

# PORTALE

RESTAURANT



## **Portale Restaurant Safety & Compliance Manual:**

*Guidelines for Portale Employees, Guests, and Delivery Personnel*



**We want to assure you that everyone's safety and health  
is our number one priority.**

**We are diligently following health and safety steps in accordance with NY State,  
The CDC, and OSHA to enhance our Standard Operating Procedures.**

**We kindly ask that everyone complies with our  
newly updated health & safety procedures.**

\* \* \*



**We've joined SAFE EATS and took the pledge to bring best in class health and  
safety standards to your restaurant to make the restaurant experience safer and  
enjoyable for everyone.**

**SAFE EATS is a restaurant association established by leading restaurants and  
health & safety experts to deploy best-in-class safety standards and provide  
tools for restaurants to communicate these practices to guests, increasing  
confidence in dining-out.**

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## **1. ACTIONS TO PREVENT THE SPREAD OF COVID-19**

- Get tested for Covid-19.
- Stay home if you are sick unless you are leaving for medical care or other essential needs.
- Comply with social distancing; staying at least 6 ft away from others.
- Wear a face cover to protect those around you; you may be contagious without symptoms and spread the virus when you cough, sneeze, or talk.
- Practice healthy hand hygiene. Regularly wash your hands with soap and warm water for at least 20 seconds or use hand sanitizer if soap and water are not available.
- Clean and disinfect frequent “high touch” surfaces regularly.
- Avoid touching your hair, face, and eyes with unwashed hands. **This includes your mask as you wear it to protect yourself and others.**
- Please cover your mouth and nose when coughing or sneezing with your sleeve, not your hands.

### ***A NOTE ON HAND SANITIZERS***

*Hand sanitizers reinforce hand hygiene but should not replace washing your hands. In the event that handwashing sinks with hot water and soap are unavailable (such as while delivering food), use a hand sanitizer with between 60–90% alcohol content and rub your hands together until they are completely dry.*

## **2. HOUSE & SERVICE STANDARDS**

### **2.1 MAINTENANCE UPON REQUEST**

Portale Restaurant will follow the recommended “Maintenance Upon Request” Service Style. This means that, although we would like to continue our usual service standards with diligent table maintenance and constant care, we will be minimizing our staff presence at the table. Some services may be upon request only.

We will rely on non-verbal communication such as body language and eye contact to communicate while remaining socially distant in order to limit contact.

**Single-use menus** will be available for guests. We will also have our menus available digitally through a QR code and on our website. QR codes will be available for guests to order on their own and pay their final check as well.

**Dining tables and counters** will be fully cleaned and disinfected at the start of every service, prior to seating new guests, and after every reservation leaves. Hosts will seat reservations only after being notified that the table and its surrounding areas have been cleaned and disinfected.

### **2.2 DINING ROOM FLOW & PHYSICAL SPACE**

- We have modified our floor plans to **allow for safe social distancing** and created a pedestrian traffic flow pattern to dictate safe travel within the restaurant.
- We have set up **guest-facing disinfecting stations** at guest entrances and restroom exteriors with **clear signage on proper sanitizing procedures**.

### **2.3 GUEST INFORMATION**

Our Expectations:

- For the safety of our guests and staff, any guests or staff members experiencing or showing symptoms of covid-19 will not be permitted to enter the restaurant.

We kindly ask the following of all guests:

- Comply with social distancing requirements.
- Wear face masks whenever not seated at the table, i.e. traveling to and from the restrooms.
- Keep face masks on when having lengthy exchanges with our staff.

### **2.4 OUR COMMUNICATION EFFORTS**

- Our modified safety procedures have been listed on our website, social media accounts, and reservation platforms to **ensure that safety guidelines are widely accessible**.

- Additionally, clear signage has been posted around the restaurant to communicate **proper guidelines for handwashing, sanitizing, queuing, and paying.**

## 2.5 GUEST EXPERIENCE

- When making a reservation, the reservationist will **encourage guests to read the “Guest Expectations” section of the Portale website prior to their visit.** Our reservations team may remind our guests to revisit our website upon reconfirming the reservation 48 hours in advance.\*
- Upon guest arrival, the Maître d'/ Host will encourage our guests to refamiliarize themselves with the “Guest Expectations” signage, which will be posted in the entrance/waiting area, accessible via QR code and on our website.
- Coat Check services are not available at this time. Guests will be responsible for their own personal belongings.
- Guests will be **encouraged to use a contactless payment system.**

\* See our Reservation Policy

## 3. RESERVATION POLICY

- When making a reservations guests will be required to confirm that, to their knowledge, they are not infected with or have been exposed to COVID-19.
- Seating priority will go to guests with reservations.
- Our reservation system has an automatic **capacity limit threshold** to help monitor the safety of our dining spaces.
- **Due to limited outdoor seating, we will space out reservations to accommodate all guests.** All reservations will have a reasonable time frame for dining that will be communicated to the guest upon booking; we ask that you honor your designated times so we have the opportunity to safely reset the area for the next guest. We ask for your patience as we time the seating of our guests to ensure everyone’s safety.
- **Turn times for all tables will be 1 hour & 20 minutes with 10 minutes to clean the tbl.**
- Reservations will be available up to two weeks in advance. Reservations can be made online or via our reservations phone line.
- All reservations must be confirmed no later than **24 hours in advance.**
- **A valid credit card will be required to secure a reservation.**

PLEASE NOTE, **ANY UNFULFILLED RESERVATIONS (NO-SHOW) OR RESERVATIONS CANCELLED WITH LESS THAN 24 HOUR NOTICE WILL INCUR A \$50 PER PERSON CANCELLATION/NO-SHOW FEE.**

- Party sizes are restricted to (4) four or fewer guests per table.
- All tables are spaced in accordance with recommended social distancing guidelines. All guests are asked to respect distancing protocols and the space allocated for other guests and our employees.
- As an extra safety measure, outside food or beverages will not be allowed to be brought into the restaurant by guests.

## **4. VENDORS, FOOD DELIVERY & DELIVERY PERSONNEL**

### **4.1 CONTACT TRACING & DOCUMENTING**

To properly monitor takeout and food delivery, we have put a system in place to document the preparation of each meal with information including, but not limited to, the names of the cook, packager, and the date/time the order was packaged. This will help ensure employees are in good health and maintaining necessary quality standards.

### **4.2 VISITORS LOG**

Excluding guests, we will be keeping a log of every person entering the premises including:

- Delivery Personnel
- External Vendors\*
- Scheduled Maintenance Workers

\*External vendors will also be offered safety equipment when entering the restaurant to ensure safe contact with all employees.

### **4.3 RECEIVING DELIVERIES FROM VENDORS**

- Receive all deliveries outside of the building – do not allow the drivers to enter the building.
- When receiving deliveries, always maintain 6 Ft. distance, and wear a mask and disposable gloves.
- Whenever possible, unbox the product in a separate part of the kitchen. Always wear gloves when removing product from boxes.
- Break down and store cardboard outside
- Wash hands after handling.

### **4.4 TAKEOUT & FOOD DELIVERY**

Our Delivery Procedures will be carefully designed and carried out as to avoid Delivery Staff from entering the restaurant unnecessarily to minimize exposure.

#### **4.4.1 STEPS OF SERVICE & SAFETY PROTOCOLS**

- The process of picking up orders for takeout or delivery will be executed with minimal contact and comply with social distancing guidelines.



- Orders should be placed with advance notice and pickup times designated to avoid crowding of pickup areas.
- When guests or couriers arrive to pick up their order, there will be a clearly marked space to wait for their order. To avoid congestion, we will call, text, or email a notification that their order is ready and provide specific instructions on where to pick up their order.
- Staff members are required to wear safety equipment & maintain social distancing standards inside and outside the restaurant.
- All staff members are trained to comply with the health code as it pertains to standard food safety in addition to steps necessary to prevent the risk of spreading COVID-19.

#### **4.4.2 PROCESSING ORDERS**

- Upon staff arrival, hands should be immediately washed and all “high-touch” hard surfaces/food prep stations should be disinfected and sanitized.
- BOH employees will be spaced throughout the kitchen to adhere to social distancing measures.
- Menus will be modified to be conducive to this new structure within the kitchen.
- All necessary mise en place should be gathered and placed on stations ahead of time as scheduled by Manager on Duty, or otherwise items will be distributed by the Kitchen Runner.
- Stations should be stocked ahead of time with all necessary packaging and labels to ensure that cooks can execute and package dishes assigned to their stations completely.
- Orders will be fired to the kitchen as prep time allows. Any pre-prepared items should be stored in an appropriate warming cabinet or fridge that only the Order Packager will access to complete orders.
- Any add on items or beverages will be highlighted on each order and packaged ahead of time, labeled, sanitized and placed near the final packaging station for direct access without additional employee contact.
- A note/marking will be made on any order involving the sale of alcohol to signify that the employee handing off the order must check for ID to confirm the legal drinking age of 21.

#### **4.4.3 PREPARING ORDERS**

- All employees are required to wear gloves to avoid direct bare-hand contact with ready-to-consume foods or food contact surfaces.
- To the greatest extent possible, cooks will be able to execute to-go dishes from start to finish at one station, boxing with the mise at their station before it is passed off for bagging.
- Only finished, sealed food will move on to the checking and bagging station.
- Boxed food that has been sealed by cooks will not be reopened for any reason.
- Cooks will place food ready to be packed in a designated window where it is able to be picked up by the Packager (typically the Expeditor). We discourage cooks handing food directly to the Packager, but to maintain social distancing standards between staff to the greatest possible extent.

#### **4.4.4 PACKAGING, BAGGING & CHECKING ORDER**

- Wear gloves when packing for delivery, especially when putting a lid on a to-go container.
- Pre-printed labels for each menu item will be available at the corresponding station. As soon as each item is packaged, the sticker will be applied to signify the dish is complete. At this point the container will not be reopened.
- Any modifications will have stickers available that will be applied by the cook to confirm appropriate modifications or substitutions have been made.
- Once the components of an order are packaged and sealed, the items will be moved from the kitchen station to the packaging/order checking station. All individual boxed and sealed components are checked by designated Packager against the order, given a final wipe down with disinfectant, and placed into the appropriately labeled/numbered to-go bag for pick up.
- All takeout orders will have the order confirmation number and the guest last name clearly displayed on the outside of the bag to avoid confusion and ensure delivery to the correct guest/courier.

## **5. ENHANCED PROTOCOL FOR ALL EMPLOYEES**

### **5.1 PROVISIONS**

Portale Restaurant will provide the following safety equipment for employees to wear during their shifts:

- Face Masks or Coverings
- Disposable Gloves
- Hair and Beard Nets
- Disposable Garb (shirt, pants, full overalls)
- Proper procedures for putting on safety equipment can be found in the Starting Your Shift SOP

**We want to ensure a safe and healthy environment for our guests and staff, and are taking the following preventive precautions with our staff to start work:**

- Each employee is required to produce a NEGATIVE COVID-19 or POSITIVE ANTIBODY test result from an accredited testing site prior to starting employment.
- We ask that our staff be tested every (3) weeks.
- Before arriving for their shift, all employees will complete a routine health screening as per CDC guidelines.
- Touchless thermometers will be used on all staff, vendors, and maintenance personnel. A temperature log has been created to log every staff members' daily temperature.
- Social distancing will be exercised as much as possible.
- All physical contact between staff members will be prohibited and close contact verbal interactions limited.
- All staff members must wear a face mask or face shield at all times.
- All staff must wear disposable gloves, which must be frequently changed in between proper hand washing/sanitizing.

## **5.2 HANDWASHING**

1. Use designated handwashing sinks for handwashing only. Do not use food preparation, utility, or dishwashing sinks for handwashing.
2. Employees are required to wash their hands:
  - After arriving to work
  - Before departing from work
  - Before putting on or in between changing gloves
  - Before and after using a timeclock
  - Every 30 minutes while working and between each task
  - After handling raw animal products
  - When moving between food preparation areas
  - After all cleaning tasks, such as sweeping, mopping, or disinfecting surfaces
  - After handling:
    - i. Dirty dishes, equipment, or utensils
    - ii. Trash
    - iii. Cash
    - iv. Pens, menus, and other contaminated materials
    - v. Electronics – cell phones and other personal or shared devices
  - After using the restroom
  - After sneezing, coughing, or using a tissue
  - After touching your hair, face, or body
  - After eating, drinking, smoking, or chewing gum
  - After interacting with external vendors or guests
  - Any time they may have come into contact with a contaminated object
3. Using Hand Sanitizer reinforces hand hygiene but should not replace washing your hands. In the event that hand washing sinks with hot water and soap are unavailable (such as while delivering food), use a hand sanitizer with between 60-90% alcohol content and rub your hands together until they are completely dry.

### **5.3 CLEANING, SANITIZING, AND DISINFECTING BEFORE / AFTER SERVICE**

- The entire establishment will be deep cleaned with sanitizing solutions every night by our overnight Porter Team.
- Every day before the establishment opens, we will complete a thorough disinfection of all chairs, tables, shared surfaces, kitchen equipment, and service ware along with all “high touch” items such as door handles, light switches, sinks, mirrors, and restrooms to ensure your and our safety.
- All Restrooms, Staff Service Stations, both in FOH/BOH will be supplied with:
  - Single-use Disinfecting Wipes
  - Hand Sanitizer
  - Face Masks
  - Disposable Gloves

### **5.4 OUR ENHANCED APPROACH TO CLEANING, SANITIZING & DISINFECTING DURING SERVICE**

- Our goal is to repeat our sanitation procedures as much as every 15 to 30 minutes.
- Our top priorities during service will be:
  - All “high touch” areas, non-food contact surfaces, and service tools.
  - POS systems, pens, check presenters, light switches, and door handles.
  - All food contact surfaces, service-bar surfaces, and equipment.
  - Guest and Employee Restrooms
  - All dining tables, and chairs will be disinfected after each party leaves.

**These actions will be time stamped, dated, and logged.**