



THE  
**MARKET  
PLACE**

RESTAURANT & LOUNGE

20 Wall Street, Asheville, NC 28801

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**SOP: COVID-19 Operating Procedures**

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## HYGIENE

Here are the everyday health best practices that we will continue to follow:

- Stay at least 6 feet away from others
- Avoid contact with people who are sick
- Wash your hands often, with soap and water.
- Use hand sanitizer if soap and water are not available

### **HAND WASHING:**

Frequent and thorough handwashing is **mandatory**. Hands are to be washed...

- Before you start your shift.
- After visiting the restroom.
- Before and after eating.
- Before, during and after preparing food.
- After clearing dirty plates from a guests table.
- After handling or adjusting your mask.
- After touching face or hair.

If none of these occur, hand washing is to take place **every 30 minutes**.

### **HAND SANITIZER:**

Will be available for guests and employees throughout the restaurant and at exits.

**Social distancing will be enforced.** Stay 6 ft apart from coworkers and guests when possible.

Please no..

- Handshakes.
- Hugs.
- High fives/fist bumps.
- Handling of ANY guest personal items (phones, coats, ect.)

## HYGIENE

Here are best practices for face coverings that we will be enforcing:

### **MASKS:**

Masks are **mandatory** to be inside the building and will be provided to all members of staff.

Employees are to wear masks the entire duration of their shift.

You may wear a mask that you bring from home, provided it is a work appropriate pattern.

All masks are to be washed after every shift.

Masks must cover **both** your nose and mouth.

The proper application of a face mask, according to the CDC, is as followed:

- Wash your hands before putting on your face covering
- Put it over your nose and mouth and secure it under your chin
- Try to fit it snugly against the sides of your face
- Make sure you can breathe easily

The CDC protocol for *removing* your mask is as followed:

- Untie the strings behind your head or stretch the ear loops
- Handle only by the ear loops or ties
- Fold outside corners together
- Place covering in the washing machine
- Wash your hands with soap and water

Guests will be asked to wear a mask when they enter the building, visit the restroom and/or are on their way out of the restaurant.

### **SANITIZING:**

Chairs and table need to be sanitized after **every** use.

Backs and seats of chairs and table tops need to be sprayed and left for 90 seconds to complete sanitation process. **No exceptions.**

Guests will be asked to sanitize hands using contactless sanitation stations located at the entrance of the restaurant.

**Friendly reminder:** Hand sanitizer does not replace proper hand washing with soap and warm water.

**WASH YOUR HANDS!**

# HYGIENE

### **GLOVES:**

Much like hand sanitizer, **gloves are not a substitute for traditional handwashing.**

Gloves will be required to be worn at all times.

Gloves will be required to be worn when handling raw proteins.

Gloves will be required to be worn, by both FOH and BOH, when handling "ready to eat" foods.

Gloves will be used to clear soiled dishes/silverware/glassware in the front of the house.

Gloves will be removed as soon as the soiled items have been taken to the dish area.

Gloves are only used at **one** table, and are never meant to be used for extended time periods.

### **PERSONAL APPEARANCE:**

Personal appearance and hygiene are more important than ever in the restaurant industry.

If a guest views the staff as unclean, they are going to assume our restaurant is unclean.

That being said, it is crucial that every employee's appearance is clean and tidy.

**Original uniform standards still apply.**

- Uniform shirts need to be washed and pressed after every shift.
- Hair and nails need to be clean and well kept.
- No chipped nail polish or dirty nails
- No hair in your face. Must be tied back.
- Aprons must be clean and unwrinkled.
- Pants must be clean, untoned, dark wash denim.

Additionally, please show up to work in your uniform and limit the number of personal items you bring in with you to limit cross contamination.

**Please take all personal items home with you after your shift.**

# PERSONAL HEALTH

### STAFF HEALTH:

Make sure you understand the symptoms of COVID-19.

Symptoms that may appear 2-14 days after exposure to the virus:

- Cough
- Shortness of breath or difficulty breathing

Or at least two of the following:

- Fever
- Chills
- Repeated shaking with chills
- Muscle pain
- Headache
- Sore throat
- New loss of taste or smell

If you develop any of these emergency warning signs for COVID-19, please seek emergency medical attention **immediately**:

- Trouble breathing
- Persistent pain or pressure in the chest
- New confusion or inability to arouse
- Bluish lips or face

Temperature checks on arrival:

We will be taking all employees temperature upon their arrival to work.

Please do not clock in until you have had your temperature taken by the manager on duty.

We will have contactless thermometers, and any person with a fever over 100.4F will be sent home, per CDC fever guide lines.

If you are feeling sick, **DO NOT COME TO WORK.**  
Let a manager as soon as you can but **DO NOT COME TO WORK.**

# PERSONAL HEALTH

### GUEST HEALTH:

Here are the new protocols that we will be asking our guests to participate in during phase 2 of the state/county re-opening protocol:

**We are requesting that all guests arrive and enter masked.**

Once guests are seated at their table, masks can be removed. However, we ask that they are worn to use the restroom and to enter and exit the restaurant.

The host of each party will be required to sign a Health Liability Waiver, upon entry. **This is non-negotiable.** Our Health Liability Waiver will include name and phone number (standard information for a reservation). Forms will be held for 30 days and will not be shared with outside companies.

**Staff safety comes first and is our highest priority.**

If a guest is upset and does not wish to fill out the health declaration, do not be afraid to turn them away. While we are all use to saying yes to our guests, during this pandemic it is crucial that our staff is protected and stay safe.

Saying no to customers who do not wish to comply with our safety protocols is the one ability we have to protect our staff. Do not be afraid to respectfully say no to these types of people.

Temperature checks, after guests complete the health declaration form, we will require and record a temperature check on their health declaration form. Anyone with a temperature above 100.4F cannot be accommodated and should consider seeking immediate medical advice.

We are working on a way for guests to receive a notification upon making an online reservation that we will be requiring the above items in order for their party to be accommodated.

Guests will also have a verbal confirmation, via phone, of their reservation that will include our new requirements. Guests will be welcomed into the restaurant, one party at a time, we will have social distancing protocols in place inside and outside and will enforce them.

Guests are not to wait to be seated inside the restaurant. The host should let them know they will receive a text notification when their table is ready via OpenTable and to wait on the street (not the patio) or in their cars until they receive the notification.

# WITHIN THE RESTAURANT

Here are the new practices for seating and sanitizing within the restaurant:

We will be opening the entire restaurant. Patio and mezz included.

- Tables will be spaced 6ft feet apart
- No parties over the size of 8 guests
  - Parties of over 8 can be separated into two tables.
  - Tables **cannot** be pushed together **under** any circumstances.

There will be hand sanitizer available throughout the restaurant.

There will be hand sanitizer, disposable gloves, disinfectant spray and ample hand soap/paper towels at all sinks.

Once guest have finished their meals tables are to cleared. Tables should be sprayed with a sanitizing solution and left to sit for **90 seconds**. Tables will then be wiped and reset with a silverware roll up and a water glass.

We are no longer presetting tables. Tables will be reset with a silverware roll up and a water glass.

We will have individual water pitches for every table so guests can refill their own glasses.

**It is okay to not be okay.**

Serving tables, especially now, can be very taxing mentally. Please let the MOD know if you need to take a breather/step away for a moment. Staff safety is our #1 priority, and your mental health is just as important as physical health. We want everyone to be healthy and happy.

# WITHIN THE RESTAURANT

### CHANGES TO SERVICE PROTOCOLS:

Tables will be considered set and ready for service when they have been disinfected and cleared. There will be nothing on the table, other a water glass and a silverware roll up. Bread plates, additional silverware, ect will be brought out, as needed.

If guests do not choose to enjoy bottled still or bottled sparkling water, a filled water pitcher will be set and left on the table. That ice water bottle will be left on the table and these bottles will be used by guests to refill their own glasses. We will not refill water glasses, but we will replace/remove water bottles from the table and bring more as needed/requested.

When wine is ordered by the bottle, the bottle will be presented to the table by a gloved server, the server will then open the bottle away from the guest, the bottle will be returned to the table, a taste poured for the guest ordering, then once approved, poured between the remaining guests. The bottle will be left on the table with the guests and guests will refill their own glasses.

If a **second bottle** is ordered, even if it is the same bottle, glassware will be removed from the previous bottle, clean glassware will be put down and the above steps repeated.

Napkins will continue to be left "as is" if a guest steps away from the table. You may remove dirty linens with a gloved hand if the napkin needs to be replaced.

Use gloves when removing soiled dishes/silverware/glassware from tables. Gloves should be immediately removed and hands washed/sanitized after removing dirty dishes. Please go out of your way to wash your hands/sanitize your hands in the dining room service stations. It is important that our guests see employees being diligent with personal hygiene.

We are working on getting a QR code for menu to replace paper ones. Disposable paper menus will be available to guest who cannot access the QR code. Please dispose of paper menu after it has been used by a guest.

Pens should not be shared between guests and server.

We have new tablets for servers that will allow guests to have contactless payment. These SkyTabs work directly with shift4 and mircos. More information for the staff about SkyTabs will be available when we



# COMMUNICATION

### STAFF COMMUNICATION:

There is **no shame** around COVID 19 and no one will be penalized for communicating their concerns. Management can be reached in person, or via phone or email, for any concerns you may have.

Let a manager know if...

- Someone you live with/someone you are in close contact with tests positive for COVID-19
- if someone you live with may have been exposed at their workplace or daily life
- if you or anyone in your household are experiencing even mild symptoms

We will never be upset if you communicate your concerns with us. There is **NO** stigma around having this virus. We will not make your identify known to the wider team if you have it, but we do need to be able to get you and your immediate colleagues the tests and help that you need.

If you decide to travel, anywhere out of country, please know that you will be forced to quarantine for 14 days after your trip before returning to work.

### EXTERNAL COMMUNICATION:

If we find ourselves in a situation where someone on the premise has COVID-19, we will over communicate with the public. It is better to be extremely transparent than appear to be hiding anything.

Be sensitive to the mood of our city. We will look carefully at the communication that we share with the public. Recognize that we are one small part of an amazing and engaged community. Templates for the following situations have been created:

1. A guest visits who has tested positive for COVID-19
2. A team member tests positive for COVID-19.

# MOVING FORWARD

This document was created by accessing the 'COVID-19 Operating Procedures Manual' from the BLACK SHEEP RESTAURANT Group based in Hong Kong. The Marketplace Restaurant would like to formally thank them for making these resources available and accessible.

If you choose to use this document as a template for your own SOP, please thank Black Sheep via email at [info@blacksheeprestaurant.com](mailto:info@blacksheeprestaurant.com).

The following is a quote from the Black Sheep Restaurant operating manual. We felt the statement did not need to be edited so only the location has been changed.

"It is important to stay optimistic but also realistic about the future. It is going to be a long time (if ever) that the restaurant landscape looks the way it used to. Adaptation has always been the key to survival and if you are a small organization this is easier for you, so maximize your strengths. What you lack in resources you can make up for in agility. If you are bigger and traditionally have many layers of approval to push decisions through, consider even a temporary restructure that allows you to be swift and use your resources to get creative.

In adversity there is always opportunity, to learn, to grow and to do things differently. Here in (Asheville), we know that the dining scene is going to look very different when the dust settles. Since this pandemic started, thousands of restaurants have already closed permanently across the nation. If we make it through this (and we will) while there will be less competition in the market, our guests will also have less expendable cash. We need to consider what the "new normal" will look like and how we can best cater to this new face of diners. We wish all of you in the industry good luck and good health and if there is anything you want to ask us, please do reach out and we will do our best to help."

We wish you all the best and continued success,  
**THE MARKET PLACE MANAGEMENT TEAM**

