



Crown Golf

# F&B GUIDELINES

During Covid-19



# BAR AND PATIO AREAS

- Where possible entrance and exits will be separate areas, please follow the signage provided
- Sanitiser dispensers will be placed at key points around the clubhouse
- A 'one way' system will be in operation where possible, please follow the signage
- Tables have been arranged to comply with the latest Social Distancing measures to allow for safe movement by staff and customers and must not be moved under any circumstances
- All doors and windows to be maintained open (except in severe weather conditions)
- Sofas to be marked to allow only one person on a two-seater and two people on three-seater



# CLEANING

- All bar areas will be cleaned regularly and recorded.
- Tables and seating areas will be cleaned after use, ready for the next customer. Only sit at a table if it has the 'I've been cleaned' sign on it.
- Toilets to be cleaned regularly and recorded.
- Toilets to operate on a one in – one out basis where possible, please following signage.
- If you notice any cleaning issues or have any concerns please notify a member of the team or the duty manager.



# OUR STAFF

## KEEPING SAFE

- Staff have been fully briefed on their roles and training provided.
- ALL staff will maintain the highest levels of hygiene regularly wash their hands for a minimum of 20 seconds with soap following all guidelines.
- PPE has been provided and will be worn in accordance with our internal guidelines and government recommendations.
- Staff will reinforce social distancing rules and the club's guidelines in this document. Any member or customer not complying may be asked to leave the premises and serious issues will be escalated to the police.
- Kitchen staff – clothing will be worn in accordance with our FSMS.



# SERVICE

- Where there is a host members and guest will be greeted on arrival, directed to a table and orders taken or instructions on using the app provided. Where there is no host please find a table with an 'I've been cleaned sign' and a member of the team will visit your table.
- Your contact details will be recorded in line with government guidance to assist with track and trace if required.
- Where an ordering app is in operation member and guests are advised to download the app on their phone and follow the instructions provided.
- If a club is operating a table booking service please visit the club website and book at table accordingly in advance of your visit.
- There will be no drinks/food dispensed from the bar.
- Food and drink will be delivered to your table maintaining social distancing and avoiding any unnecessary contact.
- Payment can only be made through the app (where applicable), via your member levy card or 'tap and go' using a debit/credit card. We are cashless operation.
- The serving of food/drink and clearing of tables will be inline with our internal guidelines and the staff training provided.

**If you have any concerns please notify a member of staff or ask for the duty manager.**