



The Federation of Hotel & Restaurant Associations of India

FHRAI - REOPENING MANUAL FOR HOTELS AND RESTAURANTS

IMPLEMENTATION BASED ON FSSAI AND OTHERS

EXCLUSIVELY FOR THE HOSPITALITY INDUSTRY

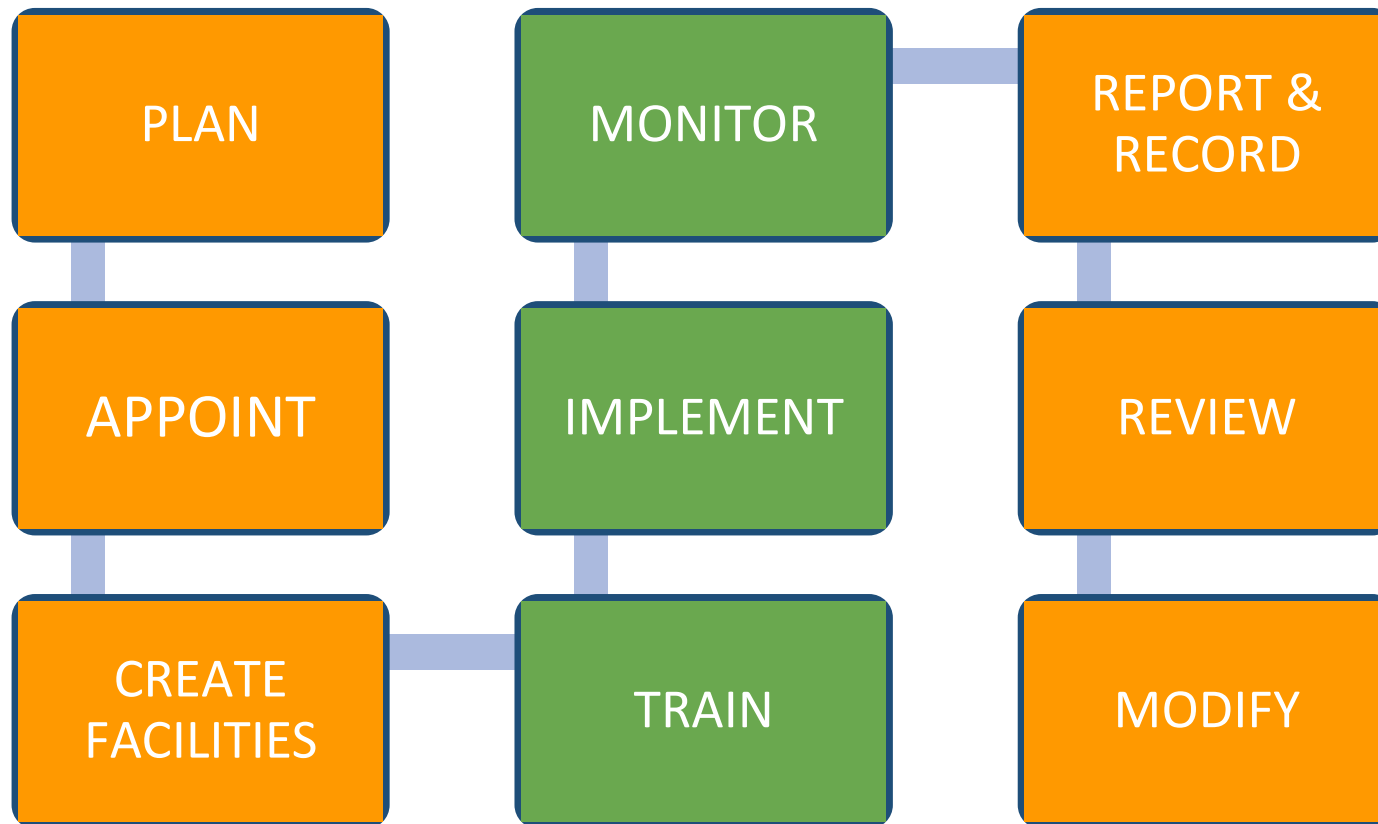


DEFINING THE RELEVANCE

- Caused by virus **Severe Acute Respiratory Syndrome Coronavirus 2 (SARS-CoV-2)**
- Declared as **pandemic** by WHO on 12/3/2020.
- Its not food borne !!!...Then **why this ?**
- To be extra vigilant in ensuring **health and hygiene of staff**
- To prevent any surface to be **contaminated** with droplets and further carried resulting in **spread of the virus.**



THE ROAD MAP

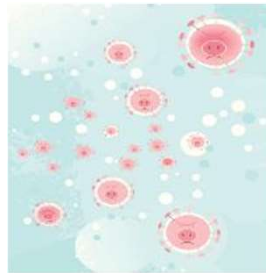




HOW DOES THE DISEASE SPREAD



Droplets from mouth or nose are releasing when a covid-19 person coughs



Droplets falls on Surface or Object.

These droplets are too heavy to hang in the air. They quickly fall on floors or surfaces.



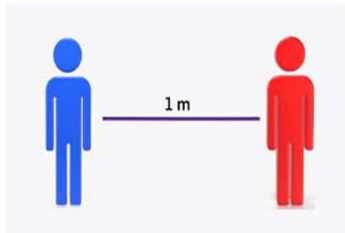
Directly - when contaminated hands touch the mouth, nose, eyes



Indirectly: when contaminated surfaces are touched.



MANDATORY GOLDEN RULES TO BE FOLLOWED ALL THE TIMES BY FBO'S



Physical
Distancing



Thermal Screening
at the Entry



Stringent Personal
Hygiene



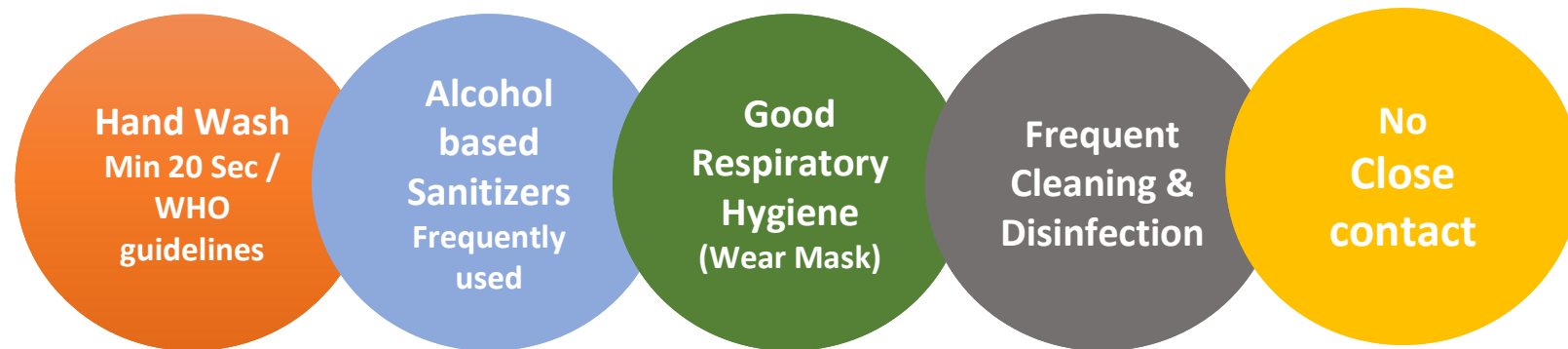
Deep Cleaning &
Sanitation



Download and Use
Aarogya Setu App



PERSONAL HYGIENE



5 Rules of Personal Hygiene

CDC Issues New Cloth Face Covering Guidelines

The CDC now recommends everyone wear cloth face coverings while in public. Here are some **do's** and **don'ts** to help keep you and your family safe.

DO



Wear a covering when running essential errands.



Practice social distancing, even with the covering on in public.



Take the covering off when you get home and wash it as soon possible.



Wash your hands for 20 seconds after removing the covering and on a regular basis.

DO NOT



Use medical grade masks: Those are for First Responders and Health Care Workers.



Touch the covering without washing your hands.



Play with the covering while wearing it.



Take the covering off by grabbing the center fabric near your mouth and nose.



Share coverings with others in your household without washing them first.

How to wash your hands?



Wet hands with water.



Apply soap.



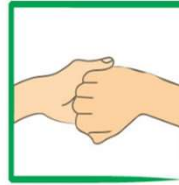
Rub hands palms to palms.



Rub the back of each hand with fingers interlaced.



Rub palms together with fingers interlaced.



Rub with back of fingers to the opposing palms.



Rub each thumb clasped in opposite hands.



Rub the tips of fingers.



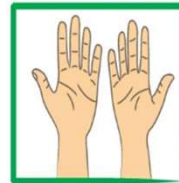
Rub each wrist with different hands



Rinse with water.



Dry thoroughly your hands.



Your hands are now clean.

COVID-19

Protect yourself and others from getting sick

When coughing and sneezing, cover your nose and mouth with a tissue or a flexed elbow



Throw the tissue into a closed bin immediately after use



Clean your hands with an alcohol-based hand rub or with soap and hot water for at least 20 seconds:

- After coughing or sneezing
- When caring for the sick
- Before, during and after preparing food
- Before eating
- After toilet use
- When hands are visibly dirty



Avoid touching eyes, nose and mouth





Wear Gloves The Right Way

1 Wear food service gloves or use sanitary utensils or deli tissue when handling ready-to-eat foods.

2 Always wash your hands before putting on gloves.

3 Change your gloves any time you would need to wash your hands.

- ✓ After touching your body
- ✓ After using the toilet
- ✓ After eating or drinking
- ✓ After handling dirty equipment or utensils
- ✓ After handling raw food
- ✓ After any other activities that contaminate your gloves

4 Remove your gloves before washing hands.



CONTAMINATED Glove Removal

- 

1 Pinch and pull cuff of glove. Scoop with finger.
- 

2 Form beak, pulling glove inside out over all fingers and thumb.
- 

3 Pinch opposite glove with beaked hand.
- 

4 Pull glove off.
- 

5 With ungloved hand, slide finger down inside of glove and remove glove.
- 

6 Dispose of removed gloves into appropriate waste receptacle. **IMPORTANT:** If blood is visible in body fluids, gloves must be discarded into biohazard bag.
- 

7 Wash hands with soap and running water. **IMPORTANT:** Do not touch your face before washing hands!

<https://www.youtube.com/watch?v=D2sbZTHa7pM>



ESSENTIAL ELEMENTS

COVID 19 SPECIAL OFFICER

SOCIAL DISTANCING PLANS

SPECIAL FACILITIES

HAND WASH FOCUS

CRITICAL SANITATION &
PERSONAL HYGIENE

TRAINING

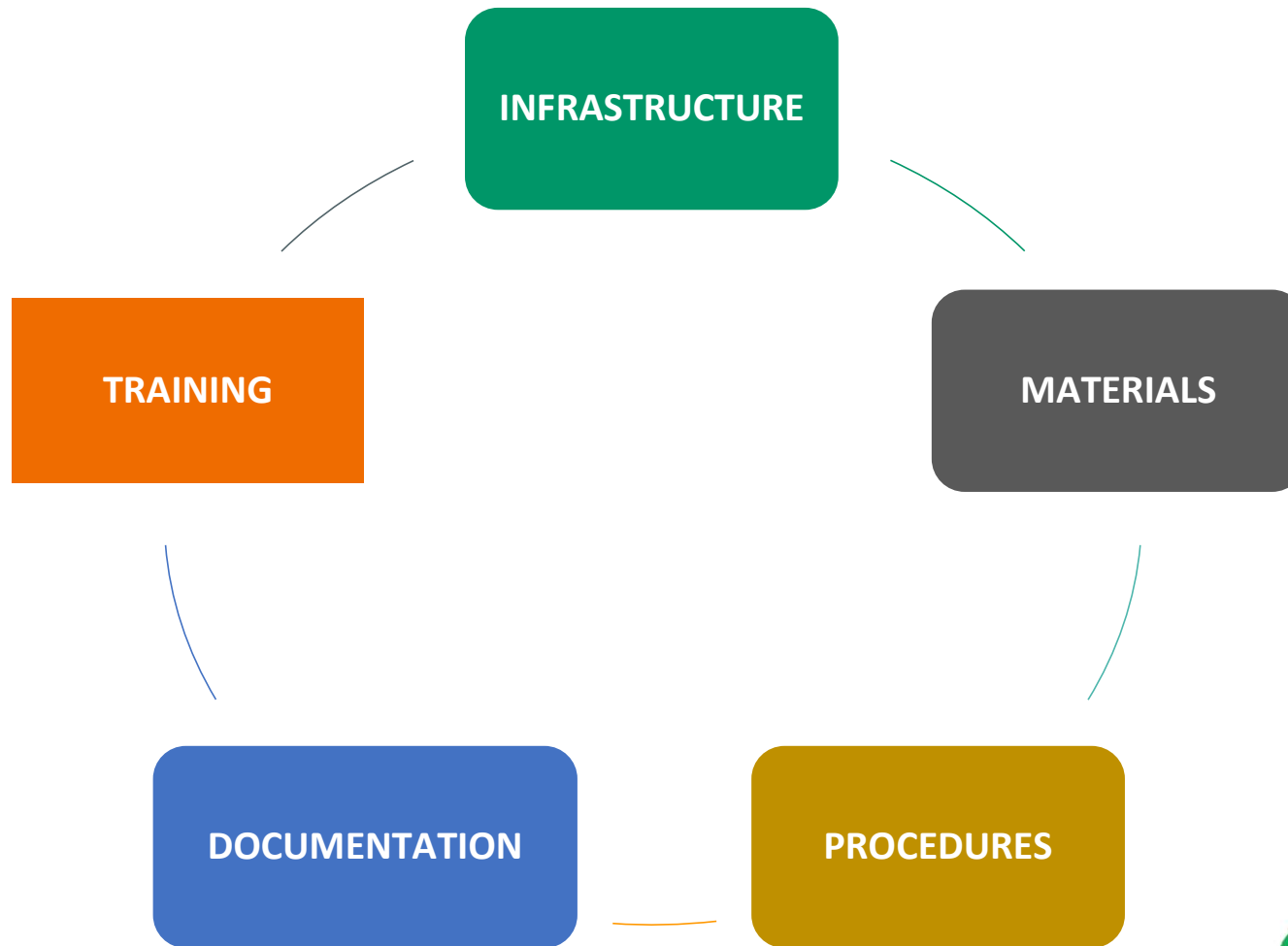


COVID 19 COORDINATOR OR SPECIAL OFFICER

- Appoint a **special officer nominated** from amongst managers who will be **responsible for covid19** special response planning and implementation.
- The officer shall be the reporting person for **all covid19 emergencies** and capable of **having decision making powers** to implement things as announced by local authorities based on emerging conditions.
- The officer shall be **supported by operations head, quality control, HR, loss prevention and medical officer** connected with the property.



WHAT WOULD CONSTITUTE THESE CHANGES



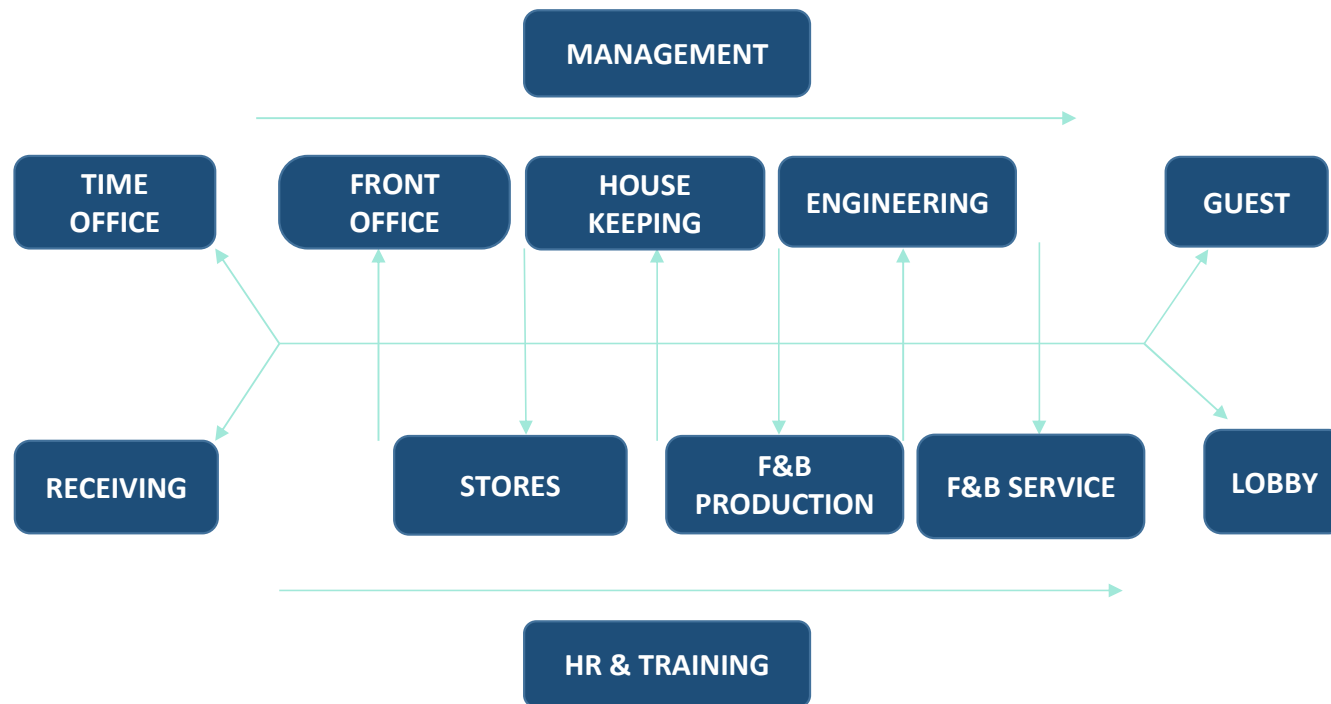


FACILITIES TO FACE REOPENING CHALLENGE

- **Replace finger touch bio-metric** with alternate method
- Create screening place before time office with **temperature monitoring and basic screening** for Covid19 symptoms.
- Setup **hand-wash stations** at all staff zones like entry, lockers, toilets, cafeteria with soap solution and hand drying facilities, most importantly it shall be sensor based or foot operated.
- **Enough space** in kitchen & staff lockers.
- Spacing plan at **pre preparation and production zones**.
- Create **1 Isolation room for every 50 rooms**.



HOW ACROSS THE BOARD





GUEST HANDLING AT FRONT OFFICE

- **Sanitise the touch points** in car like seat, door knobs, hand rest etc with **70% alcohol**.
- Drivers should be in full uniform with **face mask and hand gloves**.
- Before entering hotel, take **guest luggage to a separate area**. Blow air on the outer surface of luggage and sanitise with 70% alcohol .
- **Avoid direct handling of guest amenities** like ID proof, wallets, Mobiles etc. Use sanitised trays to collect them.
- **Sanitise** the card machines.
- Maintain **social distancing** of at least 1m with the guest.



CHEFS PRIORITIES





KITCHEN MAN POWER PLANNING

- At any point of time the kitchen shall have **only 2 persons for a linear distance of 10ft.**
- The work cycle shall be assessed to **fine tune work station occupation** and quickly be out of kitchen for the next set of operation to begin.
- This can be achieved by **range critical operations, non range operations and pre preparation operations.**
- Range critical operation is called **critical occupation time** and accordingly the plan has to be charted out by chef.



DISINFECTION

S.NO`	AREA	FREQUENCY
1	Peripheral area	2 Times a Day
2	Car Parking	2 Times a Day
3	Raw Material Receiving	Before & After Receiving
4	Staff & Driver Toilet	Every 2 hours

USE 1% SODIUM HYPOCHLORITE FOR DISINFECTION



RECOMMENDED CHEMICALS

Areas	Agents / Toilet cleaner	Procedure
Toilet pot/commode	Sodium hypochlorite 1%/ detergent Soap powder / long handle angular brush	<ul style="list-style-type: none"> Inside of toilet pot/commode: Scrub with the recommended agents and the long handle angular brush. Outside: clean with recommended agents; use a scrubber.
Lid/commode	Nylon scrubber and soap powder/detergent 1% Sodium Hypochlorite	<ul style="list-style-type: none"> Wet and scrub with soap powder and the nylon scrubber inside and outside. Wipe with 1% Sodium Hypochlorite
Toilet floor	Soap powder /detergent and scrubbing brush/ nylon broom 1% Sodium Hypochlorite	<ul style="list-style-type: none"> Scrub floor with soap powder and the scrubbing brush Wash with water Use sodium hypochlorite 1% dilution
Sink	Soap powder / detergent and nylon scrubber 1% Sodium Hypochlorite	<ul style="list-style-type: none"> Scrub with the nylon scrubber. Wipe with 1% sodium hypochlorite
Showers area / Taps and fittings	Warm water Detergent powder Nylon Scrubber 1% Sodium Hypochlorite/ 70% alcohol	<ul style="list-style-type: none"> Thoroughly scrub the floors/tiles with warm water and detergent Wipe over taps and fittings with a damp cloth and detergent. Care should be taken to clean the underside of taps and fittings. Wipe with 1% sodium hypochlorite/ 70% alcohol
Soap dispensers	Detergent and water	<ul style="list-style-type: none"> Should be cleaned daily with detergent and water and dried.

- 70% Alcohol can be used to wipe down surfaces where the use of bleach is not suitable, e.g. metal. (Chloroxylenol (4.5-5.5%)/ Benzalkonium Chloride or any other disinfectants found to be effective against coronavirus may be used as per manufacturer's instructions)
- Always use freshly prepared 1% sodium hypochlorite.



1% SODIUM HYPOCHLORITE SOLUTION

Guidelines for Preparation of 1% sodium hypochlorite solution

Product	Available chlorine	1 percent
Sodium hypochlorite – liquid bleach	3.5%	1 part bleach to 2.5 parts water
Sodium hypochlorite – liquid	5%	1 part bleach to 4 parts water
NaDCC (sodium dichloro-isocyanurate) powder	60%	17 grams to 1 litre water
NaDCC (1.5 g/ tablet) – tablets	60%	11 tablets to 1 litre water
Chloramine – powder	25%	80 g to 1 litre water
Bleaching powder	70%	7g g to 1 litre water
Any other	As per manufacturer's Instructions	



HUMAN RESOURCE & HIGH ALERTNESS

ANY PERSON WITH FEVER,
SYMPTOMS OF FLU SHOULD NOT
ENTER PREMISES

DURING WORK HOURS ANYONE
DEVELOPS SYMPTOMS IMMEDIATELY
ISOLATE GET MEDICAL ADVISE AND
ASSISTANCE

NO PERSON ASSIGNED TO BE
QUARANTINED OR IN CONTACT WITH
INFECTED PERSON SHALL BE ALLOWED TO
COME FOR WORK

PERSONS RESISTING FOR COVID 19
PROCEDURES OR NOT COMPLYING
SHALL BE MOVED OUT OF WORK

A REGISTER OF MONITORING
HEALTH INDICATORS LIKE FEVER,
COUGH, RUNNING NOSE , SORE
THROAT, SHORT BREATH BE
MAINTAINED



MATERIAL HANDLING

- Ensure **secondary packing** does not enter hotel after receiving.
- If Possible **stop primary packing also at store**. Transfer it in your own containers or vessels.
- **Daily pre-sanitation** of receiving inspection rooms with 1% Sodium hypochlorite.
- **No reverse traffic of materials** into kitchen.
- All items to be handled either with **glove or sanitised hand only**.



TIPS TO PLAN SOCIAL DISTANCING

- Minimum **distance of one meter** from person to person in any direction.
- Make a plan to **schedule staff** at each work station.
- Redefine **staff change room rules** in terms of resting place, lockers etc so that social distancing is maintained.
- Realign seats in restaurants and ensure 1 m distance between guests even when they are waiting for takeaway orders .
- Declare a **receiving timetable** so that the material receiving area shall have only one supplier at a time.



GUEST ROOMS

- **Remove all amenities** like fruit basket, toiletries, snacks etc. and issue it to guest on request.
- Communicate to guest that **amenities will be provided on request.**
- On check out any amenities placed in the rooms shall be **discarded.**
- **Sanitise TV remotes and high touch points** like switches, Chairs, Sofa, Door knobs etc with 70% alcohol.
- Cover the pillows and mattress with **Teflon cover.**
- **Sanitise the carpets** by spraying 70% alcohol.



ROOM SERVICE

- **Provide Hand Sanitiser** at the entry of every room
- **Sanitise food trolleys and food trays** before and after every service.
- **DO NOT serve to the guest at rooms.** Greet the guest, keep the food and leave the room
- Assign a **trained staff for clearance.** No unused packed food served to guest shall be reused.
- Maintain **social distancing of 1m** with the guest at all times.



HOUSE KEEPING PLAN





IMPROVED UNIFORMS

In addition to the normal uniform give the following:

- Gloves to operation staff.
- Individual hand towels.
- Heavy duty gloves for intense cleaning staff.
- Provide proper face masks.
- Daily new uniform.
- Full sleeve long coats for kitchen stewarding, staff area cleaning staff
- Rubber boots for staff at dish wash, pot wash area.



LINEN HANDLING- HIGH ALERT

- Housemen should not do bed making or linen handling without face mask, goggles, head cover, gloves, full sleeves long coat up to knee and rubber boots.
- Removal of guest linen must be left to designated personnel.
- There should be a closed bin mounted in trolley ensuring this directly put in to laundry.
- Avoid individual counting by recount make a counting procedure while removing.
- Give and take any linen through trays or trolleys.
- Train staff in bed making with gloves and masks.



SHARPEN LAUNDRY

- Create **special sanitised place** for landing used linen.
- **Segregate clothes** through designated person/s using PPE like, full coat, gloves , goggles and face masks.
- **Increase temperature** of water to above 75 °C to 90°C for bed linen.
- Use **disinfectant as per govt guidelines** or equivalent chemical after verification.
- Ensure dryers and machine handling parts after every session are sanitised with 70% alcohol based solution.
- Don't cough, sneeze or spit directly in to clean linen.
- Discard any linen from circulation for time being if stains are deep and of human blood or body fluids.



SPECIAL POINTS

- All that guest has touched needs to be disinfected or sanitised.
- Provide fruit basket or cookies or tea/ coffee maker supplies based on guest requirements.
- No reuse of any occupied guest room amenities is allowed hence be guest specific.
- Concentrate in sanitising phone, door knobs, wash basin and all high touch points like tv remote.



TRAINING

- Special **COVID 19 department** based handling training.
- Training to managers and supervisors on monitoring and reporting on COVID 19 new rules and emergency.
- Training on personal hygiene with **AV's and posters.**
- Training on **social distancing.**
- Training on staff area behaviour, transport and uniform handling specific to COVID 19.
- Training to focus on **motivation due** to this stress.



FOOD SERVICES / DELIVERY / TAKEAWAYS

- Food Service Area: Thorough cleaning and disinfection after every meal preparation and common touch points such as door knobs, equipment handles, desk, grocery cart handles, etc.
- Hand wash & sanitation facility: Available to workers, customers especially at the entry
- Prevention of surface contamination: Use barrier such as tongs, gloves or other utensils to prevent direct hand contact with food, especially for uncooked food.
- No Open Display of ready-to-eat foods, should be kept covered in glass displays
- Visual display of DOs and DONTs
- Pick-up zones for customers to help maintain social distancing.
- Prohibition of self service, buffet, mass gathering

Note: During lockdown period, food service is limited to community kitchens, staff cafeterias of essential food business, defence and certain govt dept, if permitted to function during this period for staff on duty. In future, if other FBO are permitted to resume service during COVID-19 pandemic, they shall abide by the above guidelines)



FOOD SERVICES / DELIVERY / TAKEAWAYS

- Disposable items: Use disposable utensils, cutlery, and single use sachet (of salt pepper, sugar, ketchup, etc)
- E- Payments / E-Wallets: Refrain from handling cash. If handled, wash or sanitise hands. Encourage customers to use e-wallets such as UPI, QR codes, net-banking. In case credit/debit cards are used, the card machine to be sanitized with 70 % alcohol after each use.
- On-line orders: Encourage customers to place orders online or on telephone, well in advance to reduce the wait time.



FOOD SERVICES / DELIVERY / TAKEAWAYS

- Food Delivery: Food Handler
 - Face to be covered with a clean mask or face cover. Hands to be sanitised before food pick up and after delivery.
 - Physical distancing of 1 meter is followed between self and customer.
 - Contact with common touch points such as door bell, handles, etc to be avoided. If unavoidable, hands to be immediately sanitised
 - Contactless delivery methods shall be encouraged

CORONAVIRUS SCARE: Rules For No-Contact Delivery



- Practise Social Distancing
- Cashless Payment
- Avoid contact with common touch points



FOOD TRANSPORTATION & DISTRIBUTION

- Train the drivers, loaders and other staff about the COVID-19 infection symptoms and measures for prevention
- Clean & Sanitize Delivery/transport vehicles regularly. Use vehicle only for food deliveries /distribution.
- Anyone displaying flu like symptoms to avoid handling / transporting / delivering food.
- Hand washing material and Sanitizer bottle to be fixed in driver cabin.
- Face covers to be worn at all times.
- Avoid use of public toilets and crowded places during the breaks.
- If a vehicle enters an area marked as a COVID-19 hotspot, then the vehicle shall be thoroughly cleaned and disinfected before and after use.
- Maintain relevant records.



ANNEXURE
FSSAI RELEASED DISPLAY BOARDS ON
PREVENTIVE MEASURES ON COVID -19

Personal Hygiene of Food Handlers

Food businesses must ensure high hygiene standards in line with the established Food Safety Management System (FSMS):



Wash your hands with soap and water for at least 20 seconds.

Sanitise your hands frequently with an alcohol-based hand sanitiser, containing at least 70% alcohol.



Wear a face mask and clean protective clothing within the food premises.

Avoid using personal jewellery, watches, etc. within the food premises. Sanitise your mobile phones frequently.



Wear gloves while handling preparing food.

Cover your mouth and nose with a tissue while coughing or sneezing.



Stay home if you develop any symptoms of COVID-19.

If an employee develops symptoms at the workplace, isolate him/her immediately and inform the health authorities.



Self-quarantine as per the directions of the Ministry of Health & Family Welfare, if you work with/near an infected person.

Discontinue fingerprint or biometric attendance for your employees.



Use hot water and disinfectant to sanitise food premises.

To know more, visit



https://fssai.gov.in/upload/uploadfiles/files/Guidance_Note_COVID_15_04_2020.pdf

#IndiaFightsCorona #COVID19 #HelpUsToHelpYou

Responsibility of Food Business Owner/Manager during COVID-19

1

Train food handlers/workers on risk factors, safe food handling, social distancing, and other protective behaviours.

2

Keep a COVID-19 Screening protocol in place to screen all personnel entering the food premise.

3

Encourage all personnel to self-declare and inform about any symptoms of respiratory illness.

4

Issue protective gears to employees.

5

Be sensitive to employees' concerns about salary, leaves, health, and safety.

6

Establish a local emergency response team with a dedicated personnel, for dealing with suspected cases.

To know more, visit



https://fssai.gov.in/upload/uploadfiles/files/Guidance_Note_COVID_15_04_2020.pdf

#IndiaFightsCorona #COVID19 #HelpUsToHelpYou #Lockdown2



To ensure food safety, food handlers must remember to wash their hands...

Before starting work	After cleaning duties
After coughing, sneezing or blowing nose	After using the toilet
Before handling cooked or ready-to-eat food	Before and after eating
After handling or preparing raw food	After handling money
After handling waste	Generally, on a regular basis

Wipe your hands with a clean towel after washing them.
Together we can fight C^oVID-19!

#EatRightIndia #SwasthaBharat #IndiaFightsCorona
#COVID19 #HealthForAll #HelpUsToHelpYou

Food handlers must practice Hand Washing

- 1 Before handling raw, cooked or ready-to-eat food
- 2 After handling or preparing raw food
- 3 After handling waste
- 4 After handling money
- 5 Generally, on a regular basis

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#COVID19 #HealthForAll #HelpUsToHelpYou



Avoid cross contamination in your food business

Use colour-coded chopping boards to reduce the risk of cross contamination during food preparation.



Raw Meat

RED



Raw Fish

BLUE



Cooked Meat

YELLOW



Vegetables

BROWN



Salads & Fruits

GREEN



Bakery & Dairy Product

WHITE



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Serve Food Safely

- 1 Staff and volunteers should practice good personal hygiene.
- 2 Everyone must wash their hands before any food preparation commences.
- 3 Clean and sanitise as you go.
- 4 Store food safely at the right temperature.
- 5 Prevent cross-contamination between raw and cooked foods.

Together we can fight COVID-19!

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Spread Facts, Not Fear



Cough or sneeze into your elbow.



Do not cough or sneeze into the air or your hand.

Germes can spread from your hands to things you touch.



Together we can fight C^oVID-19!

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Serve Safe during COVID-19

Use digital payment methods instead of cash as a precautionary measure against COVID-19.



Pay Online.

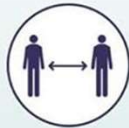


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Take precautions while grocery shopping during COVID-19



Maintain a distance of at least 1 metre from others.



Wash your hands as soon as you return home.



Do not touch your face after coming in contact with food surfaces.



Limit the number of trips to the store.

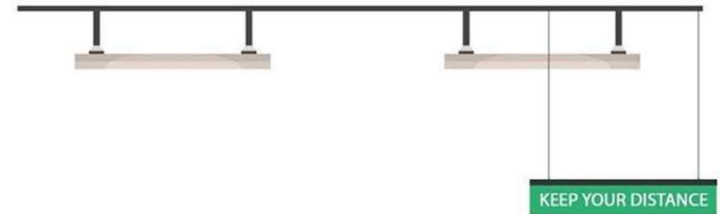


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Social Distancing during COVID-19

Maintain a distance of 1.8 metres (6 feet) at all times, if in public.



Together we can fight COVID-19!

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#COVID19 #HealthForAll #HelpUsToHelpYou



Maintain food safety during **COVID-19**

**Avoid handling and cooking
food when you are ill.**



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#COVID19 #HealthForAll #HelpUsToHelpYou



THANK YOU

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