



## **Skosh York LTD**

### **Covid-19 Policy**

Dear guest,

The following policy lays out the temporary changes made to our business during the ongoing coronavirus pandemic in order to maximise safety for all of our guests and staff, whilst offering the same quality of food, service and experience we pride ourselves on.

We will comply with the latest government guidelines regarding social distancing and business operations, which can be found here: <https://www.gov.uk/coronavirus>. We appreciate the ongoing co-operation and assistance of all those visiting the restaurant in helping us adhere to our procedures.

### **Changes to Service Times and Tables**

The following adjustments have been made to the structure of our seating and service times to aid with a steady flow of guests to the restaurant and social distancing once within the building, as well as allowing us time to apply our increased cleaning measures.

- We have removed several tables in order to meet social distancing guidelines. All tables are now spaced either 2 metres or 1 metre plus mitigations. We have created a clear and spacious walkway through the restaurant to the toilets.
- A temporary screen has been placed around part of the kitchen in order to still offer one of our open kitchen tables to those who want to see the chefs at work.
- The maximum table size we now offer is a table of 6. We request all bookings be kept to a maximum of two households per reservation and social distancing guidelines are adhered to whenever possible. Please note that we are unable to split larger groups across multiple tables.
- In order to safely meet demand and operate the business with reduced rotas for the staff, we have adjusted our opening times. We will no longer open on Wednesday lunchtimes, with tables now being seated between 11:45 and 13:00 on Thursdays, Fridays and Saturdays. The restaurant will close earlier in order to clean safely and effectively ready for the evening service. Sunday lunch service will remain the same (12:00 – 16:00).

- Our Wednesday to Saturday dinner service will be extended to help spread reservations. We will open at 16:30, sitting tables through until 21:30 as before. Reservations from 16:30 to 17:30 will be an early dinner option, with a 90-minute time slot on the table. Reservations from 17:45 onwards will have a 2-hour time slot. This applies to tables of all sizes.
- We have spread the arrival times for reservations in order to reduce the number of people entering the restaurant at the same time. To help this run smoothly we ask all guests to arrive at the time of their reservation, avoiding being early or late where possible. We also ask all guests to be aware of the time slot on the table, as tables will be required after this time for other reservations.
- All reservations are allocated a specific table within the restaurant based on the time of the booking. Tables are seated in an order that has the tables closest together occupied for the shortest crossover time. Unfortunately, this means we are unable to guarantee requested tables or move tables upon arrival.
- We will not be taking walk-ins at this time – all tables must be booked in advance.
- We will continue to run our bokkusu service, albeit in a smaller capacity with a reduced number of boxes available Thursday through to Sunday. The service will be paused the week we re-open and revive the following week. More details to follow soon.

### **Increased Cleaning and Hygiene Procedures**

We have applied the following changes in order to increase our already high standards of cleaning and hygiene, thus minimising the risk of any exposure or spread of infection within the restaurant.

- Sanitiser will be available on every table as well as various points throughout the restaurant.
- All front of house staff will carry personal sanitiser, which will be used after each interaction with a table.
- All kitchen staff will wear masks, with front of house staff wearing visors.
- All staff will wash their hands upon entry to the building and regularly throughout the shift, as well as using sanitiser frequently.
- A thorough briefing and training will take place with all members of the team before the restaurant reopens, ensuring everyone is aware of our policies and procedures as well as being confident in delivering them.
- We have been notified by all of our suppliers on their hygiene procedures. All delivery drivers will remain outside of the building and any incoming items will be sanitised.
- The restaurant will undergo a professional deep clean before reopening.
- We will be implementing frequent sanitising of contact 'hotspots', such as door handles, card machines, till points amongst others.
- Increased frequency toilet checks and cleaning will be taking place. Our toilets are small, so we ask guests to try and follow a one in one out policy where possible.
- We have enhanced our already high standard of cleaning within the restaurant and are undertaking more thorough and frequent deep cleans.

### **Health and Wellbeing**

The following points refer to measures we are taking relating specifically to symptoms and signs of Covid-19 being present in the restaurant via staff or guests. This will assist with track and trace should any form of transmission occur. When symptoms are referred to, these are the confirmed symptoms of a new and persistent cough, a high temperature and/or a loss or change to the sense of smell and/or taste.

- All staff will fill out a full disclaimer questionnaire and undergo a temperature check upon their return to work, as well as a temperature check each morning and upon their arrival to their shift.
- If any symptoms are found to be present in a member of staff or someone a member of staff has been in contact with, the management and owners will be informed immediately and the member of staff will be referred to a test at one of the testing points. The member of staff will not be allowed to return to work and will proceed to self-isolate; any guests who have been in contact with this member of staff will then be notified of the outcome.
- We ask any guests that are showing or have shown any of these symptoms in the past 14 days to not attend any reservation at the restaurant. The reservation can be moved or cancelled without penalty. We also ask any guests who have had contact with someone who has shown symptoms or tested positive for Covid-19 in the last 14 days to not visit the restaurant unless a test has been administered and returned negative.
- If you are in the vulnerable or shielding group, we would recommend not visiting the restaurant at this time.
- Seven days after your booking with us, we will contact via email the guest who reserved the table with a short questionnaire. This will ask questions about the health of all who attended that reservation since visiting the restaurant. We ask for a swift reply to allow us to take necessary action if any symptoms have become present.

### **Adjustments to the Service we Provide**

Our aim is for the above adjustments to have a minimal impact on your enjoyment of visiting skosh. We want all our guests to feel comfortable and safe, whilst receiving attentive yet unobtrusive service. We have made some slight tweaks to how we will serve you in order to help us adhere to the points and measures laid out above.

- The tables in the restaurant will be split into 2 sections, with each section being assigned to a designated server. This server will set your table, take your order, deliver your food and drinks, and take payment. This will help reduce contact between multiple staff and tables across the restaurant.
- We encourage guests to bring minimal luggage to the restaurant and to keep this and their coats with them at the table.
- When you are seated, we will set the table with clean and sanitised tableware in order to avoid these items being sat on tables waiting.
- We will provide a single use paper menu to share and keep on the table. Upon exiting, you may keep the paper menu, or we will dispose of it.
- To reduce excessive contact, we will not look to fill up wine or water at the table. We will pour the first glass and may offer during the meal if your glass is low when we visit your table. We will of course pour wine if asked.
- Card payments are preferred, contactless where possible. Apple, Google and Samsung pay are all available.
- In order to reduce visits to tables and to adhere to the timing policies laid out above, orders will be taken in full at the start of the meal (excluding desserts). We will no longer be able to take orders in rounds or one dish at a time, which also results in there being no 'last orders' at the end of service.
- We will attempt to clear as many items from your table in one visit as possible and may ask you to pass plates or glasses to help us comply with distancing guidelines.



Skosh, 98 Micklegate, York, YO1 6JX

Covid-safe risk assessment created on 6<sup>th</sup> July 2020

Our obligation is committed to ensuring the safety and wellbeing of guests and staff whilst in our covid-safe environment, and the production of this document is to give confidence to our guests that you can have a safe and enjoyable time with us at skosh.

We have carefully planned and implemented measures throughout the business by following government guidelines and these practices are under continuous assessment as new advice becomes available.

Our understanding of the hazard, covid-19, is a respiratory virus that can be caught through breathing or via hand, eye and nose contact. Also, people can be carriers although showing no symptoms.

The risk of transmission is thought to be caught via sneezing, coughing and contaminated surface contact.

Our controls are listed below as we aim to maintain authority of risk to staff and customers whilst spending time at the business.

### Pre-requisite

<b>Item</b>	<b>Our Control</b>
Back to work (fitness to work) policy	Full staff disclaimer questionnaire and temperature checks on return to work and each shift
Disinfection	Professional deep clean of restaurant before reopening
Hand hygiene	Communication to staff on importance of hand washing procedures, hand sanitiser available throughout restaurant. Staff to use sanitiser after each interaction with a table
Social distancing goal	Maximum table size reduced to 6, guests advised to attend in groups of no more than two households. Tables spaced to meet government guidelines of 2 metres or one metre plus.
When staff feel unwell	Not allowed to return to work, contact tracing. Temperature checks of other staff and, if possible, testing. Notification to guests.
Number of staff at work	Reduced rotas to have minimal required staff on shift to help social distancing.
Customer capacity	Tables removed to ensure social distancing, reducing maximum capacity of guests at one time. Table plan so closest tables have smallest overlap of use.

### Customer Journey

<b>Item</b>	<b>Controls</b>
Pre-booking	All tables must be booked in advance, no walk-ins.
Queuing outside venue	Reduced numbers of bookings per time slot to avoid clashed arrivals or need for queuing outside
Entering the business	Hand sanitiser available upon entry, tables set upon arrival.
Walking to table	Tables spaced to provide sufficient walkway, staff to lead/direct clearly at a distance
Ordering food and drinks	Single use menu, one per table. Designated member of staff for table to take order. Staff wear visors and keep a safe distance. Hand sanitiser on every table
Food and drinks service	Food and drinks to be delivered to table by staff member designated to table, visits to tables kept to minimum
Clearing customer table	Clearing as much as possible in single visit, to reduce number of close interactions

Going to the toilet	Tables spaced to provide sufficient walkway, toilets regularly checked and cleaned. One in one out policy where possible.
Paying	Payments and gratuities encouraged by card, contactless when possible.
Leaving the business	Timings of tables structured to allow minimal traffic in and out of front door, staff to check and ensure doorway is clear

### **Staff Journey**

<b>Item</b>	<b>Controls</b>
Before returning to work	Full disclaimer health questionnaire, temperature check
Pre-arrival	Staff to notify if any criteria of symptoms or contact of someone with symptoms has been met, temperature check
Arrival	Rotas adjusted to stagger arrival of staff, use of hand sanitiser upon entry
Uniform	Uniform not to be left on site; workers to wash uniforms daily at home and at a temperature above 60 degrees
Kitchen area	Staff to wear masks, increased cleaning procedures and minimal crossing of different staff to different sections
Service	Specific tables designated to staff. This staff member takes order from table and delivers food and drink. Hands to be sanitised after each interaction with a table.
Table setting	All tableware is correctly sanitised and tables to be set on arrival when guest is seated.
Table clearing	Tables to be cleared with minimal visits – as much taken from a table as possible upon each time staff member is at the table. When guest has left, all table cleared and sanitised
Dish/glass washing	One member of staff for each role, using enhanced hygiene measures. Glasses to be polished with sterile cloths.
Payment	All payments to be taken by designated server. Card payment preferred, contactless where possible.
Front of House	Staff to wear visors to increase safety and protection. Till screen to be regularly cleaned. Increased toilet checks and hygiene standards. Increased spacing of tables to allow clear walkway and ease of movement whilst in service. Staff to sanitise hands after every interaction with a table, hand sanitiser to be available at frequent points throughout the restaurant

Staff	All staff briefed on standards and procedures. Risks and symptoms to be communicated clearly, along with honesty and constant communication on health and contact with others
Interactions with other staff	All interactions to be professional and adhering to social distancing guidelines
Leaving work	Staff to leave at staggered finishing times to ensure social distancing
Toilets	Guest toilets not to be used by staff, as currently
Staff toilet	Regularly cleaned and an increased level of hygiene implemented