

Protocols for Restaurants

Directorate of Tourism (DOT),
Government of Maharashtra

Pradhan

COVID-19 Protocols for Tourism in Maharashtra

Protocols for Restaurants

1. Easing of Restrictions and Phase wise opening of Lockdown (Mission Begin Again)

In accordance with the order issued by the Chairperson, State Executive Committee under Mission Begin Again No. DMU/2020/C.R. 92/DisM-1, dated 30 Sep 2020, the Department of Tourism and the Directorate of Tourism issue the following COVID-19 Protocols for opening and operations of Restaurants and Bars, as specified in point 5 of Annexure II of the above mentioned order.

These protocols shall be applicable for all restaurants (including cafes, canteens, dining halls, F&B units/outlet, within or outside a hotel/resort/clubs) and Bars across the state.

2. Guidelines issued by Ministry of Tourism, Government of India

The guidelines for the Operational Recommendations for Restaurants issued by Ministry of Tourism, Government of India, shall be applicable across the State.

All F&B units in the State and their employees are hereby advised to follow the above-mentioned guidelines including any subsequent modifications in them, if any.

These can be referred from <http://tourism.gov.in/whats-new/operational-recommendations-restaurants>

3. Protocols issued by FSSAI

Safety and Hygiene protocols issued by FSSAI - Food Hygiene and Safety Guidelines for Food Businesses during Coronavirus Disease (COVID-19) Pandemic, shall be implemented in all F& B Production area and F&B Service area of the establishments.

All F&B units in the State and their employees are hereby advised to follow the above-mentioned guidelines including any subsequent modifications in them, if any.

These can be referred from

<https://fssai.gov.in/upload/uploadfiles/files/Guidance Note COVID 15 04 2020.pdf>

4. SOP on preventive measures to contain spread of COVID-19 in restaurants issued by Ministry of Health and Family Welfare, Government of India

The SOPs issued by the Ministry of Health & Family Welfare (F.No. Z.28015/19/2020-EMR (Pt.), dated 4 June 2020, titled – 'SOP on preventive measures to contain spread of COVID-19 in restaurants' shall be applicable across the State.

All F&B units in the State and their employees are hereby advised to follow the above-mentioned

guidelines including any subsequent modifications in them, if any.

These can be referred from

<https://www.mohfw.gov.in/pdf/3SoPstobefollowedinRestaurants.pdf>

5. Protocols mandated by Maharashtra Tourism

Apart from the guidelines in Section 2, 3 and 4, these additional measures as mandated by Government of Maharashtra shall be followed.

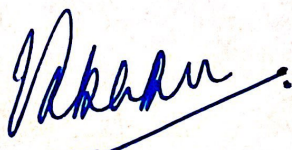
The detailed guidelines have been prepared to ensure the health and safety of the staff and patrons in the sector and reassure the public towards hospitality services in Maharashtra.

In addition to this, these protocols endeavor to make the traceability of the visitors easier, in case a situation in future warrants so.

As per the directions issued in the order by the Chairperson, State Executive Committee under Mission Begin Again No. DMU/2020/C.R. 92/DisM-1, dated 30 Sep 2020, restaurants are directed to operate at 50% capacity, until further notice.

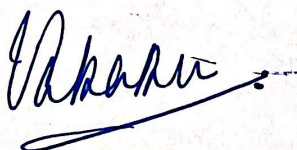
5.1. General Guidelines

- i. All customers may be screened at the entry point for symptoms of COVID-19 such as temperature (using thermal guns), cough, cold, etc.
- ii. Only asymptomatic customers shall be allowed.
- iii. Those with temperature more than 38.0 °C (100.4 °F) and/or flu like symptoms shall not be permitted. The service provider should record their contact details and be empathetic towards such visitors while advising to return.
- iv. Social distancing should be followed while waiting for/offering service.
- v. Consent for sharing of their details with the administrative / health authorities should be taken from visitors, as and where required for contact tracing related activity.
- vi. Customers will be allowed to enter premises only if using face cover/masks. Customers are always required to wear face mask while in the premises (except during eating).
- vii. Hand Sanitizers must be made available for customers to use. They must be placed in all public areas of the premises for guest use.
- viii. Payment via digital mode for purchases to be encouraged as much as possible and precautions shall be taken in case of handling cash.
- ix. Check restrooms and handwash areas regularly and clean and sanitize them based on frequency of use.
- x. In order to prevent interaction between customers and cashiers/front of house staff:
 - a. Consider using physical barriers, such as plexiglass screens, at counters where



interactions with customers frequently occur

- b. If practicable, set up separate venue entry and exit points
- xi. Delivery drivers and other contractors visiting the premises should minimize interaction with staff. Use electronic paperwork where possible and, instead of a signature, send a confirmation email or take a photo of the goods onsite as proof of delivery
- xii. Where possible, open windows and adjust air conditioning to enhance fresh airflow, instead of using the HVAC. If not possible, continuous disinfection process of HVAC systems should be followed.
- xiii. If possible, consider installing portable high-efficiency air cleaners, upgrading the operation area's air filters to the highest efficiency possible, and making other modifications to increase the quantity of outside air and ventilation in all working areas.
- xiv. CCTV cameras at the accommodation unit must be fully functional.
- xv. Valet parking, if available, shall be operational with operating staff wearing face covers/ masks and gloves as appropriate.
- xvi. Disposable menus to be used to reduce the chances of transference of virus. Contactless Menu through QR Code recommended
- xvii. Instead of cloth napkins, use of good quality disposable paper napkins to be encouraged
- xviii. Guests may be requested to make the payment via digital mode as much as possible.
- xix. Modification of Restaurant / Bar Layout keeping minimum 1 metre distance between tables.
- xx. Bottled water where outer side of the bottle is disinfected to be used for providing water to guests / or water from water-filter may be served, as per the preference of the customer.
- xxi. Only cooked food to be included in the menu and to avoid inclusion of raw or cold food like salads etc. as far as possible. (In case of any contravention with guidelines issued by FSSAI, the guidelines by FSSAI shall prevail)
- xxii. Guest service areas shall be thoroughly cleaned and disinfected before and after every shift. The furniture and fixtures of the restaurant/ dining facility like tables, chairs, workstations, buffet tables, linen etc. to be thoroughly cleaned with disinfectants on daily basis.
- xxiii. Buffet service is not permitted.
- xxiv. Pre-plated dishes to be encouraged in the menu wherever possible.
- xxv. Only designated staff to serve the food on a particular table.
- xxvi. The crockery, cutlery, hollowware and service ware etc. to be washed with hot water and food grade/ approved disinfectants.
- xxvii. The service equipment to be segregated and stored in sanitized cupboards.
- xxviii. If possible, use different types of warmers to keep the food and crockery on warm temperature.

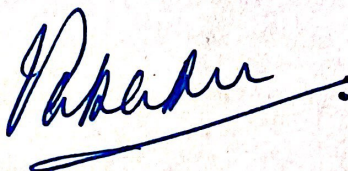


- xxix. The soiled dishes to be immediately taken to dishwashing area and not left on side boards. The leftover food be discarded in the designated bins with lids. The garbage should be disposed of on daily basis.
- xxx. HACCP/ISO/FSSAI standards to be followed for cleanliness of F&B material and hygiene.
- xxxi. Cashiers are advised to disinfect hands regularly.
- xxxii. A sign notifying customers to use hand sanitizer and to wear a face covering when not eating or drinking is also posted at all entrances.
- xxxiii. Online outlets of the establishment (website, social media, etc.) provide clear information about facility hours, required use of face masks, policies in regard to preordering, reservations, prepayment, pickup and/or delivery and other relevant issues.
- xxxiv. Face masks must be cleaned or replaced after use or when damaged or soiled, may not be shared, and must be properly stored or discarded.
- xxxv. Maintain a daily log of all individual guests or of one customer from each group (at the minimum) that voluntarily provide contact information, including customer names, phone/email, and time/date they were in the facility. Maintain the log for 30 days to help with contact tracing
- xxxvi. Live entertainment is prohibited., Vending and other game areas, including billiards, darts, and video games are prohibited. Indoor and outdoor card rooms are prohibited
- xxxvii. Discontinue product sampling and demonstration stations, except for single portions offered in response to a consumer's request from the service counter
- xxxviii. All establishments must –
- Conduct regular COVID testing of all staff at the establishment
 - Ensure use of N95/equivalent masks by staff and customers
 - Sanitize to disinfect the premises twice a day
 - Maintain a CCTV record of the COVID protocols being followed, wherever possible.

5.2. Dining Facility

5.2.1. Pre-Arrival

- i. Guests are encouraged to make prior reservations before going to the restaurant to avoid crowding. Guests to be seated in a designated waiting area with norms of social distancing in case of waiting
- ii. Complete details of number of persons to be taken in advance by the staff and seating to be accordingly arranged by maintaining the social distancing norms.
- iii. Guest to request not to exceed in pre-informed numbers and any sort of deviation in number of persons be informed well in advance.
- iv. Guests to be requested to carry their own Face Mask, Hand Gloves and Instant Hand Wash etc.



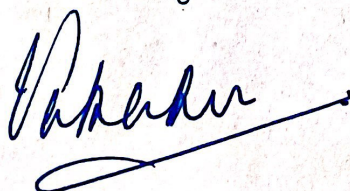
- v. Guests to be requested not to carry any F&B item directly bought from outside.

5.2.2. Arrival

- i. Preferably, the gate/door of the dining facility to be opened by an attendant
- ii. Customers should enter through doors that are propped open, where possible, this may be automated if possible or may be carried out by a dedicated staff member for handling the door. Hand sanitizer should be available for guests who must touch door handles.
- iii. Hand sanitizers/ pedal sanitizer should be placed at the entrance and other areas such as washrooms. Guests are directed to sanitize the hands before proceeding for seating area.
- iv. The guest should be reminded to sanitize their hands before entering and leaving the dining facility.
- v. Markings on the floor to be done to maintain Social Distance, wherever required.
- vi. Tables to families or a group to be allocated strategically to ensure non contamination to other guests/areas.
- vii. For Restaurant / Bar, dining entry inside restaurant / bar to be limited to the permitted seating capacity.
- viii. Reusable menus are cleaned and disinfected between customers. If using paper menus, discard after each customer use. Alternatives such as stationary menu boards, electronic menus, or mobile device downloadable menus should be considered.
- ix. Outdoor customer seating areas are cleaned and sanitized after each use. Seating, tables and other items on table must be single-use or cleaned/sanitized between customers. Each table has either a top cloth replaced between guests or a hard-non-porous surface which is sanitized between guests.
- x. No flatware, glassware, dishware, menus, condiments or any other tabletop item is present on tables prior to the seating of customers. All such items are fully sanitized between seat changes and stored during nonuse in a location that prohibits potential contamination.

5.3. Food and Beverages (F&B) Production & Service

- i. Food must continue to be prepared inside the hotel kitchen wherever the hotel has a kitchen.
- ii. In case the kitchen is not present on the property, the hotel operator/ owner should continue to get meal supplies from existing vendors.
- iii. Management to establish protocols to limit the movements of Guests in Restaurant/cafés/ Eating outlet
- iv. In case of food delivery, food delivery personnel should leave the packet at customer's door. DO NOT handover the food packet directly to the customer.
- v. The staff for home deliveries shall be screened thermally by the restaurant authorities prior to



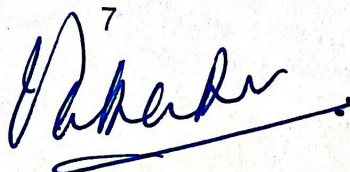
allowing home deliveries.

5.4. Staff Training Protocols

- i. Training programs shall be conducted to reinforce appropriate social distancing, cleaning, disinfection, and hygiene procedures and adopted measures that could protect the tourists and the staff while on duty.
- ii. All the staff should be properly briefed about the processes and a drill regarding the same must be put in place.
- iii. Staff training should cover Personal Hygiene, Social Distancing and Sanitation. All Staff to be trained to brief tourists on the following:
 - a. Social distancing includes refraining from hugging, shaking hands with travelers as well as among staff. It involves maintaining distance and avoiding anyone who is coughing or sneezing.
 - b. Use of alcohol-based hand sanitizers (for at least 20 seconds) can be made wherever feasible.
 - c. Also avoid touching eyes, nose, and mouth. Hand sanitization is suggested after exchanging objects (money, credit cards) with guests.
 - d. Respiratory etiquette to be strictly followed. This means strict practice of covering one's mouth and nose while coughing/sneezing with a tissue/handkerchief/flexed elbow and disposing off used tissues properly. The used tissue should be disposed of immediately in a bin with a lid.
- iv. All staff members to self-monitor their health and report any illness at the earliest to COVID-19 Helpline for medical support.
- v. Employee screenings are to be conducted before employees may enter the workspace. Checks must include a check-in concerning cough, shortness of breath, difficulty breathing and fever or chills and if the employee has had contact with a person known to be infected COVID-19 in the last 14 days. These checks can be done remotely or in person upon the employees' arrival. A temperature check should also be done at the worksite if feasible.

5.5. Protective Gears for use by staff of F&B units

- i. Good quality disposable Hand Gloves and masks
- ii. Protective gears should be discarded in a plastic bag, sealed and labelled as infectious waste.
- iii. If possible, an employee wearing a face mask covering is posted near the door but at least 6 feet from the nearest customers, to monitor that physical distancing procedures are adhered to. Measures to ensure physical distancing are adhered to where customers or employees are in a queue. This includes check-stands and terminals, deli counters and lines, restrooms, elevator lobbies, host stands and waiting areas, valet drop off and pickup, and any other areas where customers congregate.

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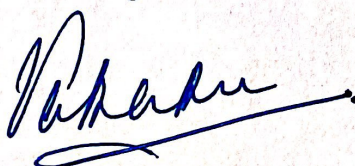
- iv. Placing tape or other markings to follow social distancing in any area where members of the public may form a line or stand.

5.6. Bar Safety Measures

- i. Bar counter and stools to be sanitized properly (Seating has to be strictly as per social distancing norms). Bar equipment like shakers, blenders, mixers and peg measurers to be cleaned.
- ii. Ice container trolley to be washed and sanitized.
- iii. All the bottles of spirits, wines and beers to be sanitized with food grade disinfectant.
- iv. All the glassware to be cleaned with hot water and lemon.
- v. To follow FSSAI guidelines by marking dates on recently opened beverages.

5.7. Kitchen/ Food Preparation Area

- i. Operational kitchens must be sanitized at regular intervals.
- ii. Kitchens to plan social distancing.
- iii. Worktables to be realigned in such a manner that staff do not face each other and also maintain social distance.
- iv. Staff to wear protective gears like face masks, chef caps/net caps, face shield.
- v. Approximately 100ppm chlorine for non-veg and 50 ppm chlorine for veg items to be used for sanitizing.
- vi. Strict adherence to HACCP/ISO/FSSAI norms and guidelines for sanitization and hygiene in receiving, storing, and cooking of food items.
- vii. Limit the number of staff to the minimum required; staff can be organized into teams to reduce interactions between teams
- viii. All staff should wear disposable face masks, gloves, hair nets and all other safety gear
- ix. Advised to run limited menus and ramp-up in a phased manner
- x. Ensure proper cleaning of vegetables, meats and all other materials that are required in the kitchens; use approved sanitizing agents to disinfect
- xi. It would be useful to use an Autoclave machine for all cooking equipment, ladles etc.
- xii. Even with proper hand washing, food workers should use a barrier such as tongs, gloves or utensils to prevent direct hand contact with food. The virus is likely to be inactivated by proper cooking temperature, it is important to use gloves or other barriers to prevent touching food that will not be fully cooked.
- xiii. No ready-to-eat food items shall be left open and shall be kept covered.
- xiv. Cooked foods should reach the proper internal temperatures prior to service or cooling.



- a. Hot foods which are cooled rapidly for later use – check temperatures of foods being cooled in refrigerators or by rapid cooling techniques such as ice baths and cooling wands.
 - b. The time for which foods are being stored, displayed, or delivered in the danger zone (between 41°F and 135°F) should be minimized.
- xv. Proper training for food employees with new or altered duties and that they apply the training according to established procedures.
- xvi. Keep hot foods hot and cold foods cold by storing in appropriate transport vessels.
- a. Keep cold foods cold by keeping enough coolant materials, e.g., gel packs.
 - b. Keep hot foods hot by ensuring insulated cases are properly functioning.
- xvii. Keep foods separated to avoid cross contamination, e.g., keeping raw foods separated from cooked and ready-to-eat foods.
- xviii. Ensure that any wrapping and packaging used for food transport is done so that contamination of the food is prevented.

5.8. SOP for Garbage Disposal

- i. The garbage needs to be segregated as – dry, wet, glass, biodegradable.
- ii. Protective gears like gloves, face masks etc. to be segregated separately

5.9. SOP for Staff Areas

- i. Timings of staff canteen, lockers, changing rooms etc. to be strategically designed to reduce assembly of people.
- ii. Promote staff to use their own vehicle for transport rather than depending on public/hotel transport
- iii. Placing tape or other markings in adherence to social distancing norms in any area where members of the public may form a line or stand.
- iv. Establish directional hallways and passageways for foot traffic, if possible, to eliminate employees and customers from passing by one another.
- v. Food facilities offering food pick-up options or delivery are to ensure physical distancing practices are implemented for those customers in the queue when ordering or during pick-up.
- vi. On-site outdoor seating in restaurants / clubs is subject to adhering to the social distancing requirements between customers at different tables (Depending upon availability of a dedicated area for the same and approval from the local body).
- vii. Technology solutions where possible are to be implemented to reduce person-to-person interaction;

- a. mobile ordering and menu tablets, text on arrival for seating, contactless payment options.
 - b. The use of contactless processes for pickup and delivery and other electronic systems for guest interactions have been implemented, where possible.
- viii. Wherever possible, consider a phone reservation system that allows people to queue or wait in cars and enter only when a phone call, text or other method, notifies the customer that a table is ready.
- ix. If the establishment has capacity and chooses to offer on-site ordering, customers should be offered a menu (posted or a single-use handout), to allow for ease of ordering, and items orders should be gathered, packaged and picked up by the customer as soon as possible; customers should be notified of the estimated pick-up time. Customers waiting for items may not congregate within the business
- x. Discourage employees and customers from congregating in high traffic areas such as bathrooms, hallways, bar areas, reservation and credit card terminals, etc.
- xi. Physical distancing protocols should be used in any office areas, kitchens, pantries, walk-in freezers or other high density high-traffic employee areas.
- xii. Incidental contact is to be expected, however, the goal is to limit this to less than 15 minutes, preferably 10 minutes, and the employees are always wearing their face masks.

5.10. SOP for transportation of employees

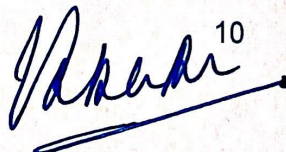
- i. Screening of all the staff to be carried out for temperature and other symptoms before boarding the vehicle.
- ii. To provide organization's transport in the event public transport is not available or is overcrowded violating the social distancing norms.
- iii. Efforts must be made to reduce the presence of staff to minimum required, keeping in mind the number of covers.

5.11. SOP for employee uniform

- i. Daily exchange of uniform should be the mandatory
- ii. Uniforms need to be sanitized properly; steam press or heat iron can be used
- iii. Staff will be given protective gears as part of the uniform across all departments
- iv. Ensure that staff are maintaining Social Distancing during uniform exchange

5.12. SOP for employee dining

- i. Staff meals should be planned in such a manner that social distancing norms could be maintained.

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5.13. In-Case of an Infected Staff

- i. All staff to be monitored daily for temperature and symptoms
- ii. Proper records of any symptom such as cough/cold/fever should be maintained
- iii. If a member of the staff reports respiratory symptoms, the staff member must immediately stop work and seek medical assistance. The staff should stay isolated and must be notified to the administrative / health authorities for further protocol.
- iv. Staff who report from home that they are ill with respiratory symptoms should be advised to stay at home and seek medical attention.
- v. Staff who report from home that they have been diagnosed with COVID-19 should be informed to the administrative / health authorities and follow the instructions received from the doctor, including the recommendation of self-isolation at home until the symptoms have completely disappeared.
- vi. If any COVID 19 positive workers identified, the entire premises should be put under deep cleaning and fumigation
- vii. All the staff members to be tested for COVID-19 and monitored for symptoms.

