

Covid 19 Risk Assessment @ the Cuckoo

Reopening a closed site

As Brendon and myself live here and use all the facilities including the kitchen i do not feel we have to check fire alarms, water systems , fridges and freezers etc as we do that anyway

We have disposed of any out of date food and eaten most of it whilst out of action

Plus this time off has given us a chance to deep clean and spruce the Cuckoo up

Tracking and Tracing

Names, phone numbers & emails of diners when booking taken confirmed on their arrival before seated in accordance to Government track and trace system

BOOKINGS ONLY POLICY/TABLE SERVICE ONLY

Entrance

Front door and lobby door wedged open for access

Staggering bookings every fifteen minutes diners taken straight to table

(Asked to leave coats in their cars) And be considerate to other diners space

Entry hand Sanitiser available on arrival and advised on use

Appropriate signage where possible one way system adhered to by customers and staff when possible

To avoid unnecessary close contact with diners and staff

Bar stools and seating removed from bar table service only

Tables

All tables will be at least one meter apart

No bookings of over six taken (two households per table)

Tables will be layed up in front of customer cutlery wrapped in knapkins/wallet offered cruets which are sanitised for each service and removed after main course

Napkins are appropriately laundered after single use

All crockery and cutlery etc will be washed in a dishwasher over 80 degrees

Menus printed for individual single use and given out and left on table then destroyed after each diners use

Waiting staff will visit table less often as usual wearing masks or visor if they choose no pouring wine etc

Or chatting only two staff per service one doing bar etc and one serving food
Tables will be left vacant for cleaning and sanitising after use (1 Sitting Only)
Restaurant will be thoroughly cleaned and sanitised at the end of each day
Windows/Doors will be left open where possible during service for ventilation

Toilets

Entrance Door will be wedged open and windows open
Paper towels instead of fabric ones in use with dyson hand dryers
Increase cleaning and sanitising schedules, touch points handles & switches etc

Credit Card Machines

Customers will be encouraged to pay by credit cards where possible to prevent handling cash
Machine will be sanitised after each use

lay out and work space

All tables at least one meter apart
Appropriate one way signage where possible

Wellness

As we ask our small number of staff 10 including part time do not enter The Cuckoo if feeling unwell
ie Covid symptoms high temperature, continuous cough, loss of smell and taste
If they are experiencing symptoms to self isolate for 7/14 days

Staff

Are all offered the choice of working with masks and gloves
Being aware of social distancing to other staff members where possible
Putting their uniforms on for work at The Cuckoo
Washing their hands more frequently for at least twenty seconds
All staff made aware of changes at the cuckoo due to covid 19 and given appropriate training

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Our Guide lines to keeping us all safe

We look forward to welcoming you all back again.

And have made a few changes to make your dining experience as safe as possible with our Covid risk assessment, hygiene, health and safety measures put in place.

We will be BOOKINGS ONLY at present if you could supply us with your contact number and email address in line with The Government track and trace system.

Please help yourself to as much hand sanitiser and hand soap as well as antiseptic wipes(handles/taps)

Entry sanitising points on arrival and in the toilets we ask that you all use them. Doors will be wedged open where possible to avoid as much contact.

Employee will have temperature checks before each service and hand sanitising regularly. As we ask all our staff please do not enter the restaurant if feeling unwell.

The waiting staff will visit your tables less often letting you top up your wine etc and shall be observing physical distancing wherever possible.

If you could please leave jackets and coats in the car.

The lay out has been adapted to ensure physical distancing throughout and we have a one way system which we ask you to adhere to.

Tables will be laid up on your arrival and menus are single use and disposable (wine list) sanitised after each service

Tables are left vacant for cleaning and sanitising between uses.

We can accommodate two households per table (Six persons)only

As we have fewer tables we ask for a £10 per head deposit for Friday and Saturday night 24 hours notice for refund.

If weather permitting we shall be serving food on patio but if it rains you lose your table as we don't have the space inside to accommodate you.

THANK YOU FOR YOUR COOPERATION AND KEEP SAFE AND WELL

Annette, Brendon & All The Staff at The Cuckoo

STAFF @THE CUCKOO Do's and DONT's

Check you are all well before coming in.

Visors have been ordered and plastic gloves can be supplied too

Or wear your own YOUR CHOICE

BOOKINGS ONLY POLICY

When taking bookings, name, telephone number, address or email address must be taken and put on days sheet. (we destroy after 21 days)

£10 pp deposit for Friday and Saturday Nights taken at time of booking

And note made a star will do.24 hours notice and full refund given

Bookings on patio for food/diners only weather permitting make a point of no table will be available inside for Friday and Saturday nights

DO NOT CHANGE ANY TIMES, TABLES ETC

TABLE SERVICE ONLY NO ONE IN BAR FOR DRINKS

DOORS AND WINDOWS KEPT OPEN WHERE POSSIBLE

GREETING/ARRIVAL

Customers taken straight to table Check we have email address

(Asked to leave coats in their car)

TABLE SERVICE

Offered drinks given menus and told to keep them for their duration then we destroyed asked if they want to see wine list and again left at table for duration then we sanitise at end of service.

Once order taken wallet and main course cutlery, side knife and any starter cutlery put down with cruets/ which are put away to be sanitised after service

Sauces- individual dipping dish as normal

Ask if they want oil when the bread goes down or happy with butter which gets thrown after use. Bread baskets go in wash up after use & napkins

If you can reach clear as normal anything you can't ask customer to pass to you nicely don't lean over

Hold glasses by base or stem **YOU MUST USE A TRAY**

Try to use one way system – arrows on floor

Wash or sanitise hands at least every 30 minutes.

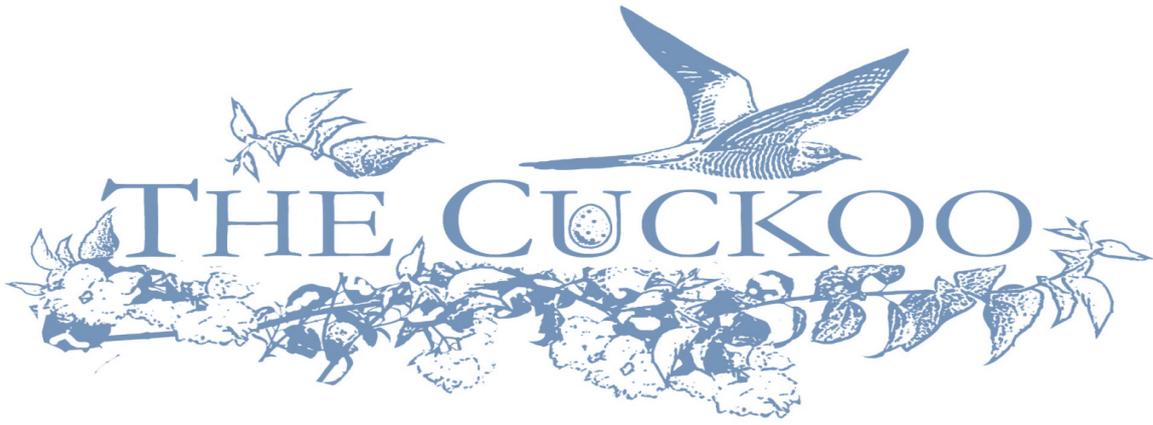
When puddings orders are taken put the cutlery down from a plate by hand

Coffee when taking order ask if they need sugar given on small dipping dish

COFFEE AND AFTER DINNER DRINKS CAN BE SERVED ON LAWN
REMIND CUSTOMERS OF POT HOLES/ own risk (no food)

CREDIT CARD MACHINE (used at table only) ANTESEPTIC WIPE
AFTER EACH USE

BAR TART TO ANSWER PHONE ONLY OR WIPE WITH ANTISEPTIC
WIPE IF NOT



The Cuckoo Radley Green, Ingatestone, Essex CM4
OLT Tel: 01245 248946