



STANDARD OPERATING PROCEDURE

**FOOD COURT RETAILERS
at
MANI SQUARE MALL
[POST COVID-19 LOCKDOWN]**

GUIDELINES FOR FOOD COURT RETAILERS

- Need to clean and sanitize the counter before opening.
- Follow all rules provided by FSSAI.
- Only 4 staff members will be allowed in one shift / per counter.
- All employees at the counter and back of the house need to wear Face Mask/ Hand Gloves/Cap.
- Employees need to maintain their personal hygiene.
- Hand Sanitizer to be made available in the outlet for employees to use.
- Social Distancing to be maintained inside the outlet.
- Entire Outlet needs to be sanitized every 2 hours.
- At front counter, sanitizer should be available for guest use.
- All the Menu Cards need to be sanitized every 2 hours.
- Do not spit in the open area or in the kitchen.
- Avoid touching things unnecessarily.
- Do not exchange personal items.
- Avoid coughing / sneezing without keeping your mouth covered.
- Avoid touching your face, mouth and nose unnecessarily.
- Aarogya Setu App needs to be installed by all employees who need to do the self assessment frequently.
- Daily monitoring of body temperature of all employees and temperature log needs to be maintained daily.

GUIDELINES FOR FOOD COURT CUSTOMERS

- Maintain the social distance norms provided by Food court.
- Maintain the queue for Cash counter and ordering food from the counter as per directives by Food Court.
- Maintain the Table seating decorum.
- Use face mask & sanitizers before purchasing the food court card.
- Use face mask & sanitizers before ordering & collecting the food from the counter.
- Restrict gatherings in groups; avoid any kind of meeting of more than 2 or 3 persons at a time.
- Maximum 2 persons allowed in 4 seater table & 1 person in 2 seater table.
- Do not sneeze or cough without covering the mouth.

FOOD COURT POST LOCKDOWN CHECKLIST EMPLOYEE AND OUTLET

Sl. No	Standard Operating Checklist	Status		Remarks
		Morning	Evening	
	Employee			
1	No of employee in Shift			
2	All employee temperature screening done	Yes	No	
3	All employee wearing Face Mask	Yes	No	
4	All employee wearing hand gloves	Yes	No	
5	All employee wearing hairnet / Cap	Yes	No	
6	Employees neatly groomed and with uniform inside the outlet	Yes	No	
7	Hand Sanitizer available in the outlet for employees to use	Yes	No	
8	Social Distancing being maintained inside the outlet	Yes	No	
	Food Outlet			
		Status		
9	Sanitizer Solution for Work Station & utensils available in the outlet	Yes	No	
10	Entire Outlet Sanitization done with Sanitizer solution & same repeated every 2 hours once	Yes	No	
11	Front Counter sanitized and Sanitizer available for guest to use	Yes	No	
12	All the Menu Card available being Sanitized	Yes	No	
13	All the Trays, Cutlery & Crockery being washed, sanitized and ready to use	Yes	No	
14	Cleaning Checklist available and completed Daily / Weekly / Monthly	Yes	No	
15	Pest Control Done and report available for Last week	Yes	No	
16	All the equipment are working & temperature register available and updated	Yes	No	
17	All the Food Items including cooked food has MRD (Made, Ready & Discard) Sticker / Expiry Date on the product	Yes	No	
18	No discard product available inside the outlet and in use	Yes	No	
19	No food item Stored on the floor	Yes	No	
20	Cashier should not be handling Cash & deliver food products as well. Separate person being deployed for food delivery at counter	Yes	No	

 Manager Name & Signature

 Date