



Re-opening the Bar & Galley

Version 3 : 4th August 2020

Overview

This will be a three phase process :

- Phase 1 : Bar only – carry-out service; volunteer run to start with; hot and cold drinks; crisps/cake/confectionary. Bacon baps to be added (Sat. mornings) if practicable.
- Phase 2 : Bar and restricted Galley service – seating accessible in Clubhouse; part volunteer, part staffed; as Phase 1 plus limited food preparation (rolls, bacon baps, basic lunch menu on Saturdays).
- Phase 3 : Full catering service – subject to appointment of Catering Manager.

This document only covers Phase 1 – subsequent revisions will cover Phase 2 and Phase 3.

Phase 1

1. Access

- 1.1 The key point is that there is an almost straight path through the Clubhouse with excellent visibility throughout.
- 1.2 One way system – entrance through the Clubhouse front door; exit via the right hand Fire Exit.
- 1.3 Doors to be left open to avoid use of handles.
- 1.4 Hand sanitiser stations fitted next to entrance and inside lobby (need to improve signage).
- 1.5 2m social distancing to be observed – notices but no floor markings (4 tiles equals 2m).
- 1.6 Members to leave building once purchase completed – sign on bar to remind them. Left hand side of Clubhouse is cordoned off.
- 1.7 Number of people in Clubhouse at once is naturally restricted by observing 2m distancing.
- 1.8 Wheelchair users will gain access up the ramp and through the automatic door as usual (security grill to be opened). This is not a large group or people, particularly given the restricted opening hours.
- 1.9 The bar is no longer “self-service” (see Section 6 – Staffing).

2. Service & Payments

- 2.1 At the bar; one customer at a time; notices to identify order and collection points.

- 2.2 Physical “barrier” to keep customers away from bar. Initially tables lined up along the bar to be used. Actual separation edge to edge is 1.4m but gives 2m – the bartender doesn’t stand bang next to the counter and customers don’t stand bang next to the tables.
- 2.3 iZettle terminal should be positioned on the counter adjacent to the sink. The bartender can then look at the customer and select purchases on the system before serving (N.B. terminal can go where convenient as no wiring required).
- 2.4 Bartender places drinks near the payment terminal.
- 2.5 No barrier at the end of the bar where the card payment terminal is located. The terminal is connected to the payment system by Bluetooth – no need for bartender to be anywhere close to it whilst the customer pays and picks up their purchases.
- 2.6 Payment by card only, preferably contactless but PIN also acceptable (hand sanitiser provided next to card reader).
- 2.7 Receipts available – printer next to card reader; no physical contact necessary by bartender or customer.

3. Timing
 - 3.1 Trial openings conducted by Vice Commodore and Rear Commodore after racing on Saturday 25th, Wednesday 29th July; Saturday 1st and Sunday 2nd August. Saturday 1st August included opening for hot drinks and cakes after youth training.
 - 3.2 From Wednesday 5th August the bar will be open during/after organised Club activities (racing and youth training) depending on availability of volunteers.
 - 3.3 Product range may be extended depending on experience and demand, but this is intended to be a straightforward, simple to run service.

4. Cleaning
 - 4.1 From a COVID-19 perspective the only additional cleaning required is to potential contact points. Otherwise kitchen/bar cleaning needs to be to normal hygiene standards for these areas using normal cleaning materials.
 - 4.2 Bartenders will clean counter and area behind bar as necessary whilst open.
 - 4.3 After closing up bartenders will clean the counter, area behind the bar, tables in front of the bar and contact points (largely door handles) in the part of the Clubhouse which is accessible.
 - 4.4 With effect from 29th July, Bourne are doing a standard weekly clean-through of the Clubhouse floor, bar area, horizontal surfaces and contact points every Wednesday.
 - 4.5 Any glasses or crockery used to be cleaned in the kitchen steriliser (N.B. this is NOT a dishwasher – something that needs addressing before full catering resumes).
 - 4.6 When the Kitchen is accessed then surfaces are to be cleaned down as normal each day after closing and the floor cleaned. The need to involve Bourne will be assessed as the service offered develops.

- 4.7 Separate bins for cans, bottles and other rubbish to be positioned outside the Clubhouse and will be emptied by the bartender as necessary into the waste collection bins at the gate after closing.
5. Products Available
- 5.1 Trial – beer, cider, soft drinks, hot drinks, confectionary and cake. Cold drinks supplied in bottles and cans only - no Club glasses used. Hot drinks in disposable cups.
- 5.2 After the trial, wine will also be available. Disposable plates, cups, glasses will be available, but members will be encouraged to continue drinking out of cans & bottles.
(N.B. BYO cups / glasses have been considered, but this causes as many problems as it solves.)
- 5.3 Provision of bacon rolls for Youth Coaching on Saturday mornings if feasible – timing to be decided. To be pre-prepared in kitchen and kept in hot cabinet behind bar.
- 5.4 Re-stocking will be done from the Bar Store after closing. Hands to be sanitised before touching stock or gloves to be worn.
- 5.5 New stock delivered EITHER to be left on the bar store floor untouched in its packaging for 72 hours after delivery OR outer packaging to be sanitised before unpacking for more immediate use.
6. Staffing
- 6.1 The bar is no longer “self-service” – it will be operated by a limited number of people. Only one may be behind the bar at a time and will normally cover an entire “shift”.
- 6.2 Trial – Vice Commodore / Rear Commodore.
- 6.3 From Wednesday 5th August – volunteers.
- 6.4 If there is sufficient demand to justify the cost then one person may be employed to cover Saturday mornings as/when/if we start to serve any food requiring preparation (e.g. bacon baps).
7. Personal Protection for Bar Staff
- 7.1 There is a minimal requirement because of the mitigations in place – social distancing, working in separate area (behind bar; should only need to access kitchen when Clubhouse closed to others), cashless payment, door open so Clubhouse well ventilated.
- 7.2 Disposable gloves and sanitiser provided – gloves to be changed or hands sanitised before starting work, when handling stock and regularly during opening times; and after touching anything that a customer has touched.
- 7.3 Masks are available to be worn by the bartender if they wish to do so (no compulsion due to the distancing in place).

- 7.4 Options are being assessed for clear screens to be installed on the Bar and Galley counters, but preference is to avoid if possible. Observation is that they have not been adopted universally in the retail / pub environments – depends on the establishment and other mitigations in place.
8. Outside Seating Area
- 8.1 This is a carry-out service. Drinks and food must be consumed outside the Clubhouse, but anywhere on the site.
- 8.2 Tables and seating are provided on the terrace and lawn between the Clubhouse and Jetty 4. These have been spaced out to encourage people to remember about social distancing and sitting in small groups.
- 8.3 Bartenders and/or the Duty Officer need to check the spacing of tables and chairs when closing/locking up.

Version Notes :

- V1 Original draft (minor updates in V1.1)
- V2 Update after first two trial openings to adjust for what worked in practice.
- V3 Major update including changes to signage, cleaning, hygiene and products available.

APPENDIX : PHASE 1 SIGNAGE

The following signage is required :

- Entrance Only
- Exit Only
- Bar Opening – Dos and Don'ts
- Observe 2m Distancing
- Use outside seating
- Order here
- Collect and Pay here
- Do not move tables
- No self-service