



Additional Food Safety Measures – Level 3

Non-contact delivery and take away has been implemented to minimise the risk of the transfer of Covid-19 within the community while maintaining our ability to support our staff and suppliers by remaining open for business.

From placing an order, to payment, preparation and packaging of orders through to delivery - the entire system is contactless.

WHAT ARE WE DOING TO MAKE ZERO-TOUCH POSSIBLE?

When our team arrive into the restaurant there is only one entrance for deliveries & staff only.

Take away/food collection will be met with their food at the front entrance (canopy area) to the restaurant – the opposite end from the kitchen.

On arrival our staff will enter through the rear door and go immediately to a hand washing station where antibacterial soap dispensers and single use paper towels have been set up, along with signage with thorough hand washing instructions.

Kitchen staff will put on freshly laundered aprons & apply gloves before stepping into the food preparation area.

Delivery staff will move straight through to a specified area to collect deliveries as they are completed, without passing through the kitchen or food preparation area. They will use hand sanitiser before collecting the food bags

All orders and payments will be made online or via phone. No orders, cash or card payments will be taken in person. In the event we have a 'walk up' take away order, they will be directed to call/order online from outside the restaurant.

Food will go from the wok or pot it was prepared in, directly into the take away containers you will receive the order in. Tongs and spoons used for cooking or preparation will only be touched with gloved hands. All kitchen staff will use a set of utensils for service that only they may use, that won't be shared by other team members.

Orders will be packed and taken to a collection station through the kitchen pass. Delivery drivers will collect orders from that station and leave via our front door (door handle sanitised after each exit).

Anyone arriving to pick up their orders will arrive at a waiting area outside the restaurant (near the front door in what was our outdoor/canopy dining area). Pick up orders will be placed on a table in the pick up area allowing staff to maintain safe social-distancing at all times.

No one other than staff will be allowed inside the restaurant.

Staff who deliver food to the pick up point will be required to reenter the building and move straight to the hand washing area at the bar.

Delivery drivers will not hand orders directly to customers but will leave them on the doorstep or wherever delivery instructions have been given.

On return to the restaurant, delivery staff will again enter through the front door, via the hand washing station.

OTHER MEASURES WE ARE TAKING...

The cars our staff are using for deliveries are only to be used by their individual drivers and will not be shared between drivers. No passengers will travel with our drivers at any time. Staff who share their cars outside of delivery hours will be required to sanitise their steering wheels, gear sticks and door handles on arrival at work.

No staff are permitted to come to work if they live with high risk people such as; hospital doctors/nurses/people returning from holidays/people in quarantine or if they are feeling unwell.

SOMETHING TO REMEMBER...

Even before Covid-19, Deliciosa held all our staff, our kitchen, dining room and facilities to the highest health and safety standards already. We hold the top safety rating and had our most recent MPI/HDC Food Plan inspection in March 2020 to attain that rating.