

Re-opening Malmesbury Town Hall

Bar Operation Guidelines



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Introduction

This report provides guidelines for operating a Bar in support of a function/event in the Town Hall in accordance with Government Covid-19 guidelines. The report is a result of work conducted by the MTC Town Hall working group.

Bar Operation Overview

There are three categories of bar operation that are applicable to Town Hall events:

1. Alcohol provided free by the organisers of an event.
2. Alcohol sales from a bar operated by the organisers of an event.
3. Alcohol sales from a bar operated by Town Hall staff.

The initial version of this report is designed to address the third category in this list. This will then be used as the basis for addressing the first two categories.

Again, for the initial version of this report, bar operation will be considered only in the dedicated bar area adjacent to the Assembly Room hall. Further updates will extend the procedures to cover bar operation in other Town Hall locations such as the Wesleyan Hall.

Risk Assessment

Preparation of a formal risk assessment is required for bar operation.

This report is intended to support mitigating actions described in this assessment.

Training

Town Hall staff will receive training in these procedures prior to any involvement in bar operation.

Website information and Town Hall signage must be adequate to guide customers in the use of the bar facilities without specific training.

PPE Provision

Town Hall Staff

PPE has already been procured for Town Hall staff in preparation for the initial opening of the Town Hall. This will continue to be available for all events and will support operation of the bar by Town Hall staff. Perspex screens will be used where possible to separate staff and customers at the bar counter.

Customers

Audience members will always be required to wear a face covering while moving around in the Town Hall but will be able to remove these for the purpose of consuming drinks and food from the bar.

Track and Trace

The assumption of these guidelines is that the bar will be operated in support of specific Town Hall events and that the organiser of each event is responsible for collecting contact details of the attendees for the purpose of track and trace.



Pre-Event Set-up

The routine Town Hall cleaning regime will ensure that the facilities are well prepared in advance of each event.

Traffic flow

Where possible, doors will be propped open to facilitate easy movement. This will only apply to Fire doors that have self-closing catchments. The movement of event attendees into and out of the building will be controlled by the event organiser. These operating procedures relate only to movement in the area around the bar and around the area where bar products will be consumed.

Placing an order – Option 1 – At the Bar

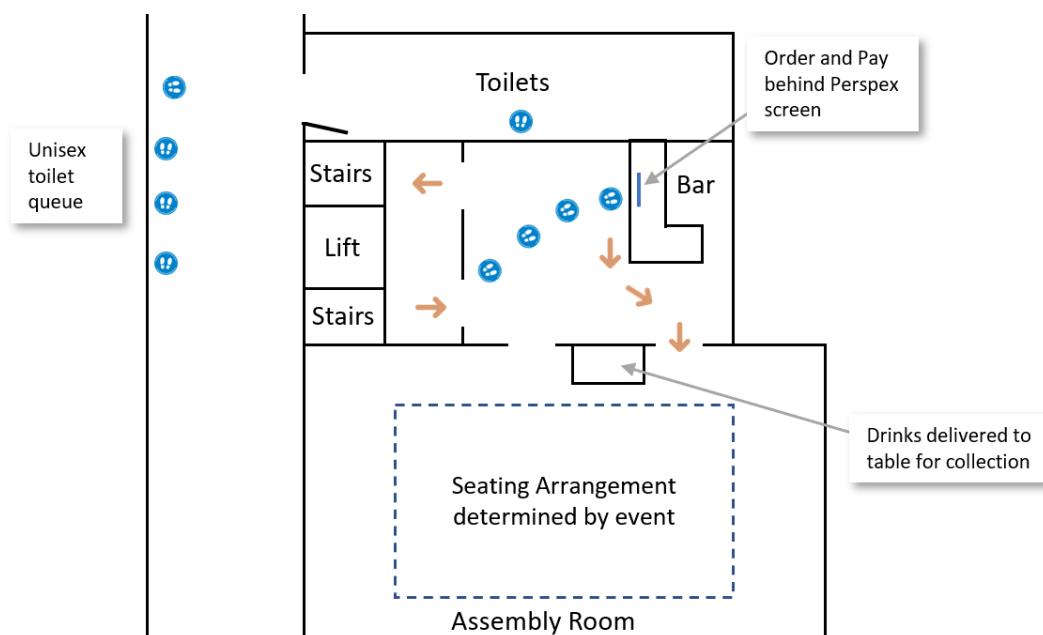
Queueing floor symbols will identify the queue location for bar orders. Orders will be placed at the bar to a member of staff behind a Perspex screen. Only contactless payment will be accepted, and this will be completed through the Perspex screen.

Once a customer has placed an order, they will be given an order number (and possibly a physical token such as a numbered sign or flag), and will be asked to proceed to their designated seating area to await delivery.

For initial operation it is expected that two staff will be required to operate the bar: One to take orders and one to prepare and deliver.



Order number 'flags' handed to customers so they may be located for delivery once the order is prepared





Placing an order – Option 2 – Table service

Attendees are requested to proceed directly to their designated seating area on entering the Town Hall. One member of bar staff will then be responsible for circulating in the general seating area and taking orders and payment from customers (will our contactless system allow this?)

Orders will be prepared at the bar by a second member of staff for delivery back to the customer by the first.

Placing an order – Option 3 – Using an App

The Town Hall should investigate participation in a commercial ordering scheme that utilises a mobile App such as 'Round' (currently being used by the Rose & Crown and the Three Cups in town).

Use of such an app removes the need for customers to visit the bar to place an order but does require that their seating position be identifiable for drinks delivery (E.g. table number).

https://www.youtube.com/watch?v=EAVM6ni0m-Y&feature=emb_logo

Delivering an Order – Option 1 – Via a drinks table

Once an order has been prepared in the bar area, a member of the bar staff will take the drinks/food on as tray to a table placed adjacent to the general seating area. The tray will be clearly marked with the order number that was supplied to the customer when the order was placed. The member of staff will announce that order 'x' is now available for collection and the customer will be asked to collect the order from the table. This option is more likely to be used when seating is configured in rows for a stage performance and there are no tables in the seating area for delivery of the order.

Delivering an Order – Option 2 – Directly to the Customer (Table service)

If seating is configured with tables for a social function, bar staff can deliver orders directly to the appropriate table. Identifying the correct table for delivery may be achieved in one of three ways:

1. Based on option 1 for taking orders, each customer will be displaying an order number
2. Based on option 2 for taking orders, the member of staff will have noted the customer location when taking the order
3. Based on option 3 for taking orders, the customer table/location will have been registered via the app, allowing the member of bar staff to easily locate them

Returning glasses and disposing of waste

A fresh glass will be used for each drink served to avoid the possibility of cross-contamination between customers. The exception to this would be where customers have purchased a bottle and are able to top up their own glasses. There is therefore no need for customers to return glasses to the bar. This approach should be possible as Town Hall events start up again as initial audience numbers are likely to be low. It has been identified, however, that we should acquire of a larger glass washing machine.

If seating is configured with tables for a social function, customers will be asked to leave all glasses and waste (food wrappers etc.) on the table for collection post-event. If there is a significant accumulation of glasses, bar staff may be required to perform some glass collection during the event.



If seating is configured in rows for a stage performance, a used glasses table can be provided for customers to deposit empty glasses, either at the end of the performance, or before they place a further order.

Post Event Clean-up

Once members of the public have vacated the premises, Town Hall staff will clean down chairs and tables, and then store them in their normal location (using robust gloves to protect against any contact through tears). If the tables/chairs are planned to be used within one week, they should be cleaned down using a disinfectant solution.

The standard cleaning regime will follow, prior to the next event.

Monitor and adapt

For the first few events where the bar is operated, Town Hall staff and volunteers will conduct post event reviews to record snags, issues and successes that may be used to modify operating procedures for subsequent events.