



ABHTA
ANTIGUA BARBUDA HOTELS & TOURISM ASSOCIATION



Health and Safety Protocols for Restaurants

Enhanced Operational Guidelines In A Post
Covid-19 Environment

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Guidelines for Restaurants

Standard food safety and HACCP guidelines should be in place and constitute the core practices necessary to ensure that risk of food-borne illness is minimized.

The following general measures should be implemented for general dining:

- Reservations for all service (breakfast, lunch, dinner) to control the flow of guests (this could be relaxed over time when the circumstances are less critical if preferred).
- Reservation clerk should advise guest of dining protocols when taking booking.
- Consider providing menu through electronic means.
- Reservations to be controlled in order to allow for adequate physical distancing. A 50% occupancy level should be utilized.
- Hand sanitization should be indicated to every guest upon entry. Additionally, guests should be encouraged to the washrooms to wash hands prior to dining.
- High touch surfaces should be frequently sanitized.
- Cash transactions should be discouraged. Credit/Debit cards should be sanitized prior to use.
- A limitation should be placed on the number of diners at each table. A maximum of 4-6 should be contemplated.
- Seating should be arranged to ensure a minimum of 6ft between tables.
- Outdoor dining should be encouraged to ensure physical distancing as well as adequate dissipation of aerosols generated by individuals during normal discourse.
- Increase ventilation rate within the restaurant. Should it be possible to provide service utilizing natural ventilation without air conditioning, this would be preferred.
- Signage to be displayed at every outlet to remind patrons to be respectful of social distancing as far as possible and practical in a restaurant and bar setting. Signage should act as safeguard to remind guests to be respectful of employee spacing and ensure that the staff may be more socially reserved than pre Covid.
- Eliminate guest self-service on all buffet and bar operations. All stations to be live meaning only the dedicated staff member handling utensils etc, no self-service by guest.
- Single-use wipes to be available for “transactional touchpoints” such as but not limited to menus, pens, bill presenters, card machines etc and public area devices such as coffee machines, which must be supervised.
- Provision for additional sanitizing of hands for front line service staff to avoid front of house to front of house as well as front of house to back of house cross contamination.
- Service team to wear a mask at all times.
- The use of table linen should be restricted where possible. Single use napkins should be utilized preferably.
- If cloth napkins and table covers are to be used, ensure that staff conducting removal are adequately clad and aerosol-generating activity is minimized.
- Ensure proper sanitization of tables and chairs between guests.
- Linen should be temporarily stored in covered, lined bins.
- Laundry service for linen should utilize approved disinfectants and water temperature.
- Laundry area should be frequently disinfected.

Further considerations for Employees

- Conduct temperature checks on employees prior to start of shift.
- Ensure that self-examination is conducted and reported. Encourage frequent self-monitoring¹.
- Require that employees report on potentially ill individuals within their care.
- Encourage physical distancing of employees.
- Face coverings should be worn at all times.
- Encourage frequent hand washing, particularly after coughing or sneezing, eating or using the restroom.
- Discourage touching of eyes, nose and mouth.
- Ensure proper coughing and sneezing etiquette.
- Ensure adequate supply of disposable face tissue to be utilized for coughing and sneezing.
- Discourage sharing of personal items among staff.
- Staff uniforms should be laundered at work if possible, and a change of clothes is recommended prior to commencing shift.

Delivery of Supplies

1. Suppliers must remain in their vehicles as much as possible. Where there is need to exit, they must undergo temperature checks and wear proper PPE including masks.
2. Suppliers should not be allowed inside the receiving area / inside general stores
3. Staff must wear PPE's and maintain physical distancing to receive food and beverages items from suppliers.
4. Establish an area for fruit and vegetables to be washed and sanitized upon receipt from supplier and before being stored.
5. All suppliers must be provided a copy of the resort "safe food" policy and should be required to acknowledge receipt of and understanding of resort protocols in writing.
6. Implement proper scheduling to reduce congregation of suppliers at any given time.

Food Pick-up and Delivery Services

- Ensure time and temperature guidelines are strictly adhered to.
- Ensure frequent handwashing and sanitization.
- Delivery implements should be frequently washed and sanitized.
- Pick-up zones should be clearly identified and encourage physical distancing.
- Physical distancing should be adhered to upon delivery.
- Face covering should be worn by staff during pick-up and delivery.
- As much as practicable, utilize disposable items for delivery service.
- Used items should be appropriately handled by staff as prescribed above.

Waste Management

General waste management practices should be adhered to, as outline in the above guidance.

1 CDC provides a self-check tool that may be utilized as guidance for staff (<https://www.cdc.gov/coronavirus/2019-ncov/symptoms-testing/symptoms.html>).