

rocca

Rocca Dulwich Operation Policy July 2020

Our new COVID-19 dining protocols

At Rocca we recognise that the safety and wellbeing of all our people (customers, suppliers and staff) are paramount as we reopen

Following governmental, industry and our own external safety consultants advice, we have developed and implemented a number of new measures; these include

1. Wellness checks will be completed on a daily/ shift basis for all our staff. We have also requested similar steps be carried out by our suppliers.

Anyone displaying symptoms will be excluded from the restaurant and asked to follow governmental advice. This will also be the case if a team member shares a house with someone who displays any of the symptoms of COVID-19.
2. We have reduced our opening and closing times to allow team members to travel at non peak times whenever possible.
3. PPE is readily available and face coverings/ gloves will be worn by our back of house staff.
4. Improved hygiene measures have been introduced. All our staff have been retrained on all our hygiene protocols including hand washing, the wearing and issuing of staff uniforms and reducing the number of staff working during any one shift to allow for physical distancing.
5. We have changed the restaurant layout and reduced our seating capacity to allow for physical distancing for our guests.
6. As instructed by government, we will be collecting our guests contact details on arrival/ when booking, to help support contact and trace procedures if needed
7. We request that no guest visit Rocca if they are displaying any symptoms of the virus OR share a household in which someone else does.
8. Hand sanitiser stations have been placed throughout the restaurant which we encourage our guests to use throughout their stay.
9. Our menu offer has been reduced and simplified to allow for fewer staff numbers and enhanced physical distancing within the kitchen.

Also, we have switched to single use menus with food on the front and drinks/desserts on the reverse.
10. We will not be accepting cash payments for dine in customers and wherever possible encourage contactless payment. If this cannot be done, the card reader will be sanitised after use.
11. Our cleaning regimes have been enhanced particularly for hand contact surfaces (door handles, tables, chairs etc) and in the loos using effective sanitiser.

The hand dryers have been disconnected and replaced with disposable paper towels.
12. Our ventilation system has been serviced and cleaned and will operate at its maximum setting to ensure the cleanest air possible.

Weather permitting, all windows and doors will be open to also improve air flow.
13. Risk assessments have been carried out and revised protocols introduced across all our systems and processes.

These will constantly be reviewed as we learn more and should further advice be issued

If you have any questions or concerns, please not hesitate to speak to one of our duty managers