

Retail/Concessions Go Back to Work Mandates & Guidelines

RETAIL/CONCESSIONS MANDATES

Maintain 6ft distance in guest areas and back of house areas (where possible)

Employees MUST always wear masks

Wash hands approximately every hour and when the following occurs:

- Before beginning and ending your shift.
- Before and after eating.
- After smoking or vaping.
- After removing face mask and/or touching your face.
- After using the restroom.
- After handling waste materials.
- After completing each different phase of your work assignment.

Encourage respiratory etiquette:

- Cover your mouth and nose with a tissue when coughing or sneezing.
- Use in the nearest waste receptacle to dispose of the tissue after use.
- Perform hand hygiene after having contact with respiratory secretions and contaminated objects/materials.

Require employees with flu-like symptoms to remain at home:

- Don't come to work if you have flu-like symptoms including fever, dry cough, and/or fatigue
- Stay away from people who appear to be sick
- Always follow local health authority guidance

Continuously clean & sanitize all Frequently Touched Surfaces (FTS):

- Prior to beginning operations all areas need to be wiped down and sanitized
- Assign an employee daily to sanitize all frequently touched surfaces (FTS)
- Frequently Touched Surfaces should be cleaned approximately every hour

RETAIL/CONCESSIONS GUIDELINES

- All Concessions Staff to be trained on the Mandates & Guidelines.
- All Concessions staff to be trained on the Guidelines for Guest Safety & Standards
- Communicate with Sales teams and clients to discuss Guest Safety & Standards
- Concessions Leaders to conduct daily Guests Safety & Standards audits

Social Distancing Measures

- Social distancing – The use of ground decals and other signage must be present to highlight the social distancing guidelines. Monitoring of protocols and action taken where breaches occur should be a standard SOP.

Guest Facing Areas/Staff Safety Solution

- A barrier will be installed at all point of service counters and portables. There must be adequate space to facilitate the order. The shield should cover the area that facilitates blocking air flow between the guest and the cashier.

Guest Hand Sanitizer

- Hand sanitizer stations must be available adjacent to the concession counter and any associated condiment area.

Guest PPE Stations

- Work with your client to provide PPE stations stocked with Gloves, Sanitizer, Masks, Information etc.. As a service enhancement to guests

Point of Sale

- Point of sale devices should be frequently wiped at a minimum of every 30 minutes or before each use if possible. It is essential to sanitize all high touch equipment, especially POS units before shift changes or in the event a new operator takes over the device operation

Credit Transactions

- Cash transactions, to the extent possible, must be replaced with credit card transactions.

Alcohol Service

- Alcohol service requires us to check ID's at time of purchase. This must be handled touch free where the guest presents the ID to the cashier in a way, they can clearly inspect the date of birth and expiration. The policy remains in effect of "if you are in doubt, do not serve the guest". If the guest is wearing a mask, it must be removed so that we can ensure that the person matches the ID.

Food Preparation

- Menu items that are traditionally prepared in front of guests will need to be prepackaged in a sealed container for service. An examples of this is food that is prepared and stored in pans for service throughout an event such as an open salad bar, a meat and three platter, etc.. These need to be grab and go as much as possible and will require sourcing additional closeable/sealable containers.

Packaging

- All food containers should be closeable. No open boats or partially wrapped products will be allowed.

Condiments

- Where possible all condiments should be placed with each meal item. Using Chicken tenders as an example - should be served with a PC sauce of the guests choosing prior to giving to the guest. If bulk condiments are used, any touch points must be wiped down and sanitized after each guest use to eliminate contamination.
- Single use glove dispenser should be considered as a standard item at condiment stands

Single Use Items

- Any other single use items should be replaced with either a wrapped package served from behind the service counter by an individual that is not the cashier or be in a single item dispenser. Any touch points must be frequently wiped and sanitized to eliminate guest contamination.