

PROTOCOL
FOOD AND
DRINKS
BANQUETS



H.O.V Hotelera Quito S.A.	OCCUPATIONAL HEALTH AND SAFETY		
	OTHERS	BIOSAFETY MANUAL	
	PROTOCOL FOOD AND DRINKS BANQUETS		
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PROTOCOL OF ATTENTION AND SERVICE OF FOOD AND DRINKS BANQUETS

OBJECTIVE

Orient and train the food and beverage personnel of Hotel Plaza Grande in the correct handling of food and beverages, entrance, use of environments, stay in rooms, food intake, and exit from the establishment in an aseptic manner handling good manufacturing practices, ensuring that guests comply with our health standards.

CONDITIONS OF THE PERSONNEL OF ASSEMBLY, FOOD AND DRINKS

- Short hair for men and uplifted hair for women
- Shortened nails
- No rash or cuts on the face
- No beard
- No signs of disease
- Before entering the shift you must bathe in the hotel facilities.

UNIFORM

- Clean hotel uniform
- Face shield
- Surgical mask
- Apron
- Latex gloves
- Pen with hotel logo
- Command Post
- Hair net
- Name tag
- Atomizer with 70% alcohol

STEWARD STAFF

- Equipment
- Disinfectant gel
- Alcohol
- Surgical gloves
- Serving tweezers and spoons
- Tableware

KITCHEN STAFF UNIFORM

- Clean hotel uniform
- Surgical mask
- Latex gloves
- Pen with hotel logo
- Hair net
- Name tag
- Lito
- Atomizer with 70% alcohol

KITCHEN STAFF

Equipment

- Disinfectant gel
- Alcohol
- Surgical gloves
- Knife
- Peeler
- Serving tweezers and spoons
- Tableware



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THE MANDATORY DISINFECTION OF THESE MATERIALS BEFORE, DURING AND AT THE END OF THE SHIFT WILL BE AS FOLLOWS:

- Wash your hands with soap and water
- Disposable surgical mask, after 4 hours of use, it must be replaced by a new mask. This PPE will be disposed of in the red sleeves found in the infectious waste containers.
- If it is a washable surgical mask, at the end of the day it should be washed with soap and water. This mask allows 4 washings or 30 washings depending on the mask, check the characteristics or consult with SSO.
- Latex gloves should be changed every 4 hours, but if damaged or torn they should be changed immediately. They should also be washed with soap and water, disinfected with alcohol, continuously, every time the task or product is changed. This PPE will be disposed of in the red sleeves found on the containers intended for infectious waste.
- Uniform and work clothes, after being sprayed with 70% alcohol, will be left in the container next to the uniform window.
- Personal protective equipment such as visors and rubber gloves must be disinfected with 70% alcohol and left to stand for 15 minutes before being stored in a clean, dry place.
- Tweezers, service spoons, disinfect them constantly, with 70% alcohol.
- Kitchen utensils immersed in hypochlorite solution, before and at the end of the shift. (Solution delivered by Steward, must be changed 4 times a day).

SEATING CAPACITY

- At the moment the national COE has allowed 30% of the capacity in establishments with a social distance of 2 meters, with all the protocols of Biosecurity.

LOUNGES	BANQUETS	THEATER	CLASS	RECEPTION
SALÓN SAN FRANCISCO	100	100	60	120
LA BELLE EPOQUE	60	-	-	75
SALA PRIVADA LA BELLE EPOQUE	10	-	-	-
EL CLAUSTRO	35	60	30	50

Reference: Table with room capacity before Covid-19



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<u>LOUNGES AFORO COVID</u>	BANQUETS	THEATER	CLASS	RECEPTION
SALÓN SAN FRANCISCO	30	30	20	40
LA BELLE EPOQUE	20	-	-	23
SALA PRIVADA LA BELLE EPOQUE	5	-	-	-
EL CLAUSTRO	10	18	10	15

Reference: Table with capacity of 30% with social distance of 2 meters.

CLEANING AND DISINFECTION OF THE ROOMS

- Cleaning personnel must wear personal protective equipment (protective coveralls, N95 mask, gloves and visor).
- The cleaning and deep disinfection of the room will be done at the end of the event and at 05H00 disinfection with SANI-T-10.
- Cleaning and disinfection of doors and plates with NBC-15.
- Once the task is finished, the coveralls and used implements must be disinfected with SANI-T-10, before removing them.
- Then leave the suit disinfected with SANI-T-10 in the designated place (bin located at the entrance of the guest laundry area) to be delivered for washing.
- Personal protective equipment (visor, rubber gloves) should be disinfected with alcohol, left to stand for about 15 minutes and then stored in the gate together with the visor.
- At the end of the day, the N95 masks will be disposed of in the red sleeves found in the containers for infectious waste.
- If the N95 mask is reusable, it shall be labeled with the name of the user, who shall be disinfected with alcohol at the end of the day, then washed with soap and water and left in the cellars of each floor to dry.
- Wash your hands with soap and water for 40 seconds.
- At the time of coffee break, lunch, we proceed to disinfect the room with alcohol at 70%

NOTE: Overalls after returning from the laundry will be stored and delivered in uniforms.



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ASSEMBLY

At the time of assembling the kitchenware:

- The assembly and service team must leave the lounge and carry out the entrance process to the lounge, all disinfected with 70% alcohol and the use of new gloves is obligatory. This process must be carried out by waiters, assembly staff and all suppliers before starting the assembly. This process is mandatory at the beginning of the assembly, before entering the room.
- At the time of assembly of tables and chairs, with the pump we proceed to disinfect with alcohol at 70% tables and chairs, before entering the room and before putting the table linen.
- After each use of tables and chairs will be disinfected with alcohol at 70%, the towel will be used only for each service; the towels will be placed in a closed cover to send to wash after the closing of each day.
- The tables are reduced to 50%, that is to say, tables with 10 or 10 places, only 5 pax, tables with 6 places 3pax, tables with 4 places 2 pax.
- For the location of chairs and tables, to comply with the social distance, you must measure 2 meters between the backs of the chairs of adjacent tables.
- Look at the photographs with the assembly plans for each type of event in each type of room in annexes.

DISHES, GLASSWARE, CUTLERY, ETC

- The process of the dishes, is washed in the machine, water at 90 degrees
- When we leave the dishwasher, we proceed to put in a car disinfected with 70% alcohol, in addition to the dishes, cutlery, glassware, etc. and we cover with plastic film and deliver to the assembly team.
- The tablecloths and napkins are taken out of the covers inside the living room, the tablecloths and napkins are assembled, alcohol at 70% is sprayed again, we put the glassware and cutlery already disinfected.
- The establishment will be cleaned and disinfected in the afternoon at the end of the day

PROVIDER LOGIN

- All providers must comply with spacing and mask and eyewear use.
- Permission or shift to enter the unloading yard must be requested from the Physical Security Officer.
- All suppliers must compulsorily pass the disinfection process, including the material to be installed in the room, and temperature taking at the back door, maintaining the distance.
- Restrict the entry of persons who exceed the temperature of 37.5°C and apply the protocol for handling suspicious cases issued by the MSP.
- Suppliers must show their companies' sanitary protocol before entering the facilities.
- Spray the supplier; body and hands with alcohol at 70%.
- Ask them to step on the disinfection tray placed at the entrance (Physical Security Agent, equipped with gloves, mask, visor).
- Once the entry of the vehicle is allowed, it must be completely disinfected with SANI-T-10, 2 ml x 1 liter of water, by spray system, with the electric pump, this must be executed by the personnel of Steward, equipped with: Coverall, visor, mask N 95, gloves.
- When lowering the equipment and materials, Steward personnel must disinfect them with 70% alcohol under the supervision of the supplier.
- Keep a record, log, of all income suppliers to the company.
- The supplier must adapt to the hotel's protocol when entering equipment and items. If the supplier does not comply with the biosecurity measures, he will not be allowed to enter, will not receive the goods or will not be able to perform the work for which he was hired.



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ENTRY OF EXTERNAL FOODSTUFFS FROM SUPPLIERS.

At the moment, the entrance of food that is not prepared by Hotel Plaza Grande personnel is prohibited. An exception may be made after reviewing with the Executive Chef.

ADMISSION OF EVENT ATTENDEES

- Client arrives at the entrance of Garcia Moreno Street, main door.
- At the entrance there will be a cleaning or security person controlling this point of entry.
- This will be the only access to the halls to control the entrance.
- It is mandatory that all attendees wear a mask and preferably glasses or eye protection, otherwise they will not be able to access.
- All attendees will go through temperature control and disinfection.
- Sales personnel must inform in advance about the access doors to the event and how to get in, as indicated below:
 - The temperature will be taken with the digital infrared thermometer.
 - Once the client's temperature has been checked, which is no more than 37 degrees, hotel personnel will carry out the obligatory disinfection, with 70% alcohol in atomizer.
 - Alcohol gel will be provided for hand disinfection and you will be instructed to disinfect your footwear in the footbath.
- Staff will give instructions to the client; follow the signs that are placed on the floor, also explain that there are two entry doors and two exit doors.
- They are instructed to keep a distance of two meters, to have their hand disinfectant and very important to avoid body interaction.
- At the entrance of the hall, the captain of the event welcomes the attendees, explains that the hall is completely disinfected and we disinfect the attendees again with 70% alcohol.
- If the number of attendees increases, we will accept up to the maximum capacity of the room to protect the health of the other attendees.
- It is recommended that the client call in advance to the attendees of their events since the entrance will be delayed by the control processes.

DISINFECTION MATERIALS AT ACCESS POINTS

- The disinfection counter will be located at the entrance of the hotel with a person in charge of this temperature and disinfection control point.
- Digital thermometer
- Hand Sanitizing Gel
- Atomizer with 70% alcohol
- Disposable hand drying towels
- Disinfection trays for shoes

DISINFECTION MATERIALS INSIDE THE ROOMS

- Hand Sanitizing Gel
- Atomizer with 70% alcohol
- Disposable hand drying towels
- Hazardous waste landfill (red)



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MENUS

- Letter printed with QR code: coffee and lunch menu

FOOD SERVICE

- Prohibitions
- Buffet service
- Coffee on display
- Exposed beverages
- Glassware and crockery on display.
- Pre-assembly of plates in the back of the rooms

BEVERAGE STATIONS

They will be located in the back of each room, if customers require they will be served by order at the time, in hotel dishes, covered with film, cutlery and napkins inside a 3x3 cover

FOOD SERVICE COFFES BREAKS AND LUNCHEs

Coffee break stations cannot be set up, so they can be served in these two ways:

- Inside the room at each stand
- Foyer of the salon service to each client (support in cocktail shakers)

FOOD SERVICE STANDARD

- All the food will be ready for assembly from the different production areas.
- In the back of each room, place an office table previously assembled and disinfected with 70% alcohol.
- Each room must have a thermal cabinet to put hot dishes and covers.
- The cutlery and napkins, packed with sealed plastic. Only in this way can they be delivered. (These will be packed by the A&B and Health department)

SERVICE SEQUENCE

- Captain on duty orders food 30 minutes before service:
 - Cold car transported covered with plastic film, service sauced to the minute, are covered.
 - Hot food is taken directly from the thermal cabinet, sauce is served to the client covered.
 - Desserts transported by car covered with plastic film, service of sauce to the minute, they are covered

DISHWASHING IN THE LIVING ROOM

- Return area for crockery, cutlery, tablecloths, etc., this should be located 5 meters from the living room where it should be:
 - Table
 - Table linen bin
 - Alcohol 70% with sprinkler
 - Organic waste bin
 - Inorganic waste bin
- Dishes will be placed on the back of the service on shelves covered with plastic, this includes cutlery, plates, glasses and trays.
- Four drawers will be placed with hypochlorite solution, where all the dishes and cutlery will be placed, after which they will be transferred to the dishwasher.
- The delivery of dishes will be made by the staff of steward directly, nothing will be on display.
- The table linen goes directly to the bin that will be with a lid to deliver directly to the housekeeper.