

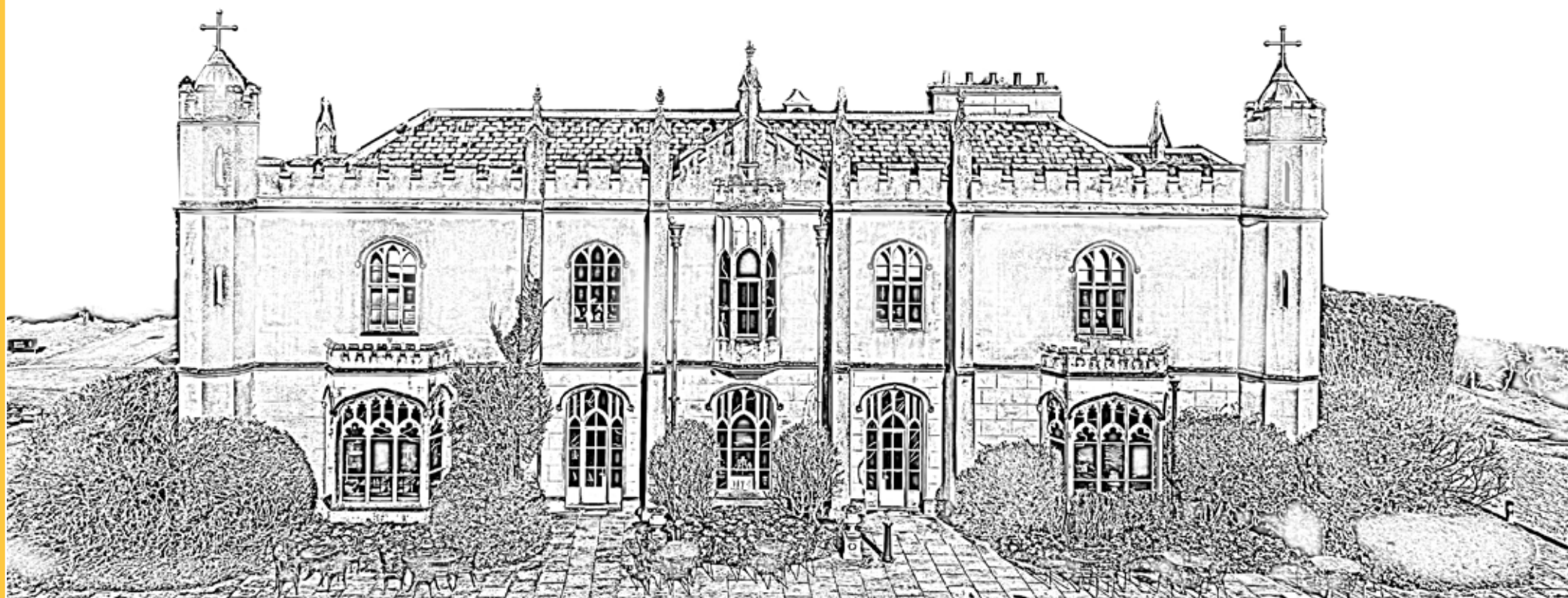


MISSENDEN  
ABBAY

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.

Sanitising stations to be used as per normal - sanitised per times on show with cleaning checklist on view.

## **Lunch Service - Considerations**

- Table service only.

## **Dinner Service - Considerations**

- Table service only.

# 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 a kiln jar.
- Hospitality staff to wear single use gloves and possible face masks with serving, clearing and sanitising tables.
- Table service only.
- All tables to be socially distanced.
- 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

## **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.

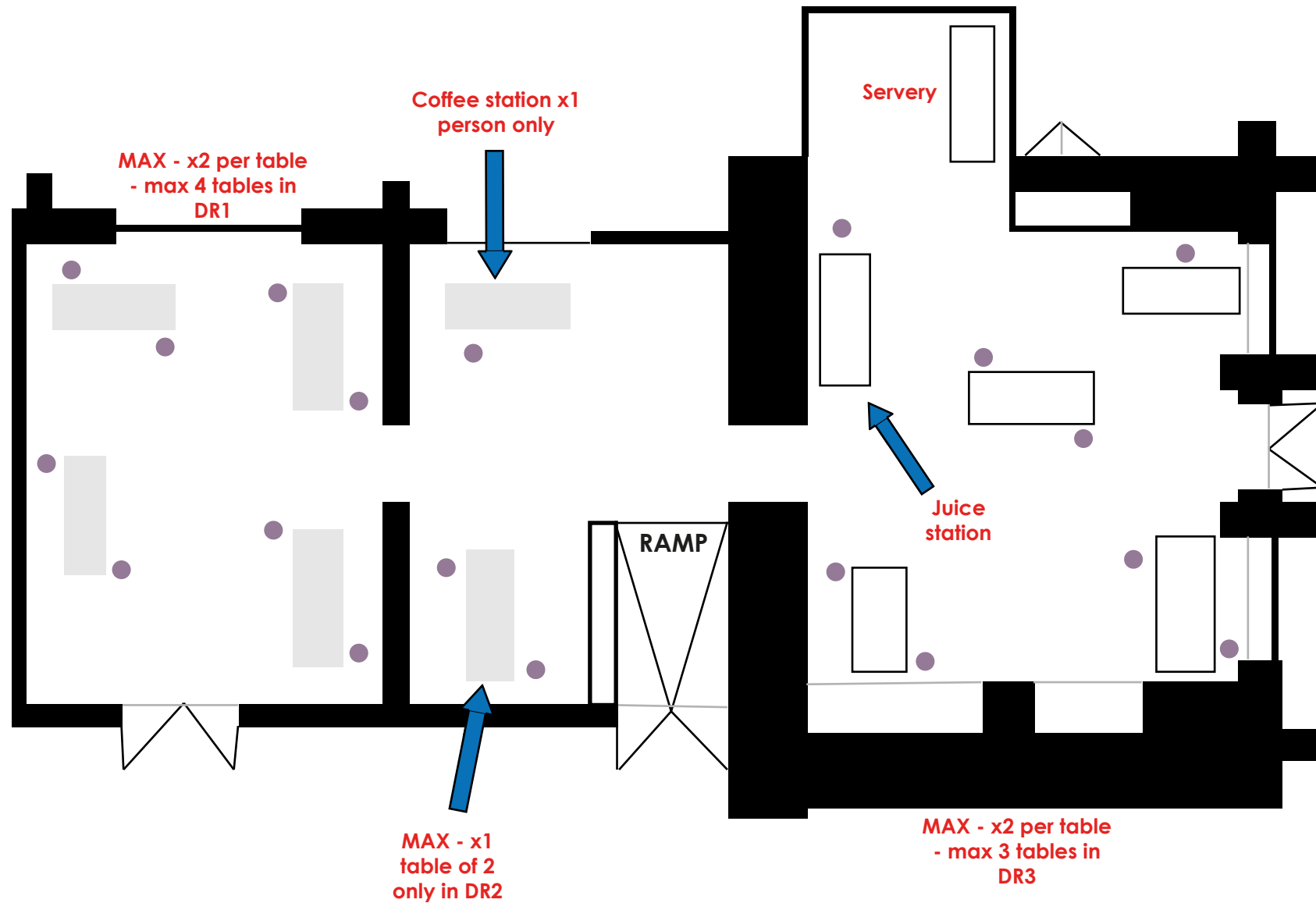
## **Afternoon Teas**

- Max table of 6.
- Groups over 6 will have to be on separate tables and will not be allowed to push tables together.
- Table service only.
- All tables to be socially distanced.

# DINING ROOM LAYOUT



When you are not seated at your table, please wear your mask at all times.



# 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.
- Lunch, dinner and function service will depend on the Government guidelines for service of meals.\*
- Maximum number of 6 per table in the restaurant.
- 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.
- Temperature checks are taken for all staff on every shift start.
- 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.
- Sanitiser at the end of the service because staff to serve wearing masks.

\*For new guidelines on table service.



# 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.
- Some 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**

- Self-serve tea and coffee
- 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 to be delivered to the table.

## **Additional Employee Dining Room Protocols**

- No self-serve food available (including snacks).
- Table service only.
- China cups to be used or disposable if client prefers.
- 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

- Table service only.

## Guest Bedrooms

- General Manager letter to be given to all guests on arrival.
- This outline process to recover any item(s) that have been removed for safety reasons.
- Copy of letter to the right.
- Bedrooms will be put out of service for 72 hours after each use.

## General Manager Letter

Dear Guest,

Thank you for choosing to stay at Missenden Abbey, we hope you have had a pleasant journey and we wish you a warm welcome.

The safety and wellbeing of our guests, and staff is always paramount to us and even more so during these challenging times. We take our responsibilities to respond to COVID 19 very seriously. We are constantly reviewing government guidelines to make sure we can welcome you safely.

We have taken many measures to safeguard our environment for everyone and we would appreciate your cooperation in adhering to these. The full report is available on our website, but just to highlight some regarding your bedroom stay specifically:

- Staff are sanitising all hard surfaces regularly and please feel free to use the hand sanitiser, that we have located around the buildings.
- Since your room has been cleaned and sanitised, it has not been entered. Our team will service your room between 10.00 - 13.00, although if you prefer not to, please use the Please Do Not Disturb sign on the door and they will follow your request.
- We have removed from your bedroom non-essential items including, cushions, bed throws, leaflets, iron and ironing board, hairdryer, tea/coffee tray and tissue boxes. If you would like any of these items, please do not hesitate to contact Reception by pressing 0 on the bedroom telephone.
- Please always wear mask/ face covering within the public areas and corridors.
- Finally, please pay by card. We no longer handle cash.
- If at any point you would like to ask for assistance, please do not hesitate to contact reception on ext. 0 (between 7.00 – 22.00) or Night security on 07767110705 (between 22.00 - 7.00)

Please relax and enjoy your stay.

Best wishes

Eva Neupauer-Jones  
General Manager

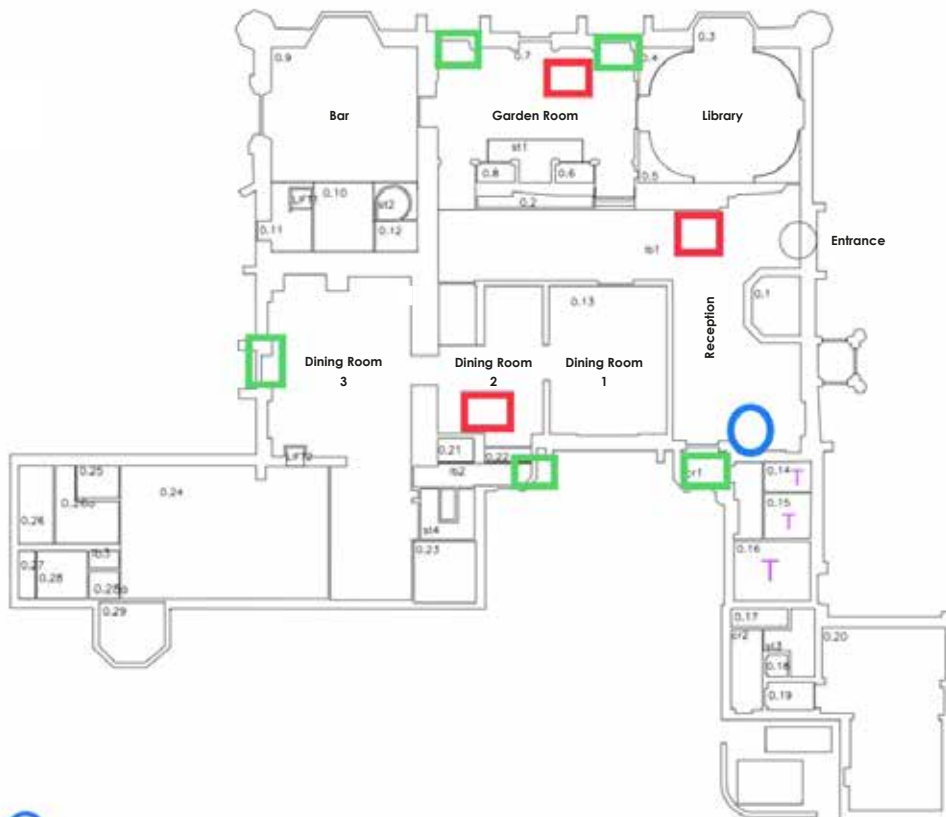
\*In the event of a fire alarm or emergency, to evacuate the building please use all designated fire exits.

# MAIN ABBEY SITE PLAN WITH MEETING ROOM CAPACITY



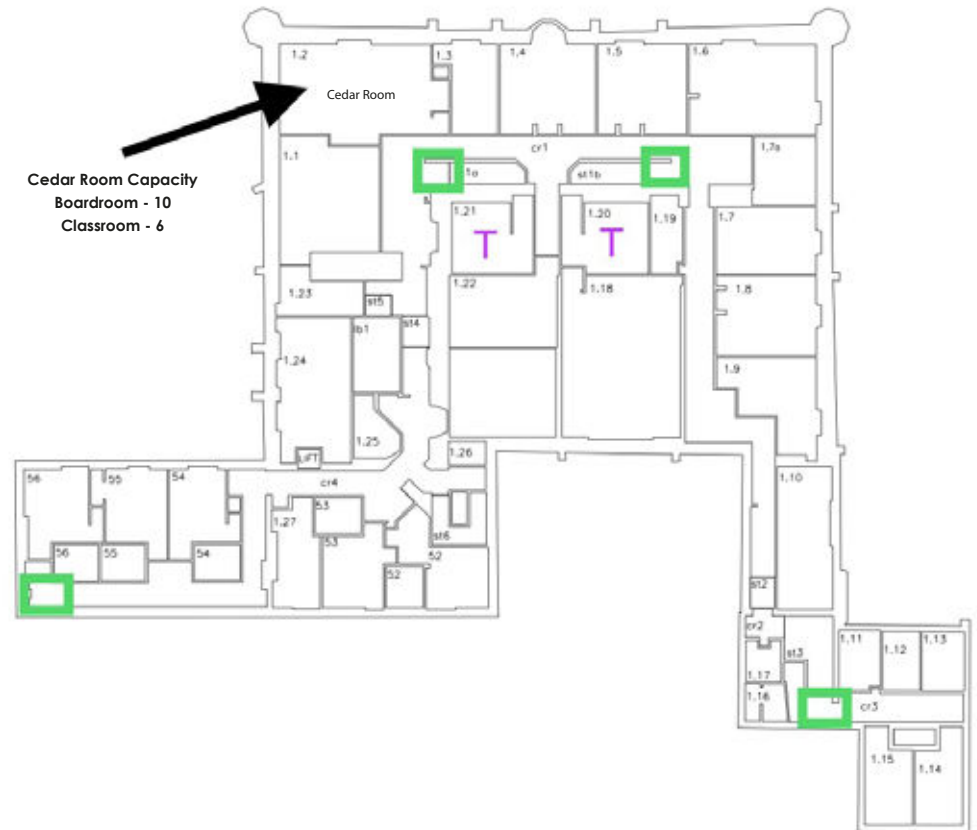
Masks must be worn in all public places.

MAIN ABBEY - GROUND FLOOR



- Key Drop Box
- Sanitiser Station
- Fire Exits
- TOILET

MAIN ABBEY - FIRST FLOOR



- Fire Exits
- TOILET

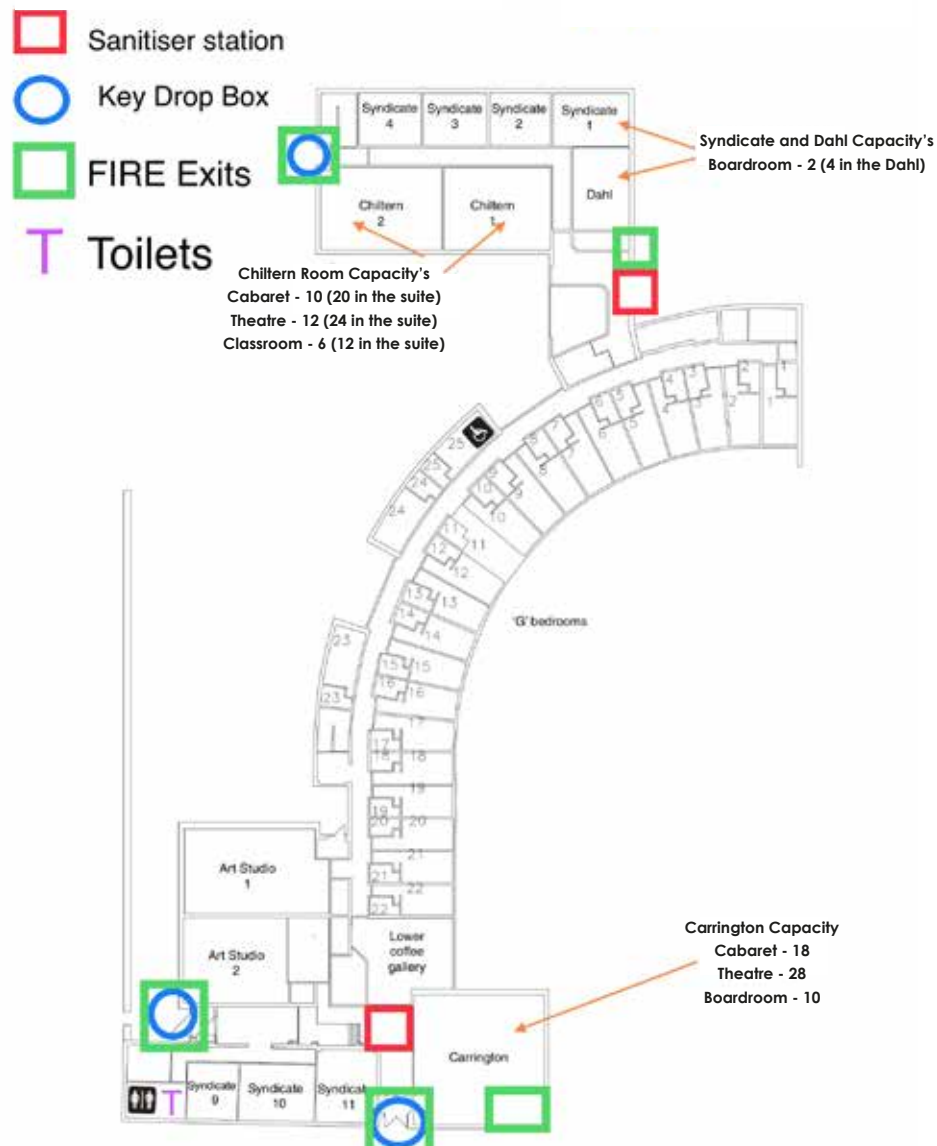
# COACH HOUSE SITE PLANS WITH MEETING ROOM CAPACITIES

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

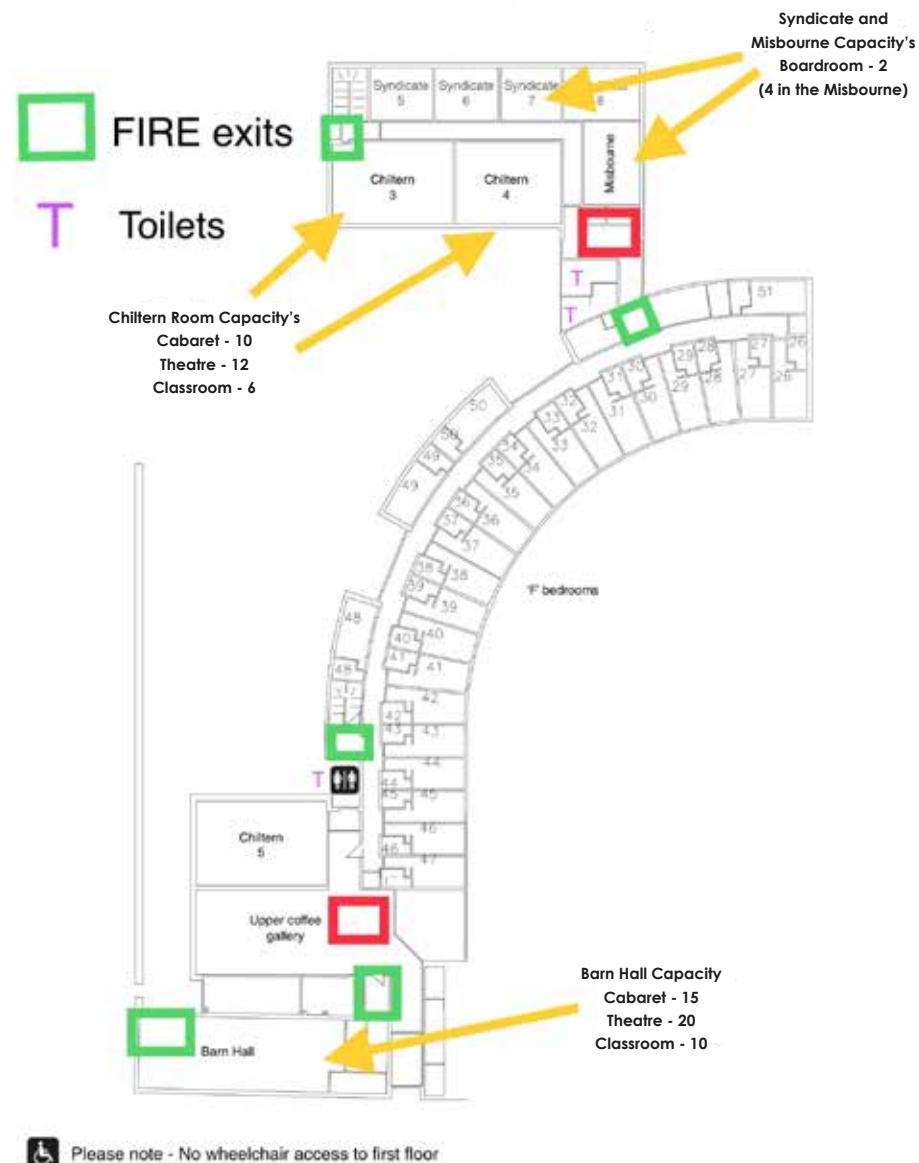


Masks must be worn in all public places.

COACH HOUSE - GROUND FLOOR



COACH HOUSE - FIRST FLOOR



# MEETING ROOM EQUIPMENT & SANITISING PROTOCOL

## **Room Layouts**

- 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.
- A sanitising bottle will be placed in each meeting room when in use.

## **Physical Distancing Protocol**

- Attendees to be made aware of 2 metre rule and refreshment times.
- 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.
- Water coolers to be sanitised after each use.
- Specific sanitation consideration will be paid to the following meeting room areas:

- > Tables, counter tops, podiums and chairs
- > IT hardware
- > Thermostats
- > Cabinets, hardware
- > Doors and doorknobs
- > AV accessories
- > Windows, mirrors and frames
- > Lights and lighting controls
- > Closets & hangers
- > Flip chart stands

# 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.
- 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.
- Refer to General Manager letter (page 9) on bedrooms.

## 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 of the virtual tour on the website and email correspondence.

## **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.
- Track and trace on arrival for all guests, via a QR code (NHS app & our own independent code) or manual

# GOLF OPERATIONAL GUIDANCE, PUBLIC AREAS & PHYSICAL DISTANCING

## **Golf Operations**

Closed until April 2021.

## **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.

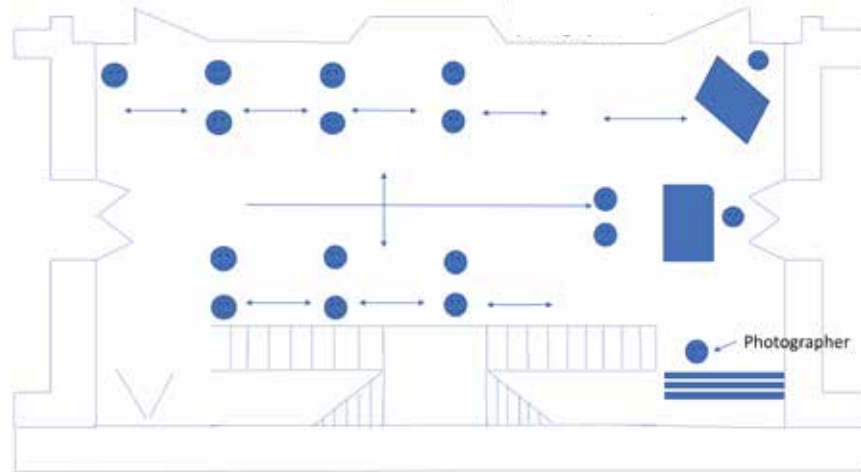
## **Physical Distancing Protocol**

- Staff work stations to be 2 metres apart or 1 metre apart with masks to be worn, if 2 metres is not possible.
- Lobby - Reception Greeter to provide guidance to arriving and departing guests to ensure physical distancing measures are followed.

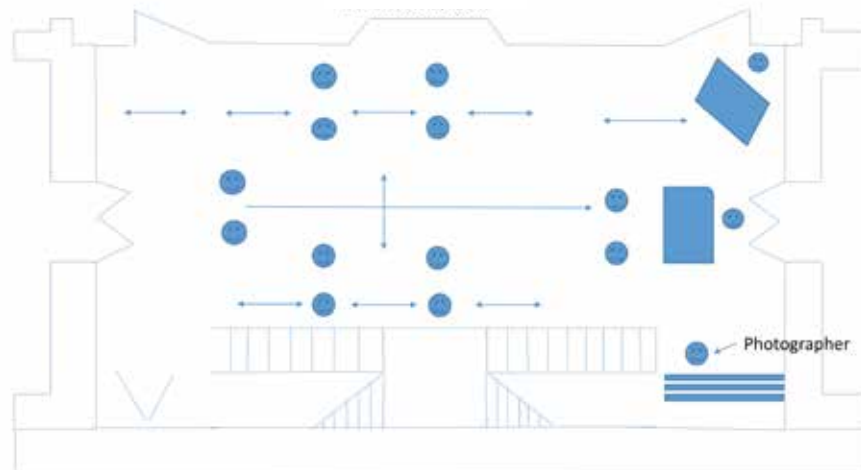


# WEDDING CEREMONY SOCIAL DISTANCE PLANS AND RISK ASSESSMENT

15 capacity ceremony  
including Bride & Groom  
(Exc. officiants and photographer)



12 capacity ceremony  
including Bride & Groom  
(Exc. officiants and photographer)

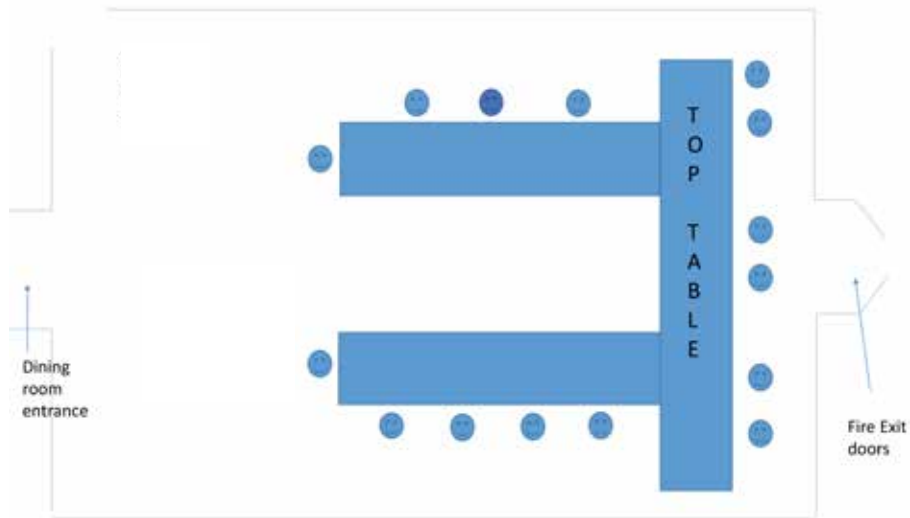


## Ceremony Risk Assessment

- All guests must be wearing masks prior to entering the building.
- An individual ceremony risk assessment must be provided to registrars prior to each wedding to show the expected set up.
- The bar will not be open prior to the ceremony - instead guests must remain outside of the building or within their bedrooms and not make their way to the Abbey until 15 minutes prior to the ceremony time.
- All guests must sanitise their hands prior to entering the ceremony room.
- Guests are permitted to sit in their allocated seats within their social bubble and not move their chairs to join other guests.
- Guests must remain at their seats until the end of the ceremony.
- The Bride and Groom must be present in the ceremony room prior to the guests taking their seats.
- No bridal procession can take place with guests present.
- The 15 guests for the ceremony do not include the x 2 registrars, x 1 photographer or any live musicians.

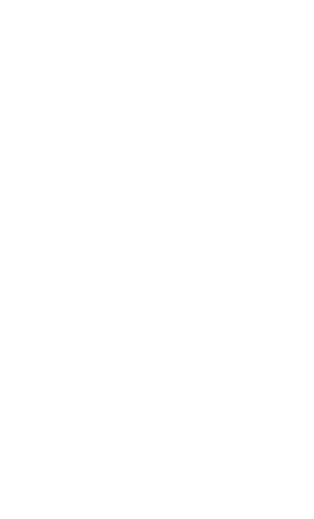
# WEDDING BREAKFAST SOCIAL DISTANCE PLANS

Dining Room 3 - E Shape  
15 capacity wedding breakfast

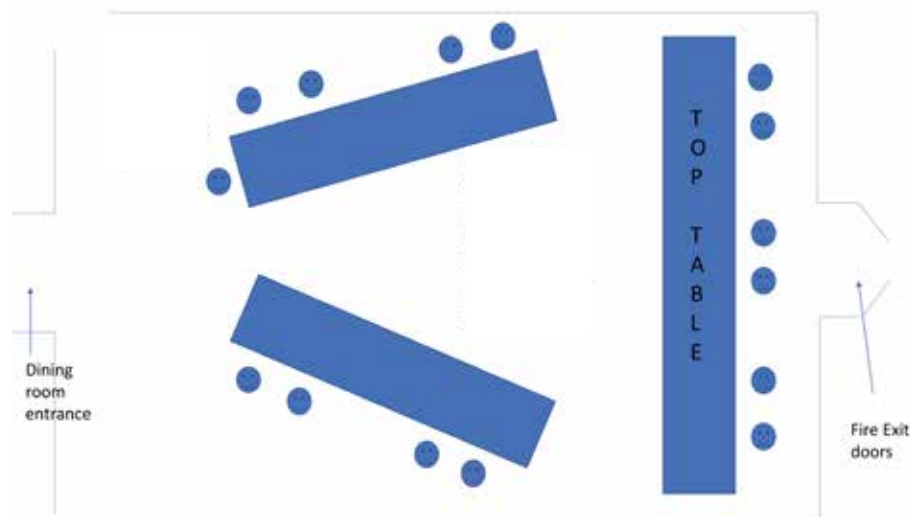


Available until December 2020

Garden Room  
15 capacity wedding breakfast



Dining Room 3 - Seperate Tables  
15 capacity wedding breakfast



Available until December 2020

Library  
15 capacity wedding breakfast





[www.missendenabbey.co.uk](http://www.missendenabbey.co.uk)

For any queries, please email Ross Hughes  
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