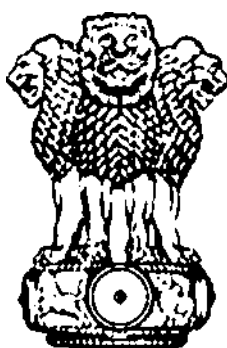


Operational Recommendations for Restaurants



सत्यमेव जयते

Ministry of Tourism
Government of India

Hotel & Restaurant Division

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1. Introduction

Given the current COVID-19 outbreak, it is important that all hotels, restaurants and other hospitality units take suitable measures to restrict any further transmission of the virus while providing accommodation and other tourist services post lockdown. The guidelines aim to minimize all possible physical contacts between a Staff and Guest and maintain social distancing and other preventive and safety measures against COVID-19. It also endeavors to make the traceability of the guests easier, in case a situation in future warrants so.

These guidelines are applicable to the restaurants and are subject to provisions of any law, rules or any other directions issued by the competent regulatory authorities of the respective State or Central Government from time to time, which will override these guidelines.



To ensure that visitors feel safe while eating out, restaurants need to take several measures to make them feel safe, comfortable and at ease post lockdown. These procedures will also be applicable for dining facilities and restaurants in hotels and other accommodation units.

These guidelines are subject to any directions and regulations from the competent regulatory authorities such as FSSAI, which shall be binding on the management.

2. Guidelines for Restaurants

Restaurants in containment zones shall remain closed. Only those outside containment zones will be allowed to open. Takeaways to be encouraged, instead of Dine-In.

Persons above 65 years of age, persons with comorbidities, pregnant women and children below the age of 10 years are advised to stay at home, except for essential and health purposes. Restaurant management to advise accordingly.

2.1 For Restaurant premises

- (i) Provide safe, sanitized and clinically clean environment to the visitors and staff.
- (ii) All major touch points, operating panels, seats, covers, toolbox etc. requiring human touch should be sanitized at an hourly frequency with effective sanitizers (detailed steps for cleaning has been placed as annexure).
- (iii) All tables are to be cleaned with sanitizers and chlorinated water. All crockery & cutlery should be washed in dishwashers with effective soap solutions where water temperature is as high as 80 degrees.
- (iv) Ensure that the seating capacity is reduced by 50% and the seating style is changed in order to maintain social distancing. Tables to families or a group to be allocated strategically to ensure non contamination to other guests/ areas.
- (v) Markings on the floor to be done to maintain social distance, wherever required.
- (vi) Ensure availability of hygiene and sanitation equipment at pro-active replenishment
 - Thermal Gun thermometer for temperature checking of staff and guests.



- Hand Sanitizers, Hand Gloves and Masks (Three layered masks/ N 95 masks), Long gowns, eye goggles or face shield to be available at the Reception Area.
- Garbage Bags (separate bio-hazard bags for used masks and other PPEs as per CPCB's guidelines).
- Sufficient disinfectants like sodium hypochlorite (1%).

(vii) Hand sanitizers should be placed at the entrance and other areas such as washrooms.

(viii) Ensure the premises has fully functional CCTV cameras to ease tracking and tracing of infected personnel movement.

(ix) Restaurants should ensure to maximize the use of technology to reduce human contact.



(x) Posters/standees should be displayed at various location for information and awareness:



- Emergency helpline numbers
- Social distancing (6 feet)
- Hand Washing
- Respiratory hygiene
- Dos & Don'ts

(xi) Guest service areas shall be thoroughly cleaned and disinfected before and after every shift. The furniture and fixtures of the restaurant like tables, chairs, workstations, buffet tables, linen etc. to be thoroughly cleaned with disinfectants on daily basis.

(xii) For air-conditioning/ventilation, the guidelines of CPWD shall be followed which inter alia emphasizes that the temperature setting of all air conditioning devices should be in the range of 24-30 C. Relative humidity should be in the range of 40-70%.

(xiii) E-payments to be encouraged to avoid touching the debit/ credit cards of guests.



It is recommended to follow the bar safety measures mentioned below:

- Bar counter and stools to be sanitized properly.
- Bar equipment like shakers, blenders, mixers and peg measurers to be cleaned.
- Ice container trolley to be washed and sanitized.
- All the bottles of spirits, wines and beers to be sanitized with food grade disinfectant.
- All the glassware to be cleaned with hot water and lemon.
- It is recommended to follow FSSAI guidelines by marking dates on recently opened beverages.

It is recommended to follow the safety measures mentioned below- for kitchen/ food preparation area:

- Operational kitchens must be sanitized at regular intervals.
- Kitchens to plan social distancing in a practical manner.
- Worktables to be realigned in such a manner that staff do not face each other and also maintain social distance.
- Strict adherence to HACCP/ISO/FSSAI norms and guidelines for sanitization and hygiene in receiving, storing, and cooking of food items.
- Ensure all tools get sanitized after each use.
- Even with proper hand washing, food workers should use a barrier such as tongs, gloves or utensils to prevent direct hand contact with food.
- No ready-to-eat food items shall be left open.
- Keep foods separated to avoid cross contamination, e.g., keeping raw foods separated from cooked and ready-to-eat foods.
- Ensure that any wrapping and packaging used for food transport is done so that contamination of the food is prevented.



2.2 For Staff

- (i) Ensure staff are trained to greet diners wearing gloves and masks and provide sanitization bottles at the entrance.



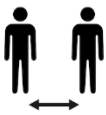
- (ii) Ensure all staff wear mask & hand gloves should be changed/ disinfected after handling each customer to avoid cross contamination.

- (iii) Ensure daily temperature check via thermal gun thermometer. Regular and increased health checkups of staff should be ensured.



- (iv) All employees must mandatorily download Aarogya Setu mobile application.

- (v) Ensure all staff maintain respiratory etiquettes i.e covering mouth and nose with bent elbow or tissue when coughing or sneezing. The used tissue should be disposed of immediately in a bin with a lid.



- (vi) Physical contacts between two persons must be minimized and a minimum distance of 6 feet to be maintained

- Optimize employees in production area.
- Stagger workstations, food preparation area etc.
- Review the speed of production lines considering social distancing.
- Review shift arrangements depend on the above.
- Limit number of people who are not required e.g. Drivers, helpers etc.
- Use spacing measures like stickers, tapes, markers to maintain the distance at all the places.
- Prohibit sharing of lockers or uniform or any common item such as pens etc.
- Food delivery personnel should leave the packet at 6 feet distance at customer's door. Do not handover the food packet directly to the customer.
- Takeaways to be encouraged, instead of Dine-In.



(vii) Efforts must be made to reduce the presence of staff to minimum required, keeping in mind the number of covers.

(viii) Alternate methods (digitally using QR code) should be devised for staff to mark attendance at the restaurant. Staff having a body temperature of more than 98.6° F should be asked to remain at home.



(ix) Staff should be given PPE kits as part of the uniform across all departments.

- Uniform exchange daily should be the norm and uniforms should be sanitized properly.
- Ensure that staff are maintaining Social Distancing during uniform exchange.



(x) Cashiers to disinfect hands after every settlement through cash or cards. E-payments to be encouraged to avoid touching the debit/ credit cards of guests.

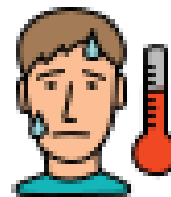
(xi) Staff to wear PPEs like face masks, chef caps/net caps, face shield and all other safety gear while working in kitchen/food preparation area.

(xii) Staff meals should be planned in such a manner that social distancing norms could be maintained. Timings of staff canteen, lockers, changing rooms etc. to be strategically designed to reduce assembly of people.

(xiii) Ensure training of employees in hygiene and sanitation practices and troubleshooting risks (log of the training/ video record of session to be kept).



(xiv) Staff must be trained to handle guests in case he/she develops symptoms of COVID-19:



- Place the ill person in a room or earmarked area where they are isolated from others.
- Provide a mask/face cover till such time he/she is examined by a doctor.
- Immediately inform the nearest medical facility (hospital/clinic) or call the state or district helpline.
- Covid-19 disinfection of the premises to be taken up if the person is found positive. Linen and other items must be washed separately.
- Maintain empathy with the guests.
- In case suspected guests flee/ not traceable, inform the police immediately.



(xv) All employees who are at higher risk i.e. older employees, pregnant employees and employees who have underlying medical conditions, to take extra precautions. They should preferably not be exposed to any front-line work requiring direct contact with the public. Restaurant management to facilitate work from home wherever feasible.

2.3 Specific guidelines for receiving guests

(i) Pre-Arrival

- Complete details of number of persons to be taken in advance and seating to be accordingly arranged by maintaining the social distancing norms.

(ii) Arrival

- All guests should be screened for any symptoms before entering the premises.



- Guest with body temperature of 98.6° F or more should be politely asked to return or directed to a designated hospital, which would be a precondition at the time of accepting booking.
- The AarogyaSetu App status of every guest is checked for allowing entry.
- No manual frisking of guests at the entry wherever possible. Frisking shall be through DFMD, HHMD, etc.
- The gate should be opened by attendant.
- Guests should be directed to sanitize hands before entering and while leaving the restaurant.
- Guests should be provided with necessary PPEs like hand gloves and face masks (in case they are not carrying their own) to ensure safety of other guests and staff.

(iii) **Designated Waiting Area**

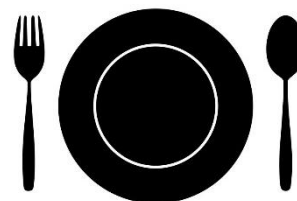
- Extra guests to be seated in a designated waiting area with norms of social distancing.



(iv) **Dining**



- The service staff must use such as masks, gloves and other such personal protective gears.
- Only bottled water where outer side of the bottle is disinfected to be used for providing water to guests.
- Disposable menus are advised to be used.
- Use of good quality disposable paper napkins is recommended.
- Only cooked food to be included in the menu and to avoid inclusion of raw or cold food like salads etc.
- Buffet service should be avoided and, in case of buffet, trained service staff only to serve the food from buffet.
- Only designated staff to serve the food on a particular table.
- Name badges of staff to be printed in larger fonts for identification from a farther distance.



- The service equipment to be segregated and stored in sanitized cupboards.
- The soiled dishes to be immediately taken to dishwashing area and not left on side boards. The leftover food be discarded in the designated bins with lids. The garbage should be disposed of on daily basis.
- HACCP/ISO/FSSAI standards to be followed for cleanliness of F&B material and hygiene.

2.4 For guests

- (i) Do make prior reservations before going to the restaurant to avoid crowding.
- (ii) Do not exceed pre informed numbers and any sort of deviation in number of persons be informed well in advance.
- (iii) Do carry own Face Mask, Hand Gloves and Instant Hand Wash etc.
- (iv) Do install ArogyaSetu App in your mobile phone.
- (v) Don't carry any item directly bought from outside like gifts etc.
- (vi) Do use safe and sanitized vehicles for travel.
- (vii) Do sanitize the hands before proceeding for seating area.
- (viii) Do use e-payments to avoid contact through cash or credit/ debit card.



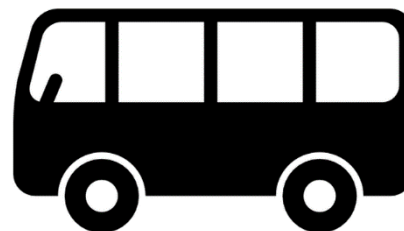
DOs



DON'Ts


2.5 For Restaurants who provide transport for employees

- (i) Screen the staff for temperature and other symptoms before boarding the vehicle.
- (ii) It is recommended to provide organization's transport in the event public



3. Annexure- Cleaning and sanitation norms for restaurants

2.6 For Restaurants who provide food delivery services

- (i) Cleaning, Sanitizing, Disinfection measures are to be adopted to ensure that food packaging is kept clean and away from sources of contamination. 
- (ii) Ensure that the drivers, loaders and other staff are trained about the COVID-19 infection symptoms and measures for prevention. They should maintain high standards of personal hygiene.
- (iii) Clean & Sanitize Delivery/ transport vehicles regularly. Use designated vehicle only for food deliveries / distribution only.
- (iv) Hand washing material and Sanitizer bottle to be fixed in driver cabin.
- (v) Anyone displaying flu like symptoms should be avoided in handling / transporting / delivering food.
- (vi) Face covers to be worn at all times.
- (vii) Avoid use of public toilets and crowded places during the breaks.
- (viii) If a vehicle enters an area marked as a COVID-19 hotspot, then the vehicle shall be thoroughly cleaned and disinfected before use.
- (ix) Maintain relevant records.

Cleaning process should be followed by disinfection. Use chemicals as per the direction provided by the manufacturers.

(i) Cleaning of various areas

Following Food establishments shall be cleaned with appropriate cleaning solution:

Area	Solution
Food preparation/ production area, Stores, Packaging area, Service area, Waste disposal area, Office space, Transport vehicle, Toilets and Washrooms	Soap and water (preferably hot water) followed by disinfection (using freshly prepared 1% hypochlorite solution or equivalent)

(ii) **Cleaning of Equipment and crockery etc.**

Cleaning of Equipment should be carried out as follows:

Cleaning of Equipment	Solution
Cleaning of Equipment, containers, utensils, crockery, cutlery and service ware etc. thoroughly with cleaning solution and water.	<p>Use of hot water (above 60o C) is recommended. After cleaning, sanitation using Alcohol/ Quaternary ammonium compound is recommended.</p> <p>The crockery, cutlery, hollowware and service ware etc. be washed with hot water and food grade/ approved disinfectants.</p>

(iii) **Cleaning of various high touch points**

Special attention is to be given to various high touch points and the following method and frequency will be used for the same:

High Touch Points	Method and Frequency
Elevator buttons, handrails / handles and call buttons, escalator handrails, public counters, intercom systems, equipment like telephone, printers/ scanners, and other office machines, table tops, chair handles, pens, diary files, keyboards, mouse, mouse pad, tea/ coffee dispensing machines, etc.	Cleaned twice daily by mopping with a linen/ absorbable cloth soaked in 1% sodium hypochlorite
Metallic surfaces like door handles, security locks, handles of baskets/ carts, display racks (where bleach is not suitable)	70% alcohol
Hand sanitizing stations at the entry and near high contact surfaces.	Cleaned at least twice in a shift. Sanitized with 1% sodium hypochlorite
Toilets and Washrooms	After every shift using water and detergent, followed by 1% sodium hypochlorite.
Area of two meters around the person who has coughed	Vacated immediately, thoroughly cleaned and disinfected with freshly prepared 1 % hypochlorite solution
All cleaning equipment, cloth, mops, reusable protective gear such as boots, gloves	Cleaned thoroughly before use & after use. Sanitize where required.