Encourage takeaways instead of Dine-In. Food delivery personnel to leave the packet at customer’s door

Do not handover the food packet directly to the customer

Thermal screening of home delivery staff prior to allowing them for home deliveries

Mandatory provision of sanitizer dispenser & thermal screening at the entrance

Only asymptomatic staff and patrons to be allowed
Standard Operating Procedure to Contain Spread of COVID-19 in Restaurants (2/8)

Arrangements to be Ensured by Restaurants

- Mandatory use of face cover/masks for all staff & patrons & to be worn at all times inside the restaurant

- Prominently display posters/standees/Audio Videos on preventive measures about COVID-19

- Staggering of patrons to be done, if possible

- Adequate manpower to be deployed for ensuring social distancing norms
Standard Operating Procedure to Contain Spread of COVID-19 in Restaurants (3/8)

Arrangements to be Ensured by Restaurants

- All employees with higher risk i.e. older employees, pregnant employees & employees with medical conditions to take extra precautions
  - They should not be exposed to front-line work requiring direct contact with the public
  - Restaurant management to facilitate work from home wherever feasible

- Proper crowd management in parking lots & outside the premises duly following social distancing norms

- Additional patrons to be seated in a designated waiting area with norms of social distancing

- Valet parking to be operational with operating staff wearing face mask and gloves; proper disinfection of steering, handles, keys, etc. of vehicles to be ensured
Standard Operating Procedure to Contain Spread of COVID-19 in Restaurants (4/8)

Arrangements to be Ensured by Restaurants

- Specific markings may be made with sufficient distance to manage the queue & ensure social distancing in the premises

- Separate entry & exits for patrons, staff and goods/supplies to be ensured

- Required precautions while handling supplies, inventories and goods & proper queue management & disinfection to be ensured

- Maintaining physical distancing of a minimum of 6 feet while queuing up for entry and inside the restaurant

- Seating arrangement to be made following adequate social distancing norms and up to 50% of seating capacity to be permitted
Standard Operating Procedure to Contain Spread of COVID-19 in Restaurants (5/8)

Arrangements to be Ensured by Restaurants

- Use of disposable menus, good quality disposable paper napkins to be encouraged
- Buffet service to follow social distancing norms among patrons
- Number of people in elevators to be restricted & social distancing norms to be followed
- Use of escalators with one person on alternate steps to be encouraged
- For AC/ventilation, guidelines of CPWD to be followed - all AC devices to be 24-30°C, Relative Humidity to be 40-70%, intake of fresh air to be as much as possible with adequate cross ventilation
Standard Operating Procedure to Contain Spread of COVID-19 in Restaurants (6/8)

Arrangements to be Ensured by Restaurants

1. Large gatherings continue to remain prohibited.

2. Frequent sanitation within the premises to be maintained with particular focus on lavatories, drinking & hand washing stations.

3. Regular disinfection (using 1% sodium hypochlorite) of frequently touched surfaces (door knobs, elevator buttons, benches, etc.) mandatory in all guest service & common areas.

4. Proper disposal of leftover face covers/masks/gloves to be ensured.

5. Deep cleaning of all washrooms to be ensured at regular intervals.
Standard Operating Procedure to Contain Spread of COVID-19 in Restaurants (7/8)

Arrangements to be Ensured by Restaurants

1. Adequate crowd & queue management to be ensured
2. Staff/waiters to wear mask & hand gloves and take necessary precautionary measures
3. Contactless mode of ordering and digital mode of payment to be encouraged
4. Tables to be sanitized each time a customer leaves
5. Kitchen staff to follow social distancing norms & kitchen area to be sanitized at regular intervals
6. Gaming arcades/playing areas of children to remain closed
Standard Operating Procedure to Contain Spread of COVID-19 in Restaurants (8/8)

Measures to be taken on Occurrence of Case(s)

1. Place the ill person in a room or area where they are isolated from others.
2. Provide a mask/face cover till such time he/she is examined by a doctor.
3. Immediately inform nearest medical facility or call the state or district helpline.
4. A risk assessment will be undertaken by designated public health authority (district RRT/treating physician) & accordingly further action be initiated regarding management of case, his/her contacts & need for disinfection.
5. Disinfection of the premises to be taken up if the person is found positive.