



# GOLD RESTAURANT

## INTERNAL STAFF TRAINING

### COVID-19

(SARS-CoV-2)

# SAFETY DURING YOUR SHIFT



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## MODULE 4

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### INTRODUCTION

In our previous training we learned the basic hygiene rules and risks, how to travel to and from work and what to do when you arrive at GOLD.

There are some very important changes to how we do things at GOLD to protect not only you but also our guests. So please pay close attention to the following safety information.



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## GENERAL SAFETY

### *Hand washing and sanitising*

In Module 1 – Preparing for work we learned how to properly wash and sanitise our hands. Remember it is important to do this regularly. But they are really important so let's go over these again.

All staff, guests, visitors and suppliers will be have to sanitise their hands when arriving at the restaurant or delivery area. Sanitiser bottles will be available at entry points and sanitising stations will be placed throughout the restaurant.

Staff must hand sanitise or wash hands before and immediately after entering GOLD and, after changing into uniforms, after using lockers and very often while on shift, particularly after touching items or surfaces and serving guests.

The following steps are important to remember:

- Wash hands with soap and water
- Cleansing hands with an alcohol-based hand rub or with soap and water
- Alcohol-based hand rubs are preferred if hands are not visibly dirty
- The effective prevention of spreading of infection, depends on good hygiene and human behaviour (NO SHORTCUTS)
- It is important to follow cleaning and disinfection procedures at all times and that we do it correctly.



### *General surfaces*

All surfaces must cleaned and sanitised as outlined below at least every 30 min. This will be done before, during and after your shift. Each staff member is responsible for their work area while the day cleaners will follow the same cleaning procedure during the day.

### *High touch surfaces*

Using a disinfection solution and orange cloth a dedicated staff member will start from the front gate, work their way to the Female toilets in the venue staircase. Then start from the bottom again. Gloves must be worn when handling disinfecting solutions and changed before starting at the bottom again.

### **Reception and Entrance**

- Front gate top
- Front door and shop handle inside and outside
- Reception counter

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## Bathrooms

- Door handles (inside and outside)
- Flush mechanism of each toilet
- Taps

## Staircase

- Main staircase railing through out
- Railing leading up to Kenyan Zimbabwe and Zambia railing
- Railing leading to the female bathroom in the venue emergency exit

## Doors

- Emergency door leading to female bathroom (push bar and handle)
- Open swing doors with your shoulder not your hands

## Additional surfaces and objects

Apart from the above surfaces that people frequently touch, there are some other areas during service that we need to take extra care with.

## Bar Counters

- Barman to use Shipguard and Viridis Spray routine as often as possible

## Plates and cutlery

- Cutlery to go directly into Deckclean solution
- Plates to be washed through dishwashing cycle – not rinsed and wipe only

## Chairs and tables

- All plastic chairs to be sprayed and wiped
- All uncovered tables to be sprayed and wiped

## Drums

All drums to be wiped with disinfection solution before placing them on seats for our drumming experience.

## DID YOU KNOW?

You can make your own disinfectant solution by mixing 1-part Jik with 34-parts water?

So 1 table spoon of Jik (15ml) and 34 tablespoons of cold water (510ml) will make a great disinfectant solution to use for cleaning surfaces. NOTE it has to stay on the surface for at least 1 minute to work!



## IMPORTANT

Other surfaces also carry germs. When last did you wipe your phone or tablet with sanitiser? Think of surfaces that you touch every day even when you are not at work. Are you washing and sanitising your hands often enough? Make sure to wipe your phone with sanitiser wipes often!

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## SAFETY IN THE KITCHEN

We have always followed very strict hygiene and food safety rules in the kitchen. We will continue following these but have also put the following in place for even better protection.

### *Suppliers*

To make sure that we only order good quality goods we visit our suppliers yearly to check that they are following the same high hygiene standards as us. We have completed most of these in the beginning of 2020 but all of them will be visited again to focus on their response and procedures to COVID-19. Suppliers will then be scored and only those with all the things in place needed to protect not only their staff, but our staff and guests as well will be allowed to deliver to GOLD.

### *Goods Delivery*

All delivery personnel will be required to sanitise before and after entering our delivery area. All deliveries will be offloaded on shelving on the ground level and the staff member checking delivery of goods will check while the driver wait *outside* the delivery area.

All containers, cans and packaging will be wiped with disinfectant before loading into the lift and storing. Lift area, shelves and lift to be washed and disinfected after each delivery.

No deliveries will be allowed outside the hours of 9am and 15:30 and no delivery person will be allowed into the lift, or into the restaurant. NO EXCEPTION.

### *Entry in the kitchen*

No one will be allowed in the kitchen unless they work in the kitchen. Wait staff must stay behind the hot pass at all times and only to collect food or return used plates and cutlery. You must sanitise before entering the kitchen. If your hands are full, sanitise immediately after placing down the food.

### *Dishing of food*

All hot foods will be kept at a temperature above 63 degrees in covered bain-maries and dishing of food will be co-ordinated with wait staff to ensure there are as little people for as little time on the hot pass as possible.

Cold dishes will be prepared and covered with clear plastic wrap to prevent possible contamination.



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## SAFETY WHILE SERVING GUESTS

In the next training module we will cover how we deal with guests in more detail, but these are the basic safety rules for staff to follow.

### *Ceremonial Handwashing*

All guests will receive handwashing before dinner and sanitiser solution will be made available directly after handwashing and on request.

### *Face painting*

In Module 2 we discussed the High Risk tasks at GOLD and sometimes it is important to make the decision not to do something because of it. This is called Elimination. Due to the close contact to multiple guests and no safe way to protect our face painters or guests, there will be no face painting until it is safe again.

### *Serving of drinks and food*

All beverages will be served, where possible, unopened and guests encouraged to self-pour. Remember that all Staff will follow strict hygiene protocols when preparing drinks order and serving.

Food will be served in portions of two or four.

Waitstaff will not speak to guest while placing drinks or dishes in front of guests. Once orders have been placed, staff will step back 1.5 – 2m away from the table, remove the mask and explain the dishes.

### **IMPORTANT**

All left over food will be removed from the table and disposed of immediately in the kitchen food macerator. NB: DO NOT eat or touch left over food returned from tables. Remember to wash your hands immediately after touching the used plates, glasses and cutlery

### *Handling of payments*

Card machines and Pilot screens will be sanitised after each use and all guests will be required to use sanitiser before and after they use the card machine.

Cashiers and wait staff will sanitise after each transaction involving cash and or credit cards QR transactions or Tap-To-Pay methods will be encouraged as a preferred payment option.



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## *Laundry*

All tablecloths will be washed after service at a minimum temperature of 60 degrees and laundry staff will have to follow extra safety steps to not re-infect washed and clean laundry with dirty laundry. At the end of each shift the waitstaff must place the linen in marked black bags.

## SAFETY AFTER YOUR SHIFT

### *Changing*

Kindly be patient and wait your turn to use the staff room. Wash and sanitise your hands before entering the change room.

### **REMEMBER!**

Always wash your hands before and after changing masks and never touch the front of your mask!

When changing into your normal clothes, neatly fold your uniform and place it with your face mask in a plastic bag with your name on it. Then wash and sanitise your hands again and immediately put on your travel mask.

Leave the plastic bag in the special basket marked for laundry.

Do not stay in the staff room longer than necessary – remember others want to use it as well.

### *Temperature check*

Before leaving your shift, your temperature will be checked again. If you start to feel sick at any time during your shift – please let the manager on duty know immediately.

### **VERY IMPORTANT!**

You must advise your Manager immediately if you experience any symptoms (body aches, loss of smell or taste, nausea, vomiting, diarrhea, fatigue, weakness or tiredness)

### *Staff transport*

Staff transport for the evening shift will be arranged with all the necessary rules in place for public transport. Remember to keep your face mask on at all times and to sanitise throughout your trip home. Do not stand in groups while waiting for transport.

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## THE IMPORTANT WHATS, WHYS AND HOWS

WHAT?	WHY?	HOW?
You should always wash your hands with soap and water for at least 20 seconds and do it often.	Handwashing is one of the best ways to prevent harmful bacteria and viruses like COVID-19 from spreading.	Follow the handwashing procedure on Page 4 of Module 1 – preparing for work
Always wear a cloth mask when at work. The mask must be at least three layers thick	To stop droplets from an infected person to spread and to protect those that are unaffected of inhaling droplets.	Follow the guidelines on page 6 of Module 1 – preparing for work for how to properly put on a facemask.
All surfaces must be cleaned regularly with disinfectant	Droplets from an infected person can stay on surfaces for hours and by touching these surfaces and then touching your eyes, nose or mouth can cause the virus to spread	Use an orange microfibre cloth and disinfection solution to wipe surfaces like mentioned on page 2 and 3.
You must avoid touching your face, eyes, mouth or nose, or coughing and sneezing and wash your hands if before and after you do.	The COVID-19 virus cannot enter your body through your skin. You can only get infected if the virus come through your eyes, nose or mouth.	By understanding that this is the best way to protect yourself from getting ill you will remember to wash your hands before touching your face.
You must be 'fit for work' at all times. This means that you must not be suffering from, or carrying and illness or disease that could infect others	People who are not 'fit for work' could spread harmful bacteria or viruses to food and others	Stay at home if you are ill and seek medical advice.

### YOU NOW KNOW THE BASIC SAFETY RULES TO FOLLOW WHILE AT WORK (almost)

#### REMEMBER!

We all need to do our bit to stay safe. All the safety rules will only work if you follow them.



**ANY staff member that does not follow the safety rules are putting everyone at risk and will there for be immediately dismissed.**

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The below basic safety rules are extremely important to follow. They are put in place after we looked at all the risks (risk is the possibility of something bad happening – we will learned about this in module 2).

In the next training module we will learn about how we serve guests.

Are you ready for your test?

**IMPORTANT:** You will need to answer all the questions correctly to be SAFE AT WORK.



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