



El-Phoenician Group Covid-Safe House Policy

We are taking every possible preventative measure to ensure that guests, staff and suppliers of El- Phoenician, Private room on church, and Jounieh Walshbay, are protected from potential transmission of COVID-19. We are a registered Covid-Safe venue, and have implemented a safety plan.

KEY PREVENTIATIVE MEASURES

Covid-safe officer: For each shift, a highly trained Covid-Safe Officer is appointed for both FOH & BOH to oversee and enforce all Covid-Safe House Policies.

REPORTING

- ✓ Daily reporting and recording of staff attendance, staff temperatures, guest contact details and attendance, cleaning checks, visitors register
- ✓ Daily reports and records to be kept on file for a minimum of 28 days

STAFF TRAINING

- ✓ All staff to complete Covid-Safe House Policy training before commencing first shift back to work
- ✓ Refresher Fink Covid-Safe House Policy training to be completed at least once a month
- ✓ Regular monitoring of Australian Government Health websites

HYGIENE

- ✓ Sanitizer stations situated at entry/exit, outside guest bathrooms and staff work areas
- ✓ Hand washing facilities readily available within guest bathrooms, and staff work areas
- ✓ Menus: single use disposable food and beverage menus only
- ✓ Single use linen napkins and table cloths
- ✓ All staff to wash and sanitize hands prior to clocking in/out for all shifts and breaks
- ✓ All staff to wash and sanitize hands before and after eating, sneezing, coughing, handling rubbish, handling guest glassware, crockery, or cutlery, handling cash, or receiving a delivery
- ✓ Where possible, all staff to wash hands with soap and water for 20 seconds every 30 minutes
- ✓ All staff to avoid skin-to-skin contact with guests and other staff, for example, no handshakes
- ✓ All staff are to observe 1.5m social distancing whenever possible

RESTAURANT SEATING CONFIGURATION

- ✓ Ensure the premises is sufficient to allow for 4m² of space for each person, including staff
- ✓ A distance of 1.5m required between bookings/tables
- ✓ Table service only – no standing or bar service
- ✓ Maximum of 30 guests per table

PAYMENTS

- ✓ Electronic payment only accepted
- ✓ Cash transactions – avoid where possible

SIGNAGE

- ✓ Covid-Safe House Policy
- ✓ Hand washing and sanitizing instructions
- ✓ Social distancing instructions
- ✓ COVID-19 symptoms information
- ✓ Condition of Entry information



CLEANING & SANITIZING

- ✓ Daily professional cleaning of the restaurant in its entirety.
- ✓ Ongoing cleaning during restaurant service periods:
- ✓ Guest bathrooms – at 60 minute intervals – sanitizing of all surfaces
- ✓ High touch areas – at 60 minute intervals – sanitizing of all surfaces, i.e. doors, handrails, etc.
- ✓ Tables/chairs – sanitize after each guest seating
- ✓ Table condiments – on request only, sanitized after each use
- ✓ EFTPOS terminals – sanitize after each use
- ✓ Commercial dish and glass washers – wash cycle set to a minimum of 65-71 degrees, sanitization cycle 82 degrees.

CONDITIONS OF ENTRY

Entry denied if COVID-19 symptoms are evident or if the following conditions are not met.

Guests

- ✓ Confidential contact detail collection for ALL guests required upon entry
- ✓ No standing/mingling is permitted
- ✓ No dancing is permitted

Staff

- ✓ Staff are to stay home if they are sick or have symptoms and go home if they become unwell.
- ✓ If any staff show symptoms, they will be required a test prior to returning
- ✓ All staff to have temperature checked prior to every shift by Covid-Safe Officer, and temperatures must be logged with name, date, time, signatures of staff and Covid-safe officer

Delivery Drivers/ Sales Reps/ Tradesmen

- ✓ All non-staff/guest visitors who enter the premises to provide name and contact details, plus in and out time – recorded in the visitor register
- ✓ sanitise hands prior to entering

ROLE DEFINITION

Where possible, staff roles will be allocated to prevent cross contamination, defined as either Pre-Guest or Post-Guest tasks.

Pre-Guest

All activity prior to guest touching an item i.e. untouched glassware, cutlery, food, menus.

Pre-Guest duties include:

- ✓ Meet, greet and seat guests
- ✓ Menu ordering
- ✓ Delivery food and beverage
- ✓ Unstack dish or glass washer

Post-Guest

All activity after a guest touches an item i.e. used glassware, plates, cutlery, menus.

Post-Guest duties include:

- ✓ Clearing tables
- ✓ Stack dish or glass washer

TOGETHER WE CAN HELP STOP THE SPREAD!