



Covid-19
Standard Operation Procedures



Introduction

We are extremely happy that OPSO is re-opening on the 4th of July. As a responsible business we have taken all the necessary measures to keep our employees and customers healthy and safe. This document explains how we will operate safely and follow all the necessary hygiene procedures.



Guests Safety

Bookings

- Reducing our restaurant's capacity to ensure social distancing.
- Keeping customers data – name, contact number and email per reservation - in case this information is requested by the NHS Test and Trace service.
- Our bars will remain unoccupied.
- Queueing will be permitted only outside the restaurant entrance.



Guests Safety

Dining

- Sanitiser stations have been positioned in the restaurant's entry, stairs and restroom lobby.
- Using one way routes throughout the restaurant for staff and guests.
- All tables and surfaces will be cleaned and sanitised after each seating.
- Protection screens will be in place in between tables.
- Crockery and cutleries will be provided once guests have been seated.
- Single use menus and accessible menus through QR codes on smartphones will be provided.
- Salt & Pepper sachets will be provided.
- We encourage contactless payments.
- Windows and doors will remain open when possible.



OPSO Staff Safety

- Hand washing will be frequent and vigorous.
- Sanitiser stations have been positioned in all waiter and kitchen stations.
- Face masks and disposable gloves will be compulsory.
- Team members will be required to change into and out of uniforms on site and only one person will be allowed in the changing room at all times.
- Ensuring clean uniforms are in use at all times.
- Any team member showing covid-19 symptoms must notify their manager and self isolate for 14-days in line with government's guidelines.
- Using 'one way' traffic flows to minimise contact.
- Allowing only one person per shift to access fridges, freezers and dry storages.
- Kitchen equipment will be cleaned and sanitised frequently.



OPSO Site Hygiene

- In addition to our 5-star hygiene rating, all restaurant and kitchen surfaces will be cleaned and sanitised frequently with disposable products.
- Restroom cleanliness will be increased to 20 minutes.
- All staff members will get trained on the increased hygiene procedures.



Thank you!