GUEST BEDROOM EQUIPMENT

General Abbey Cleaning & Sanitising Protocol

- All equipment be sanitised prior to assigning for the shift.
- Employees assigned to individual stations (including Reception and Sales team) sanitise their stations and all equipment at least once per hour and at each change of shift.
- Housekeeping sanitise all doors, handles and high contact surfaces at least once per hour.
- Exit barrier keypad to be cleaned 4 times per day.

Physical Distancing Protocol

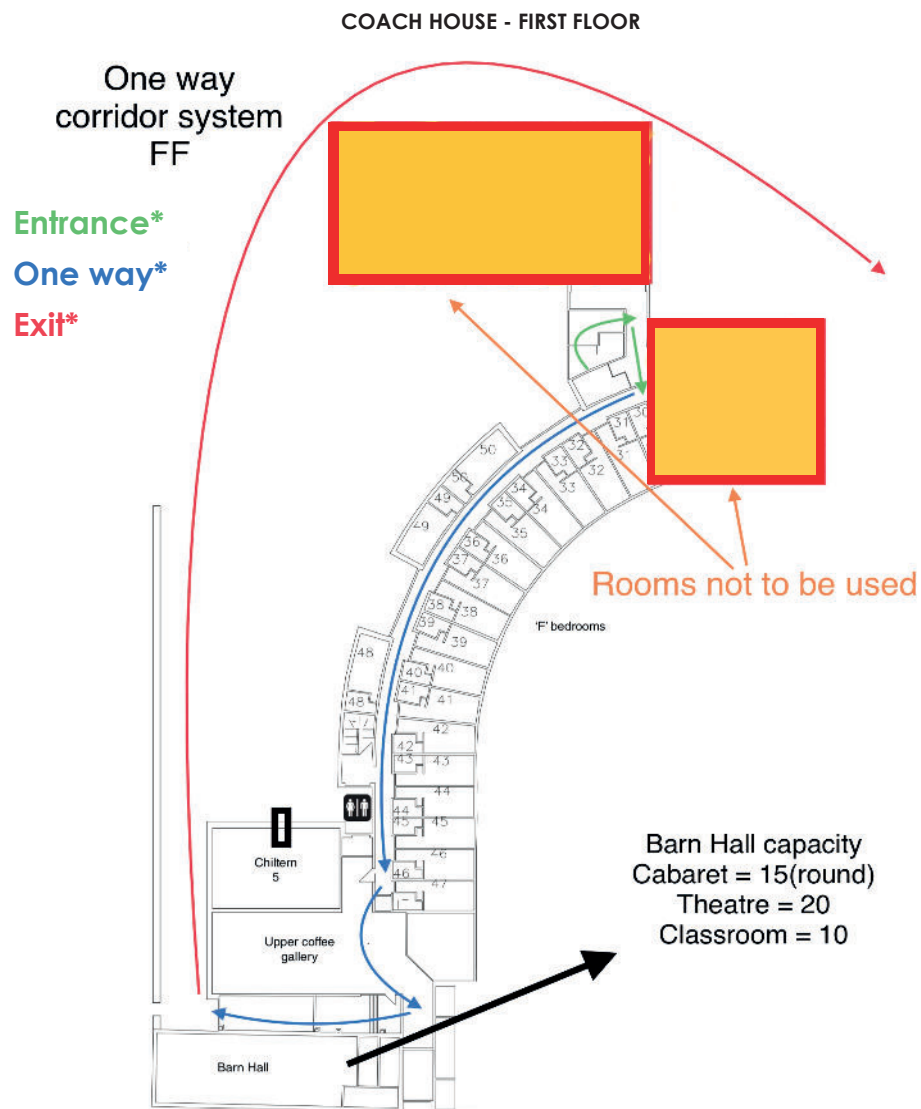
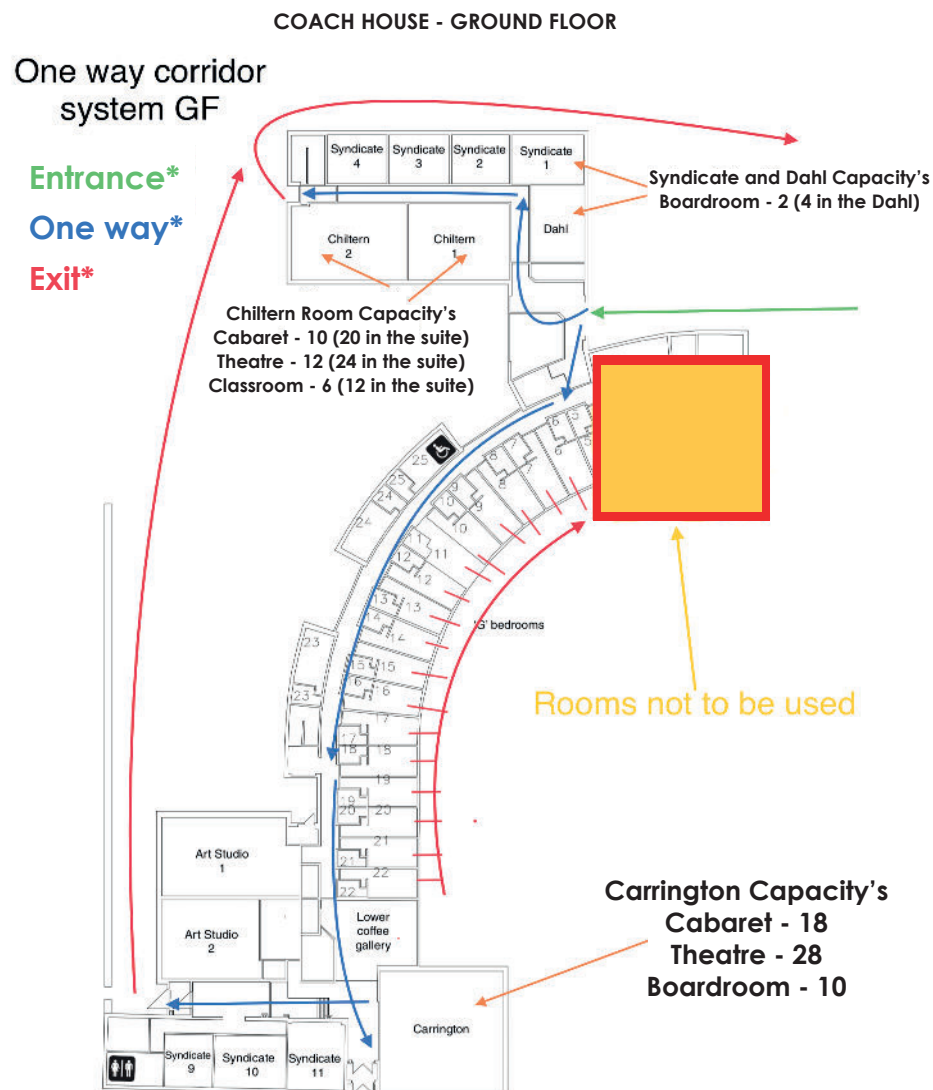
- Set food on tables in hallway and notify guest when the table is outside of the guest's room (plate covers remain) - guests retrieve their own food.
- Request that guests notify Reception when finished with their meal and place their tray in the hallway outside of their room.

Guest Bedrooms

- Printed General Manager brochure and menus to be removed from rooms.
- Main menu and bistro menu to be displayed on screens in bar and reception.
- Television remotes to be in disposable zip lock freezer bags and changed each day or each new check in.

SITE PLANS WITH ONE WAY SYSTEM & MEETING ROOM CAPACITIES

*In the event of a fire alarm or emergency, to evacuate the building please use all designated fire exits.



MEETING ROOM EQUIPMENT & SANITISING PROTOCOL

Room Layouts

- Follow the one way system.
- No table linen to be in the meeting rooms.
- Stationary removed from rooms and provided on request by conference services. Use of disposable items or those which can be sanitised.

Cleaning & Sanitising Protocol

- All equipment, trolleys to be sanitised at the start and end of each shift.
- Stationary removed from rooms and provided on request by Support Services. Use of disposable items or those which can be sanitised.
- Meeting rooms, all furniture and equipment sanitised daily.
- Should a room layout change occur, all tables and chairs to be sanitised after reset. Should Support Services or AV/IT be called to support the meeting, any items touched to be sanitised before handing back to the client.

Physical Distancing Protocol

- Attendees given written instructions respecting physical distancing protocols in the meeting room and social areas, including refreshment break areas.
- Meeting organisers outline protocols for entering/leaving rooms, congregating at breaks and meals times, at the beginning of the meeting.
- Attendees to remain in allocated seats, clearly signed with attendees name on a tent card. Attendee to remain in their allocated seat for duration of meeting.

Attendee Changes

- All reusable collateral to be removed from rooms; including tech support manuals.
- Disposable collateral to be disposed and changed after each guest.
- Newspapers to be cancelled entirely.
- Writing pads to be replaced after each sitting.
- Attendee pencils to be replaced after each sitting.
- Single use bottled waters only available. No water fountains or non-sealed table vassals.
- Specific sanitation consideration will be paid to the following meeting room areas:
 - > Tables, counter tops, podiums and chairs
 - > Phones, tablets and remotes
 - > Thermostats
 - > Cabinets, hardware
 - > Doors and doorknobs
 - > AV accessories
 - > Windows, mirrors and frames
 - > Lights and lighting controls
 - > Closets & hangers

CONFERENCE SERVICES, HOUSEKEEPING PROTOCOL & GUEST CONTACT

Conference Services Cleaning & Sanitising Protocol

- Sanitise conference room doors, tables, chairs, light switch and other equipment after each group use.
- Housekeeping or conference services will sanitise their respective work areas, counters, doors and equipment at least once every four hours and upon a shift change.

Housekeeping Duties / Protocol

- Wearing protective clothing at ALL times, the staff will service the rooms daily - this will keep the levels of bacteria to a minimal.
- When changing towels there will be a bag for the client to put the towels into for changing. The staff will remove the bag and replace with fresh towels.
- All fixtures and fittings/room equipment will be cleaned daily prior and post to the room being used, using the appropriate supplied sanitiser and cleaning equipment.
- Drinking vessels will be one use disposables mugs with one use tea spoons.
- Signage for the doors will be plastic and sanitised after every use.
- Room information will be online or by phone to Reception.
- All bathroom one use gifts will be wrapped in one bag - disposed of even if not used.
- The cleaning trollies - work stations will be sanitised daily all provisions and cleaning products are for the individual team member only - no sharing of equipment will take place.
- If supplies are required the Head Housekeeper will issue them to staff.
- No safety gloves/masks can be reused.
- Doors to the Coach House to be opened where possible - preventing the spread of the virus.

Housekeeping Cleaning & Sanitising Protocol

- Carts, trolleys and equipment be sanitised at the start and end of each shift.
- Guest linen be delivered and removed from guest rooms in single use sealed bags.
- Pillow protectors on the guest room beds to be changed daily.
- All items stored on shelves in the Housekeeping locker rooms are placed in bags and not exposed to the open air when not in use.
- Back of house restrooms be sanitised at least once every four hours.
- House phones, in unsupervised/controlled areas, be removed.

Physical Distancing Protocol

- Minimise contact with guests while cleaning guest rooms; guest room attendants offer to return at an alternate time for occupied rooms.
- Extra pillows and blankets stored in the guest room closets removed and available upon guest request.
- All guest amenities to be packaged before being placed in room.
- Specific sanitation consideration will be paid to the following guest room areas:
 - > Thermostats
 - > Cabinetry, pulls and hardware
 - > Doors and doorknobs
 - > Bathroom vanities and accessories
 - > Bathroom fixtures and hardware
 - > Windows, mirrors and frame
 - > Lights and lighting controls
 - > Closets, hangers and other amenities

DAY TO DAY OPERATIONAL CHANGES & RECEPTION PROTOCOLS

Day to Day Operation Changes. Cleaning & Sanitation Protocol

- Counters and equipment sanitised at least once per hour.
- In-house mail bags to be sanitised after each use.

Physical Distancing Protocol

- Employees to use separate (their own) counters / work stations and have individual stations to eliminate shared equipment.
- Greeter at front door of Reception when necessary, to control physical distancing.
- Encourage the use e-mail for all guest transactions.
- Offer internet stations for printing and completing any documentation instead of at counter.

Reception Cleaning & Sanitising Protocol

- Sanitise high touch front services spaces and equipment including waiting areas.
- Offices, desks, counters, workspaces and related equipment (including telephones and radios) to be sanitised at least once every four hours or upon a new employee using the equipment.
- Baggage doors sanitised every hour.
- Sanitise all guest touchpoints after each transaction including credit card devices, pens and registration countertops.
- Room keys to be sanitised before and after check in / out.
- Behind Reception, registration card area to be deep cleaned and sanitised upon a shift change.
- Lanyards to be sanitised before and after distribution / collection.
- No cash accepted, only cashless transactions.

GOLF OPERATIONAL GUIDANCE, PUBLIC AREAS & PHYSICAL DISTANCING

Golf Operations

Cleaning & Sanitising Protocol:

- Loaner clubs to be sanitised before and after each round.

Physical Distancing Protocol:

- Increased tee time spacing to 20-minute intervals.
- Welcome packet of a ball, score card and tees and pencils pre-set in for player use.
- Players to wait until the tee/green is free before moving on.

Public Areas

Cleaning & Sanitising Protocol:

- Employees sanitise the following areas at least once per hour:
 - > Garden room handrails
 - > Employee dining tables and counters
- Employees to sanitise the following areas at least once per hour:
 - > Venue entry doors
 - > Exterior handrails
 - > Employee smoking areas
 - > Exterior benches
 - > Waste bins
- All Reception toilets/restrooms to be sanitised at least once per hour.

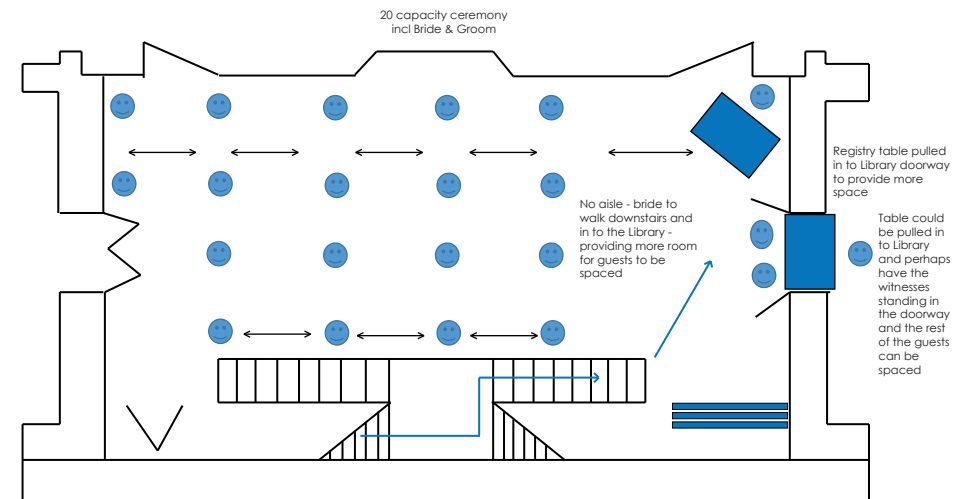
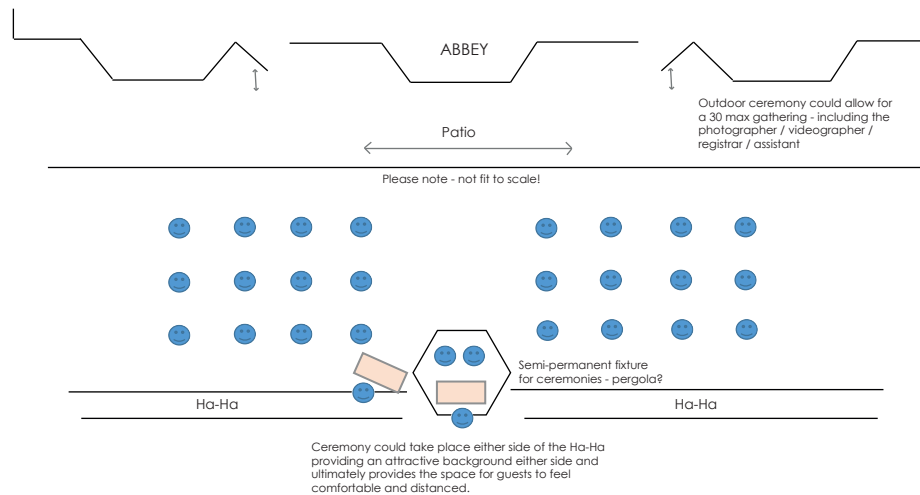
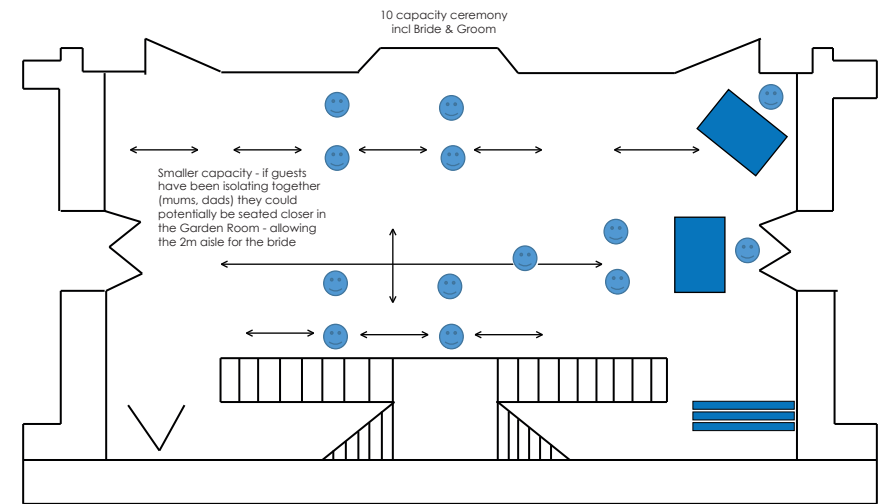
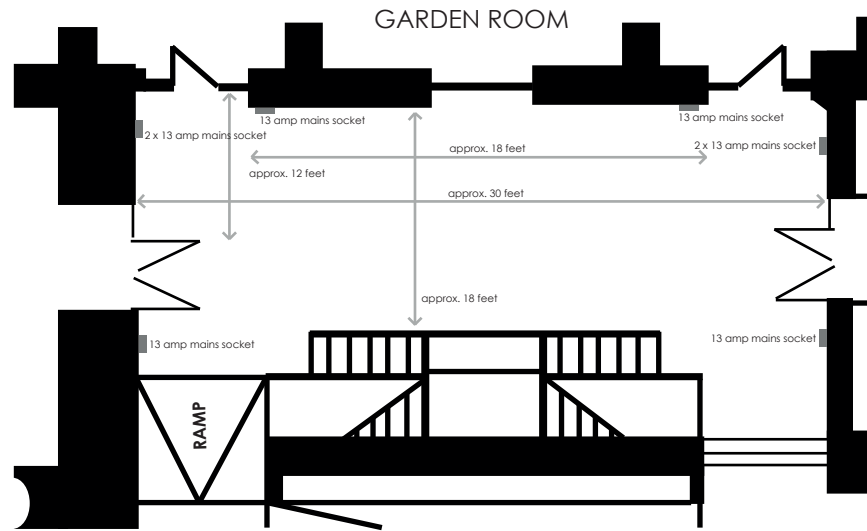
Physical Distancing Protocol

- Staff every other workstation.
- Lobby - Reception Greeter to provide guidance to arriving and departing guests to ensure physical distancing measures are followed.
- Implement peak period queueing procedures, including a Lobby Greeter, when the number of guests exceeds the lobby capacity.

Office Lets

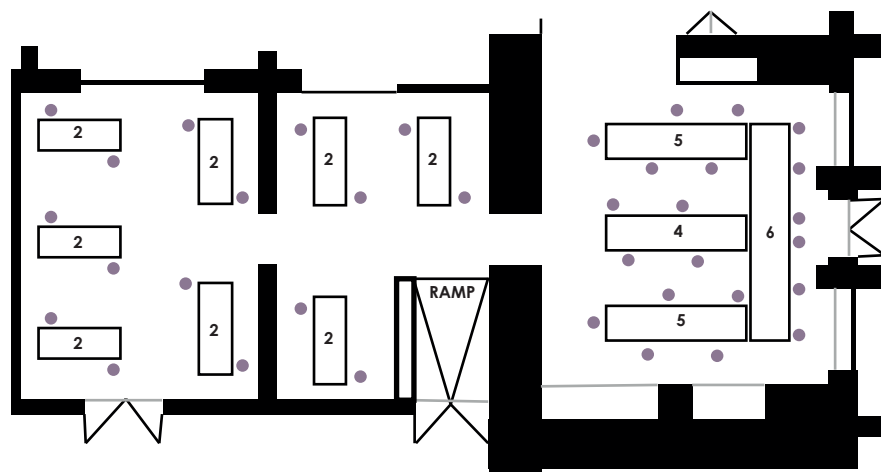
- Specific menu for office lets.
- Time slots for am and pm coffee to be allocated.
- Main kitchenette to be made out of use.

WEDDING CEREMONY SOCIAL DISTANCE PLANS

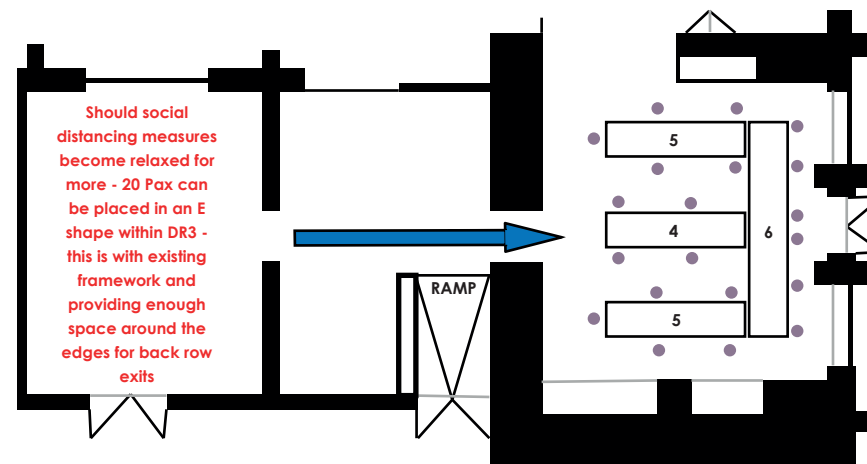


WEDDING BREAKFAST SOCIAL DISTANCE PLANS

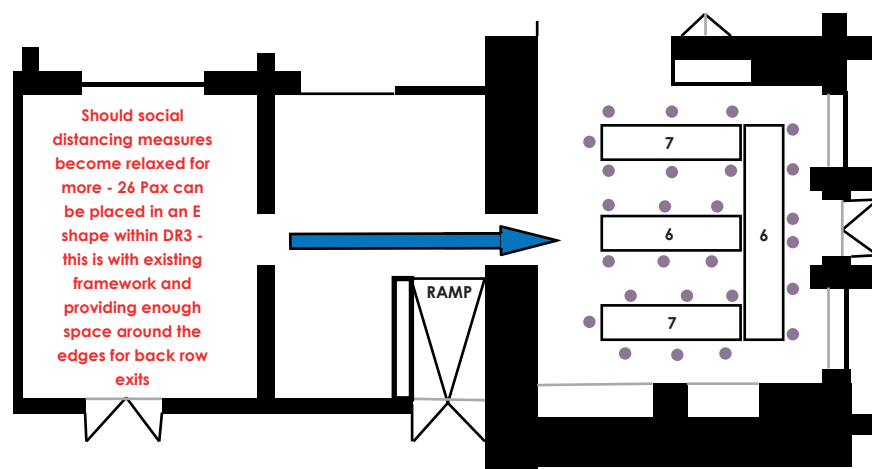
Social Distance x36



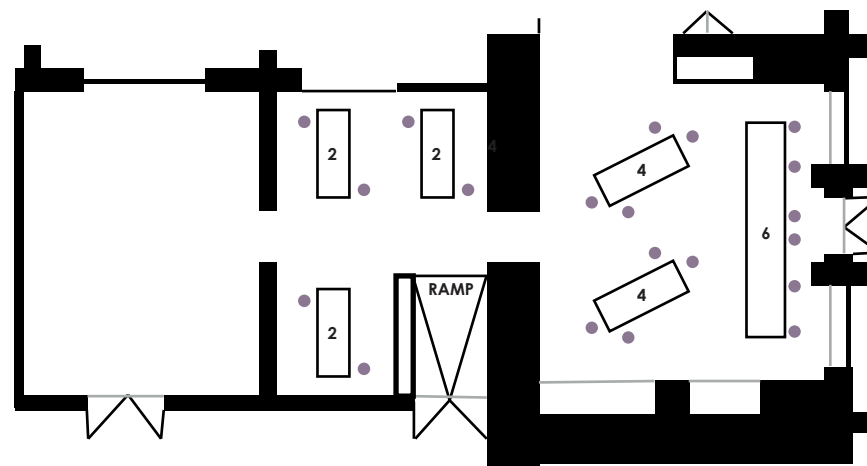
Social Distance x20



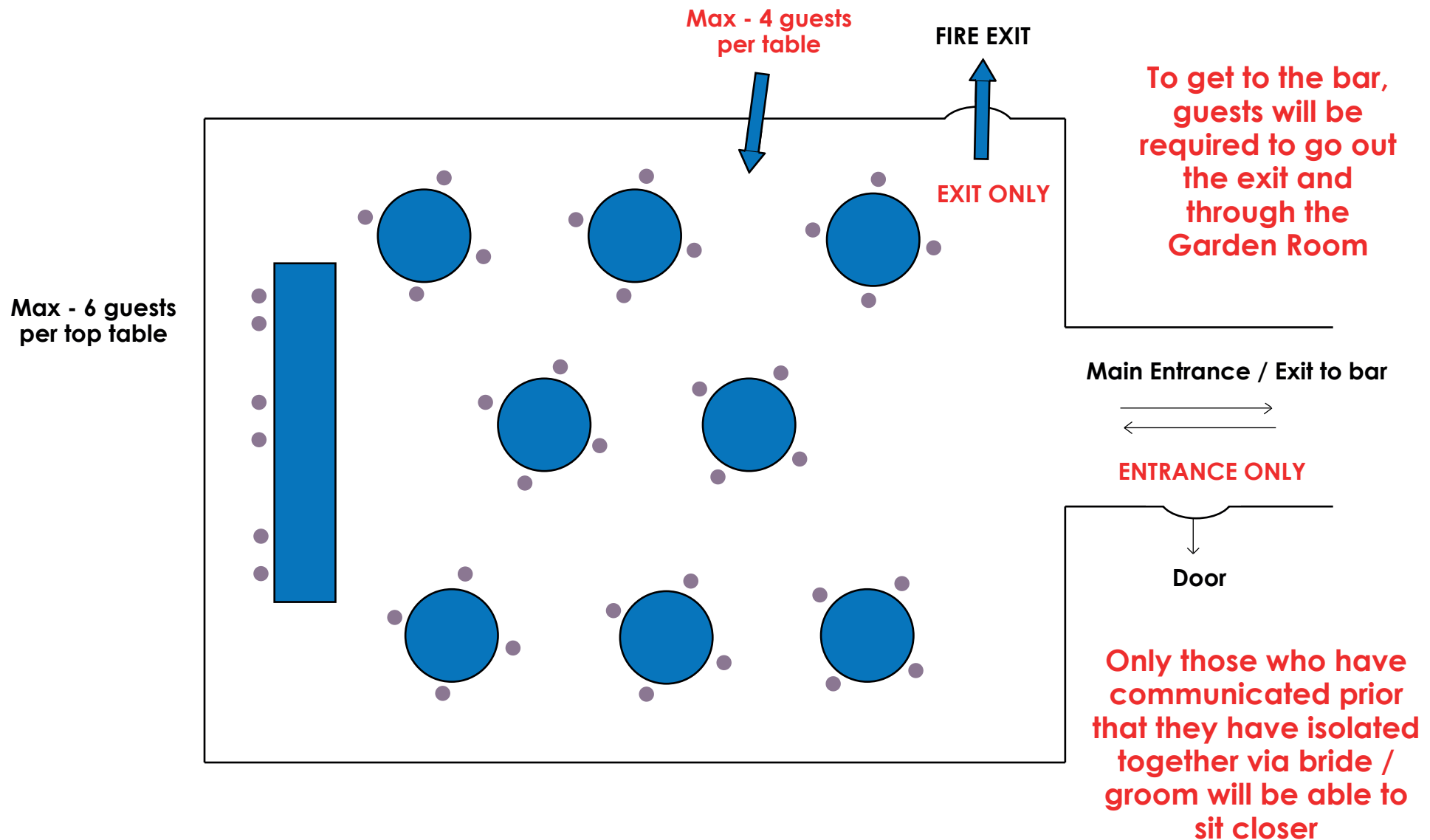
Social Distance x26



Social Distance x20



WEDDING MARQUEE SOCIAL DISTANCE PLANS



CARRINGTON SUITE (EVENTS)

Entrances and Exits

- Signs at main entrance reminding of social distancing and the policies in place.
- Hand sanitisers at all main entrances/exits.
- Separate entrances and exits to outdoor area (Secret Garden).
- Staff to police entrance and exits to main building (for arrival and departure), toilets and Secret Garden.

Bar

- Arrival drinks to be on tables for self-serving.
- Socially distanced queueing (follow floor marks).
- One staff member to be behind the bar.
- Contactless payments (no cash accepted).
- Bar top and other surfaces behind the bar to be sanitised hourly during function.
- Drink to be placed on the bar for guest to retrieve.

Food Service

- Hand sanitisers at the start of food serving area.
- Seating will observe social distancing.
- Socially distanced queueing (follow floor marks).
- Cutlery roll ups to be used.
- Single use condiment packets.
- Pre-boxed meals offered to client in advance - contact free.
- DURING SERVICE - limited contact
 - > Plastic screens used between guests and food
 - > Staff serve chosen food to the guest behind screens
 - > Servers to wear appropriate PPE (e.g. single use gloves, masks and disposable/single use aprons)
 - > At the end, plates should be placed on the table in front of the guest for them to retrieve

Coffee Stations

- Served by a staff member (wearing appropriate PPE).
- Clothed - which is replaced after each use.
- Any food items (i.e. fruit or biscuits) are individually wrapped.
- Station is sanitised thoroughly after each use.
- Storage containers, sanitised and replaced after each use (e.g. biscuit bowl, fruit bowl, cup for spoons).

Staff Responsibility

- Appropriate PPE to be worn (e.g. single use gloves, masks, single use aprons).
- Policing of toilets, coffee stations and queues.
- Clear signage indicating:
 - > Queues
 - > Entrances/exits
 - > Walkways
- Ensure doors are propped open.
- Food or beverages to be placed on the table for guest to retrieve, not handed directly to them.

Cleaning and Sanitising

REGULARLY - during event (hourly if possible)

- Sanitise all guest touchpoints including credit card devices, pens and registration countertops
 - Handrails
 - Toilets
- AFTER USE - additional to above
- Chairs and tables
 - Light switches
 - Doors, floors and windows



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