



COVID SAFE MANAGEMENT PLAN FOR RESTAURANT

1. BOOKINGS AND CONDITIONS OF ENTRY

Bookings/Tracking:

The following rules apply for accepting and taking bookings:

- There is to be a maximum of 20 patrons at one time only in the restaurant dining area and the Alfresco area.
- Reception staff are encouraged to request guests of the resort (via check in information supplied to them) that bookings are essential for dinner reservations or takeaway orders and should be over the phone or online.
- The restaurant is to use social media (ie facebook/Instagram) to inform local patrons bookings are essential for dinner reservations or takeaway orders over the phone or online.
- Wait staff must request all restaurant bookings and walk-ins to provide the following contact information details, 1st name, last name, address, and phone number. Using either the QR code register for recording details online or manually filling out the contact information sheet that is kept in the bar (if patrons don't have their phone on them or if they prefer manually completing information). Patrons need to be informed their details are used only for tracking purposes due to COVID and information is stored securely and shredded after 28 days. Both options will need to be disinfected prior to giving to next patrons.
- There will 2 seating times available which are:-
 - 1st Seating 5.00pm - 6.15pm (patrons must leave)
 - 6.15pm - 6.30pm (cleaning/disinfecting for next seating)
 - 2nd Seating 6.30pm - 8.00pm/8.30pm (Fri/Sat)
- Walkins will only be permitted if the number of patrons do not exceed 20 and must wait in the waiting area designated in bar, or be requested to return back at a suitable time.
- Takeaway meals will be available from 4.30pm to 6.00pm only, with no delivery. (due to pick-up/drop off dining patrons)

Refusing Entry to patrons:

- Everyone has an obligation to stay at home while displaying any symptoms such as fever or coughing. KBR's Restaurant has the right to refuse service and insist that anyone with these symptoms leaves the premises.
- Wait staff are encouraged to inform manager on duty if any patrons display COVID related symptoms so manager can determine if a patron needs to be excluded from restaurant
- Signs have been placed at both entries into the restaurant requesting customers not to enter if they are unwell or have COVID-19 symptoms.

2. FRONT OF HOUSE/CUSTOMER INTERACTION

Queuing and interaction between patrons:

- Wait staff need to attend to patrons as soon as possible and seat them at their table or request them to wait in designated area for dining located in bar area. If it's a customer for takeaway pick up, request them to wait in their designated wait area in bar area.
- Wait staff when seating patrons need to request them to try and limit their movements whilst dining, other than using the amenities. Inform them they are their wait person for the night and they will:-
 - encourage patrons to use hand sanitiser
 - take their meal and drink orders at the table
 - request them not to attend the bar for drink service
 - payment will be made at table only
 - and to exit the building by the exit only door (restaurant sliding door)

Courtesy Bus:

- Driver to request passengers to use hand sanitiser before entering the bus.
- Bus to be frequently cleaned and disinfected including frequently touched surfaces such as steering wheel, door handles, controls, buttons, seat belt and keys.

3. DINING IN AND SERVICE

Table/Seat distance:

- Wait staff when allocating table numbers to bookings must ensure patrons are seated 1.5 metres (4m2) distance apart from table to table.
- Wait staff need to use the table talker signs stating table unavailable due to social distancing, to create vacant tables in between booked tables to allow the 1.5 metres (4m2) distance.

Condiments/BYO:

- No condiments left on tables (including salt & pepper), all serves of condiments should be disposable and not stored or disseminated from a common container.
- No communal water stations.
- Business should refuse to accept keep- cups, BYO alcohol bottles or containers for safety reasons.

Food and beverage choices:

- We will continue to use our current form of menus in plastic sleeves. Wait staff are to place them aside after taking meal orders and ensure they are disinfected before being given to other patrons. Using the disinfectant spray then drying them off with tea towel.
- Limit all shareable items from menus.
- No buffets or shared 'serve yourself' sections such as salad bars etc.

Cutlery:

- Non-disposable crockery/ cutlery/glassware is permitted when cleared after each course and washed using a commercial grade dishwasher or glass washer.

- Only have the correct cutlery settings on tables, remove unnecessary cutlery for the number of designated patrons per table.

Hygiene:

- Hand sanitiser stations including how to rub your hand signs have been placed around the restaurant and staff working areas.
- Liquid soap and paper towels with closed bins have been supplied in toilet amenities.
- Frequent environmental cleaning and disinfection must be maintained by following the checklist for the front of house and the back of house.

4. COMPLETING SERVICE AND PAYMENT

Payments:

- Wait staff are requested to encourage payments through electronic tap & go and Apple Pay options are preferable. Cash only if absolutely necessary. Payment to be taken at the patrons table.
- Takeaway payments will be completed online or over the phone before the customer comes to pick up their meals.
- Wait staff to remind patrons to exit from the building via the side restaurant sliding door not the entry to the building to limit the interaction between patrons

5. STAFF PRACTICES

Staff Interaction/Safe Distancing

- Staff have been instructed to be mindful of their interaction with one another and to always remember to practice safe distancing, especially within their working areas.
- Signs have been placed all around the restaurant and in staff working areas such as front of house and back of house to continually remind staff to practice safe distancing.
- Wait staff for Front of House:- are to remain x 1 bar x 1 restaurant floor when 2 required. To limit interaction between each other.
- Kitchen staff for Back of House:- are to remain x 1 chef at cooking area x 1 kitchen hand at dishwashing area. To limit interaction between each other.
- Chef is to do his ordering via the phone or online with restaurant reps instead of them coming into the restaurant.
- Wait staff are to continue to do their ordering via the phone or online.
- Deliveries are usually when the restaurant is closed on a Monday or arrive when staff are not at work. If deliveries do arrive staff are reminded to safe distance.
- Wait staff are to ensure when taking restaurant orders and waiting on tables to keep themselves at a safe distance and to continually sanitise when placing or removing items from patrons' tables.

Cleaning

- Restaurant staff are to continue with their daily cleaning schedules and will need to pay extra attention to frequently touched surfaces, within working area they are responsible for.
- Please see attached link to the Restaurant Environment Cleaning & Disinfection lists for Front & Back of house. These duties need to be done before, during and end of service.
- [COVID Restaurant Environment & Disinfection Cleaning .doc](#)

6. PREVENTING AND MANAGING AN OUTBREAK IN YOUR BUSINESS

swa.gov.au/coronavirus

updated: 29 April 2020

COVID-19 at the workplace

You are not expected, and should not try, to diagnose people. However, you have a work health and safety duty to minimise the risk of workers and others in the workplace being exposed to COVID-19, so far as reasonably practicable.

If you reasonably suspect someone could have the virus, or has been exposed, this creates a health risk at your workplace, and you will need to follow the steps below.

The person you are concerned about is at the workplace



1. ISOLATE

Prevent the spread. Isolate the person from others and provide a disposable surgical mask, if available, for the person to wear.



2. SEEK ADVICE

Call your state or territory helpline. Follow advice of public health officials.



3. TRANSPORT

Ensure the person has transport to their home or to a medical facility.



4. CLEAN

Clean and disinfect the areas where the person and close contacts have been. Do not use those areas until this process is complete. Use PPE when cleaning.



5. IDENTIFY & INFORM

Consider who the person has had close contact with. If instructed by public health officials, tell close contacts they may have been exposed and follow advice on quarantine requirements.



6. REVIEW

Review risk management controls relating to COVID-19 and review whether work may need to change. Consult workers on WHS issues.

The person you are concerned about was recently at the workplace



1. SEEK ADVICE

Call your state or territory helpline. Follow advice of public health officials.



2. IDENTIFY & INFORM

Identify who at the workplace had close contact with the affected person. If instructed by public health officials, tell close contacts they may have been exposed and follow advice on quarantine requirements.



3. CLEAN

Clean and disinfect the areas where the person and their close contacts have been. Do not use those areas until this process is complete. Use PPE when cleaning.



4. REVIEW

Review risk management controls relating to COVID-19 and review whether work may need to change. Consult workers on WHS issues.

If anything is unclear, see detailed guidance on the Safe Work Australia Website

Remember:

- > There is not an automatic WHS requirement to close down an entire workplace, particularly if the person infected, or suspected to be infected, has only visited parts of the workplace.
- > Workers assisting a potentially infectious person should have appropriate PPE and follow hand hygiene procedures.
- > Consult with workers and allow them to raise concerns.
- > Do you need to notify your [WHS regulator](#)? See our [Incident Notification fact sheet](#).
- > Comply with privacy obligations. See [guidance from the OAIC](#).
- > Follow the advice of health officials at all times.

State and territory health department helplines:

New South Wales
1300 066 055

Queensland
13 432 584

Victoria
1800 675 398

South Australia
1300 232 272

Western Australia
(08) 6373 2222

Tasmania
1800 671 738

Australian Capital Territory
(02) 5124 9213

Northern Territory
(08) 8922 8044



7. TRAINING

- All management and employees must complete mandatory training that has been approved by Queensland Health and be able to provide proof of completion of the course.
- COVID Safe for Dining In, from TAFE Queensland (free). Available at: <https://covidsafework.tafeqld.edu.au/course/126/covid-safe-work-training-for-dining-in>
- The training must be completed within two weeks of a business opening/reopening
- Any new staff will need to complete the above training before commencing or within 2 weeks of starting.
- All management and staff need to read and understand this COVID Safe Management Plan. Especially in the areas they are working and responsible for.