



SUBURBAN INNS

— BORN IN BIRMINGHAM —

Suburban Inn's  
Covid-19 Standards of Practice  
**Version 3 - August 2020**



The current COVID-19 pandemic is unlike anything our industry has had to face. It poses a huge threat to livelihoods, our well-being, and the future of our sector. This document is our guide to outline how Suburban Inns endeavours to navigate the situation. This includes what processes we will be putting in place to comply with health and safety guidance, and importantly how we come out of this at the other end together as a team with our core values intact.

As the situation is fluid with new information released every day, we must make it clear that our plans are only designed for our business and operations. They have been built using risk assessments for each of our restaurants and hotels to be fully compliant with government guidelines. There may be elements of our guide that conflict with updated guidelines and we will, therefore, monitor and adjust where it is necessary to do so.

Our only goal is to create a safe and hospitable environment for our loyal teams and guests so that we can return to a place of normality and create many more special memories together.

The road back to our “new normal” is looking long and more perilous than the journey so far. We have a duty of care to all our team members to do everything we can to protect their jobs so that they can afford to live and operate in the industry that they have given so much to over the years. Mistakes may be made and inevitably some lessons will be learned but we will consider every decision we make for the protection and well-being of others.

***“Whilst I aim to offer the safest and most pleasant experience where I can for all our guests and team members, our operational procedures are subject to continual change based on the government’s legislation, findings and guidelines along with any significant scientific evidence that presents itself along the way.***

***I ask everyone to be patient and understanding during these unprecedented times – there is nothing a publican like myself wants to see more than to see a bar full of happy drinkers.***

***I am confident that the steps taken, as outlined in this document, will ensure the days of busy bars, bustling beer gardens and hotel rooms full of content guests are just around the corner. I look forward to welcoming you back to our venues soon”***

*Adrian Harvey*  
Founder & Director of Suburban Inns



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# Safe & Social

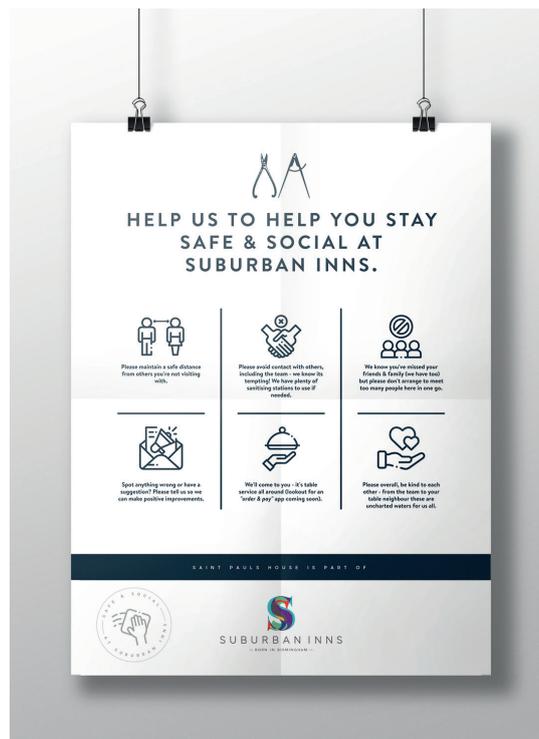
"Safe and social" is the commitment we have used to underpin all the discussions and decisions we have made when putting these new or enhanced measures in place across the Suburban Inn's estate.

It is vital to us that each venue has the same procedures to follow from table service to hand washing allowing our guests to feel safe whilst being as sociable as they are comfortable being.

All the venues will display a "house rules" poster to allow our guests to see what measures are in place and to follow the "rules" asked upon them.

Simple, eye-catching graphic posters such as the below allow for this to be done in a tasteful and not overbearing way. We have added the "safe and social" icon to a range of venue literature to help reiterate this message – some of the steps we have taken are not ones we would have wanted to take or contradict with our brand message, but they are vital in keeping everyone safe.

We hope that our guests appreciate the lengths we have gone to and work with us to ensure everyone who visits - be it for a fresh cup of coffee or a weeklong stay feels comfortable and overall, safe.



# Team Member Hygiene

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New "Mandatory Hygiene Practice" implemented and monitored across the business

**Overall Responsibility:** General Managers

**Monitoring Responsibility:** All Managers

**Who does it apply to:** Every Team Member

- **Hand Washing:** Must take place every 30 minutes on the hour and half past the hour observing social distancing measures throughout the process where possible
- **Hand Washing Duration:** Team members must wash their hands for a minimum of 20 seconds with soap and water
- **Sneezing/Coughing:** Team members must wash their hands for a minimum of 20 seconds with soap and water immediately after coughing or sneezing
- **Sanitiser Stations:** These will be located at all entrances, exits and other key areas of the venue
- **Key Touch Points:** Areas such as water stations and reception areas will also contain sanitiser stations
- **Good Personal Hygiene:** As always is an important requirement for all our team members. "In this climate", all hair must be tied up and staff must change into work clothes in allocated locations at work where possible. Certain jewellery restrictions remain in place in line with our staff handbook
- **Gloves:** Disposable gloves will be provided and are mandatory whilst receiving deliveries and handling products, this will include our kitchen, bar, and front of house teams
- **Temperature Checks:** When entering work, team members will have their temperatures taken using infrared technology which will record their temperature without the need for contact or human interaction. These checks will take place at our main entrances and in the event of an abnormal reading the team member will not be able to work and must return home and follow the current isolation guidelines including any track and trace requirements
- **Reporting:** The team member with a high temperature will need to report this to their manager via telephone immediately so the appropriate cover can be organised





# Venue Hygiene

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- **Surfaces:** All surfaces in the restaurant and kitchen areas must be regimentally cleaned.
- **Tills:** All active service tills will have a perspex shield to help protect the guest and team member whilst still offering personal service
- **Disposable Products:** Surfaces must be cleaned with disposable products where possible and follow manufacturer's instructions for dilution, application and contact times for all detergents and disinfectants
- **Recording Actions:** A daily record of this must be kept in venues. This is in addition to strict cleaning measures already applied to Suburban Inns kitchen areas
- **Additional Cleaning:** Daily venue cleaning programmes will be increased for dedicated disinfecting measures on all key contact points and high traffic areas before opening to the public
- **Laundry Bins:** Dedicated collection bins are in place for all kitchen laundry, these must be filled with care using provided protective gloves and face coverings. Laundry must not be shaken to avoid dispersal of particles
- **Laundry Bins Cleanliness:** Laundry bins must be cleaned out with disinfectant after each collection
- **Washrooms:** Washroom maintenance will be increased to every 60 minutes with a record kept on site. Paying attention to frequently touched areas and surfaces, such as taps, grab-rails and door handles
- **Bins:** The bins will be emptied using PPE, such as single-use disposable gloves
- **Napkins:** Paper napkins will be used Front of House in the short term to reduce customer/staff contact and replace the use of cloths for tasks such as holding warm plates
- **Menus:** Recyclable, environmentally conscious single-use menus will be in use for the time being. All our menus are available online to view also
- **Cutlery:** All cutlery will be wrapped individually in a napkin and sealed with a "safe & social" sticker. There will be no cutlery left out for guests to help themselves to  
**Restaurant areas will have freshly laid out cutlery ahead of each booking**
- **Tables:** Tables will be thoroughly cleaned after each sitting with turn times extended across all bookings to allow for more attention to detail



# Personal Protective Equipment

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## **PPE: Face Masks**

It is important to note that according to the current government guidelines evidence of the benefit of using a face covering to protect others is weak and the effect is likely to be small, therefore face coverings are not a replacement for the other ways of managing risk, including minimising time spent in contact, using fixed teams and partnering for close-up work, and increasing hand and surface washing. These other measures remain the best ways of managing risk in the workplace and the government would therefore not expect to see us relying on face coverings as risk management.

At Suburban Inns, we have undertaken various risk assessments in the different aspects of our business and have determined the areas we feel there should be the requirement or added benefit of PPE. Please be aware that wearing a face-covering is currently optional and is not required by law, including in the workplace. At the same time, we wholeheartedly need our teams to feel safe and confident whilst at work, therefore, we have given everyone the discretion to wear a face-covering should they choose to. **Front of house team members and bar tenders will be wearing a visor with a mask being optional.**

We ask that you please respect their personal decisions in this difficult time. Any team member who will be wearing a face-covering have been provided with the following guidance for the correct use of them:

- ↘ Wash your hands thoroughly with soap and water for 20 seconds or use hand sanitiser before putting a face covering on, and after removing it.
- ↘ When wearing a face covering, avoid touching your face or face covering, you could contaminate them with germs from your hands
- ↘ Change your face covering if it becomes damp or if you have touched it
- ↘ Continue to wash your hands regularly
- ↘ Change and wash your face covering daily
- ↘ As the material is washable, wash in line with the manufacturer's instructions

In regards to face shields, visors and disposable gloves we will have these on-site as additional protection for any of the team who choose to wear them. Will will ask our housekeepers to wear a shield during their duties and to replace their gloves after each room has been cleaned. Chef's and anyone handling food will be asked to wear disposable gloves (as they already do) when carrying out tasks such as handling fish, raw meat or preparing fruit.





# Our Teams

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**Overall Responsibility:** General Managers and Operations Team

**Monitoring Responsibility:** All Managers

**Who does it apply to:** Everyone

## Health

The health and well-being of our teams is and has always been our number one priority as a family business. Now more than ever this is crucial to create comfortable surroundings for our team members.

Hospitality is not a work-from-home industry and therefore as we slowly reopen our doors, we will have to expose ourselves to a certain level of risk when working with others and looking after our guests.

It is our mission to ensure that risk is minimised to the lowest possible level and that we at Suburban Inns have considered every angle to implement our strategy through this. As always, we ask our teams to be respectful of each other and sensitive to the fact that people will have genuine concerns.

Compassion is extremely important to us and through compassion towards one other, we will emerge from this crisis stronger than ever.

## Well-Being

- ↘ **Head Office:** Our team has been instructed to work from home where possible
- ↘ **Travel:** Unnecessary travel has been suspended between venues until further notice
- ↘ **Transport:** If it is possible to avoid public transport, alternative methods should be taken by our teams. We have some city-centre locations which mean most team members live close by and can walk or cycle to work. For those that live further afield, we have asked them to travel by the safest possible means while maintaining social distancing and following the government guidelines
- ↘ **Mental Well-Being:** The well-being of our team members who are furloughed or required to work from home is very important. We provide support through our senior team with communications and have free online training packages for our teams to be involved with, which includes positive mental health awareness and staying healthy modules



- **Communications:** Regular communications are maintained between all team members through our senior teams
- **Temperature Checks:** When entering work, team members will have their temperatures taken using an infrared technology which will record their temperature without the need for contact or human interaction. These checks will take place either at the main entrance or at a dedicated staff door and in the event of an abnormal reading the team member will not be able to work. They must return home and follow the current isolation guidelines including any track and trace requirements
- **Reporting:** The team member with a high temperature will need to report this to their manager via telephone immediately so the appropriate cover can be organised
- **COVID-19 Symptoms:** Any team members who demonstrate symptoms of COVID-19 will be instructed to return home and self-isolate following the current government guidelines
- **Self-Isolation:** Any team members who share a home with someone who has symptoms of COVID-19 must notify their managers and they will be asked to self-isolate in line with government guidelines found here: <https://www.gov.uk/government/publications/covid-19-stay-at-home-guidance>
- **Team Assessments:** We have carried out an internal team assessment to identify who is vulnerable, extremely vulnerable and living with someone who is shielding or showing symptoms of COVID-19. This will be done before any of the team come back to work.

### Social Distancing at Work

Some of the new processes outlined in this document go against our usual service standards, the delivery of our product is designed to be highly interactive and informative. We are all having to adapt to the current situation and whilst hospitality and great service is embedded into our teams, this crisis has forced us to adopt a more streamlined measure in the short term.

We ask for your consideration of this during this difficult time. Hospitality does not work without personal touches and we cannot wait for the day this will return as normal.

- **Start and Finish Times:** These times will be staggered where possible to avoid times of congestion
- **Dedicated Team Entrances:** Team members will be asked to arrive and leave through the least congested entrance/exit to minimise cross overs
- **Key Areas:** Areas of congregation including break areas, staff rooms and locker rooms will be signed with hygiene procedures and carefully maintained



- **Social Distancing:** Social distancing measures will be followed where possible including when arriving to and leaving work
- **Back of House:** Back of House stairways and corridors will operate with social distancing considerations
- **Rest Breaks:** These will be encouraged to be taken outside when the weather permits in safe ventilated locations, observing social distancing measures. If breaks are to be taken inside the premises, this will be done in a separate and dedicated part of the venue

### Kitchens

In the beginning, we will be operating slightly different hours of trading in our venues. These will be updated regularly on our website and across our social media platforms. Third-party sites such as Google will be updated to the best of our ability, but it is always better to check with the venue directly before visiting to avoid disappointment.

- **Walk-in Fridges:** Will be limited to one-person access at a time with clear signage to indicate this policy
- **Dry Stores:** Will be limited to one-person access at a time with clear signage to indicate this policy
- **Dumb Water:** Where applicable, operations will be suspended for the time being
- **Kitchen Sections:** These will be marked to help assist with social distancing
- **Section Management:** Each section will be operated by one member of the team only where possible. In situations where more than one team member is required 'rota-partnering' will be in place to ensure the same people work together
- **Working Dynamic:** Back to Back and Side to Side working will be implemented in our kitchens to prevent direct Face to Face operations. Our facilities are already designed to cater for this, but we will be enforcing the need to observe these practices
- **Prep Shifts:** These will take place in the mornings before service starts, this will avoid the crossover of staff
- **Our Menu:** We will be running with a reduced menu in our venues to better prepare and deliver our operations most safely and responsibly as possible. We will still be maintaining our highest possible standards and delivering wonderful and creative fresh food for everyone to enjoy



## Front of House Service

When dining at one of our venues we realise that our guests want to be relaxed, feel safe and have a wonderful time. We are putting measures in place that will keep everyone as safe as possible while maintaining the most enjoyable experience for all our guests.

- **Expeditors:** Should not stand opposite the chef on the pass, instead they must stand a 2-metre diagonal distance apart throughout service
- **Dishes:** Must be placed on the pass by the dedicated chef where the expeditor will instruct the service and support teams
- **Front of House Till Points:** Measurements will be in place to maintain social distancing between the team members. An additional Perspex screen will be introduced to help ensure both the team member and the guest feel safe whilst ordering or paying at the till point.
- **Automatic Sanitiser Stations:** These will be located across the venues allowing for frequent use
- **Water Stations:** The use of water stations will temporarily be suspended. As always, our team will happily provide water for you
- **Cashless Policy:** Our venues will always accept cash payments in our restaurants and bars. However, we strongly encourage our guests to use contactless or card payments where possible
- **Table Based Ordering App:** Suburban Inns are undertaking a large project to roll out a personal table ordering and payment app for our guests' convenience. This will be available within the coming weeks.
- **Table Service:** This will continue as normal albeit maintaining social distancing. Our guests can still order at the bar or any of the outside bars or pop up facilities, However, we will be asking our guests not to gather or congregate in groups at these points





## Bar Service

We aim to maintain the enjoyment of these areas whilst having the safety of everyone at the forefront of our bar operations.

Guests enjoying a drink or two at the bar, whilst socialising with friends is part of the experience many expect when visiting our venues. However, to maintain social distancing this will not be possible, we must ask our guests to respect this and to use the fixed tables and outside spaces whilst drinking and avoid gathering in groups.

- **PPE:** Our bartenders will wear face shields to allow for more clear and natural communication while maintaining a safe operation for everyone. Disposable gloves will be worn and changed as needed, while face masks will be optional, in addition to face shields being worn
- **No Standing:** Customers will be asked not to stand directly at the bar and not to congregate so we can ensure we are maintaining social distancing
- **Drinking Areas:** These will be limited to certain numbers based on the government social distancing guidelines. We will make it as simple as possible to manage the space by using furniture to layout changes
- **Limited Seating:** We will arrange our drinkers seating area according to best practices and social distancing guidelines
- **Payment:** We ask all our guests to pay via contactless or debit/credit card where possible and reduce the use of cash to limit the contact with our teams and help maintain social distancing



# Hotels

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For our venues that also provide guests with a hotel experience, we have looked at all the ways to make our guests stay with us as safe, relaxed, and as enjoyable as possible.

We have made certain changes that will reflect this, and again, will continue to look at new and innovative ways to add and improve everyone's experience with us.

- ✚ **Booking Process:** Our guests will be asked for their arrival time and then given a 15-minute window for checking in to avoid congestion at the reception area
- ✚ **Reception Area:** This area will have a Perspex shield and the team will be in PPE. Hand sanitiser will be available, and all guests will be asked to use it before being given the keys. This is to help improve all safety for our team and guests
- ✚ **Health Questionnaire:** As part of the checking-in process guests will be asked to complete a short questionnaire as a declaration of their health. This is to ensure no one showing Covid-19 symptoms enters the hotel and poses a risk to our other guests and team members
- ✚ **Room Cleanliness:** Our hotel cleaning and sanitising processes have been adapted to meet the current need for minimising the risk of spreading COVID-19. We are providing all our guests with our 10-point checklist to reassure them of our commitment to cleanliness, a version of this is on the next page
- ✚ **Seal of Approval:** Once the housekeepers have cleaned the room following the guide overpage and they are satisfied that each of the 10-point checks has been met, the last task will be to seal the room with a sticker as a visual reassurance to our guest that the room is clean. This will be carried out without fail every single day regardless of the duration of the guests stay
- ✚ **Room Service:** We will endeavour to offer the same room service facilities as normal, but this may vary from venue to venue day-to-day
- ✚ **Breakfast Buffet:** Hotel breakfast will be served as normal in the restaurant. No buffet service is available but the items such as fruit and pastries can be ordered. A grab and go bag will also be available to guests if required. All hot drinks will be made by the team, no self-service juice or coffee etc
- ✚ **Checking Out:** There will be no change to our check out process except for the need to maintain social distancing at all times. If we feel this needs to change we shall update in due course

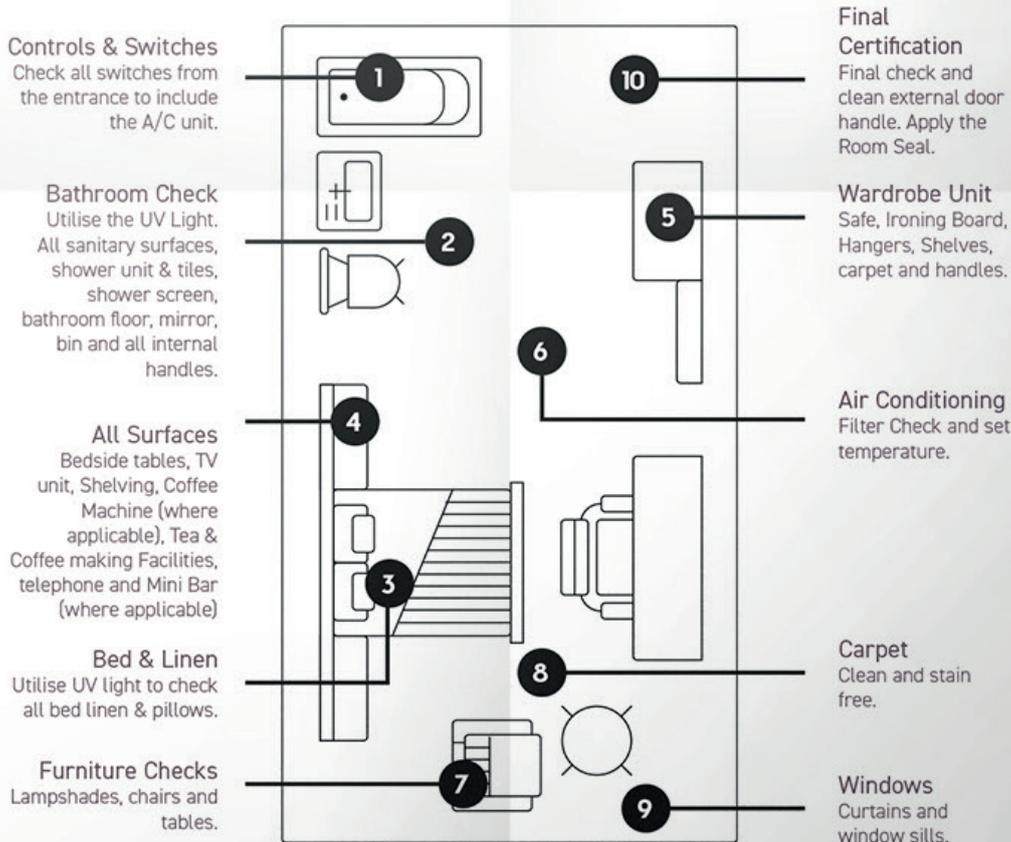


H O T E L E N H A N C E D R O O M C H E C K I N G S Y S T E M

### Hotel Enhanced Room Checking System



- 1. Time to Check**  
Increased by 8 minutes per room.
- 2. Ultraviolet**  
Initial check with a UV light of all areas.
- 3. 10-Point Checklist**  
Checklist as below completed in all areas of the room.
- 4. Room Seal**  
Install Room Seal to certify bedroom.



SUBURBAN INNS  
— BORN IN BIRMINGHAM —



WELCOME TO YOUR BEST YEAR WITH YOU A COMFORTABLE STAY.



**Cleaned  
and sealed  
for your  
protection.**



# Deliveries

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To help minimise the contact with external companies and their teams, we have made sure we have stringent operational processes in place for any delivery that arrives at our venues. Following these guidelines will help us minimise contact and keep our venues as safe as possible for everyone.

- **Dedicated:** There will be one person per venue per shift dedicated to receiving deliveries and will be wearing the correct and relevant PPE
- **Delivery Point:** Each venue will have a dedicated delivery point and we will not allow couriers to walk into the venue where our guests are unless totally unavoidable
- **Delivery Times:** Suppliers will be asked to leave deliveries in the same dedicated location for each venue with delivery times, prearranged and spread out in advance and spaced out appropriately
- **Delivery Operations:** All our normal delivery operations will remain in place including temperature and quality checks whilst maintaining social distancing



# Team Communication

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Staying connected with our teams has been essential in developing this 'Standards of Practice' guide. Our team's safety is our number one priority and we welcomed input from every level of the business.

We did this through regular discussions with our senior teams to ensure we covered every area of concern and included all the best ideas which in turn impacted our operational and well-being changes.

We are doing all we can to ensure our team understand the importance of communication and we truly believe that honesty is the best policy. We need to keep an open flow of information to remain in the strongest position and knowing our teams are safe and fit for work is crucial.

As we move forward through this pandemic and these uncertain times, we will remain focused on delivering a clear message of any changes whilst providing a safe and sound working environment for all of our teams which in turn, will help us deliver the best and safest experience for all our guests.



## Our Guests Experience

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Now we've been given the government guidelines for how we can best serve our guests we feel the process we've put on place more than satisfy the requirements asked of us. Therefore, using the available guidance we have determined how this is transferred into our daily operations. Once more this is Suburban Inn's interpretation and should not be considered a definitive guide. We will continue to update our policies in line with scientific and government advice.

**'At Suburban Inns, our goal is to ensure our guests are welcomed by stylish and comfortable surroundings with an informal and easy-going atmosphere allowing you to truly relax and be yourself'**

Current restrictions may make it harder for us to follow our usual service model, but we will approach every change with compassion and understanding to make the experiences we provide as comfortable, safe and memorable as possible.

## Track & Trace

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To be a dutiful hospitality operator we feel it is important to be able to assist the government in any way possible in regards to cluster outbreaks of Covid-19. To achieve this not only are we recording the temperature of anyone who attempts to enter the building, but also by executing a digital track and trace system. This shall be executed at the front and only entrance to the building via a simple QR code and guest data input. This data is held for 21 days and is fully integrated with our booking system to allow for a rapid response to any government data request.



# Hygiene

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Just as with our team members, guest hygiene processes will be put into place to help maintain a safe venue for each of our guests

- ↘ **Temperature Checks:** Guests will have to have their temperature taken before entering our venues
- ↘ **Abnormal Readings:** In the instance of an abnormal reading we will not be able to allow our guest entry into our venue
- ↘ **Recording Temperatures:** We hope this will be a short-term measure however believe this is important for the protection of our teams, families and other guests
- ↘ **Actively Encourage:** We will actively encourage our guests to ensure they do not have a temperature or other symptoms of COVID-19 before visiting our venues. This can also be done through our booking confirmations. We appreciate this is an uncomfortable measure, however, we have invested in technology that prevents human interaction and makes the process quick and simple
- ↘ **Cutlery and Crockery:** Inside the venues, we will continue to use the same plates and cutlery as always. Disposable alternatives will be made available upon request inside of the venue. Most of the food and drink intended for consumption outside or served from one of our “pop-ups” will be served with disposable or plastic versions
- ↘ **Glassware/Plastics:** Disposable alternatives will be made available upon request inside of the venue. Most of the food and drink intended for consumption outside will be served with disposable or plastic versions
- ↘ **Hand Sanitiser:** Automatic hand sanitiser dispensers will be located at the main entrance for use on entry and exit. In each venue, these will also be located in other areas based on the practicality, layout and design of each venue
- ↘ **Toilets:** Currently there are no specific government guidelines on restricting the use of the toilet facilities within our venues. We ask our guests to abide by the social distancing rules, wash their hands before and after using the toilets and of course report anything not right. A member of the team will be vigilantly checking the toilets and routinely cleaning taps, handles and doorknobs during opening hours
- ↘ **Toilet Signage:** Branded signage will request guests follow guidance hygiene procedures in washrooms.



# Social Distancing

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The current government guidelines allow us to open if we observe social distance (2m, or 1m with risk mitigation where 2m is not viable, is acceptable between guests & staff members. Where we have referred to “social distancing” or “maintaining social distance” in this document it is to be undertaken as per the guidelines we shall be provided with. The very nature of hospitality is one of “everyone together” and having a room full of guests all being given personal service by attentive team members.

However, we know we must adapt to a new normal, as we've mentioned before we still endeavour to offer one on one service at the bar, table service and have a maître d' at the door – but we will need to have some new measures in place. This will include having the tables in fixed positions within the venue to allow for plenty of space for guests and team members to walk around and to have areas of the outside “roped off” for guests to enjoy, but with plenty of room for them to give space between them and the other guests.

We are asking guests to only book tables with other guests they are happy to be close to (ie the same household). We ask that whilst there will be a desire to meet friends and family from outside of their households in the venues, that numbers are kept to a minimum to discourage a big gathering of people.

- **Table Service:** This will continue as normal albeit maintaining social distancing. Our guests can still order at the bar or any of the outside bars or pop up facilities, However, we will be asking our guests not to gather or congregate in groups at these points
- **Bar Service:** We will happily serve guests at the till points at the bar, however, we ask that guests visit the bar individually and don't congregate at the bar service areas
- **Cashless:** Our venues will operate a cashless policy as often as possible and to avoid unnecessary contact and uphold a safe environment. We will continue to communicate with our customers on this matter to ensure inconvenience is at a minimum
- **Bookings and Tables:** Our limits on numbers will be reduced so that fewer customers are booked in for peak times and there will be less traffic of guests entering and leaving the restaurants at the same time.
- **Additional Seating:** Where possible, additional outside seating will be made in each of our venues to allow us to cater for more guests safely and practically whilst maintaining social distancing - and hopefully enjoying the warm weather
- **Table Turn Times:** Table turn times will be increased by 15 minutes for every party size to ensure guests can be seated on arrival with no or little holding areas in use



# Menus

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Commerciality and productivity will become more crucial than ever for our business under trading restrictions or reduced demand. Therefore, we have reviewed our current food and drink menus and streamlined them to ensure the following:

- **Minimise Waste:** This can be achieved by removing less popular items and those that perish quickly. As a fresh food operator, all our cuisine is prepared fresh every day, with reduced trade we will need to ensure we reduce wastage to a minimum.
- **Reduce Holding Stock:** With uncertain trading levels, holding stock values will need to be reduced also, this can be assisted by reducing the number of high-cost items with lower sales volumes
- **Simplify Processes:** Some of our menu items are complex and require multiple stage preparation and delivery. In an environment with social distancing measures in place, these complex processes will need to be reduced to allow a smoother kitchen operation
- **Production Capacity:** We have analysed our menus to ensure each of the sections within our kitchens has a maximum number of dishes allocated to them. We took into account the popularity and complexity to assist with achieving social distancing within our kitchens and in our front of house areas
- **Street Food:** To help ease the pressure on the kitchen and to strengthen our offering in terms of variety and accessibility some of the venues will be operating a pop-up or street food option within the venue grounds. This will be operated externally of the main bar or restaurant area and we ask our guests to order and pay at the point of service.

In addition to this, we have reduced and streamlined our menus whilst we rebuild supply chains and return to more stable periods of trade. We have tried to ensure we maintain all our most popular items and offer a varied and exciting dining experience. We have even thrown in a few new dishes for good measure. Please see the venues own websites.



# Takeaway

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Whilst we're looking forward to welcoming our guests into the venues to enjoy our food and drink offerings we're happy to soon be launching a click and collect take away service.

TBC: Please note our delivery service has not yet launched, updates will be available on our website and socials as we develop this area of the business.

- **Temperature Check:** All customers will need their temperature checked before entering the venue. In the instance of an abnormal reading, the delivery will be placed outside by a member of our team for contactless collection.
- **Handling:** All takeaway packaging will only be handled by a team member who will be wearing the appropriate PPE
- **Collection:** Each venue will have dedicated areas for collection located close to the entrance and away from other guests – this will be slightly different for each site, but instructions will be given during the ordering process
- **Call Ahead:** Guests will have the option to call the venue when outside for kerbside delivery
- **Collection Times:** Allocated collection times will be provided to each guest to avoid multiple collections at once, this will be marked on the till ticket that is processed for the kitchen
- **Payment:** We will operate a “no cash payments” system for delivery with prepayments required to ensure a smooth and safe transaction

Further information regarding takeaway and click and collect will be given once we have finalised the system.



# Guest Communications

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Clear and great communication between our teams and guests is paramount in creating the best possible experience for all. In these uncertain times, communication is key and we will always look at the best ways to communicate based on each of our guests' needs.

- **Email:** All our email communications will be updated to inform guests about our new measures and processes including social distancing requirements. For hotel guests, we shall be emailing our health declaration ahead of time to allow guests to have this ready when checking in. A link to this document will also be sent
- **Phone:** Our phone confirmations will also be altered to include new process and information for all our hotel guests
- **Website:** A current version of this document, our "Suburban Inn's Covid-19 Standards of Practice" guide will remain on our website with frequent updates in line with new scientific information and government guidelines. Updates such as new menus, altered opening times etc will also be included
- **Social Media:** Using social media to communicate with our guests and potential guests has always been a preferred way to convey information quickly. We shall be using social media to balance out important information and but also to offer more traditional news, info and social communications.
- **In Venue:** Whilst we are going to great lengths to execute all the measures given in this document, we want our venues to look and feel as normal as possible. We shall have "house rules" posters at the entrances and near the elevators for reference. Our teams will be fully versed on the procedures we are following and can advise guests of these as needed

While we will try our best to accommodate our guests every inquiry, guests with any symptoms of COVID-19 will be asked not to visit our venues for any reason or services. This is so we can protect and keep safe all our guests and team members.



# The New Normal

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No one was prepared for what Covid-19 has brought us - who's ever heard of pubs closing and people being discouraged to meet each other?

But our fellow publicans and restauranteurs have done so much to keep their spirits up and much needed cash flow in.

The help and support shown to each other has been something to be proud of. Hospitality is a social, tactile industry - from a clink of glasses to a share of nachos or a cheeky weekend hotel stay - being socially close to each other has been part and parcel of what we do; and whilst it might be a little while until we can all jump around and cheer on the football in the beer garden or dance the night away to a live band we're feeling confident "the new normal" will bring much-needed comfort to our guests.

We hope very much that these measures reassure you that you'll be safe at our venues and that our teams' wellbeing has been more than considered.

But once again we ask, anything that doesn't look right or any concerns you have, please speak to me about it

We know the past few months have not been easy and in some cases have been cruel and testing, but I hope our venues can help offer some much needed special sanctuary to you and your family.

↘ **Thank you from us all at Suburban Inns**





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