



Restaurant, Food and Beverage COVID-19 Mitigation Procedure

Department:	Food & Beverage	Position:	All
Division:	Resort Operations	Effective Date:	May 1, 2020
SOP:	Restaurant, Food and Beverage COVID-19 Mitigation Procedure	Revised Date:	

POLICY: The Food & Beverage policies and procedures have been updated and enhanced, to better support our efforts in protecting the health and safety of our guests and team members.

Westgate Resorts will provide masks in accordance with guidelines issued April 3, 2020 by the Centers for Disease Control and Prevention (CDC): "CDC recommends wearing face coverings with at least two layers of protection in public settings where other social distancing measures are difficult to maintain (e.g., grocery stores and pharmacies) **especially** in areas of significant community-based transmission." Wearing a mask is **required** for any Westgate Resorts team members that interact with guests but is not intended as a replacement for social distancing, which should be practiced whenever possible, even while wearing a mask.

DISCLAIMER: Westgate Resorts can neither independently certify nor guarantee the effectiveness of masks in preventing virus transmittal, including but not limited to COVID-19. Westgate Resorts is not liable for any issues arising or relating to the use of a mask (directly or indirectly) including, but not limited to, transmittal of any virus.

General Procedures

These procedures are guidelines for all team members, guests and vendors.

Screening Process: Team members must undergo temperature and symptom checks at designated building points of entry prior to starting their shift.

- Security and management will check temperature with a non-invasive thermometer.
- Gloves will be worn when taking a team member's temperature.
- Team Members with temperature reading of 100.4°F (38°C) or higher or showing other signs of illness will be asked to leave immediately.
 - Team Member's name will be recorded, and they are required to follow quarantine procedures.
 - A physician authorization must be provided to TMS before returning to work.
- When known symptoms are encountered (fever, cough, shortness of breath, sore throat, headaches and muscle aches, new loss of smell and taste), property leaders will be notified and the team member must follow the SOP for flu-like symptoms.

Distribution, Securing and Use of Face Mask: Appropriate PPE will be worn by all team members based on their role and responsibilities and in strict adherence to state or local regulations, laws, and guidance.

- All team members are required to wear a mask while in any public area.
- Team Members will undergo mandatory training on proper use and disposal of Personal Protective Equipment (PPE).
- Masks and gloves will be distributed and tracked by a single point of contact at the resort property and/or corporate location.
- Team Members will be required to replace their mask 2 working days.
- Masks are to be handled with gloves and issued in individual disposable bags.
- Masks/gloves are to be treated as a required part of the Team Member's uniform.

Quarantine Procedures: Proper quarantine procedures are a key step to slowing the spread and help ensure the health and safety of other team members and our guests. If it's believed that the COVID-19 virus has been encountered, the following steps are required:



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- 14-day self-quarantine outside of the workplace.
- COVID-19 testing with results verified by a health professional.
- A physician's authorization must be provided to TMS before returning to work.
- Upon notification of a suspected or confirmed case in the workplace:
 - Security will immediately secure the area, including the immediate workspace.
 - The entire workspace will be deep cleaned and sanitized including, but not limited to: tables, desk, doorknobs, light switches, chairs, keyboard, mouse.
- Upon notification of a suspected or confirmed case with a guest, Security will deactivate access to the room immediately and secure it for 24 hours while enhanced cleaning procedures are performed.
 - As necessary for sanitization, Security will provide entry to the unit and document any entries.
 - Ultra-Low Volume (ULV) disinfectant fogging will be used for any public area, back of house area, or guest rooms where an individual with flu-like symptoms has worked or resided.

Approved Cleaning Products: These EPA-Approved products are to be used to disinfect and sanitize all areas:

- Multi-Purpose Disinfectant and Sanitizer
- Disinfectant Wipes
- Antibacterial Hand Soap
- Hand Sanitizers

Team Member Distancing: Social Distancing, as defined by the CDC, will be practiced by team members at all times, without exception.

- Security will monitor and enforce Social Distancing protocols.
- Team members are responsible for maintaining a physical distance of 6 feet and will be subject to disciplinary action for not following social distancing guidelines.
- Guests are advised to practice social distancing by standing at least 6 feet away from other groups of people while standing in lines or moving around the property and avoiding elevators when possible.

Routing and Queueing Plan: Queue lines and waiting areas will be rearranged to support social distancing.

- Common Area and lobby furniture will be arranged to space groups out 6 feet apart or more.
- Queue lines will have marker bands spaced 6 feet apart to define social distancing space.
- Framed signs will be placed on stands in common areas, and at start of queue lines, notifying guests of required social distancing.
- Team members will not enter elevators with guests or other team members unless necessary and unavoidable (some exceptions may apply).

Guest Procedures:

- Guests will be Issued a Westgate branded surgical mask for use during their stay, if they do not have their own with them. Should they need another at any time a Westgate team member will provide them with a new surgical face mask.
- Guests will be required to wear a face covering when entering buildings, restaurants or interior outlets and will be denied entry without a proper face covering.

Hand Washing Procedures – All team members' first course of action should be the washing of hands. Any time a team member uses the restroom or interacts with an item provided to a guest (documentation, food, etc.), an employee

should wash their hands thoroughly with soap and warm water for a minimum of 20 seconds. Alternatively, hand sanitizer should be used. Repeating this can greatly reduce the chance of infection.



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- Team members must wash their hands, or use hand sanitizer, after any of the following activities: using the restroom, sneezing, touching their face, blowing their nose, cleaning, sweeping, mopping, smoking, eating, drinking, going on break, and before or after starting their shift.
- Team members should avoid touching their face and neck area as much as possible to prevent germs from being spread from hands to areas identified as vulnerable to virus transmission.
- Steps for proper hand washing for all team members:
 - A thorough hand washing with soap and warm water for at least 20 seconds.
 - Regularly wash hands and use the hand sanitizer stations located throughout the properties.
 - Clean and disinfect frequently handled objects such as cell phones, keyboards, desk and table surfaces, and office phones.
- Hand washing procedures and education are part of the Westgate Safety Training Program, which requires Management to inspect all sinks for proper water temperatures.
- Increased signage for front and back of house restrooms includes signage, in both English and Spanish, that instructs team members to use the required handwashing protocols and promotes the use of hand sanitizers before and after any guest/team member personal contact.
- We have increased hand sanitizing stations throughout all public and administrative areas.

Cleaning and Sanitizing - The frequency of cleaning and sanitizing has been increased in all public spaces with an emphasis on frequent contact surfaces including, but not limited to, front desk check-in counters, bell desks, elevators and elevator buttons, door handles, public bathrooms, room keys and locks, ATMs, escalator and stair handrails, gym equipment, dining surfaces and seating areas.

Hand Sanitizers – Hand sanitizers should be used with high frequency when available. If a manual door is used or a team member needs to touch a surface used by multiple individuals, the team member should immediately use hand sanitizer. Thorough use of hand sanitizer is defined as wringing the hands, interlocking fingers, and rubbing the backs of hands until the sanitizer is completely dried.

DEPARTMENT-SPECIFIC PROCEDURES

Team Member Responsibilities:

- **Hand Washing.** Correct hygiene and frequent handwashing with soap is vital to help combat the spread of virus. All Westgate Team Members have been instructed to wash their hands, or use sanitizer when a sink is not available, every 15 minutes (for 20-seconds) and after any of the following activities: Using the restroom, sneezing, touching the face, blowing the nose, cleaning, sweeping, mopping, smoking, eating, drinking, entering and leaving the Dining Room floor, going on break handling guest checks, cash, menus, dirty dishes from their guests and before or after starting a shift.
 - **Kitchen Staff** – Timers should be on the kitchen line and set for **15-minute** intervals to ensure the kitchen staff washes hands. Also, staff should wash hands any time handling potentially hazardous food products. (Use F&B Culinary Sanitation Checklist).
 - **Service Staff** – Handwashing should be done numerous times during the day and any time before contact is made with any items coming or going from the kitchen or dish room, including processing guest checks and handling cash.
- **Disinfectant wipes** – These are to be utilized with smaller surfaces that may be touched by multiple individuals. Items such as vending machine buttons, keypads, door handles, counters, credit card keypads, etc. are to be cleaned regularly with disinfectant wipes. New wipes are to be used frequently and discarded just as frequently.

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- Small areas of a hard surface that can be cleaned with wipes would include, but are not limited to, countertops, tabletops, appliance surfaces, etc.
- **Disinfectant spray** – These sprays are used for larger cleaning surfaces and disinfect within first contact. Clean paper towels should be used each time and discarded once saturated from cleaning the spray.
 - Larger areas of hard surfaces that can be cleaned with spray would include, but are not limited to, countertops, tabletops and appliances.
- If a Team Member encounters an area that is questionable, they are to immediately sanitize their hands using one of the techniques above as well as sanitize the area in question.
- Team members should avoid touching face and neck area as much as possible to ensure germs are not being spread from hands to sensitive areas.
- If a team member needs to cough or sneeze, they are to correct cough/sneeze with any expulsion of germs from their mouth/nose into the crook of the elbow, as to not have germs spread past their elbow and into the air.
- **COVID-19 Daily Pre-Shift Training.** All F&B Team Members will receive ongoing training daily on COVID-19 safety and sanitation protocols during all pre-meals and other team meetings.
- **Personal Protective Equipment (PPE).** Appropriate PPE will be worn by all Team Members based on their role and responsibilities and in adherence to state or local regulations and guidance. Training on how to properly use and dispose of all PPE will be mandatory.
- **Social Distancing as defined by the CDC** must always be practiced by team members.
 - Security will be monitoring physical distancing.
 - All team members will be responsible for maintaining a physical distancing policy of 6 ft and will be subject to disciplinary action if not properly followed.

Restaurant Entry:

The following procedures will be adhered to at all Restaurant entries.

- Upon entry to the outlet, all guests will be presented, and must use, hand sanitizer.
- No shaking of hands or physical contact during the interaction.
- Spacing of entrants to maintain at least 6 ft between groups.
- Groups of 8 or more will not be allowed entry into the food establishments.
- Guest and Team Member temperatures will be taken with a non-invasive thermometer.
 - If the guest has a temperature reading 100.4° F or higher, immediately advise them to vacate the premises and seek medical attention from a health professional.
 - If a Team Member has a temperature reading 100.4° F or higher, immediately notify Risk Management.
- Guests will be required to answer the following questions before proceeding into the F&B outlet:
 - Have you or anyone in your party been on a cruise in the past 14 days?
 - Have you or anyone in your party traveled Internationally in the past 14 days?
 - Have you or anyone in your party had any flu-like illness in the past 14 days?
- If the guest responds affirmative to any of the questions above, the guest/owner will be politely turned away, utilizing the phrase, "Unfortunately, we will not be able to accommodate individuals that have been sick or traveled internationally in the past 14 days, as we focus on the health of our team members and guests."
- If the guest responses are negative, the guest will be allowed to continue into the F&B outlet, but all guests will be required to use hand sanitizer before they continue into the facility.

During Restaurant Experience:

The standard serve safe guidelines and state sanitation requirements are in place at all locations.

- No shaking of hands or physical contact during the interaction.



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- Food table spacing at a minimum of 6 feet apart (or use every other table).
- Spacing of entrants to maintain at least 6 feet between groups.
- Groups of 8 or more will not be allowed seating at one table.
- Server/Attendant should regularly use and encourage their tables to use the hand sanitizers stationed throughout the property.
- Tables and chairs, including child seats, will be wiped with sanitizing wipes after guests depart and before that table is used again.
- ALL beverages, including bar, cocktail drinks and wine will be served in disposable plastic cups. Bar service is prohibited until further notice.
- ALL flatware will be pre-rolled, plastic knives, forks and spoons.
- Garnishes for bar, cocktail and restaurant beverages including lemon/limes/oranges are prohibited including water and iced tea service.
- Ice Scoops in the bar will be dipped in sanitizer and rinsed prior to each use.
- Utensils on kitchen line and at bar need to be sanitized every 15 minutes and changed out every 45 minutes.
- Disposable Menus will be used and discarded after every use.
- P/C Condiment will be used including salt and pepper, ketchup, mustard, mayo, etc. at guests' request. NOTHING SHOULD BE ON ANY TABLE. This may be modified to allow bottles if pre-wiped with sanitizer before use and after guest use.
- Guest checks and receipts will be placed on the table (WITHOUT A GUEST PRESENTER) with a sanitized pen in which the guest can keep. ALL pens returned will need to be sanitized or discarded.
- Ensure hand sanitizer is available in all back house and bar areas.
- Beer tap handles will be sanitized every half an hour.
- Ensure stewards and dishwashers are sanitizing their hands after handling dirty and soiled dishes, and before unloading clean dishes.
- Any instruments used during food service will be wiped with sanitizing wipes after each guest use, including: writing instruments, laptops, tablets, and credit card keypads.
- POS terminals to be assigned to a single server where possible, sanitized between each use, and before and after each shift. If multiple servers are assigned to a POS terminal, servers will sanitize hands after each use.
- Sanitize trays (all types) and tray stands sanitized after each use.
- Masks and gloves will be required to be worn by all team members in all food service and retail locations.

Physical Distancing Protocol

- Hosts/Hostesses and managers to manage physical distancing at entries, waiting areas and queues.
- Peak period queuing procedures to be implemented when guests are not able to be immediately sat. Guests waiting will be directed outside until they are called.
- Tables and booths to be utilized with appropriate 6-foot distancing between each family or traveling party.
- Reduce bar stool count to provide appropriate physical distancing if allowed to serve over the bar top.
- Manage the line flow at quick serve outlets to ensure coffee and food pick up areas remain appropriately distanced.
- Additional quick serve coffee options to open based on demand and length of physically distanced lines.

Guest Considerations

- All self-serve condiments and utensils to be removed and available from cashiers or servers.
- All straws to be wrapped.
- Napkin service to be suspended until further notice (no placing in a guest's lap or refolding). All outlets will use disposable napkins initially.
- All food and beverage items to be placed on the table, counter, or other surface instead of being handed directly to a guest.

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Additional Cleaning, Sanitizing, and Safety Procedures

The standard serve safe guidelines and state sanitation requirements are in place at all locations.

- Host Podiums, including associated equipment, to be sanitized at least once every half hour and logged by a manager.
- Service stations, service carts, beverage stations, counters, handrails and trays to be sanitized at least once per hour and logged by a manager.
- POS terminal attendants and servers will sanitize their hands after each use.
- Ensure cutting gloves are available.
- Condiments are to be PCs with nothing on the tables.
- Guest contact items, such as pens, will either be sanitized after each use or discarded.
- Menus to be single use and disposable.
- Sanitize trays (all types) and tray stands sanitized after each use.
- Beer tap handles will be sanitized every half an hour.
- Storage containers to be sanitized before and after each use.
- Food preparation stations to be sanitized at least once per half hour.
- Kitchens to be deep cleaned and sanitized at least once per day.
- Restaurant spaces, waiting areas, coffee shops and marketplace guest contact points will be treated with ULV disinfectant fogging weekly.

Sales Buffets, Pool Breakfasts, and Guest BBQ Grills Experience

- All Sales buffets, Pool breakfasts and BBQ grills will utilize single service pre-wrapped items as much as possible, and food will be served to the guests instead of allowing them contact with serving utensils.
- Additional hand sanitizer stations are installed at the properties for guest and team member use. Sanitizer dispensers will be installed in these areas.
- Food table spacing at a minimum of 6 ft apart (or use every other table).

Cafeteria and QSR Protocols

- No self-serve food available unless wrapped (including snacks and beverages).
- Food to be served by line attendants.
- Single use cups for beverage (no refills).
- Prepackaged plastic flatware.
- Trays and plates to be distributed by line attendants.
- All Team Members are required to wear masks and gloves.
- If Team Member Cafeterias are re-opened, social distancing will be required in queue lines and service areas.
- ALL seating and tables need to be sanitized after each use.

In-Room Delivery**Cleaning & Sanitizing Protocol**

- All equipment will be sanitized prior to assigning for the shift.
- Team Members assigned to individual stations (Including Phone Person) will sanitize their stations and **all** equipment at least once per half hour and at each change of shift.
- Sanitize delivery vehicle or golf cart after each delivery.

Physical Distancing Protocol

- Room delivery attendant will be required to wear mask and gloves.
- Attendant will practice social distancing of 6 feet when approaching the guests at their room.

Catering & Banquets**Cleaning & Sanitizing Protocol**



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- All shared equipment and meeting amenities to be sanitized before and after each use or be single use if not able to be sanitized.
- All linen, including underlays, to be replaced after each use.
- Clean and soiled linens to be transported in sealed single use plastic bags into and out of the meeting rooms.

Physical Distancing Protocol

- All buffet and self-serve events to be suspended until further notice or a team member can attend and serv.
- Seating capacities and floor plans to be reviewed on an event by event basis to ensure appropriate 6 ft physical distancing.
- Develop examples of physically distanced floor plans for Hotel Sales & Convention Services use.

Guest Considerations

- Individual bottled water will be provided at normal banquet pricing in lieu of water carafes on meeting tables and water stations, if approved by group leader.
- Create modified menus to showcase styles of service and items currently available.
- All food and beverage items to be individually plated and served.
- Coffee and other break items to be attended and served by a server.
- ALL flatware will be plastic knives, forks and spoons purchased pre-rolled until further notice.
- Condiments to be served in individual plastic containers.
- ALL Team Members including FOH and BOH will be required to wear masks and gloves.
- Garnishes for bar, cocktail and restaurant beverages including lemon/limes/oranges are prohibited.

Retail Outlets

Cleaning & Sanitizing Protocol

- Sanitize POS, handheld scanners and credit card terminals every half hour.
- Sanitize all handles, shelves, coolers, freezers, displays and counters (including cash wraps) every half hour.
- Sanitize grocery baskets, carts and any guest contact devices after each use.
- Guest contact items, such as pens, to be either sanitized after each or discarded.
- Handwashing and hand sanitizing are required after guest checking processing and cash handling.

Physical Distancing Protocol

- Stanchions, with signage when possible, will be used to queue guests with in the 6-foot guideline.
- All cash wraps will have a plastic shield.
- Number of guests in the store at one time may be limited based on state regulations.

ACKNOWLEDGEMENT: I hereby acknowledge that I have reviewed and understand this department policy, and further understand that violation of any part of this policy may result in progressive disciplinary action, up to and including termination of employment.

Team Member Signature/TM#		Date:	
Manager Signature/TM#:		Date:	