

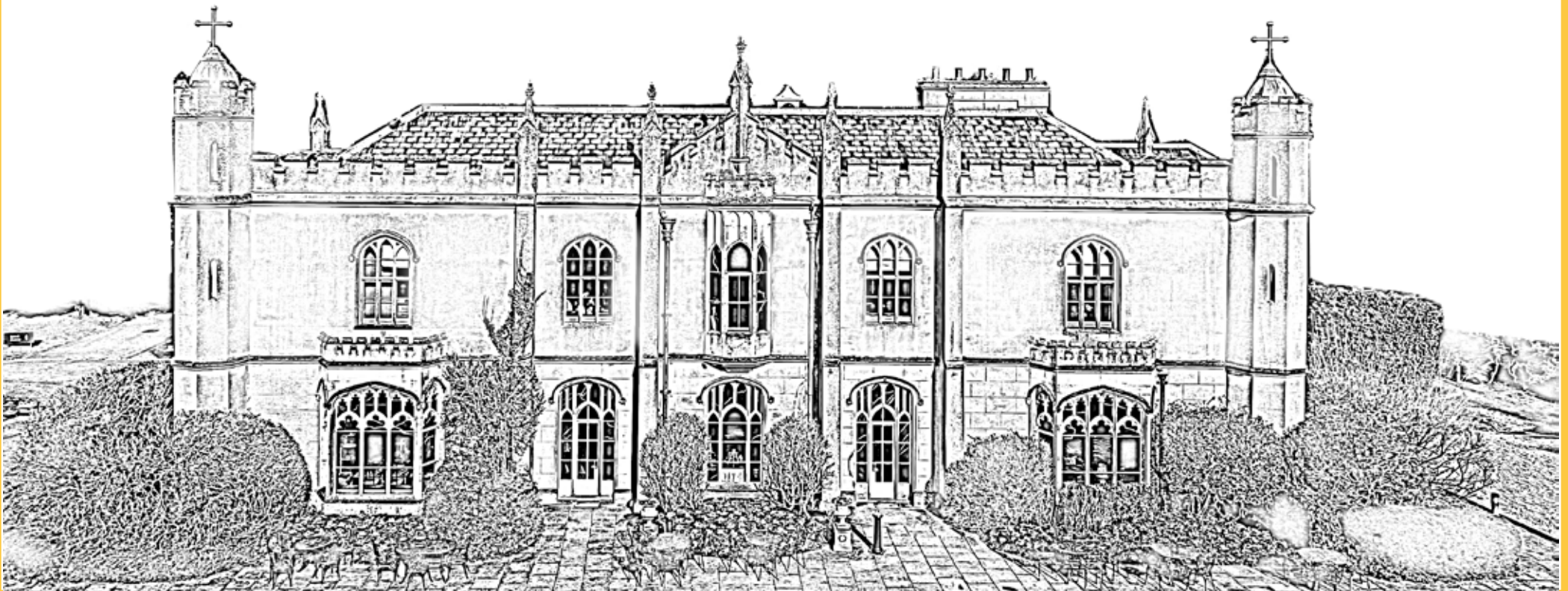


MISSENDEN
ABBAY

THE **NEW**
normal

COVID-19

OPERATIONAL STANDARDS & CLEANING PROCEDURES



CONTENTS

Page 3

Conference hospitality service without the use of staff contact

Page 4

Conference hospitality service with staff contact

Page 5

Area protocols: restaurant, bars & lounges including hospitality cleaning risk assessment

Pages 6

Kitchen area protocols

Page 7

Physical distancing protocols and guest considerations

Page 8

General Abbey sanitising / guest bedroom equipment

Page 9

Main Abbey site plans

Page 10

Coach House site plans

Page 11

Meeting room equipment and sanitising protocol

Page 12

Conference services / housekeeping protocol for sanitising and guest contact

Page 13

Day to day operational changes and reception protocols

Page 14

Public areas and physical distancing

Page 15

Wedding ceremony & wedding breakfast risk assessments

Page 16

Additional wedding risk assessments

Page 17

Contact details

CONFERENCE HOSPITALITY SERVICE WITHOUT THE USE OF STAFF CONTACT

Breakfast Service

- The full breakfast buffet service.

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

- Buffet service which our Chef will serve.

Dinner Service - Considerations

- Table service / buffet at weekends

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

- 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.
- Juices served in jugs.
- Hospitality staff to wear single use gloves and possible face masks with serving, clearing and sanitising tables.

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 and disinfectant wipes are available for guests to use on touch point areas of the station (coffee machine, juice dispenser, fridge handles, etc.)
- New coffee machines where you can hover for service.

Afternoon Teas

- Table service only.

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.
 - Lunch, dinner and function service will depend on the Government guidelines for service of meals.*
- Enforce timings to stagger number of people for all meals.
 - 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.

*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.
- Additional fast serve coffee options to open based on demand and length of physically distanced lines.

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.

Additional Employee Dining Room Protocols

- 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.

Guest Bedrooms

- Welcome brochure in bedrooms.

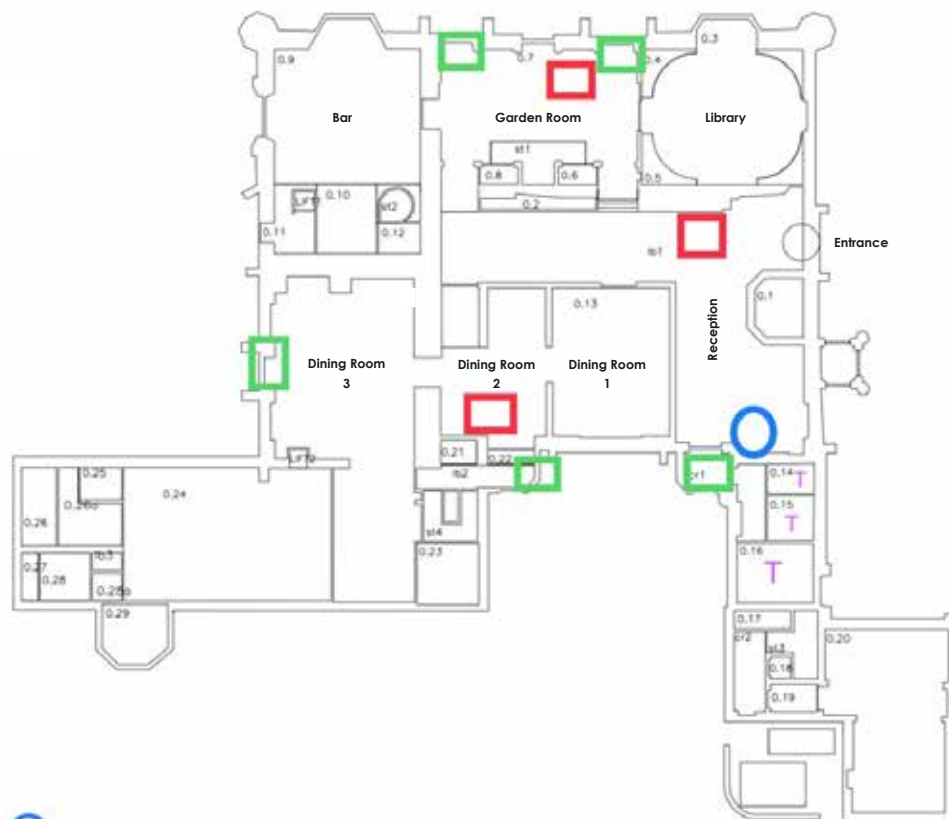
*In the event of a fire alarm or emergency, to evacuate the building please use all designated fire exits.

MAIN ABBEY SITE PLAN



Masks are advised to 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

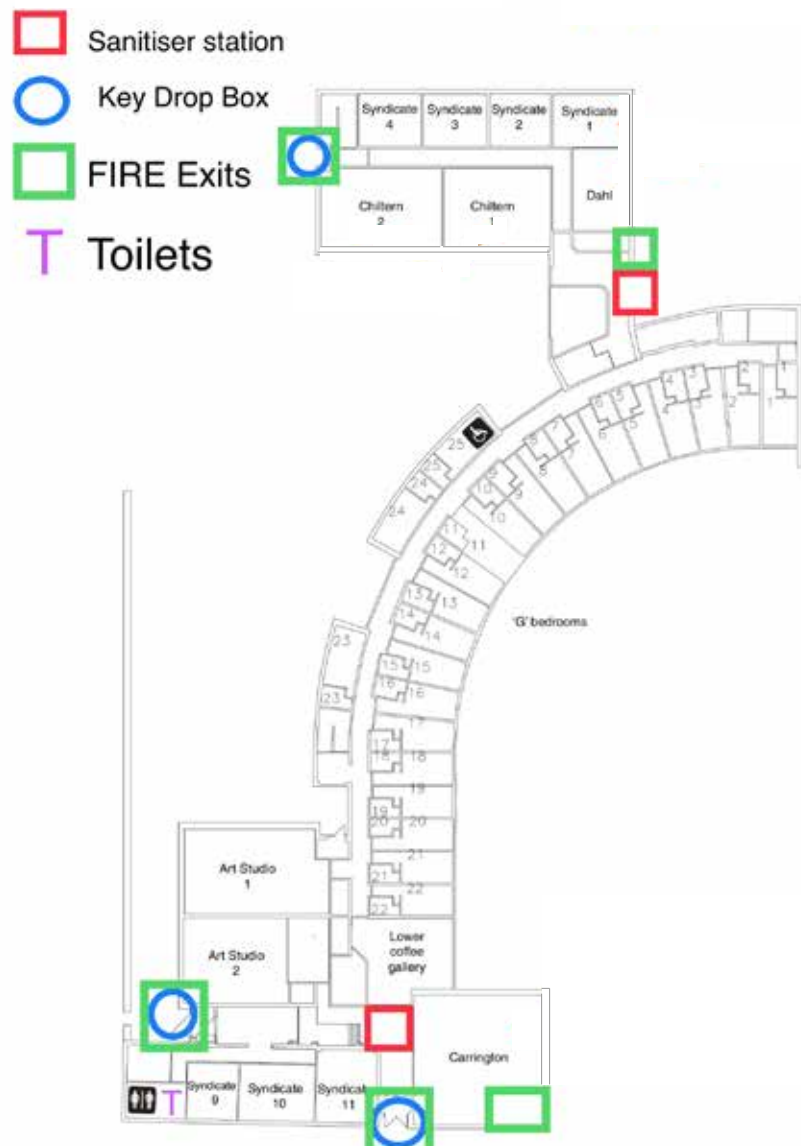
COACH HOUSE SITE PLANS

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

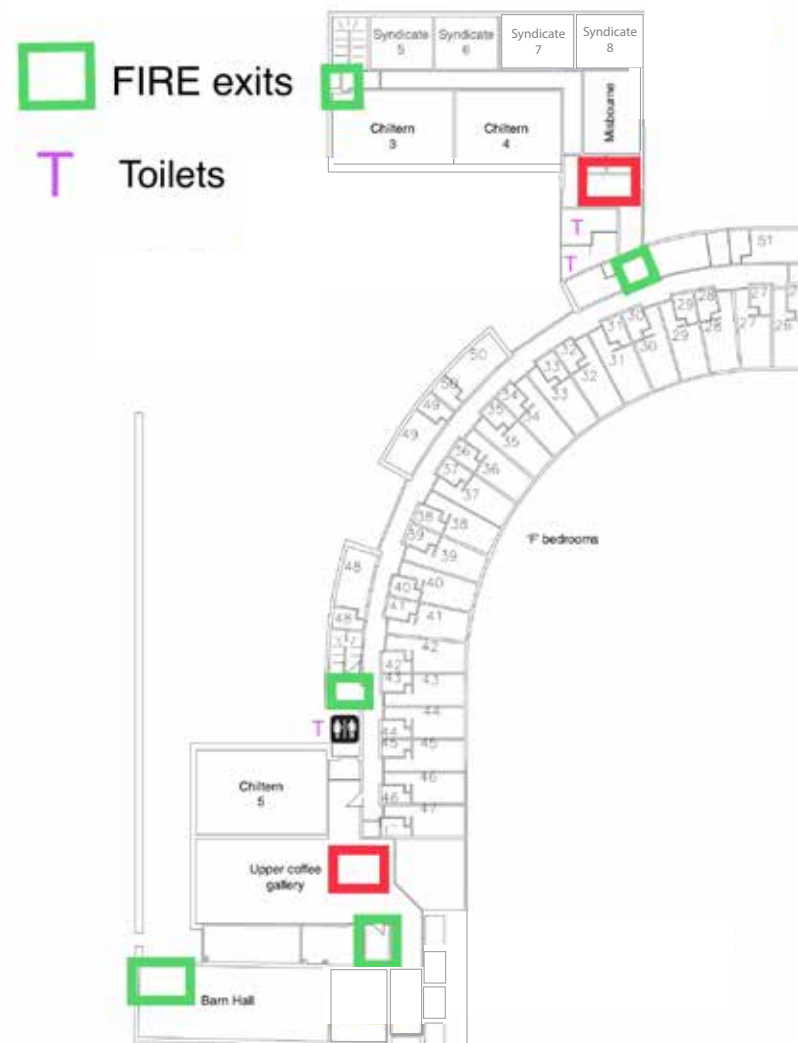


Masks are advised to be worn in all public places.

COACH HOUSE - GROUND FLOOR



COACH HOUSE - FIRST FLOOR



Please note - No wheelchair access to first floor

MEETING ROOM EQUIPMENT & SANITISING PROTOCOL

Cleaning & Sanitising Protocol

- All equipment, trolleys to be sanitised at the start and end of each shift.
- 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

- Meeting organisers outline protocols for entering/leaving rooms, congregating at breaks and meals times, at the beginning of the meeting.

Attendee Changes

- 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.
- 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.
- Room information will be online or by phone to Reception.
- 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 Facilities Manager will issue them to staff.

Housekeeping Cleaning & Sanitising Protocol

- Carts, trolleys and equipment be sanitised at the start and end of each shift.
- All items stored on shelves in the Housekeeping store 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.

Physical Distancing Protocol

- Minimise contact with guests while cleaning guest rooms; guest room attendants offer to return at an alternate time for occupied rooms.
- 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.

Physical Distancing Protocol

- Employees to use separate (their own) counters / work stations and have individual stations to eliminate shared equipment.

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.

Additional Safety Protocol

- Staff are encouraged to take a lateral flow test daily.

PUBLIC AREAS & PHYSICAL DISTANCING

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 to wear masks in all public areas.
- Lobby - Reception Greeter to provide guidance to arriving and departing guests to ensure physical distancing measures are followed.

WEDDING CEREMONY & WEDDING BREAKFAST RISK ASSESSMENTS

Ceremony Risk Assessment

- Registrar tables can be in either the Garden Room or placed within the Library with all guests spaced between the Library/Garden Room/Bar.
- All guests must take their seats prior to the ceremony and remain seated until advised otherwise.
- Staff must wear face masks throughout their shift.
- The wedding procession can take place down the aisle and the bride can also be given away by their loved one.
- Hand sanitiser is provided by the venue and placed on the registrar table.
- Guests must remain seated.

Wedding Breakfast Risk Assessment

- Staff to continue with masks and must wear gloves whilst serving food to guests.
- Water jugs to be placed on table prior to guests taking their seats.
- ALL guests must sanitise their hands before entering the wedding breakfast. Sanitising stations will be available throughout the venue.
- Speeches can take place during the wedding breakfast or prior to the wedding breakfast.

ADDITIONAL WEDDING RISK ASSESSMENTS

Additional Safety Protocol

- Brides, grooms and guests are encouraged to take a lateral flow test before coming to the Abbey.

Outdoor Drinks Reception Risk Assessment

- Guests do not have to remain seated throughout
- It is advised that face coverings should be worn by guests

Cake Table Risk Assessment

- To be set up and clothed in Library and to be moved to the Garden room straight after the Ceremony
- No refrigeration can be provided for the cake prior
- MA can provide cake stand and cake knife

Evening Reception Risk Assessment

- Cutting of cake can take place
- A DJ is permitted
- Wedding couples must provide the venue with all performers risk assessments and public liability insurance prior to their wedding



www.missendenabbey.co.uk

For any queries, please email Ross Hughes
ross.hughes@missendenabbey.ltd.uk

THE **NEW**
normal