

Covid Procedure

At The Silver Plate, we strive to provide each and every guest with high-quality, varied and locally sourced food and brilliantly attentive, knowledgeable service. Throughout lockdown, the team have been working hard to ensure we can continue to provide our excellent service, while ensuring the safety of our students, staff and guests. To do this we have made some small changes to the restaurant and our style of service which we have outlined in detail below.

Please do not attend The Silver Plate if you have symptoms of coronavirus no matter how mild. Please self-isolate as per government guidelines. We will be happy to rearrange your booking for you.

Social distancing

- We are following government advice on social distancing to keep all students, staff and guests safe.
- All of our tables and chairs have been carefully configured so they are at least 1.5m apart.
- We ask that all guests, where possible, keep a 1.5m distance from others when entering the college, moving around the restaurant and exiting after your meal.
- For the moment we have suspended the coat storage service, and ask that all guests keep their belongings on the backs of their chairs or under the table.
- We have also implemented a one-in-one-out system with the bathrooms which is explained in more detail below.

Making a booking and arriving at the restaurant

- To ensure social distancing is followed in the restaurant, we have amended our booking procedures. We now have time slots available to book and we kindly ask that guests only arrive at their allotted booking time. If you are early for your reservation we will do everything we can to seat you as soon as it is safely possible.
- The time slots available are 12pm, 12.10pm, 12.20pm, 12.30pm for lunch and 6pm, 6.10pm, 6.20pm, 6.30pm for dinner.
- At the moment we can only take bookings, where all guests attending are from the same household.
- The front doors to the foyer area will only open at 12pm/6pm and we ask that guests stand on the 2m markers outside the restaurant when waiting. - Once in the foyer area, we will be asking guests to sanitise their hands and to wait on the 2m markers for a member of staff to take you to your table. The reason for this is so we can take the time to explain the changes to our restaurant service.
- All guests are now required to wear a face covering when not seated at their table. This includes when entering and exiting the restaurant, moving around inside and when using the bathrooms.

Track and trace

- When taking your booking, our team members will ask you for contact information for us to use for track and trace purposes. We will ask for guests to provide contact telephone numbers and, if possible, contact email addresses. This information will be kept on file for 21 days after your booking with us and will not be used for any marketing purposes.
- We are also encouraging our guests to check in to The Silver Plate on their arrival using the NHS COVID-19 app. The QR code can be found at the front door of the restaurant.

Service at the table

- Throughout your visit all front of house students and staff will be wearing visors.
- You will notice some changes to the way we are laying up our tables.
- When seated the table will be unladen to ensure all equipment is kept hygienic. The students will bring water glasses and a carafe over to the table for you to pour yourself.
- Students will take orders for food and drinks whilst standing away from the table to maintain social distancing. Once orders have been taken the student will bring cutlery for the first course along with the bread and butter.
- Serving and clearing will follow the same service standards we have had in place for many years to ensure our students gain the customer service skills they require for industry. After each course has been cleared the student will bring out fresh cutlery to the table.
- When paying for your meal, students will place bills on the table. All payments will be processed at the table by one of our staff members.

Bar service

- As much as we love serving guests over the bar, we have suspended this service for the moment. Our fantastic students will take all of your drinks orders at the table.

Menus

- All our menus are single use. We will only be giving out one food and drink menu for the table. We request menus stay on the table throughout your meal.
- They will be discarded after use and recycled.

Cashless payments and tips

- We are encouraging card and contactless payment where possible to avoid handling cash. All payments will be taken at the table by a member of staff.
- If you would like to leave a tip for the students, there is a tip box located at the reception area.



**The
Silver
Plate**



Handwashing and hand sanitising

- We have installed hand sanitising stations across the restaurant for you to use throughout your meal. These are located in the foyer area, on the bar top, outside each bathroom and also on the pillar in the middle of the restaurant.
- All of our staff and students have been trained on the correct handwashing procedures and will wash their hands every thirty minutes and use hand sanitiser after completing each task.

Using the bathrooms

- To maintain social distancing, we have introduced a one-in-one-out bathroom policy.
- We also have a one-way system to access the bathroom to aid social distancing when waiting for the toilet and returning to your table.
- Next to the bathroom door you will notice a push light. If the light is off then the bathroom is free to use, if the light is on then the bathroom is currently occupied.
- We have fitted hand sanitisers next to each bathroom and ask that all guests sanitise their hands before touching the light. We also ask that before you enter the bathroom you turn the light on to make other guests aware the bathroom is occupied. When leaving the bathroom, we again ask guests to sanitise their hands before turning off the light.
- Toilets will be cleaned and sanitised by staff members every 30 minutes.

Cleaning

- We want to reassure you that we have increased the frequency of our cleaning routines throughout the restaurant. The restaurant is cleaned before and after each service, with touch points being sanitised every thirty minutes throughout services.
- At every step we will be following the highest of cleaning standards throughout the restaurant and our kitchens.

Leaving comments for the students

- If you have supplied us with an email address on booking, we will send out a feedback form to you after your meal. Any feedback on your dining experience will be valued. We will share all feedback with the students in their next restaurant session to enable them to develop their skills and confidence.

