

# Connect and collaborate - output from **CORONAVIRUS WEBINAR #1**

## CHALLENGES



- Customer and team safety
- Reduced client budgets alongside potential investment in COVID-19 compliant changes
- Government guidance not robust enough
- Balancing sustainability targets with customer and team safety - consequence increased use of SUPs
- Social distancing in communal spaces- tea points
- Control of sanitising vending areas
- Complacency of customers over time
- Attracting post-lockdown customers who may have new habits - inc. bringing food from home
- Exposure to virus whilst travelling to work on public transport

## ADDRESSING CUSTOMER & TEAM SAFETY



- Focus on grab and go
- Remove self-service including Ottolenghi 'open style' counters
- Hot food wrapped and packaged to go, like fish and chips
- Serve single-piece fruit in skins or wrapped
- Lazy Susan to pass served items from team to customer 'hands-off'
- Pre-order and pick-up at specified times
- Weekly menu emailed to customers in advance
- Takeaway-only service
- Pre-pay and desk-delivery service
- Contactless and self-pay only, no cash
- Whole PPE, not just masks, including gloves - largely influenced by client preference/culture
- Catering team behind screens
- Cutlery – machines that can hygienically pack and dispense
- Socially-distanced seating
- Deep clean prior to open - including flush through water laying in pipes during lockdown
- Dedicated FOH team to continually-clean high risk areas; COVID-19 lasts days on hard surfaces
- Wash stations: more BOH and FOH hand-washing facilities in eating areas

## CHANGES TO BUSINESS WORK PATTERNS

- Gradual increase of office occupancy over 6 months
- Skeleton teams initially
- Offices become re-occupied by department or floor by floor
- Chequerboard office desk formation to allow for social distancing
- A and B weeks- rotating office workers, only 50% return to work at a time
- Culturally - more acceptance of home-working



## IDEAS FROM OFFICES IN OTHER GLOBAL LOCATIONS

- Daily temperature screening for all employees
- Checklist for re-opening catering after lockdown
- Visors, masks and gloves worn by all catering team
- No open buffet style food
- Grab and go based food offers
- Intensified cleaning regime
- Cleaning regulations in place
- No dining-in, only take away
- Customers pre-order and collect food at predefined times
- Surfaces are cleaned and disinfected immediately between customers



- #1. What the food offer looks like in a post COVID-19 world
- #2. Ideas to reconfigure restaurant space to prevent spread of COVID-19
- #3. How to make the catering space a valuable hub - bringing teams back together after social distancing



**NEXT WEBINAR:  
PRACTICAL STEPS FOR  
CATERING AFTER  
LOCKDOWN**