

# Clubhouse Return

Trentham Park GC

EST 1936

Our re-opening guide  
to prepare you for the new normal

# Contents

Rules and guidelines

Customer journey

Limited menu

Employee health and food safety

Opening Hours

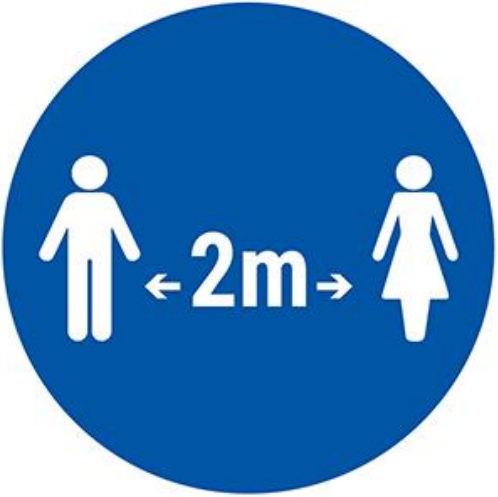
Maintaining social distancing

COVID-19 risk assessment

Staff training & cleaning schedule



**Social distancing  
in operation**



**Please stay  
at least 2m apart**

Always follow one-way system and signage

2m Social Distancing will remain in place throughout the clubhouse

Chairs and furniture not to be moved, customers to sit 2 meters apart, irrespective of whether they are from the same household or recent government advice

Most important for us is the safety of staff and members

If you feel unwell, or display any symptoms of COVID-19, please DO NOT come to the golf club. All staff and any one who enters the clubhouse will be asked to take their temperature and document details.

# Customer Journey

## ► For Clubhouse Facilities

- After you have finished your round, should you need to use the toilet, please use mens via changing room, ladies rear door. NO entry to the main clubhouse from men's changing room. All showers will be out of operation until further notice. Maximum of 6 in changing rooms & maximum of two in the toilet facilities at any one time.
- Use hand sanitising located at every entrance before entering the club & soap after using the facilities, following handwashing guidance
- The Facilities will be professionally cleaned every morning, we expect all members / guests to play their part in keeping clean
- To use Bar please enter via the rear entrance and Catering please enter via the main entrance, follow all guidance signage

# Customer Journey

## For Bar & Catering Facilities

- ▶ Enter via main or rear entrance, maximum of 6 at anyone time.
- ▶ Follow 2m queuing system, there may be a time limit during busy periods of 1 hour.
- ▶ Stop at the sanitising station, you **MUST** sanitise your hands, and take a moment to read our signage and take a temperature reading
- ▶ Ordering is strictly table service and pay using members bar card or **contactless bank card ONLY!. NO CASH..**
- ▶ Your details will be taken in accordance with Government track & Trace guidance
- ▶ For the first few weeks we will be running a limited F&B menu using throw away plates, cutlery.
- ▶ Once you have placed an order, exit to outdoors if available via the one way system. Customers should try to sit outdoors whenever possible, although indoors will be available.





# Customer Journey

- ▶ Please do not move the chairs or tables, as these have been placed in line with government guidance, and our decision to maintain 2m
- ▶ Place your beverage order using the mobile number provided. A member of staff will deliver your drinks. Temperature checks & details will be taken at this point.
- ▶ If you need to use the facilities during your time in the clubhouse, use either the disabled or enter via men's changing room, ladies rear corridor. Remembering masks must be worn when not seated.
- ▶ Food to be ordered via the restaurant & exit via fire door. Each table will have two signs, green table has been sanitized, ready to use, red not yet sanitized do not use.
- ▶ The patio area will have pods for members to use, again no moving of furniture and these are designed for maximum safety. Again there may be a time restriction during busy periods. Again ordering beverage via the mobile number provided.
- ▶ Please follow all the guidelines, one-way directions, entrances and exits. There will be updates as we find our feet.



# Limited Menu & Beverage





# Maintaining social distance

- ▶ Outside, we have installed pods for added safety. Tables will allow up to a group of 4/6 to sit together whilst maintaining a distance of 2m. You **MUST NOT** move these chairs or tables as this will effect the distance you are away from other customers. If you do, you will be asked to leave
- ▶ We have a dedicated entrance & exit from the food & beverage, please adhere to these and follow the signage to maintain social distance.
- ▶ These rules are here to protect you and our staff, table signs in operation Green sanitized free to use, red not sanitized do not use. Table service for beverage.
- ▶ Although the government have announced the new 1m PLUS rule, the club will be following the 2m guidance to ensure the safety of all members and staff
- ▶ Once seated, please limit your movement around to essential movement only and use a mask when not seated.





# Seating inside

- ▶ Where possible we ask members and guests to sit outside
- ▶ Seating inside is available
- ▶ This will be limited to 6 chairs max per table and all chairs will be 2m apart
- ▶ These MUST NOT be moved
- ▶ MAXIMUM NUMBER OF GUESTS TO BE SEATED IN EACH AREA:
  - ▶ Resturant 20
  - ▶ Bar 30
  - ▶ OUTSIDE Patio- 24
  - ▶ TOTAL: 64
- ▶ There will be a time limit of 1 hour during busy times. Members will be asked to adhere to the 20 mins arrival unless your intending to eat or drink. Same applies after golf.

- ▶ PPE has been supplied and training in place for all staff on their return
- ▶ Staff temperatures will be checked each day on arrival to the golf club
- ▶ Food preparation areas will be cleaned regularly using our sanitising solutions
- ▶ We aim to have staff doing specific roles and duties to prevent cross-contamination
- ▶ All staff will be frequently washing their hands following government guidance on how to effectively wash hands using sanitising soap
- ▶ All staff have been trained on how to deal with COVID-19 safely and have completed a “Prevent COVID-19” course

# Employee Health & Food Safety

# Table Service



For the type of business we are, the safest way to operate for both staff and members, is the way we have set out the main lounge



Place your orders at the till, having used the 2m queuing system

A large menu will be at the bar for you to read - the normal menus you hold will not be available for obvious reasons



Take your drinks to the table you have chosen at the bar when ordering



The food will be brought to your table by our team



# Opening Hours



## BAR OPENING HOURS

Thursday and Friday  
12am - 9pm

Saturday 11am - 9pm

Sunday 11am - 8pm

Check for winter  
Opening



## KITCHEN OPENING HOURS

Check for winter opening

Thursday - Saturday  
9am - 6pm

Sundays 9am - 5pm



No limit on how long you  
can stay in the bar &  
catering facilities

However during busy  
periods this may be  
limited to 1 hour be  
mindful of all members  
and their guests



You and your guests will  
be welcome to visit at  
any point during those  
opening hours

- ▶ Please be aware that the member experience inside the clubhouse has changed, and any members reverting to old habits may now be breaching the new government guidelines and our ability to be a “COVID -19 SAFE VENUE”
  - ▶ For example - coming to the bar to order a round of drinks, then going backwards and forwards, is not the scenario that can happen anymore. Table service only and a mask must be worn when not seated.
- ▶ Any members or guests will be reminded of the rules if they are broken, and continuing to do so will result in them being asked to leave
- ▶ The committees will be carrying out disciplinary action for those who persistently flout the rules and put the safety and ability to remain open in doubt
- ▶ **Respect the staff**
  - ▶ Staff are there to help us all through this new times safely
  - ▶ They are enforcing the rules and guidelines set out by government and club.
  - ▶ Please treat them with respect and courtesy as our members have always done



# The new normal

# Risk Assessment - available on website

<u>Bar &amp; Catering Risk Assessment</u>			
<u>Risk</u>	Likelihood of harm (scale 1-5)	<u>Response</u>	
Condiment bottles (ketchup, brown, mayo, salt pepper, vinegar) cannot now be shared	4	Introduce individually wrapped sachets and will be handed out as requested rather than left on tables available for customers to help themselves	4 = fairly high because if customers share the same bottle, and then consume the food with their hands into their mouth, the risk of the virus spreading from person to person is higher
Staff having to go out into the restaurant - contact with customers and having to collect contaminated used crockery, cutlery and glasses	3	Supply staff with PPE (gloves and face masks) when entering the restaurant	3 = although risk would be very high if the staff were not wearing PPE to protect them as they collected contaminated crockery, the risk is reduced as we are able to control this by providing PPE and training to the staff to prevent this
Customers coming into contact (less than the government 2 meters) with staff or other customers	5	One way system introduced, clear 2m signage in queue, tables and chairs spaced out 2m with signage telling customers not to move furniture, screens at the till	5 = government guidance dictates to limit the spread people must stay 2 meters away and therefore the risk of them spreading the disease by not doing so is very high
Customer contact with menus	4	Have taken away menus and replaced with a large copy to sit by the till, this is for customers to look at only and not handle	4 = fairly high because if customers share the same menu, and then consume the food with their hands into their mouth, the risk of the virus spreading from person to person is higher
Customers or staff could bring the virus into our restaurant / premises	5	Signage asks anyone showing symptoms to not come in. All staff and customers are asked to use the hand sanitising station on arrival	5 = if you do not have signage or a hygiene station the risk of carriers or infected people bringing the virus into building is very high
Risk of customers contaminating the table and chairs where they have been sat	4	Our COSHH trained staff will clean the tables and chairs after each use, using our D10 sanitising spray in accordance with effective directions	4 = when arriving at the table, customer is likely to touch the chair to sit down, and once seated, if talking/eating etc could put droplets from their mouth onto the table. Would be a 5 if we didn't have a sanitising station
Staff could contaminate food whilst preparing or delivering to customers	5	Staff will wear facemasks and gloves at all times, which will be changed regularly as necessary	5 = without face masks the likelihood of droplets from staff speaking landing on the food whilst preparing and delivering is very high (ASSUMING WE ALL HAVE THE VIRUS!)
Staff could come into close contact with one another in a close working environment	5	Limit the amount of staff on at anyone one time, without increasing the risk of other tasks not being completed	5 = government guidance dictates to limit the spread people must stay 2 meters away, although it is allowed if not possible in the workplace, and therefore the risk of them spreading the disease is very high
Customers ignore social distancing rules and general COVID-19 government guidance	5	Regular checks will be made by staff with strict enforcement and zero tolerance on rule breakers	5 = government guidance dictates to limit the spread people must stay 2 meters away and therefore the risk of them spreading the disease by not doing so is very high
Small mens urinal toilets could easily lead to customers unable to keep 2m apart	5	These toilets will be closed with customers asked to use the much larger toilets in the changing rooms	5 = government guidance dictates to limit the spread people must stay 2 meters away and therefore the risk of them spreading the disease by not doing so is very high
Use of club facilities, door handles to toilets, toilets themselves, wash basins, all present risk of spread of COVID-19	5	Doors where possible are held open, signage reminding customers how to wash hands, where the sanitiser is, and sanitising soap all readily available and visible, toilets sanitised twice daily	5 = when using facilities, customer is likely to touch the toilet doors, lids, handles, flush, taps, and could put droplets from their mouth or germs on hands onto these surfaces
Temporarily removing face masks if a customer is hard of hearing or any other reason	2	Ask staff where possible not to touch facemasks but can be replaced if needed	2 = medium risk, staff have been trained, and will be washing hands regularly, risk of contaminating face mask is low
Cash payment would create contact between customers and staff, and the transfer of money between people could increase spread of COVID	5	Contactless payment only through bank card or members bar card	5 = touching money which many other people has touched which then goes into a till to touch lots of other money
Large number of people queuing at any one time in the clubhouse	2	We have maintained the 2m distancing and not reduced it to the 1m PLUS.	2 = we do not have a lot of customers arrive at once, given the nature of golf, and with tee times in place, the arrival of customers is staggered every 5-10 minutes anyway.



# Cleaning Routines

Toilets are cleaned and sanitised twice daily

These include all of the areas you touch;  
door handles and locks, taps, etc



As well as the above, we are also using a sanitising chemical  
on all door handles, taps, locks etc, which kills coronavirus  
within 30 seconds of application and  
continues to work up to 8 days after



Tables in the bar & catering will be cleaned  
and sanitised after each use

# Finally, WELCOME BACK!

- ▶ We are looking forward welcoming you back into the bar and catering and to begin offering our fantastic service once again
- ▶ We hope you have taken the time to read this presentation thoroughly as it is vitally important we all follow the guidelines so we can stay open and continue to serve our members
- ▶ Take care, and look forward to seeing you soon

