

# Expert guide to re-opening your office catering

To inspire confidence and spread knowledge, we have developed bartlett mitchell's recipe for success guides for workplace and contract catering. You can download other guides from our website [www.bartlettmitchell.co.uk/category/expert-guides](http://www.bartlettmitchell.co.uk/category/expert-guides)

As offices across the UK prepare to reopen, many people will feel anxious about their transition back to the workplace. The need for reassurance and trust has never been greater. As our sector of the industry re-emerges and we eagerly focus on things returning to the 'next normal', we know that customers and employees will have new concerns about their health and safety, and the risk of infection outside of their home environment. Throughout the pandemic, bartlett mitchell has been developing, adapting, training and evolving all our processes to ensure that when we reopen, our customers' and employees' well-being is our number one priority.

## Opening with confidence



bartlett mitchell has developed five tool-kits to guide our clients and teams through the process for opening a safe and secure workplace catering facility:

1. COVID-19 risk assessment
2. New ways of working - a comprehensive mandatory training program for all team members
3. Client decision implementation plan
4. Step-by-step COVID-19 mobilisation plan
5. COVID-19 Manager App with information and resources for all team members

By following the steps outlined in our essential tool-kits, we can ensure that all stakeholders are thoroughly briefed and reassured. Using the tool-kits allows critical decisions to be made in advance to plan for people's safe return to the workplace. Our teams always think on their feet, however using our tool-kits mean they are even more ready for the new expectations and requirements of workplace catering.

## New measures

All new measures to facilitate social distancing, enhanced disinfection and reduced contact need to be understood, trained and implemented by the catering team.

Eating places are spaces where people congregate to chat, meet and collaborate. It is vital that all aspects of the catering environment are managed vociferously to reduce any risk of virus transmission.

Examples of some of the measures that can be introduced in collaboration with clients include:

1. Implement contactless payment. Pear Pay, BM's pre-order, pre-payment and collection (or delivery to desk) app reduces the volume of customers in the catering areas at any one time
2. Consider a reduction to the number of seats available in the facility to allow for safe social distancing
3. Demarcation of specific areas in the restaurant or café for queuing, paying and collecting pre-ordered food and beverages via the app
4. Installation of transparent screens to protect the customers and our team members
5. Temporary closure or removal of self-serve counters such as salad bars
6. Deployment of a front of house catering and cleaning team to regularly disinfect all surfaces and contact points, increasing safety and offering our customers added reassurance
7. Increase hand sanitiser dispense units throughout all areas
8. Implement new and extended service times to meet the catering requirements for customers working longer hours. This can flatten the peak service times
9. Introduce pre-packaged main meal and snack options for customers to take-away from the catering facilities
10. Continued use of face coverings and blue vinyl gloves for food handlers and front-line catering staff.