

**PROTOCOLS
TO ENSURE SAFE FOOD
TAKEAWAYS BY RESTAURANTS**

conceptualised by



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FOOD TAKEAWAYS BY RESTAURANTS

Takeaways is an effective solution for restaurants to resume operations while ensuring a safe delivery service to customers. It is vital for restaurants to operate through takeaways to avoid crowd concentration and at the same time work on an order and delivery scheduled with a 5 minutes interval between each takeaway delivery.

Proposed:

Operating Hours	9 am to 8 pm
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1. Food safety protocols

Restaurants should continue to follow established food safety protocols and best practices for retail food establishments and important COVID-19 recommendations, including following the 4 key steps to food safety: Always — Clean, Separate, Cook, and Chill.

2. Restaurant guidelines

Social distancing stickers must be placed on the floor both outside the entrance and inside the Food outlets.

It is recommended that hand sanitiser is placed at the entrance with a sign asking customers to use it before entering.

Outside store, presence of two dedicated employees:

- One dedicated employee at entrance for health check (temperature and visible symptoms: cough or sneezing). If temperature is more than 37.3°C or customer is coughing or sneezing, customer will not be allowed to enter store.
- Another dedicated employee to dispense hand sanitizer and open front door (cleaning and disinfection of door handle every hour).

A maximum number of customers is allowed to access lobby at any one time depending on restaurant configuration. Dedicated employee to limit customers access into restaurant.

Children are not allowed to accompany their parents

3. Safety measures for employees

All employees wear a disposable face mask and gloves. Dedicated employees at entrance wear disposable face mask, protective eye cover and gloves. They should sanitize gloves with hand sanitizer regularly and wash and sanitize hands before changing gloves every hour.

Employees 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 counter 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 those delivering the takeaways to customers.

To place metal bins where order items are placed, so that staff members are not passing items hand to hand. The customers can then take their orders themselves.

4. Customer process

Customer should wear face mask and should observe physical distancing when queuing to enter the restaurant (Stand on red stickers on the floor). When at the front wait behind the line until called forward.

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

5. Sanitisation and cleaning of the restaurant

A strengthened and detailed cleaning procedures should be implemented in the restaurant to ensure that the highest standards of cleanliness and food safety is maintained.

-Wash, rinse, and sanitize food contact surfaces dishware, utensils, food preparation surfaces, and beverage equipment after use.

-Disinfect surfaces repeatedly touched by employees or customers such as doorknobs, equipment handles, check-out counters every 30 minutes.

-Frequently clean and disinfect floors, counters, and other facility access areas.

6. 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.

4.0 Illustrations to sensitise the General Public in food takeaways

