



PROTOCOL

WOKNROLL 2020

INTRODUCTION.

We are living in unprecedented times; humanity is experiencing the novel coronavirus global pandemic. The crisis in the hospitality industry is unlike any crisis we have faced before. We at Wok n Roll made sure to take measures from the very beginning of the outburst in Cyprus and we are trying to stay on top of the situation and come out of this strong with our values intact.

We are preparing for the new phase where restaurants will be open again with new standards. During this time, we have been operating for Take away and Delivery only. We have implemented some actions to keep our team members and our clients healthy and safe. Consistency and knowledge are key elements of our nature. We need to ensure that our team remains in good health and positive spirits, so we continue to work and serve our guests with the same dedication, safety and quality.

Being CY EN ISO 22000:2005 certified allows us to have procedures that control food safety hazards in food and beverage preparation and serving. What more important than safety during these times.

We decided to issue this manual so we can share it with the hospitality community because we are all facing a common enemy and we can all join forces to overcome the difficulties and come out stronger.

Marinos Tsiorvas

WOKnROLL Owner

We would like to take this opportunity to apologise to our guests, in advance, for any inconvenience caused by the measures implemented at WoknRoll. Please bear in mind that every decision was made in line with the measures announced by the government. Our goal is to maintain a safe environment and the health of our team members and guests while offering a great culinary experience.

WOKnROLL RESTAURANT CORE VALUES.

EVOLVING WITH MEANINGFULL PROGRESS



Evolving attitude is important, and it is in our DNA. Our goal is to make meaningful progress daily and keep on growing and getting better and better.

FAMILY FIRST



Family is particularly important to us and we consider our team to be our family, we have created a supportive and safe working environment. Therefore, we want to serve our team first and keep them satisfied so in their turn can serve and keep our guests satisfied.

SOLUTION, SOLUTION, SOLUTION



We love finding solutions to problems. Our attitude is that everything can be fixed with the correct mindset and out of the box think process. At Wok n Roll, you do not hear a lot of “I do not know” or “I can’t”.

LEADERSHIP



We believe in We and not in I. We are a team and we are all in these together. We lead by example and share our failures and successes.

PERSONAL RESPONSIBILITY AND ACCOUNTABILITY



We take ownership of the quality of our individual work but also take pride in what we deliver as a team; the goal is a successful outcome for all. When something goes wrong, we take accountability for it even when no one is looking. We suit our actions to our words.

RESPECT AND UNITY



Working in a multicultural environment means that different cultures and perspectives are interchanged. This promotes open-mindedness and strengthens productivity. We are all one family, so we promote appreciation of cultural differences and celebrate each culture’s customs.

RISK / OPPORTUNISTS



We strongly believe that risk is an opportunity and as a wise man once said, “Take risks: if you win, you will be happy; if you lose, you will be wise.” We are constantly re-evaluating our services and searching, listening, and acting upon information for continuous improvement, promoting the innovative practice in everything we do.

STAY HUMBLE



Since day one, our mentality is that mastery begins with humility. We know that ego prevents us from learning. We seek, accept and give feedback fearlessly to continue to grow personally and professionally.

CONSISTENCY



When in doubt go back to the fundamentals. Consistency allows you to enhance your technical competence and become great at what you are doing. We maintain our standards of quality day to day, year after year.

TRUST



Nothing is more important to us than the trusted relationships we have created through our operation years. We establish this by having constructive, transparent and honest communication with both our team members and guests.

HYGIENE.



MANDATE HYGIENE PRACTICES APPLYING TO ALL:

- We have increased our cleaning procedures by collaborating with an external agency that specialises in deep sanitisation that uses Disinfectants with Anti-Microbial Residual Barrier (Goldshield). Just one application offers 14 days continual protection.
- We are closing our kitchen 30 minutes earlier than usual, so we do deep cleaning daily.
- Our team member washes their hands every 30 minutes.
- We have placed hand sanitisers and wipes almost everywhere.
- Masks and gloves are available and mandatory for all and changed frequently.
- Physical contact (no handshakes, no hugs, high fives, fist bumps etc.) is banned to the bare minimum.
- We implemented a scheduled sanitising of all shared surfaces every 1 hour.
- We have an autonomous ventilation system that provides a constant flow of clean air in our premises.
- At the beginning and at the end of each shift, our drivers clean their delivery bags with sanitizing products.

USEFUL TIP: GUESTS CAN BE VERY SENSITIVE TO HYGIENE AND APPEARANCE SO ANYTHING THAT MIGHT LOOK MESSY WILL TRANSLATE TO UNCLEAN IN THEIR MINDS, SO EVERYONE'S UNIFORMS, HAIR, NAILS, APPEARANCE, ANY SURFACES GUESTS CAN SEE; IT ALL NEEDS TO BE TIDY AND SPOTLESS, NOW MORE THAN EVER!

HEALTH.



-
- We have tested all team members for the COVID-19 coronavirus for precautionary reasons and the results came back negative for everyone. This will boost your team members' psychology and you will ensure that everyone is healthy.
 - F&B is not a work-from-home industry so there will always be exposure risks. We have ensured that our team understands these risks. We created a safety team at the beginning of Covid-19 with a core team that understands and realizes that they need to come to work and stay home. We gave the rest of the team the option to get into the government HR plans, take either annual leave with the promise that if we make it through this, their job will be waiting for them.
 - We have a new designated area for suppliers to leave their products, we spray the products outside and we do not leave any supplier to enter our premises.
 - We invested primarily in contactless thermometers and enforce daily written down mandatory temperature checks for the team upon arrival. Anyone with a fever or other COVID-19 symptoms will be send home and will be advised to seek medical attention.
 - If you have team members that may struggle to communicate with the hospital or the authorities due to language barriers, dedicate someone who will be their 'buddy' in a medical emergency.
 - We have advised our team members not to travel abroad after airports are open, so we minimise any risks of exposure.
 - With the re-opening of the seat-in and take away area at the beginning of June we invested in a Fever Detection Camera that will perform contactless body temperature measures for all team members and guests using the latest sensor technology.
 - Whenever possible delivery drivers take the food from outside and do not enter the premises.

WITH GUESTS.



- We have created a Health Declaration form that all guests must sign after making a temperature check and before entering the restaurant. Anyone with a temperature of 37.3 degrees Celsius or above cannot be accommodated and should consider seeking medical advice.
- We will ensure that our guests leave contact details and will keep these safe so in case we need to we will be able to contact everyone who dined with us (e.g. if there is a confirmed case of COVID-19 within the restaurant).
- Our reception and front-of-house team know how to explain to guests why it is necessary, e.g.: *“With the coronavirus still being a threat we are trying our best to keep everyone safe and are asking everyone to complete this health declaration.”*
- If guests decline to complete the form, do not be afraid to turn them away (we know that we will need to turn down many guests in one night). They may be upset at the moment, but it is absolutely the right thing to do to protect your team and your guests. It feels uncomfortable because we are in the business of hospitality, but we have to understand the reality of the new world we exist in.
- We have thought of various scenarios and gave our team guidance on how to handle them - what if someone who signed the health declaration starts displaying symptoms like coughing?

USEFUL TIP: IF YOU HAVE OTHER VENUES, SHARE INFO IN REAL-TIME ABOUT POTENTIALLY PROBLEMATIC GUESTS. CONSIDER CREATING A WHATSAPP/MESSENGER GROUP WITH NEIGHBOURING RESTAURANTS TO SHARE INFO.

HEALTH DECLARATION FORM.



DATE: _____

To prevent the spread of novel coronavirus (Covid-19) in our community and reduce the risk of exposure to our team members and guests, we require you to complete this Health Declaration form before entering our premises. We would like to apologise for any inconvenience caused by this but our only goal is to secure our health and safety.

I hereby certify, represent, and warrant as follows:

Within the fourteen (14) days preceding the date of this Health Declaration Form, I HAVE NOT:

a. Tested positive or presumptively positive with the Coronavirus or been identified as

a potential carrier of the COVID-19 virus or similar communicable illness

b. Experienced any symptoms commonly associated with COVID-19

c. Been outside Cyprus

d. Been in direct contact with or the immediate vicinity of any person I knew and/or now know to be carrying the Coronavirus or has travelled outside Cyprus within the last fourteen (14) days.

NAME	PHONE NUMBER	EMAIL ADDRESS	SIGNATURE

WITHIN THE RESTAURANT.



-
- We will give guests more space to physically distance themselves from each other, keeping at least 2 meters distance. We have made changes to the floor plans and will remove tables. We believe social distancing is going to be part of the 'new normal' for the foreseeable future.
 - We have signs informing guests about simple protection measures and personal hygiene.
 - At the entrance, we placed a sign mentioning the maximum number of people allowed in the premises, maximum number for open spaces is 1 person per 2 square meters excluding the employees and the maximum number for indoor spaces is 1 person per 3 square meters.
 - We have installed Plexiglas on our reception desk, so guests do not come in direct contact with the reception staff.
 - We will offer a hygienic option for guests to store their masks in during the meal. You can use a small paper bag with a sticker or even an envelope.
 - Wipes or hand sanitisers are available on every table and of course, sanitisers can be found at the entrance.
 - Our menus are laminated and will be sanitized after each use.
 - We will offer our guests the opportunity to view the menu digitally on their personal mobile devices.
 - Our clients will be encouraged to use digital contactless payments to restrict the use of cash.
 - Maximum number of guests at each table will be 10 persons.
 - For dine-in we will implement standard reservation times so we can facilitate our guests in the best manner, 13:00-14:30, 14:30-16:30, 16:30-19:00, 19:00-21:00, 21:15- 23:30.

TEAM ORGANISATION.

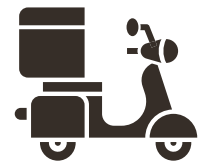


-
- Our team culture is that nobody is above service, so even our front of the house team has gone through basic service training and have worked in different positions within the restaurant. Thus, they have been able to provide valuable support at a time when their regular roles may be less needed.
 - If you are a larger team, consider splitting all your teams in two and scheduling so that the As and the Bs do not interact in-person, in or outside of work. This limits the impact so if someone on the As becomes ill and the rest of the As need to self-isolate, hopefully, the Bs can still keep working.

TAKE AWAY & DELIVERY.



- We have implemented contactless pick-up from your restaurant. The number of guests that come into the restaurant is limited to the bare minimum.
- If delivery is new to you, consider also running a pick-up option.
- Do not offer the entire menu for delivery/ takeaway. Test which of your dishes travel well and offer those.



- We went cashless and we promote contactless payment options to limit unnecessary contact.
- Now is the time to get creative. We have our own delivery system that is running at capacity, so we are coming up with new ways of delivering options. If you do not have a delivery service, consider teaming up with a food-delivery platform.

PEOPLE MANAGEMENT.



INTERNAL

Try to have honest conversations with highest earners and discuss sacrifices such as unpaid leave and pay cuts to help with the survival of the business or adding some extra hours on their shifts with the new extended working hours.



EXTERNAL

Have open conversations with suppliers, vendors and landlords about discounts or pushing back payments or giving you more time to pay. This situation has affected everyone so they will be relieved to hear that they will get paid but maybe a bit later.

MARKETING & COMMUNICATIONS.



Ensure that the messaging across all your platforms (social media, emails, DMs, press releases, conversations with guests etc.) is aligned and timely. This is not a time to create confusion. Honesty and transparency are valued by guests.

GUEST RELATIONS.



Guests might be experiencing frustration, stress, and fear. This often manifests as anger towards us but stay empathetic in the face of emotional responses.

- Inform every guest with upcoming reservations that in case they do not feel well, they will not be accommodated, and provide alternatives if you can such as a delivery option.
 - Ensure you have team members on hand to answer all calls, messages, and emails (there will be a lot) in real-time, even when you are closed. Redirect phones if you need to.
 - Remember that as a restaurant we are not qualified to give medical advice or advise on the next steps for guests. Always direct them to the appropriate government website (<https://www.pio.gov.cy/coronavirus/index.html>) for further advice and protocol.
-

THE ROAD AHEAD.



We must remain optimistic but also realistic about what lies ahead. We do not have an estimation of when the hospitality scenery will look the way it used to, maybe this is the new norm.

Being willing and able to adapt is the key to overcoming difficulties and surviving almost every situation. If you are a small organisation, this might be easier for you, so try to maximise your strengths. What you might lack in resources you can make up for in agility. If you are a bigger organisation and to make decisions you need to pass a lot of layers of approvals, you can even consider a temporary restructure that will allow you to be prompt and use your resources to get creative.

In times of adversity, there is always an opportunity, to learn, to grow and to do things differently. We know that the dining scene here in Cyprus is going to be quite different when the dust settles. Adjustments and modifications need to take place in all fields so we can learn to survive in the new reality.

I strongly believe that we will make it through this and there might be less competition in the market, but our guests will also have fewer expendable cash. We need to consider what the 'new normal' will look like and how we can best cater to this new face of restaurant hospitality.

We wish all of you in the industry good luck and good health and if there is anything you want to ask us, please do reach out and we will do our best to help.

Thanks,

Marinos Tsiorkas