

Buzzworks

OUR COMMITMENT
TO YOUR SAFETY



A MESSAGE FROM THE BLAIR FAMILY

For over 40 years, Buzzworks has become an integral part of the communities that we operate in. Our foundations have been built on our people, and ensuring every one of our customers feel great through hospitality.

The wellbeing and safety of both our people and customers is, as always, of the utmost priority, so as we reopen our doors to welcome back both loyal customers and those keen to experience Buzzworks for the first time, we have made some small changes to the way we operate.

BEHIND THE SCENES

We have been working tirelessly behind the scenes, reviewing how we operate and what potential measures can be implemented to ensure that we provide a safe, but welcoming environment for both our people and customers. From the moment you enter a venue, we have developed a series of measures that will not only provide peace of mind, but still allow customers to enjoy their experience.

YOUR NEW BUZZWORKS

Guests will still be able to enjoy Buzzworks reputation of world-class hospitality within a relaxed environment, it will just now have some added extras. All of our new procedures are in line with Scottish Government guidelines.

Alongside enhanced cleaning measures implemented on top of the rigorous hygiene procedures already in place within our venues, the Buzzworks team has gone through extensive training to ensure that when joining us, you will be well looked after - whatever the occasion.

FEEL GREAT THROUGH HOSPITALITY

Our ethos has always been to make customers feel great through hospitality, and now more than ever, this rings true as we look to provide a memorable, safe experience each and every time. So, whether you are joining us for a special meal, lunch with the family, or catching up with friends over a coffee, rest assured we are looking forward to providing fantastic food and a world class service within a safe and welcoming environment.

We can't wait to welcome you back, but if you have any questions please don't hesitate to get in touch.

Best,

Colin, Kenny & Alison

2 What we'll be doing;

RESTAURANTS & BARS

- **CLEANING** – We are significantly increasing the frequency of our all high contact areas including entrance/exit doors, bars, reception areas, toilets and handrails will be cleaned and sanitised every 60 mins. Tableware such as salts & peppers and candleholders will be cleaned after each party has vacated the table. We have introduced an additional cleaning product DrySan Oxy which is effective against Coronavirus.
- **MENUS** – Guests will be encouraged to view our menus online from their smartphone by scanning a QR code displayed on a table flyer.
- **HAND SANITISATION STATIONS** – Will be readily available and accessible for customer use at all entrances/exits and around each of our venues.
- **PAYMENTS** – We are encouraging guests to pay using contactless whenever possible and have removed the limit on contactless payments made using smart devices (watches/phones/tablets). Contactless payments using credit or debit cards can be made but are limited to £45 – as per current UK banking regulations. Cash may also be used to make payments.
- **CONDIMENTS** – Salt & Pepper Mills will be sanitised after each table turnaround, all other condiments we offer will be served as individual portions.
- **CLOAKROOMS** – Private cloak rooms will not be available. Should a customer wish to hang their coat our staff will be able to help locate a suitable space within our main restaurant areas or on their chair.
- **SCREENS** – We have installed new Perspex screens at our reception and food and drink dispense areas to protect our staff. We have also installed screens where necessary between some tables in our venues.
- **TRACK AND TRACE** – We will be collecting customer contact details on entry to our venues for the purpose of contact tracing.
- **VENTILATION** – All of our venues have air conditioning along with intake and extract mechanical fresh air ventilation which are regularly maintained. This ensures an adequate supply of fresh air at all times.

KITCHENS

- **FOOD PREPARATION STATIONS** will be sanitised at least once every 30 mins and all kitchens will be deep cleaned and sanitised at least once per day.
- **ALL OUR CHEFS** will be wearing the recommended PPE while preparing your food and will work from set stations using their own utensils. Where the sharing of equipment is required these will be sanitised before and after each use.
- **WE WILL CONTINUE** to follow guidance from food standards agencies and will be in contact with our local environmental health officer prior to reopening our kitchens.
- **WE HAVE REDUCED** delivery entry points to one access per venue and all delivery drivers will be asked to sign a health declaration check.

OUR TEAM

- **TRAINING** - Every member of our team will receive training on COVID-19 health & safety protocols prior to our reopening. This training will ensure our teams are fully aware of all government recommended guidance relating to coronavirus symptoms, hygiene and social distancing. Extended training will be given to all team members that will or may have direct contact with customers - Operations, Front of House, Stewards, Maintenance & Gardeners.
- **HAND HYGIENE** - Team members will be washing their hands with soap or and hot water every 30 mins (for at least 20 seconds) and always before and after going on break or starting a shift as well as regularly using hand sanitiser throughout their shift.
- **UNIFORMS** - Our staff will be asked to change into their work clothes on arrival and change again before they leave. Uniforms will be washed and cleaned ahead of each shift.
- **ALL OF OUR STAFF** will complete a health declaration when the sign in and will have their temperature taken daily. They will also complete a pre-shift health questionnaire before they are allowed on the premises.
- **FACE COVERINGS** - All members of staff who interact with customers within 2 metres will be wearing a face covering (or will have a screen between them and guests).

3 Risk

- **OUR HEALTH & SAFETY COMPLIANCE OFFICER** has worked closely with our teams to carry put a full risk assessment of all front and back of house areas. In line with government guidance and following the advice from our local environmental health office, a range of measures have been introduced to mitigate or eradicate any identified risks.

4 Physical Distancing

- **OUR TEAMS** will continue to follow the most up to date government guidelines. We will be managing the capacity in our venues and will have signage on display around the venues informing you of our policy and kindly requesting your cooperation.

5 What We Ask of You

To keep yourself, other customers and our team safe, please follow the steps below:

SYMPTOMS

If you are showing any signs of new continuous cough, fever or loss of, or change in, sense of smell or taste then we kindly ask you to postpone your visit

HAND HYGIENE

- Wash your hands regularly with soap and water for at least 20 seconds, or use the hand sanitiser stations located throughout our facilities.
- Always sanitise before entering.

PLEASE KEEP YOUR DISTANCE

- Maintain safe distancing limits set by the Government
- All our venues will operate with a maximum occupancy limit, customers may be asked to wait for a table outside

FACE COVERING

Please wear a face covering when entering and moving around the venue

TEST & PROTECT

We require contact details of each household who visits, this can be done by making an advance reservation, signing onto our complimentary WIFI or asking a member of staff to record your details manually.

PARTY SIZE

In line with Government guidelines, the maximum party size is 6 over 3 households.

FOLLOW THE SIGNS

In some venues, we'll be operating one-way routes. Please be aware of any directional signage, our team members will also be there to help.

BE KIND

We ask you to be kind and respect our team on your visit.

6 Here to Help

If you have any questions or concerns, please just as a member of our team.

You can contact reservations@buzzworksholdings.com before your visit, or call us on **01292 432 342**