

**PROTOCOL TO ENSURE SAFE OPERATION  
OF DRIVE THRU SERVICE BY QUICK  
SERVICE RESTAURANTS**

**Conceptualised by:**



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## **Drive thru service by quick service restaurants**

Drive thru is an effective solution for quick service restaurants to resume operations while ensuring the safety of the population. All QSR should comply with the sanitary protocol of ensuring social distancing among customers, sanitising the outlets and handling of payments.

Proposed:

Opening hours: 9 am to 8 pm

### **1. Safety measures for employees**

Employees at Drive-Thru window wear a disposable face mask, gloves and a protective visor.

Employees at Drive-Thru window sanitize gloves with hand sanitizer after each customer and wash, sanitize and change gloves every hour.

Introduction of social distancing guidelines for employees working in the kitchen - this includes limiting the number of staff in the kitchen and drive-thru areas, maintaining at least a one-metre distance at all times. Coloured tape can be placed on kitchen floors to encourage employees to stay within their own zones and away from each other

Establishing new standards for keeping distance between employees with different roles, such as people working cash registers, those working in the kitchen and people adding garnishes to burgers/meals.

To place metal bins where order items are placed, so that staff members are not passing items hand to hand. The person at the window can then hold the bin out for customers to take their orders themselves.

### **2. Customers Process**

Customers should wear a disposable face mask and gloves.

Customers should sanitise their hands before and after taking their order and making payment.

Only one passenger with driver will be allowed in the car at the drive thru.

Only a limited number of cars will be allowed in the drive thru lane at one time. All additional cars should be redirected to the car park zone by order and can join the lane subsequently.

Children are not allowed to accompany their parents

***Note: Quick Service Restaurants must ensure the reduction of waiting times in the pickup experience, so orders are delivered quickly, accurately, and with minimum to zero contact.***

*Dedicated employees should be able to monitor this process and ensure social distancing is being respected.*

### **3. Sanitary measures**

1. The food outlet should be generally sanitised and disinfected each 30 minutes.
2. A strengthened, and detailed cleaning procedures should be implemented in the food outlet to ensure that the highest standards of cleanliness and food safety is maintained.

### **4. Mode of payment**

Only cashless payments will be accepted, that is, payments through credit/ debit cards/Juice/My.T Money / Internet banking etc. Contactless payments should also be highly encouraged.

Every hour, employee sanitizes card machine, removes gloves, washes and sanitizes hands and wears a clean new pair of gloves.

### **5. Illustrations to sensitise the General Public about Drive Thru**

