



FreemanGroup

COVID-19 Service Solutions

FOOD AND BEVERAGE

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TASK 01: Hand Hygiene

PROCEDURE	STANDARD
<ul style="list-style-type: none"> ■ Keep your hands clean and wash them often <p><u>Washing Hands</u></p> <ul style="list-style-type: none"> ■ Proper hand washing technique: <ol style="list-style-type: none"> 1) Wet hands and forearms with warm water. 2) Vigorously rub soap over hands and forearms for a least <u>20</u> seconds 3) Lather palms, backs of your hands, between your fingers, and under your nails 4) Thoroughly rinse hands and forearms with warm water 5) Dry with disposable towels or electric hand dryer 6) If available, use a paper towel to turn off the faucet 7) If available, apply sanitizer after washing hands 	<ul style="list-style-type: none"> ■ Hands must be washed per the following: <ol style="list-style-type: none"> 1) Upon arrival and before you begin work 2) Before, during, and after preparing food 3) Before and after eating food or taking a break 4) Before and after treating a cut or wound 5) Before and after touching your eyes, nose, or mouth 6) Before putting on disposable gloves 7) After you visit the restroom 8) After you cough, sneeze, or blow your nose 9) After using tobacco 10)After touching an animal, animal feed, or animal waste 11)After touching garbage 12)After touching packing materials or receiving products 13)After removing PPE 14)After you have touched an item or surface that may be frequently touched by other people (i.e., door handles, tables, gas pumps, shopping carts, cash registers/screens, money) 15)Whenever your hands become soiled <p><u>Washing Hands</u></p> <ul style="list-style-type: none"> ■ Hands washed with soap and hot water ■ Employees must wash their hands in at least 110° F water after using the restroom ■ Hands scrubbed for <u>20</u> seconds ■ All hand surfaces scrubbed, including nails ■ Soap rinsed off prior to drying hands ■ Hands dried with disposable towel or hand dryer



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TASK 01: Hand Hygiene

PROCEDURE	STANDARD
<p><u>Sanitizing Hands</u></p> <ul style="list-style-type: none">■ If soap and water are not available, use an alcohol-based hand sanitizer.■ Hand sanitizer must be a minimum of 60% alcohol-based■ If hands are visibly soiled, hand sanitizer should not be used. Hands must be washed first.■ Proper hand sanitizing technique:<ol style="list-style-type: none">1) Apply the sanitizer to hands, use sufficient product to wet entire hand. (follow directions on product label)■ Rub sanitizer over all surfaces of your hands and fingers until your hands are dry. (approx. 30 seconds)	<p><u>Sanitizing Hands</u></p> <ul style="list-style-type: none">■ Sanitizer is a minimum of 60% alcohol-based■ Hands washed prior to using sanitizer when visibly dirty■ Sanitizer covers both hands entirely■ Sanitizer allowed to dry prior to touching surfaces



TASK 02: Personal Protective Equipment (PPE)

PROCEDURE	STANDARD								
<ul style="list-style-type: none"> ■ Determine level of exposure risk and adjust team member PPE requirements appropriately. <p><u>Gloves</u></p> <ul style="list-style-type: none"> ■ When wearing gloves, hands must be washed and dried thoroughly. ■ Select the correct size of glove ■ Change gloves often 	<ul style="list-style-type: none"> ■ Required level of PPE calculated from exposure risk tool: <table border="1" data-bbox="889 583 1560 1060"> <tbody> <tr> <td data-bbox="889 583 1036 667">Low</td> <td data-bbox="1036 583 1560 667"> <ul style="list-style-type: none"> ▪ Normal glove use ▪ Normal hair restraint </td> </tr> <tr> <td data-bbox="889 667 1036 783">Guarded</td> <td data-bbox="1036 667 1560 783"> <ul style="list-style-type: none"> ▪ Extended glove use ▪ Normal hair restraint ▪ Masks for high risk positions </td> </tr> <tr> <td data-bbox="889 783 1036 898">High</td> <td data-bbox="1036 783 1560 898"> <ul style="list-style-type: none"> ▪ High glove use / frequency of changing ▪ Hair restraint ▪ Masks for all team members </td> </tr> <tr> <td data-bbox="889 898 1036 1060">Severe</td> <td data-bbox="1036 898 1560 1060"> <ul style="list-style-type: none"> ▪ High glove use / frequency of changing ▪ Hair restraint ▪ Masks for all team members ▪ Face shields for kitchen </td> </tr> </tbody> </table> <p><u>Gloves</u></p> <ul style="list-style-type: none"> ■ Hands washed and dried: <ol style="list-style-type: none"> 1) Before wearing gloves 2) When changing to a new pair of gloves 3) After removing the gloves ■ Gloves are snug around hands and fingers and cover wrist. ■ Gloves are changed: <ol style="list-style-type: none"> 1) When changing tasks (when moving to a new workstation, after handling raw meats, after cleaning duties, etc.) 2) After sneezing or coughing, blowing nose, or touching face or hair 3) If your gloves tear or become soiled 4) If your interrupted during a task (using cell phone, receiving product, etc.) 5) Gloves should not be worn for more than 4 hours 	Low	<ul style="list-style-type: none"> ▪ Normal glove use ▪ Normal hair restraint 	Guarded	<ul style="list-style-type: none"> ▪ Extended glove use ▪ Normal hair restraint ▪ Masks for high risk positions 	High	<ul style="list-style-type: none"> ▪ High glove use / frequency of changing ▪ Hair restraint ▪ Masks for all team members 	Severe	<ul style="list-style-type: none"> ▪ High glove use / frequency of changing ▪ Hair restraint ▪ Masks for all team members ▪ Face shields for kitchen
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TASK 02: Personal Protective Equipment (PPE)

PROCEDURE	STANDARD
<ul style="list-style-type: none">■ Wear gloves for all tasks if:<ol style="list-style-type: none">1) You have cuts, sores, or rashes on hands2) You wear orthopedic support devices on the hands that cannot be adequately cleaned, such as casts and braces ■ Safely removing gloves:<ol style="list-style-type: none">1) Grasp the outside of one glove at the wrist. Do not touch your bare skin.2) Peel the glove away from your body, pulling it inside out3) Hold the glove you just removed in your gloved hand.4) Peel off the second glove by putting your fingers inside the glove at the top of your wrist5) Turn the second glove inside out while pulling it away from your body, leaving the first glove inside the second.6) Dispose of the gloves safely. Do not reuse the gloves7) Clean your hands immediately after removing gloves	<ul style="list-style-type: none">■ Team members with cuts, sores, or rashes must wear gloves at all times ■ Orthopedic devices covered by gloves at all times ■ First glove removed inside out ■ Removed glove not held in bare hand ■ Second glove removed inside out ■ Disposable gloves disposed of after every use. ■ Hands washed immediately upon removing gloves ■ Reusable gloves must be washed and sanitized between tasks and stored carefully after removal to prevent contamination



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TASK 03: Cleaning Surfaces (Counters, Glass, Furniture, Fabrics, Floors)

PROCEDURE	STANDARD								
<p><u>Counters/ Bar Tops/ Service Areas</u></p> <ul style="list-style-type: none"> ■ Wipe equipment down with a clean damp cloth with all-purpose cleaner. ■ Rinse the entire area thoroughly. ■ Wipe down corners, lips, backsplash, edges underneath countertops. ■ Dry the entire surface of the countertop. 	<p><u>Counters/ Bar Tops/ Service Areas</u></p> <ul style="list-style-type: none"> ■ Countertops are cleared, cleaned and sanitized in accordance with exposure risk level. <table border="1" data-bbox="889 646 1562 982"> <tr> <td style="background-color: #d9ead3;">Low</td> <td>▪ Clean & Sanitize surfaces when soiled</td> </tr> <tr> <td style="background-color: #fcf8e3;">Guarded</td> <td>▪ Clean & Disinfect surfaces when soiled, <u>pre-opening</u>, and upon <u>closing</u>.</td> </tr> <tr> <td style="background-color: #f4cccc;">High</td> <td>▪ Clean, Disinfect, & Sanitize surfaces when soiled, hourly, <u>pre-opening</u>, and upon <u>closing</u>.</td> </tr> <tr> <td style="background-color: #f8cbad;">Severe</td> <td>▪ Clean & Disinfect surfaces hourly, after guest/staff use, <u>pre-opening</u>, and upon <u>closing</u>.</td> </tr> </table> <ul style="list-style-type: none"> ■ Countertop areas are clean and free of: <ol style="list-style-type: none"> 1) Soap. 2) Scum. 3) Hair. 4) Smudges. 5) Mold/mildew. 6) Debris. 7) Odors. 	Low	▪ Clean & Sanitize surfaces when soiled	Guarded	▪ Clean & Disinfect surfaces when soiled, <u>pre-opening</u> , and upon <u>closing</u> .	High	▪ Clean, Disinfect, & Sanitize surfaces when soiled, hourly, <u>pre-opening</u> , and upon <u>closing</u> .	Severe	▪ Clean & Disinfect surfaces hourly, after guest/staff use, <u>pre-opening</u> , and upon <u>closing</u> .
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TASK 04: Cleaning Public Areas (Hallways, Entrance, Elevators, Lobbies / Waiting Areas, Restrooms)

PROCEDURE	STANDARD								
<p><u>Entrance Doors</u></p> <ul style="list-style-type: none"> ■ Sweep the front entrance using a broom and dustpan. ■ Pick up trash and debris. ■ Doors are propped open using a door stop. ■ Place sanitizer dispensers in guest view within heavy traffic area. ■ Wipe both sides of doors and door frames with a cloth dampened with cleaning/sanitizing solution. ■ Wipe the hinges, doorknobs, door closings and mechanisms. 	<p><u>Entrance Doors</u></p> <ul style="list-style-type: none"> ■ Entrances are cleared, cleaned, and sanitized in accordance with exposure risk level: <table border="1" data-bbox="889 646 1562 982"> <tr> <td style="background-color: #d9ead3; text-align: center;">Low</td> <td>▪ Clean & Sanitize surfaces when soiled</td> </tr> <tr> <td style="background-color: #fff2cc; text-align: center;">Guarded</td> <td>▪ Clean & Disinfect surfaces when soiled, <u>pre-opening</u>, and upon closing.</td> </tr> <tr> <td style="background-color: #ffeb3b; text-align: center;">High</td> <td>▪ Clean, Disinfect, & Sanitize surfaces when soiled, hourly, <u>pre-opening</u>, and upon closing.</td> </tr> <tr> <td style="background-color: #f4cccc; text-align: center;">Severe</td> <td>▪ Clean & Disinfect surfaces hourly, after guest/staff use, <u>pre-opening</u>, and upon closing.</td> </tr> </table> ■ Entrance doors are propped open when possible to minimize guest contact. ■ All sanitizer dispensers are stocked, with no shortages and placed in view of guests. ■ Entrance doors are free of fingerprints, smudges, dust, dirt, stains and marks. ■ Handles, hinges, doorknobs and hardware clean and sanitized. 	Low	▪ Clean & Sanitize surfaces when soiled	Guarded	▪ Clean & Disinfect surfaces when soiled, <u>pre-opening</u> , and upon closing.	High	▪ Clean, Disinfect, & Sanitize surfaces when soiled, hourly, <u>pre-opening</u> , and upon closing.	Severe	▪ Clean & Disinfect surfaces hourly, after guest/staff use, <u>pre-opening</u> , and upon closing.
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TASK 05: Food Handling

PROCEDURE	STANDARD
<p><u>When Preparing Food</u></p> <ul style="list-style-type: none"> ■ Follow these points to maintain good sanitation practices during food production and service: <ol style="list-style-type: none"> 1) Clean cutting board and knives between uses with hot water, sanitizing solution, and scrubbing pad. 2) Wipe workstations clean with hot water, sanitizing solution, and scrubbing pad. 3) Wash your hands or wear plastic gloves whenever your hands will come in contact with food. 4) Change kitchen rag frequently. 5) Never defrost frozen food in hot water. 6) Do not wash hands in sinks used for food preparation. 7) Do not prepare food in sinks used to clean hands. 8) Remove spilled food or collected food particles from equipment and work surfaces as soon as possible. 9) Remove moisture by always drying food preparation and storage surfaces after wiping them 10) Keep hot food above 135° F and cold below 41° F. 11) Rotate food using FIFO method 12) Handle dishes by the rim (edge) or bottom 13) Handle small wares by handle 14) Handle glassware from bottom of glass or stem ■ NOTE: Bacteria needs food, moisture, and proper temperatures to stay alive. Reducing or removing the above-mentioned factors will reduce or eliminate the bacteria <p><u>Handling Returned Food</u></p>	<p><u>When Preparing Food</u></p> <ul style="list-style-type: none"> ■ No cross-contamination of bacteria. ■ Clean, clear, and sanitize workstation according to exposure risk levels. ■ Proper hand hygiene & glove usage followed ■ All frozen food to be defrosted in refrigerator or in running cold water. ■ No "splash contamination". ■ No spills. ■ No accumulation of food particles on equipment or work surfaces. ■ Work surfaces and storage surfaces dry and clean: <ol style="list-style-type: none"> 1) No food debris 2) No spills or drips ■ Food temperature is either above 135° F or below 41° F. <p><u>Handling Returned Food</u></p>



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TASK 05: Food Handling

PROCEDURE	STANDARD
<ul style="list-style-type: none">■ Place plate cover or clean linen over food when transporting a returned plate to the kitchen■ Returned plates are to be inspected in dish area by Supervisor. Do not bring plate back onto hot line.■ Returned dish will be immediately disposed of and a new complete plate up will be ordered.■ After disposing of food, place plate(s) in dish soaking tub■ Immediately after handling, wash hands by following hand washing protocol■ Notify Supervisor to deliver re-made dish	<ul style="list-style-type: none">■ No food returned to kitchen without plate cover or linen cover■ Returned food brought to dish room, not to hot line■ No returned food to be reused■ Team member washes hands immediately after handling returned dish■ Supervisor/Manager notified



TASK 06: Serving Food

PROCEDURE	STANDARD								
<p><u>Tray Service:</u></p> <ul style="list-style-type: none"> ■ Handle china and flatware by base or handle ■ Clean and sanitize trays in between use ■ Pick up complete order and carry into restaurant on a tray. ■ If using, cover all hot food with plate cover and remove it prior to serving the guest at the table. ■ While plates are on tray, remove plate covers. <p><u>Hand Service</u></p> <ul style="list-style-type: none"> ■ Carry only one dish per hand ■ Handle china and flatware by base or handle ■ Clean and sanitize hands prior to and after delivering food 	<ul style="list-style-type: none"> ■ Food is served in accordance with determined exposure level <table border="1" data-bbox="889 577 1562 1045"> <tr> <td style="background-color: #d9ead3; text-align: center;">Low</td> <td> <ul style="list-style-type: none"> ■ Food and beverages served either by hand or tray. Condiments available for guest </td> </tr> <tr> <td style="background-color: #fcf8e3; text-align: center;">Guarded</td> <td> <ul style="list-style-type: none"> ■ Food and beverages served either by hand or tray. Condiments provided upon request. </td> </tr> <tr> <td style="background-color: #f4cccc; text-align: center;">High</td> <td> <ul style="list-style-type: none"> ■ Food is served in disposable “to-go” style containers. Single use condiments provided with food. No tableside production </td> </tr> <tr> <td style="background-color: #e74c3c; text-align: center;">Severe</td> <td> <ul style="list-style-type: none"> ■ Food is served in disposable “to-go” style containers. Single use condiments provided with food. No tableside production </td> </tr> </table> <p><u>Tray Service:</u></p> <ul style="list-style-type: none"> ■ Flatware handled by its base handle. ■ China is handled by base and edge. ■ Food is carried into the restaurant on trays. ■ Trays lifted properly. ■ Trays set down quietly and smoothly. ■ Hot food is served hot, cold food served cold. ■ Trays are cleaned and sanitized between use <p><u>Hand Service</u></p> <ul style="list-style-type: none"> ■ Multiple dishes are not carried on arms ■ Flatware handled by its base handle. ■ China is handled by base and edge. ■ Hands are washed and sanitized before and after handling guest food or beverages 	Low	<ul style="list-style-type: none"> ■ Food and beverages served either by hand or tray. Condiments available for guest 	Guarded	<ul style="list-style-type: none"> ■ Food and beverages served either by hand or tray. Condiments provided upon request. 	High	<ul style="list-style-type: none"> ■ Food is served in disposable “to-go” style containers. Single use condiments provided with food. No tableside production 	Severe	<ul style="list-style-type: none"> ■ Food is served in disposable “to-go” style containers. Single use condiments provided with food. No tableside production
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TASK 07: Entering a Guest Room

PROCEDURE	STANDARD
<ul style="list-style-type: none"> ■ When entering a guest room and the guest answers the door: <ol style="list-style-type: none"> 1) Knock on door with knuckles 2) Announce your department 3) Communicate your use of Personal Protective Equipment (PPE) 4) Ask permission to enter guest room 5) Inform Guest of social distancing guidelines <p>Example: <i>“Good morning, I am equipped with protective equipment, may I enter your room? “While I am in your room, I will do my best to maintain social distancing but might be unable in certain situations. Are you comfortable with me continuing to clean?”</i></p> ■ When entering a guest room and the guest does not answer the door: <ol style="list-style-type: none"> 1) Knock a second time. If no answer: 2) Open door with master key, six inches. 3) Announce department again. 4) Communicate your use Personal Protective Equipment (PPE) again 5) Enter room. 6) Place doorstop to prop open door. 7) If the guest is sleeping, quietly withdraw from room. <p>Example: <i>“Good morning, I am covered by protective equipment, may I enter your room to clean your bathroom?”</i></p> 	<ul style="list-style-type: none"> ■ Knock on the door twice before entering. ■ Do not knock with keys or other objects. ■ Required Personal Protective Equipment (PPE) is worn correctly. ■ Announce yourself and your use of Personal Protective Equipment (PPE) in a clear, moderate voice. ■ All Guests greeted with eye contact and appropriate salutation. ■ Guests are always asked for their permission to enter or continue tasks inside room. ■ Door to guest room must always be open when working inside. ■ Limit number of supporting staff in room to complete tasks. ■ Never allow unauthorized employees or friends in room.