

2020

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# EMPLOYEE TRAINING MANUAL

# ? FAQs

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## What is Covid-19 Corona Virus?

Corona Virus is a respiratory illness. This virus attacks your respiratory system and the most common symptoms are:

- a cold
- dry cough
- difficulty breathing
- blue lips
- fever
- diarrhea

However, not everyone who contracts this virus displays symptoms. Some people with good immunity manage to fight this disease without showing any symptoms, but they can still pass it on to others.

## How does Covid-19 spread?

- Directly: When you come in contact with someone who is carrying the disease. This can be through droplets when they sneeze, cough or even just talk, or even from close personal contact like touching or shaking hands.
- Indirectly: When someone touches a contaminated surface, they can also contract the virus. This is why it is important to throw all external packaging, and to sanitize our hands immediately after touching surfaces or packaging.

It is important to note that till date, no one has gotten the virus through food. However, they can contract the virus from packaging or surfaces that have been exposed.

## What precautions can we take:

- Wash and sanitize your hands for 20 seconds throughout the day
- Avoid touching your eyes, nose and mouth
- Keep a safe distance from people
- Clean your workstations as often as possible (hourly)

# RESTAURANT FLOWCHART

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## **1** Employees Personal Hygiene

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## **2** Staff Entry Protocol

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*Step by step instructions*

## **3** Kitchen Staff Duties

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*The kitchen staff responsibilities from collecting the raw materials to cleaning the kitchen to disposing of food.*

## **4** Cleaning Staff Duties

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*How to wash and sanitize the different areas of the restaurant. How often and using what methods.*

## **5** Front of house Staff Duties

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*Keep all forms printed for the day. Manage the cleanliness of own workstations.*

## **6** Telephone Etiquette

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*Training & what advice needs to be mentioned on the phone.*

## **7** Home Delivery / Take-Away Protocols

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*Step by step instructions*

## **8** Valet Protocols

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*Keep keys segregated in a sectioned tray. Sanitize the touch points in every car.*

## **9** Door Attendant Protocols

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*Open the door for guests, instruct guests to sanitize their hands and to step through the sanitizing mat.*

## **10** Cash Counter Protocols

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*Guest instruction. Customer temperature check and health form to be filled.*

## **11** Wait Staff Seating the Guests

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*All Wait Staff to wear a mask and gloves. Wait staff to escort the guests to their tables.*

## **12** Cleaning Staff – end of day protocols

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*The cleaning staff must ensure that the restaurant is thoroughly cleaned and disinfected at the end of the day.*

## **13** Keeping our staff and guests safe – isolation protocols

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*How to wash and sanitize the different areas of the restaurant. How often and using what methods.*

## **14** Keeping our staff and guests safe – bodily fluid event protocols

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*If a guest or employee vomits or has diarrhea, these are the protocols that we will follow*

## **15** Quarantine protocols for employees returning to work

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*For employees who are returning to work, these protocols will be in place:*

## 1 Employees Personal Hygiene

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Personal Hygiene is the first step towards keeping ourselves safe. It is also the first thing that people see, so if you look clean and tidy, it reflects positively on the hygiene standards at the restaurant.

This means it is important to follow these guidelines for your own safety:

- Bathing before and after your shift.
- Hair should be neat and tidy. If you are wearing a hair net, your hair should be tucked in properly.
- Avoid wearing any personal jewelry like earrings, rings, watches and necklaces.
- Avoid clothing that has pockets on the outside.
- Make sure your clothes are neat and clean, without any rips.
- Make sure all wounds are cleaned and covered with bandages.
- Nails should be cut frequently. Keep your nails short and clean at all times.
- Do not wear your outdoor shoes inside the restaurant.

## 2 Employees Entering The Restaurant – Step By Step Instructions

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When our employees come to work, they must enter from the staff entrance.

They should follow these steps when entering:

1. Take your outdoor footwear off and place on shoe rack. Wear your work footwear.
2. Sanitize your hands immediately after changing your footwear.
3. Put on the appropriate PPE as per your designation.
  - Kitchen Staff – mask, hair net and gloves (except for Tandoor staff).
  - Front of House Staff – mask and gloves.
  - Cleaning Staff – mask, hair net and gloves.
4. Temperature Check. It should not be above 99 c.
5. Fill in the Temperature Check form before every shift.
6. Sanitize your hands once more before beginning work.
7. Employees split according to their duties:



Kitchen Staff

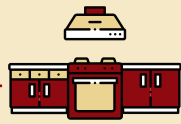


Cleaning Staff



Front of House Staff

### 3 Kitchen Staff Duties



The kitchen staff has several responsibilities that range from collecting the raw materials, washing, storing and cooking the food.

#### **Collecting raw materials**

Our vendors deliver our produce into a clean and sanitized crate/basket which is kept near the back entrance. The kitchen staff should bring this basket in and deal with it as mentioned below. Dispose of any single use packets and wash reusable bags in hot soapy water and air dry. Make sure to wash and sanitize your hands before touching the produce.

#### **Handling fruits & vegetables**

Fruits and vegetables should be left in the basket for 4 hours before washing in lukewarm drinking water. Store the fruits and vegetables in the fridge or in clean baskets /racks.

#### **Handling meat and eggs**

Meat should be cleaned under running tap water. Clean the meat, package and refrigerate accordingly. Eggs can be washed by putting in a bowl with lukewarm drinking water. You may gently wipe the egg, then rinse under cool drinking water, before storing in the refrigerator.

#### **Handling milk**

Wash the milk packet or bottle thoroughly with water. Let the pack dry before cutting it open and pouring the milk into a pan. This is to avoid the surface water trickling into the pan with the milk.

#### **Other food materials**

Other food materials like grains, onions and canned goods should remain in their packaging for 72 hours. Take out of external packaging and store appropriately for consumption.

#### **Preparing food**

Make sure to wash and sanitize your hands before and after preparing the food. Do the same for all food preparation stations too.

Make sure the knives, chopping board and utensils are all clean.

Separate chopping boards and utensils for vegetarian and non-vegetarian food to avoid cross-contamination.

Frozen food items should be thawed in the refrigerator or under cool running water while still in the packet.

All food items should be kept covered.

Food should be prepared for immediate consumption when possible. Store gravies in the refrigerator to be used as needed.

Make sure that salt & pepper shakers and any bottles (e.g. ketchup) are cleaned regularly.

Make sure all the produce is fresh and hasn't gone bad. Check expiry dates where possible.

### **Disposing of food**

Use separate waste bins for wet (food) and dry (packaging) waste.

Any leftover food that isn't being consumed should be discarded in a covered bin. Wash hands immediately after waste disposal.

### **Cleaning the kitchen (hourly – see poster)**

Three main methods of cleaning will be used.

- Warm, soapy water
- Sodium Hypochlorite 4-6% (Disinfectant) – 500ml water + 50ml SH
- Ethanol 80% (Sanitizer)

Clean all kitchen counters, slabs and stoves with hot soapy water every hour. Then follow with disinfectant.

Use sanitizer to clean work spaces as and when required.

Common touch points: taps, chopping boards, fridge handles and appliances need to be sanitized hourly.

### **Cleaning utensils & glassware**

All utensils and equipment should be cleaned using hot soapy water.

All glassware should be cleaned with hot water and lemon.

### **Maintaining distance in the kitchen**

We have adjusted the layout of the kitchen in order to allow for 2 meters of social distancing even within the kitchen.

## 4 **Cleaning Staff Duties**



All cleaning staff will wear masks and gloves at all times. They will fill a mixture of Phenyl and warm water to fill the sanitizing mat trays before each shift.

Five main methods of cleaning will be used.

- Warm, soapy water
- Sodium Hypochlorite 4-6% (Disinfectant) – 500ml water + 50ml SH
- Ethanol 80% (Sanitizer)
- Colin glass cleaner
- Phenyl floor cleaner

### **Cleaning the kitchen**

- Clean all kitchen counters, slabs and stoves with hot soapy water every hour.
- Then follow with disinfectant.
- Clean the kitchen floor with hot soapy water, followed with disinfectant (Phenyl).
- Use sanitizer to clean work spaces as and when required.

### **Cleaning the rest of the restaurant**

Clean the floors with hot soapy water, followed with disinfectant (Phenyl).

All table tops need to be cleaned with hot soapy water, followed by disinfectant.

Windows & mirrors need to be cleaned with Colin window cleaner.

Common touch points: tables and door handles – sanitize regularly.

### **Cleaning the toilet**

Clean the floors with hot soapy water, followed with disinfectant (Phenyl).

The washroom counter, sink and tap need to be cleaned with hot soapy water, followed by disinfectant. Any mirrors need to be cleaned with Colin window cleaner.

Common touch points: taps and door handles – sanitize regularly.



## 5 Front of House Staff Duties



Employees at the cash counter need to make sure that all health forms, for employees and guests need to be printed at the start of the day. Make sure to print adequate forms to last a few days so we don't run out of forms at any given time. Employees at the cash counter need to make sure their workstations are sanitized hourly (see poster – cleaning the POS). Use sanitizer on touch points like door handles, keyboard, mouse, calculator, and workstations at least every hour.

The wait staff should make sure the table seating is correct, with the correct distance maintained between tables. Tables should be set properly, making sure that there are disposable paper napkins and sanitizers at each table. Salt & pepper shakers need to be sanitized every morning. The bottles of sanitizer should be refilled as and when needed, but wait staff should ensure that the tables never run out of sanitizer. They also need to sanitize the touch points like door handles at least every hour. Check that there are enough mukhwas sachets to last the whole day, every morning. Clean AC filters every 3 days.

The tables need to be sanitized before they are laid.

## 6 Telephone Etiquette Training



People may call the restaurant for different things. It is important that front of house staff can address all types of enquiries and bookings properly.

It is important that before moving on, we need to get the client's details – ask for their name and number so just in case you get disconnected you can call them back.

If they are calling to make a reservation, make sure to ask them and inform them of the following:

- Ask them the number of people
- Inform them about the use of the Aarogya Setu app and some of our safety and precautionary measures
- We advise all elderly guests, pregnant guests and children to stay home and order home delivery; however we are happy to serve them if they want to come in.

## 7 Home Delivery / Take Away Protocols

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We check the temperature of the delivery employees before any delivery is sent out.

For take away orders, the order is placed over the phone. In regards to payment, they have the option to pay using our unique QR code, through UPI, or in person with cash or card. In order to make the take-away safe, make sure to place the order in a basket or a clean surface for the guest to pick up. Do not hand the parcel to the guest directly.

We have two delivery options – an in-house delivery service and an external delivery service (Swiggy).

### In-house delivery protocols

The order is placed on the phone. We encourage online payment using our unique QR code or UPI. If they can't pay online, then we accept cash or card too. Our delivery employee wears the correct PPE (mask and gloves) and takes the order to the guest on their scooter. Our delivery employee calls the guests when they reach their location, and leave their order with the security guard or at their door.

### External delivery protocols

The order is placed online through their app, and payment is made directly. We prepare the order and leave it in a sanitized basket by the restaurant door to ensure contactless deliveries. The external delivery employee is not allowed to enter the restaurant.

## 8 Valet Protocols

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The valet employee will be wearing the correct PPE (mask and gloves). The employee will sanitize their hands before collecting the keys in a segregated tray (to avoid hand-to-hand contact) or guests will leave their keys in the car.

The employee will get in the guest's car, park the car, and ensure that all touch points are sanitized. The key will be sanitized before putting it into a segregated tray.

When the guest is done and is ready to leave, the employee would again sanitize their hands and all the touch points before returning the car to the guest.

Touch points – car doors (inside & out), steering wheel, gear box and the car key.

## 9 Door Attendant Protocols

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The door attendant has to wear the correct PPE (mask and gloves). The door attendant has to sanitize his hands frequently. The door attendant should open the door for all guests (as they come and go), so guests can avoid touching the door handles. The door attendant should ask all guests to sanitize their hands and to step through the floor sanitizing mat before entering the premises.

## 10 Cash Counter Protocols

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The cash counter employee has to be wearing a mask and gloves. They have to sanitize regularly. Once guests enter the premises, the cash counter employee needs to ensure that guests are wearing masks. If they aren't, hand them a clean mask and an envelope for their masks. Advise guests to keep their masks on until they are seated, and store their masks/gloves in the envelope during their meal, but should wear their masks before leaving their tables. Take the guests temperatures and write it on the guest health form, and ask the guests to fill in the rest. Make sure the guests have the aarogya setu app on their phones. Keep spare pens and sanitizers handy for guests to fill out the forms. Wait staff to escort the guests to their tables. Turn away guests who don't follow protocol – masks, temperature check, aarogya setu, health form.

## 11 Wait Staff Seating The Guests

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All Wait Staff to wear a mask and gloves. Wait staff to escort the guests to their tables. Guests to be seated at tables ensuring proper distance is maintained between tables. Do not move tables closer together at any cost. They should introduce themselves to the guests, and show guests how to view the menu using the QR code. Come back to take their order, and make sure to sanitize their hands before serving the food at the tables. Only bottled water to be served to guests. Give the bill to the guests with the mukhwas sachets. Explain how the guests can pay using the QR code, UPI or cash/card. Sanitize the bill folder and card machine after each use. Open the door for guests to leave the dining rooms. Tables to be sanitized immediately, with no dishes lying around the dining room. Change table cloth after each table is vacated, clean, disinfect and set the table again. Sanitize the area with some sanitizer.

## 12 Cleaning Staff – End Of Day Protocols

The cleaning staff must ensure that the restaurant is thoroughly cleaned and disinfected at the end of the day. All floors and surfaces must be cleaned with hot soapy water and then followed by disinfectant. All touch points should be sanitized liberally before closing. The staff should thoroughly sanitize their hands before leaving the premises.

## 13 Keeping Our Staff And Guests Safe – Isolation Protocols

**Great Punjab**  
 Restaurant  
Estd. 1959



# COVID-19

EMERGENCY CONTACT

STAY INFORMED


**IF SOMEONE SHOWS ANY COVID-19 SYMPTOMS, PLEASE FOLLOW THE BELOW STEPS**

- Ask for these details**
  - Age
  - Any illness
  - Blood group
  - Symptoms
- Call Dhruveer Gandhi : 9819909129 or Jyoti Verma : 9920445620**
- Direct them to the designated holding area until you get further instructions from Dhruveer Gandhi or Jyoti Verma.**


BASED ON THE ASSESSMENT BY MANAGEMENT, YOU WILL THEN:

- Apologize for the inconvenience and ask all guests to vacate the premises.**
- Consult one of these doctors**

<b>Dr. Krishnaraj</b> +91 98924 55677 170 Nathal Parekh Marg, KrishnaVihar, Wadala.	<b>Dr. Sameer Joshi</b> 022-24143057 Timing: 10am-2pm, 6:30pm-9pm Colony Nursing Home, Behind Ruia College, Matunga	<b>Dr. Sabnis</b> +91 98210 67566 27 Manikrao Lotikar Marg, Chandra Villa, Opp HP Petrol, Matunga.
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- Inform BMC F South War Room - 022 24177507**
- THEN Call the COVID Helpline - 1916**
- THEN Call More Saab to inform him of the situation - +91 98694 77172**


 **COVID HOSPITALS for people over 50 who have other illnesses and are showing heavy symptoms**

- KEM
- SEVEN HILLS
- KASTURBA
- NAIR
- BKC MMRDA GROUNDS

 **COVID HOSPITALS for people under 50 and in overall good health, but showing some symptoms**

- GANDHI HOSPITAL

**Great Punjab**  
 Restaurant  
Estd. 1959



# COVID-19

आपातकालीन निर्देश

सूचित रहें


**यदि कोई किसी भी COVID-19 के रोगलक्षण दिखाता है, तो इन चरणों का पालन करें**

- उनसे जानकारी के लिए पूछें**
  - उम्र
  - कोई बीमारी
  - रक्त वर्ग/ ब्लड ग्रुप
  - रोगलक्षण
- धुवीर गांधी : 9819909129 या ज्योति वर्मा : 9920445620 को फोन करें**
- उन्हें निर्देशित नियंत्रक क्षेत्र तक निर्देशित करें जब तक कि आपको धुवीर गांधी या ज्योति वर्मा से अगले निर्देश ना मिले।**


अधिकारियों द्वारा मूल्यांकन के आधार पर, आप तब इन चरणों का पालन करें

- असुविधा के लिए माफी माँगें और सभी मेहमानों को जगह खाली करने के लिए कहें।**
- इनमें से किसी एक डॉक्टर से सलाह लें**

<b>डॉ. कुण्जराम</b> +91 98924 55677 २७०, नथाल पारेख मार्ग, कृष्णा विहार, वडाला रोड	<b>डॉ. समीर जोशी</b> 022-24143057 समय : सुबह ११:०० से २:००, शाम ६:३० से ९:०० कॉलोनी नर्सिंग होम, रुडिया कॉलेज के पीछे, माटुंगा	<b>डॉ. सबनीस</b> +91 98210 67566 २७ मणिकराव लोटिकर मार्ग, चंद्रा विला, HP पेट्रोल के सामने, माटुंगा
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- बृहन्मुंबई नगर निगम (BMC) F South War Room को सूचित - 022 24177507**
- उसके बाद COVID Helpline पे फोन करें - 1916**
- उसके बाद मोरे साहब को फोन करें और उन्हें परिस्थिति की जानकारी दें - +91 98694 77172**

 **COVID अस्पताल उन रोगी के लिये जिनकी उम्र ५० से उपर या जो गंभीर लक्षण दिखा रहे हों।**

- KEM
- SEVEN HILLS
- KASTURBA
- NAIR
- BKC MMRDA GROUNDS

 **COVID अस्पताल उन रोगी के लिये जिनकी उम्र ५० से कम हो और सम्पूर्ण स्वास्थ्य अच्छा हो, परंतु हल्के लक्षण दिखाय दें।**

- GANDHI HOSPITAL

## 14 Keeping Our Staff And Guests Safe – Bodily Fluid Event Protocols

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If a guest or employee vomits or has diarrhea, these are the protocols that we will follow:

- We must ensure that the cleaning staff is using PPE.
- We will segregate the area that has been contaminated.
- We shall dispose of any food that has been exposed.
- We will ensure that any utensils that might have been exposed are cleaned and sanitized separately.
- We will double clean and sanitize the contaminated area.
- We will properly dispose of any equipment that was used to clean up the area.

## 15 Quarantine Protocols For Employees Returning To Work

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For employees who are returning to work, these protocols will be in place:

- 1) The employee will be placed in quarantine in the 1st floor office.
- 2) A Covid-19 test will be scheduled for each employee.
- 3) The employees will stay in quarantine for 6 days
- 4) Food will be provided to them, placed outside the office door.



**STAY SAFE**