

## Basingstoke RFC – Takeaway service Operational Plan and policy

As at 17<sup>th</sup> June 2020

This document details the Policy, responsibilities and actions required by separate areas of people within the club

BAR - initially Sean McDermott (Bar Manager &/or on duty staff/volunteers) only;

- All staff are to have read and signed the 'Covid-19: Hygiene at work' toolbox talk.
- All staff on duty are to sign the relevant health disclaimer prior to commencing work.
- All staff are to be conversant with and signed the General Risk Assessment for Coronavirus premises-based workers.
- Bar area to be cleaned down and wiped using antiseptic wipes and cleaner prior to opening
- All purchases to be served in plastic glasses (lids and cardboard carriers to be provided if required)
- Once drinks have been poured, they should be placed on the bar and staff are to step back to allow the customer to move forward and collect drinks
- Payment is by CARD only (No Cash to be taken)
- Membership cards may be used but will not be handled by bar staff – customer to provide card number or name for access of details from the till
- Gloves to be worn when required
- Staff should wash hands regularly and use hand sanitiser when required
- Toilet access for bar staff is the Champions bar – hand hygiene should be rigorously applied
- Bar area to be cleaned down after closing
- In case of medical emergency within the club – the entrances will be closed and customers asked to leave – bar staff to call emergency services where required

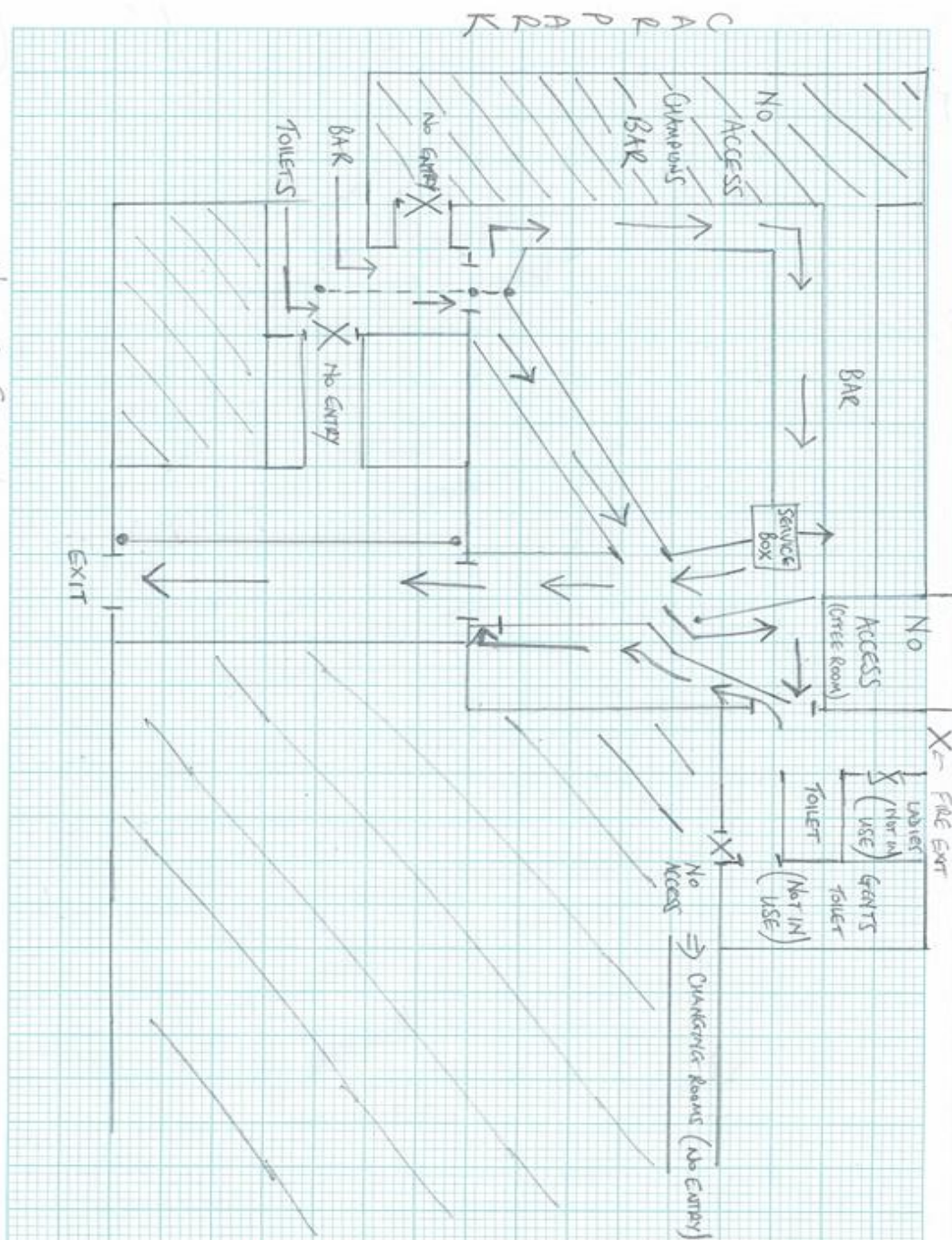
## VOLUNTEER(S) - initially Steve Appleby

- All Volunteers are to have read and signed the 'Covid-19: Hygiene at work' toolbox talk.
- All Volunteers on duty are to sign the relevant health disclaimer prior to commencing duties.
- All Volunteers are to be conversant with and signed the General Risk Assessment for Coronavirus premises-based workers.
- At start of shift
  - ensure all tape and social distancing measures are in place
  - Wipe down all main surfaces within the Disabled toilet
- During opening hours
  - ensure customers use the appropriate queuing systems and access (for service and toilet) – map attached and will be displayed within the club entrance
  - ensure that customers read and understand the notices regarding distancing and hand hygiene
  - ensure that customers adhere to the social distancing and hand hygiene requirements
  - Ensure that customers are aware of the club layout and where they are required to go – specifically pointing out hand hygiene stations and details regarding service at the bar
  - Regularly check the toilet, replace any products (e.g. toilet roll, hand etc.) and wipe down all main surfaces
  - Ensure that hand sanitisers are replenished as required
  - In the event of a medical emergency, clear the bar of customers and lock doors whilst bar staff contact emergency services where required
  - In the event of bad weather ensure all customers are leaving the building as required – no-one is allowed to stay within the building once purchases have been made
- At the end of the shift
  - Check all customers have left the building
  - Lock all entrances and exits
  - Wipe down all surfaces within the toilet
  - Ensure all tape etc. is still in place and safe
  - Ensure any rubbish outside is placed in the provided bins
  - Bring bins inside and empty where possible

## CUSTOMERS

- Read and understand all notices regarding access and hand hygiene within the club
- Use the queuing systems (for service and toilet access) appropriately with consideration to other users
- Once you reach the bar please use the Service box(es) identified on the floor to order and wait for your drink
- Drinks will be placed on the bar and you can then collect your drinks once the bar staff have stepped back
- Use hand sanitiser stations as required
- If using the toilet, please wash your hands and wipe down surfaces used with the supplied wipes
- Any questions or product replenishment (sanitiser, toilet rolls etc.) required please ask the designated volunteer
- For information:
  - ALL drinks will be provided in plastic glasses
  - Only purchase what you can carry so that you do not have to return unsafely
  - Payments are by CARD only, **Preferably Contactless**
  - Membership cards can be used to gain discount, but you will need to show your card details to the bar staff before purchase
  - There will be no seating available within the club premises (as per the current Regulations) which include the land outside the club within the boundary of the path
- **PLEASE ACT RESPONSIBLY WITHIN THE BUILDING AND OBEY ANY INSTRUCTION FROM THE DESIGNATED VOLUNTEER OR BAR STAFF**

# CUSTOMER FLOW FOR TAKEAWY SERVICE



Not To Scale