



Golf & Country Club Ltd.

6857 168th Street Surrey BC, V3S 3T6

**Front of the House Covid 19 Safety Plan for Re-Opening June 2020**  
**All current Covid19 restrictions will be strictly followed as laid out by BC Health, To Wit:**

1. Temperature checks for all staff will be mandatory and recorded prior to each shift by a supervisor on duty. We want you to be safe at work. As soon as we have guns for this.
2. Any staff member, regardless of status, that is not well must not come into work. You must tell your supervisor if you start to not feel at work immediately and need to go home. We have a zero tolerance for any staff member knowingly endangering other staff or clients when sick and will result in a category 2 disciplinary offense. For clarification or help during the pandemic, please call 811.
3. Only 2 staff members are allowed into the change room at a time, please call out to see if clear. Watch as walking through hall ways to allow proper distance. One staff member to go into the laundry room at a time, ask permission if attended. Use of the stairs to come upstairs is encouraged as only 1 is allowed in the elevator at a time.
4. Only reservations will be allowed, no walk-ins. A total of 20 reservations per ½ hour will be allowed in to a Maximum of 50 inside and/or 50 outside. Reservation will be told no cash transactions are allowed. Reservations will be told to come to the main entrance where they will be told their table number and where to go and asked to abide by social distancing guidelines going to their table. We will use the tall table stands and numbers from banquets.
5. Staff will be given 2 cloth masks, for you to wash daily and changed per shift, and gloves must be worn by all: service, cleaning, and bar staff and change frequently. They may be washed with soap or sanitized.
6. Each server and busser will have their own station with their own sanitizing products, coffee, cream, water, roll ups, bus pans, etc. to avoid cross contamination. One fridge per server as determined by your section. Please sanitize handles, doors and any communally touched areas upon arrival.
7. Sanitizing stations will be at the entrance to Duffey's and the entrance to the washrooms, as well as inside the washrooms. Washrooms will be cleaned every 2 hours and have sanitizing tools for our guests.
8. A 1.5-hour maximum stay will be told to all patrons when reservations are taken and monitored by service staff.
9. There will be only one entrance through the East Foyer with distancing markings in place. The patio entrances will be roped off completely.





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10. The menu will be a single use paper menu, recycled after each use in your station. No cash sales. Credit card machines must be sanitized after each use, wiped off.
11. All tables, chairs and surfaces must be completely sanitized upon the guest's departure and gloves disposed of carefully into a garbage receptacle and changed by staff. New gloves put on by service staff as a table is seated.
12. Water service: glasses and a water jug are brought to the table on a large or small tray, the tray left at the table and the guests asked to please help themselves. If handling glassware, please try to hold as close to the foot as possible, by the bottom or by the stem.
13. Coffee service: For 2; Guests are asked how they like their coffee and the cups arranged with the sugar and individual creams on the saucer, for tables of over 3 a plate of creams and sugar packets may be used. Small pots of coffee for 2-3, large pots for 4 or more are to be placed on the tables for guests to please help themselves.
14. China plates and coffee cups, glassware and flatware roll-ups will be used. Regular salt and pepper shakers; single use disposable; ketchup in small portion cups to be stocked in your station, vinegar, & mustard condiments all given upon request only and do not give too many as they will need to be disposed of after use.
15. Plates and cutlery will be scraped and carefully stacked and sorted into bus pans at your station with flatware separated and then brought to the dishwasher intact to allow the dishwashers to safely remove the items and clean them without splash back.
16. All front garbage bags must be tied up carefully when ½ full and binned in the back or on a cart for disposal. All garbage must be disposed into the dumpster at close.
17. One seat per table has been removed at each indoor to allow further serving distance. A jug of water and glasses may be placed on the table and explained to the guests it is to minimize handling. Coffee cups are brought to the table for more than 2 guests a small or large pot will be placed for guests to refill their own coffee. The same glass will not be used for pop re-fills. Conversation should be kept to a minimum.
18. Servers will be responsible to cleaning and sanitizing their sections. Use of a new cleaner with additional alcohol to sanitize all areas will be used. As such, bartenders and bussing staff will be responsible to their areas. Please use teamwork to ensure the entire patio and inside are completely clean and sanitized prior to leaving and locking up.
19. There will be no congregating and chatting in any area visible to clients or that cannot be physically distanced properly.





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20. There will be one supervisory member on the health and safety committee from the front of the house and will go to all meetings. Please let this person know if you see something that we can do better or safer.
21. Buzzers will be used for pick up. Come into the kitchen only to pick up your order and distance yourself from each other and the kitchen staff as much as possible. There will be one way into the kitchen, by the west doors and dishwasher, and one way out through the east doors.
22. Please do not use anything communally, have your own equipment, pens for working and signing in and out. The hand scanner will still not be used at this time.
23. Customers will be asked at reception and hostess stand if they are a group together, name of the reservation and then asked to distance from other groups while waiting for their table.
24. Breaks will be determined by supervisor on duty and taken separately in Players Corner as distance and numbers allow. No lunch will be provided, you will need to bring your own lunch.
25. For take away (unfinished) food, bring a container and ask the client to put it into their take away box themselves.

### **Covid-19 Kitchen Safety Plan – June 1, 2020**

These measures below are to be used in addition to the outlined company Covid-19 policies and procedures that are to be adhered to.

#### **Physical Distancing**

- Staff will ensure 2 meter distance when working on the line or in prep areas
- Staff will be limited to maximum 7 in main kitchen and 2 in prep kitchen, 1 in storeroom, 1 in fridge at a time
- Elevator is 1 person at a time
- Directional arrows will be in some areas to establish reduce interaction between cooking and clearing areas
- Dishwashers when 2 are working will stay separated and if one has to leave front of dishwash area the other worker will exit to allow space to safely exit
- Exit and entrance doors will be identified to avoid interaction between food served and dishes cleared
- Access to food preparation areas will restricted to kitchen staff only (no delivery drivers, members of public and other staff). The food deliveries will be staged in the hallway and kitchen staff will place items in proper storage areas





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- Because of the possibility of not being able to maintain physical distance at some service times the use of masks will be in place until further notice
- Hand scanner will not be used until further notice
- Sign in sheets will still be used but there will be no communal pen, use your personal pen
- The shifts have been adjusted to allow no more than 2 staff members in the staff room at a time
- When arriving to get uniform make sure that there is no staff present, if so wait until they have exited to enter room to get your uniform

#### Cleaning and Hygiene

- All service surfaces will be cleaned and disinfected with approved solutions on regular intervals and end of shift cleaning and disinfection for all shared spaces.
- No sharing of high use personal items such as knives
- Communal equipment will be sanitized **both before and after use** to ensure no potential contamination and hands will be washed or new gloves will be put on after use of equipment
- Ingredients and containers that are often shared will be included in cleaning protocol
- High touch equipment (fridge, freezer doors, oven handles, knobs) will be included in cleaning protocol
- Hands are to be washed with increased regularity beyond the obvious touching of potential food borne contamination. Before and after shift, using equipment, touching mask, using phone, sign-in clipboard, anywhere that contact is made with hands with a non-sanitized item

