

Steep Street Coffee House – COVID-Secure Policies

All employees

Partnering and rotas

All staff will be on one of two, separate teams. On top of this, front of house staff who are working in a restricted space:

- will be partnered. Partners will work in close proximity to one another but will have more distance from other members of the team.
- Workers will be assigned to specific areas with specific tasks.
- Floor tape will be used to mark out one-meter increments in the workspace to help workers to socially distance
- Those working in close proximity will face opposite directions on their work stations and will attempt to reduce face to face contact.

Arrival

- You will need to socially distance so the rota has been build to ensure that you arrive a a minimum of 20 min intervals. Avoid gathering in small areas (eg the hall, the kitchen etc)
- On arrival take your temperature using the point and click thermometer.
- If your temperature is elevated above 37.4 (the screen will turn red) double check to make sure. If you do have an elevated temperature you will need to leave immediately. Let your manager know immediately and inform them of any surfaces you have touched so that they can be cleaned and disinfected. Follow the self-isolating and testing procedure.
- If you do not have an elevated temperature proceed to prepare for work by putting any possessions in the staff area, thoroughly washing your hands and putting on a clean apron and appropriate PPE for your job role.
- The first person to arrive in the morning must open windows and the kitchen door to facilitate ventilation. The kitchen window (which is barred) and the extractor fan can be left open 24/7.

Uniforms and PPE

- You will now be in charge of cleaning and keeping hold of your own aprons. This was already the case but we will now be enforcing it fully.
- You will be given three aprons. It is essential that you wash them on a hot wash after each shift.
- It is mandatory to wear a visor for your full shift in all front of house roles (see guidance at the end of this doc)
- It is not mandatory to wear a mask front of house but if you want to wear one then you can.
- In food prep and baking roles a disposable mask is now mandatory alongside your normal whites/hair net (see guidance at the end of this doc)

Lunches

- Lunches should be taken on a table outside (weather permitting) or sitting at a chair in the redundant shop space of the chocolate shop. If the café is quiet, you can sit out front but if the café is busy we ask you not to. Now that space is limited we need to use it to maximum effect.

Hand washing

Steep Street Coffee House – COVID-Secure Policies

- All workers must clean hands with alcohol hand gel or soap and water after touching any dirty/customer surface, when switching between roles **AND** every 20 minutes throughout shift.

Host and Cashier

Managing the entrance point, taking orders, preparing food, assembling trays. Occasional running and clearing (if very quiet)

- Customers will queue outside at two meter increments
- You may have to remind people of this if there is a not already a queue
- Call people forward one person/one group at a time.
- Ask them if they are ordering at the table via the app (no download necessary)
- If they are, ask them to make their way to a table that is clean and has been disinfected. All tables now have numbers. The app will take a record of their details. Look out for an order on the tablet.
- If they are ordering take away instruct them to wait by the blue door (chocolate shop)
- If they want to sit inside the café they will need to complete the trace and trace form. Provide the customer with a sanitised pen and form.
- Proceed to take their order, preferring contactless payment but accepting other payments if contactless is not possible.
- You will also need to check the tablet for orders at regular intervals.
- When items have sold out you will need to mark them as out of stock on the tablet
- Disinfect the card machine as frequently as possible
- After handling cash/card machine or any other object touched by customers use alcohol gel on hands immediately
- If the café is busy then remain on the till at all times, available to take orders and seat people
- Communicate with the pot washer to learn which number tables are clean and available.
- Let the pot washer know when customers leave so that they can clean the table using the buzzer system.
- If there is time between orders you can help prepare food and cakes or assemble trays. You must use alcohol gel or wash your hands between serving a customer and cutting cakes/ serving food.
- Be mindful of touching your face and hair and wash hands thoroughly for 20 second if you do this.
- If it is very quiet, you may sometimes be asked to run/clear. In this case the person on the coffee machine will keep an eye out for customers.

Barista

Your job will be to make coffees and other drinks, assemble trays prepare food and cake and sometimes run and clear

- When making drinks adhere to strict food hygiene measures. Wash hands for 20 seconds after touching face, hair, unclean surfaces or dirty crockery. It is imperative that you do not spread germs from your hands to clean coffee cups or plates
- No drinks to be consumed when not on break
- Keep counter surfaces clean and disinfected frequently.

Steep Street Coffee House – COVID-Secure Policies

- Clean and disinfect frequently touched surfaces such as the coffee machine, buzzer taps and handles frequently.

Weekdays or when the rota tapers down at weekends (Three-person rota)

- You will also need to cut cakes and prepare food alongside the cashier.
- If it is busy you will need to buzz the kitchen assistant out to help assemble trays, prepare food and run orders out to tables. Double check that they have clean hands before they start working out front.
- If it is medium busy you may be able to handle the making of drinks and to work with the cashier to ensure food is plated up, but the kitchen assistant will need to run orders out and clear tables.
- If it is quiet, you will be able to run some drinks and food out to tables.
- If the cashier has vacated their position to run/clear/other than you must remain behind the counter to step into their role should customers appear. Once finished use alcohol gel or wash your hands
- In the morning before the cashier arrives you will have to work alongside the food prep person for half an hour. They will take on the cashier position.
- In the morning before the kitchen assistant arrives you will have to clear and disinfect some tables. You may need to put things through the dishwasher. If so follow guidelines for kitchen assistant

Kitchen Assistant

- Washing up using the dishwasher.
- Keeping a strict control over designated clean and dirty spaces. Make 100% sure clean items such as clean plates etc are kept out of dirty areas.
- Gloves are recommended
- Constant handwashing or alcohol gel use is a must. Gloved hands must also be washed 20 seconds between touching any dirty crockery and other tasks.
- This means hands must be washed between loading/unloading the dishwasher and before going out front if you are buzzed.

Working out front

- If you are buzzed out front please communicate with the barista and cashier
- Make sure you have washed your hands for 20 seconds
- If it is busy on weekdays you may be asked to remain out front, stationed at the grill area. Here you can help to plate up food, assemble trays and run food out to table.
- Follow the instructions for running and clearing

Disinfecting frequently touched surfaces in kitchen and customer areas

- The burden of disinfecting the customer areas of the café falls on you – and will be checked up by your manager.
- Every hour all frequently touched areas including door handles, taps etc must be disinfectant. Spray with disinfectant, wait for the contact time of 30 seconds and then wipe dry with blue roll.

Kitchen Assistant / Runner and clearer

Steep Street Coffee House – COVID-Secure Policies

- When running food, try to keep as much distance as possible and hand the tray over to the customer with all the items on it.
- When clearing a table, you will have to make sure it is fully cleaned and disinfected. First clear plates etc onto the tray/trays that are at the table. Next remove all food debris. Then spray the table and all chairs with cleaning spray and leave 30 seconds before drying with blue roll.
- Make a note of which table number you just cleared and let the cashier know it is available.

Middle Role

On weekends and holidays there will be an extra person out front in charge of plating food, assembling trays and running.

- Checking the app for orders
- Asking the cashier and barista to pass cakes across to you for cutting and passing them back.
- Heating food and keeping track of orders going out
- Organising and assembling trays
- Helping make teas and cold drinks
- Running out food following the guidance for running and clearing

Food Preparation

- Early shift start to prevent too many people working at the same time
- May need to adopt the cashier role for the first half an hour of a weekday shift
- Will have to stringently follow food hygiene guidelines. Avoid touching your face and hair.
- Wash hands for 20 seconds after touching unclean surfaces, frequently touched surfaces, hair or face.
- Wear a mask during food prep, following guideline for safe mask wearing.

Deliveries will be taken via the back entrance. Drivers will be requested to leave items in the entrance to the shop for staff to move inside

- Disinfecting all items on delivery before putting away by spraying and leaving for at least 30seconds contact time before wiping down with blue roll.

How to use the PPE provided

Wearing a visor

Visors should be marked with your name. When putting them on or taking them off do not touch the clear plastic panel, but handle them using the head band. The following cleaning protocol must be followed (at the start of each shift, on breaks and at the end of the shift etc).

Cleaning protocol to be followed by staff prior to wearing and when returning them to their allocated storage point (pigeon hole):

1. Clean hands with alcohol hand gel or soap and water

Steep Street Coffee House – COVID-Secure Policies

2. Carefully wipe the inside, followed by the outside of the face shield using blue roll saturated with detergent
3. Fully dry (air dry or use clean absorbent paper towels)
4. Clean hands with alcohol hand gel or soap and water

Wearing a mask

Face coverings intend to protect against inadvertent transmission of the virus to others if you have it without having symptoms.

1. Clean hands with alcohol hand gel or soap and water prior to putting on your face mask or covering
2. Ensure your nose, mouth and chin are covered
3. Adjust your mask/ covering to your face without leaving gaps at the side
4. Clean your hands with alcohol hand gel or soap and water before removing your face mask or covering
5. Remove your mask/ covering without touching the front, and pull away from your face
6. Disposable masks should be discarded immediately into a bin.
7. Clean hands with alcohol hand gel or soap and water after disposing of mask or covering

Do not remove the mask or covering to talk to someone. Ensure you are well hydrated before putting on your mask or face covering. You must not pull it down to eat or drink, but remove it and replace it.