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Preparing to Reopen



# Are You Ready to Reopen?

The Coronavirus pandemic has been an unprecedented challenge for the hospitality industry, and a difficult time for many operators.

Our priority is to support you as best we can to start planning for the phase of re-opening.

With this in mind, we have developed six online training modules to help your business, managers and staff feel confident and informed.

## Our modules at a glance

- Preparing to Reopen
- Personal Protection
- Cleaning & Hygiene
- Service After Lockdown
- Customer Service
- Takeaways & Deliveries

## Module 1

# Preparing to Reopen

**With so much information available, it can be hard to know where to even start.**

Along with new regulations and legislation, and a raft of recommendations and guidelines, it can seem intimidating to put together a comprehensive re-opening plan.

In this overview module, we introduce the five areas that should be the core focus of preparing to reopen.

## What's covered

- ✓ Getting your team fully protected and ready to return to work.
- ✓ The importance of cleaning and hygiene in the work environment.
- ✓ Identifying and implementing social distancing measures in your venue.
- ✓ Regaining consumer confidence with excellent customer care.
- ✓ Considerations for a successful takeaway and delivery service.



## Module 2

# Personal Protection

**Keeping your team safe and protected is essential to ensure an effective road to recovery.**

From monitoring their condition and providing all the right information and equipment, to setting up the right policies, there is a lot to consider.

In this module, we cover the measures and guidelines that can protect your team and set them up for the unprecedented challenges ahead.

## What's covered

- ✓ Ensuring staff are fit and healthy when they return to work.
- ✓ Taking active measures to maintain staff safety in the work environment.
- ✓ Informing staff of the precautions they are required to take and encouraging training.
- ✓ Regularly reviewing and updating staff protection procedures.



## Module 3

# Cleaning & Hygiene

**Thorough and diligent cleaning has always been an essential part of running a venue. But in the current climate, attention to detail counts more than ever.**

Activities that were once taken for granted will now be under increased scrutiny. The 'theatre' of cleaning is a necessary tool help win back customer confidence.

In this module, we detail the steps to make sure your cleaning regime meets the new standards your customers will expect.

## What's covered

- ✓ Knowing how to plan more thorough and frequent cleaning.
- ✓ Appreciating why cleaning is so vital in the prevention of COVID-19.
- ✓ Understanding how to keep staff safe while they clean.
- ✓ The 'theatre' of cleaning and how it can help to reassure your customers.



## Module 4

# Service After Lockdown

**Physical distance guidelines are at the core of many public health strategies around the world. This offers unique challenges for hospitality, with many operators concerned that it is not practical.**

With the right preparation, social distancing can be successfully implemented in many venues, and if handled correctly can even add to the customer experience.

In this module, we look at concerns you many have and strategies you can put in place to help.

## What's covered

- ✓ Practical advice for implementing social distancing guidelines within a restaurant environment.
- ✓ Preparing for reduced capacity in venues.
- ✓ Anticipating the impact on business and staff performance.
- ✓ How to get the most out of outdoor and underused spaces.



## Module 5

# Customer Service

**Recent surveys have shown that the current situation has hit customer confidence hard, with work required to restore this confidence through careful engagement and communication.**

Using the right balance of precaution and dialogue, you can help to navigate the “new normal” with your customers and emerge stronger than ever.

In this module, we look at ways you can maintain your client relationships to work towards peace of mind and restored confidence.

## What's covered

- ✓ Being aware of the customer journey and take active measures to safeguard it.
- ✓ Clearly communicating processes in place to ensure customer safety.
- ✓ Reducing transmission risks.
- ✓ Engaging customers in their own protection.



## Module 6

# Takeaways & Deliveries

**With venues closed to the public, many operators are considering new, innovative, business models to tough out the unprecedented situation.**

Making the move to takeaway and delivery services can be a great fit for many, and easier to implement than you might think. That said, there are plenty of considerations to be aware of.

In this module, we discuss everything you need to bear in mind to successfully move to takeaways and deliveries.

## What's covered

- ✓ Understanding what is needed to begin legally providing takeaway food or drinks
- ✓ Knowing how to safely provide food delivery and takeaway
- ✓ Understanding the applications of food safety regulations
- ✓ Knowing how to look after staff and customers

