

THE SCOTTISH CAFE & RESTAURANT

SCOTTISH NATIONAL GALLERY

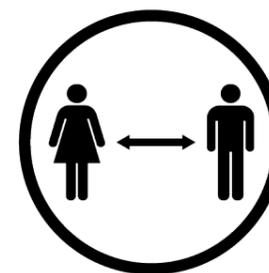
DINING GUIDELINES AUGUST 2020

We're delighted to confirm that we have been approved for the government's hospitality accreditation scheme "WE'RE GOOD TO GO". This is a self certified accreditation that supports businesses in actioning the best practice and gives consumers confidence to dine out. It is a very detailed and comprehensive guide with very clear actions that we have absorbed and actioned. The health and wellbeing of our customers, our suppliers and our team is at the heart of these best practices.



SOCIAL DISTANCING

Signage is in place throughout the restaurant to support social distancing. Please queue at the reception and our team will seat you at your table. We also have a one way system around the restaurant. Our team will be on hand to guide and direct you. Please be reassured our team has been trained to observe social distancing when working.



ENHANCED HYGIENE

We have added additional hygiene routines to all aspects of our service. Your table and chairs will be sanitised before and after each use. Our menu also acts as a table mat which will be disposed of after use.



TRACK & TRACE

If possible we would recommend that you book through our online booking system or telephone. If you are unable to book we welcome walkins but will ask for your name and contact details to support the NHS Track & Trace system.



SERVICE STYLE

The one key change to the dining experience is how we deliver food and drinks to you. Our kitchen and bar team will prepare all food or drinks and present these items on trays for our front of house servers to bring to you. To help reduce contact we would ask you to remove the items from the tray.



FACIAL COVERINGS

Our team on the floor wear visors to help you see their faces and share their smiles. In the kitchen all our team wear masks. You are more than welcome to wear a mask in the restaurant if you feel comfortable.



CONTACTLESS PAYMENT

We will be offering contact less payment or payment by PIN. We will not be accepting any cash to begin with. We also hope to be able to offer the pay at point of order via the table order app. When you wish to pay please stay at your table and our team will bring the bill to you. PDQ machines will be sanitised after each use.



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HERE ARE SOME FREQUENTLY ASKED QUESTIONS WE HOPE WILL HELP YOU

We will have to live with Covid-19 for some time. The measures we have taken we hope will become second nature to all of us and will not impose on your dining experience.

BOOKINGS

Our largest table is 8 covers and must be made up of two households. We would prefer if possible that you can book online so we can know when you're coming to help manage the queue and support social distancing.

We are aware it will take time for general confidence to build up to dine out again. To start we will be open from Wednesday - Sunday. We will be reviewing this regularly.

GROUP BOOKINGS

We can accept a private dining booking where your support bubble is up to 8 guests.

We are awaiting further clarification on larger group bookings. We will update when we have further information but will be happy to take any group booking for future dates with the caveat that it meets government guidelines.

GDPR

All booking details are held on our Resdiary system. For walk-ins we will hold your details in a secure file for 21 days and then delete this information.

ARRIVING AT THE SCOTTISH CAFE & RESTAURANT

We have placed directional signage outside the venue for terrace dining to help social distancing. If you have to queue please queue outside using these signs.

When dining inside the restaurant please observe the queuing signs at reception, our host will guide you to your table.

OUTSIDE SEATING

We do not take reservations for our outside tables as we can not guarantee the weather. A queuing system will be in place when you arrive at the restaurant and our team will direct you to a table when it becomes available. If you need to enter the restaurant to use the washrooms we will ask for your name and contact details to help support the NHS Track & Trace system.

TEMPERATURE CHECKS

We are not temperature checking guests however we are temperature checking all of our team and any supplier before entering the building. If you have a high temperature, persistent cough or loss of taste and smell we would like to ask that you rearrange your booking along with current guidelines.

TABLE SCREENS

We have altered the interior of the restaurant to provide for social distancing however if you would like to request a table screen, that will sit across the table we can provide, if requested in advance.

VENTILATION

At The Scottish Cafe & Restaurant the air filter system has been assessed and meets all guidelines for air circulation. The venue has a very large footprint which supports good airflow.

LIMITED COVERS

We have reduced the number of covers in the restaurant to allow for social distancing. We have also limited the number of tables that can be booked at the same time to ensure there is no congestion at the entrance and so that we can space tables out ensuring a safe distance between parties.

HAND SANITISERS

Electronic alcohol based hand sanitising gel is available at the entrances to the venue and throughout the venue. Our team has been trained to hand wash every thirty minutes and use hand sanitiser after any customer engagement.

Please use it at your leisure.

FACE COVERINGS

Our front of house team will be wearing visors and our back of house teams will be wearing face masks while on service. You are more than welcome to wear a face covering in the restaurant if you wish.



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SOCIAL DISTANCING

Floor markings have been placed outside and inside the venue to help us manage a one way system and help you navigate social distancing and direct you around the restaurant. We would ask that you follow these when moving around to use the washrooms or to leave the restaurant.

We have also completed enhanced training for our team both in the kitchen, bar and front of house to provide best practice around social distancing when working.

ORDERING & MENUS

Our menus will be online one week before we open and we hope to change our menus every two weeks or subject to availability. We will have a slightly smaller choice but we will have all your favourites. We hope to have an order at table app when we open on or shortly after we open.

In addition we will have single use menus and drinks lists to help avoid any possible contamination. Your order will be taken by your dedicated waiter. Our team members will maintain a distance of 2m wherever possible.

COATS & BAGS

We will not be able to accept your coats or bags but will ensure there is space at your table for these.

CHILDREN (we love your babies)

We welcome all our family and all our children however as we are not able to store your prams we would ask that you seat your children in their prams. We will have a very limited number of high chairs, which will be sanitised between use. We would ask that children are seated and not allowed to walk around the restaurant. We will have a limited children's menu.

TABLE TIMES

We have structured our menus so you will be able to enjoy a leisurely experience and not feel rushed. We recommend no more than 2 hour stay per booking.

WASHROOMS

We have implemented measures throughout the premises to ensure that our guests feel confident in all aspects of the dining experience. Our pre-Covid-19 hygiene practices have now been enhanced by increased frequency of cleaning and disinfecting all hard surfaces and areas of particular concern.

Visibly displayed enhanced cleaning schedule will demonstrate that all essential checks have been carried out on an hourly basis.

Our team is trained in appropriate cleaning methods for sanitary areas, and for use of the equipment and products for cleaning and disinfection.

ADDITIONAL CLEANING

We will be enhancing the amount of cleaning we will be completing throughout the day. A member of the team has been tasked with these duties and you will see them working around the restaurant. We hope this gives you additional confidence that we are applying best practice at all times.

GRATUITIES

An optional 10% gratuity has been added to you bill and goes directly to our team and is distributed through the Tronc system via PAYE. Victor and Carina do not benefit from any tips.

OUR TEAM

Our team is so happy to be back at work and able to look after you. They have all completed a Covid-19 return to work form. They have all completed extensive refresher training and additional Covid-19 training that supports your, our suppliers and our teams health and wellbeing. They change from their clothes to clean uniforms before they are ready to start work. We will continue to review and monitor as we commencing serving you all again.

OUR SUPPLIERS

We have completed and reviewed our Covid-19 risk assessment and have rigorous procedures for all our suppliers. All deliveries are received outside the premises and any contractor entering the venue will be asked to have their temperature recorded.

RISK ASSESSMENT

Our full Covid-19 Riskassessment will be available online from 12th August.

Remember if you have any questions please call or ask the team.

We are committed to making your dining experience the best we can.

Most importantly if there is anything you can recommend that we can do to make your experience better please share with us.

We so very much look forward to welcoming you and thanking you for your support, it truly is greatly appreciated.

Thank you for your booking. We very much appreciate your support for our family business.

Victor, Carina and all the Contini team

