



*A Unit of Corral hospitality Pvt. Ltd.*

## **Personal Hygiene & Social Distancing (Employee's Handbook)**

### **Procedure when reporting on duty.**

1. Reporting on duty in good health, clean attire, face mask/covering & high level of personal hygiene.
2. Employees will sanitize and wash their hands at gate.
3. Personal footwear to be removed & sanitized before entering the Locker Room, followed by sanitizing of hands.
4. Personal PPE must be safely stored in locker and hands must be sanitized before receiving PPE from dispensary/Uniform Room.
5. Maximum of 3 people allowed in locker room at all times maintaining two (2) meters distance.
6. Upon entering respective departments employees have to wash/disinfect their hands at the allocated areas.

### **Kitchen – Receiving of Raw Materials**

1. Deliveries from authorized vendors only must be checked at gate along with bill/invoice.
2. All items entering premise for kitchen use must have their Name, Manufacture Date, Expiry Date and Date received noted and given to kitchen and store respectively.
3. Perishable items (fruits, vegetables, etc.) have to be directly taken to assigned sanitation area behind the main kitchen.
4. Perishable items have to be washed in 100ppm water solution, dried with clean sanitized cloth and stored in designated baskets. Salad leaves and leafy vegetables must be dried in salad spinner and stored in designated fridge.
5. Non-perishable items received in jars or bottles must be scrubbed in soapy water for a minimum of 30 seconds and dried with a clean fresh cloth. Manufacture and expiration date have to be noted on containers on yellow stickers.
6. Raw and Ready-to-eat items must be stored separately for a minimum of 14 hours before use.
7. Meats and fish must be sanitized in salt water, dried and stored in designated fridge.
8. No items will be allowed inside the main kitchen without inspection, sanitation and minimum 14 (fourteen) hour quarantine.

### **Kitchen – Operations & Cooking**

1. Only kitchen staff who are on duty will be allowed inside the main kitchen.
2. Duty roster will be maintained with only minimal staff on duty at any given time and must maintain social distancing of minimum of 2 (two) meters.
3. All kitchen staff have to wash their hands with soap for a minimum of 20 seconds when entering the main kitchen as well as before and after using gloves.
4. Staff must report on duty with clean Chef Whites/T-Shirt, trousers, company issued COVID-19 Certified face masks, sanitized company issued shoes, apron, food grade gloves and hairnets.
5. Checklist of all items stored in the kitchen must be maintained with Item Name and Expiry Date.
6. All raw materials must be segregated and stored in their designated areas to avoid cross contamination.
7. Cooking temperature and time must be followed as per the recipe cards.

*A Unit of Corral hospitality Pvt. Ltd.*

8. All ready to eat vegetables and salads must be washed in 50ppm chlorine solution and rinsed under running water before use.
9. 1 (one) hour scatter breaks will be allotted to all kitchen staff at alternating intervals to reduce personal contact.
10. Gloves, masks and other items which used by the staff must be safely disposed off outside the kitchen in the designated waste bin.
11. Change of PPE is mandatory if any staff member touches his/her face, nose or mouth and must therefore wash, sanitize and dry their hands.

### **Kitchen – KST**

1. Use of gloves, face masks along with company attire norms is compulsory.
2. Waste must be properly segregated into Wet, Dry, Glass/Metal and Medical\*.
3. Racks have to be washed in soapy water, scrubbed and rinsed in hot water at the beginning of the day.
4. Cutlery and crockery from the restaurant will be removed of all solids debris, rinsed in warm water, thoroughly scrubbed with detergent and rinsed in hot water before placing on drying rack segregated from kitchen utensils and equipment.
5. The working area will be scrubbed down and washed before and after main service timings.
6. Designated waste trolleys will be used to transfer waste and therefore requires to be washed and sanitized after each trip.
7. Upon entering KST area after waste disposal staff must change their gloves, wash his/her hands with soap under running water and dry before using a fresh pair of gloves.

### **Service – Front of House & Operations**

1. Staff must report on duty with clean T-Shirt, trousers, company issued COVID-19 Certified face masks, sanitized company issued shoes, apron, food grade gloves and hairnets.
2. Seating arrangements and number of total available seats to be maintained as per government guidelines.
3. Duty roster will be maintained with only minimal staff on duty at any given time and must maintain social distancing of a minimum of 2 (two) meters between colleagues and guests alike.
4. Hand sanitizer comprising of minimum 70% alcohol and tissues must be kept at the restaurant entrance.
5. All crockery and cutlery have to be wiped with food grade sanitizers, rinsed in hot water and dried before table setup.
6. Food orders have to be picked up from the kitchen (within a designated area) within 5 minutes at the pass.
7. Maintain a minimum of 2 (two) meters distance when tending to a table.
8. When serving guests stewards must maintain minimal interaction and execute the tasks in a quick and efficient manner.
9. Entire table setup including covering and napkins must be replaced after use and table tops must be cleaned with food grade sanitation solution.
10. Check Holders and any other items that have interacted with the guest must be segregated and properly disinfected before using again.

*A Unit of Corral hospitality Pvt. Ltd.*

11. Only online payments will be accepted. In case of card payment the card machine has to be wiped down with sanitizer before and after use.

### **Housekeeping – Public Area and Restaurant**

1. Use of gloves, face masks along with company attire norms is compulsory.
2. Duty roster will be maintained with only minimal staff on duty at any given time and must maintain social distancing of a minimum of 2 (two) meters between colleagues and guests alike.
3. Guest washrooms have to be cleaned with proper chemical detergents on a regular basis.
4. Taps, doorknobs, soap dispensers, tissue dispensers, bidet shower, hand rails and all other items touched by guests have to be frequently disinfected.
5. Restaurant floor has to be cleaned using appropriate chemical disinfectant before and after every major service timing.
6. Tables and chairs in public areas and restaurant has to be disinfected and cushions, coverings and pillows replaced after use.
7. Windows have to be sprayed with disinfectant and wiped on a regular basis.
8. Dustbins have to be emptied and sanitized when when capacity reaches the three fourths mark.

### **Housekeeping – Rooms**

1. Before guest check-in rooms must be cleaned with appropriate chemical disinfectant including all surfaces in the washroom.
2. Amenities tray must be set-up with fresh cups and glasses.
3. Staff must maintain 2 (two) meters distance from colleagues and guests while refreshing the rooms and replace bed coverings, pillow casings and other items only after safely disposing of the soiled items in a fresh laundry bag and disinfecting their hands, only then can the new materials be removed from a separate trolley.
4. When doing turn down service staff has to be at least 2 (two) meters away from the door before entering and must politely inform the guest to maintain social distancing.
5. After guest checkout the entire room has to be cleaned and linen replaced. Amenities tray has to be removed and cups, glasses, kettle and any other cutlery and crockery has to be given for washing and amenity sachets have to be stored separately for at least 72 hours.

### **Back of House – Admin Block**

1. Floors, handrails, doorknobs and all other surfaces in contact with staff must be wiped down and disinfected on a regular basis.
2. Staff staying in accommodation are required to keep at least 2 (two) meters distance when interacting with each other.
3. Staff beds must be spaced out appropriately to avoid congestion and linen must be removed and placed for washing by concerned staff.
4. All staff must maintain a high level of hygiene ie disinfecting and washing of hands regularly, proper personal hygiene and awareness while using the washroom and other critical areas.
5. Meal timings and breaks will be allocated in order to reduce number of staff in the cafeteria.
6. Disposable cups will be used in the cafeteria.
7. Plates and cutlery must be thoroughly washed by respective staff after use.



*A Unit of Corral hospitality Pvt. Ltd.*

8. Paan and chewing tobacco is strictly prohibited on premise.
9. Upon entering and existing Admin Bloc all employees must wash their hands and use the sanitation solution at the designated area.

### **General Rules and Regulations**

1. Any staff leaving the premise for official duty must wear their personal footwear and company provided face masks.
2. No staff will be allowed to exist the property without proper authorization from concerned department head.
3. Gate pass will be given to employees which has to be handed over to and stamped by security.
4. Any materials (food, snacks, soft drinks, water etc) not authorized by management will not be allowed on premise.
5. Employees are solely responsible for their well being and must take utmost diligence when maintaining and preserving their personal hygiene.
6. Employees who are not on duty will not be allowed inside hotel premise. Those staying on site will also require a gate pass to exit the hotel on their off days.
7. Staff who feel unwell must directly report to HR.
8. Employees are not allowed to take company attire outside of the hotel premise.
9. It is the duty of all employees to comply with social distancing norms.
10. It is the duty of all employees to inform concerned department heads if hygiene standards are lacking, others are not complying with the SOP's, lack of PPE in department, guests are not cooperating with social distancing, guests or other employees are ill and any other instances which can lead to a hazardous situation.