

OUR SAFETY MEASURES DURING THE COVID 19 PANDEMIC

We've made a few changes.....

Firstly, we would like to say welcome back to Kapadokya, we have missed you!

We would like to reassure all of our customers, both old and new, that we have put some practices in place to keep everyone as safe as we possibly can and make your experience with us as enjoyable and memorable as possible.

In line with government and Food Standards Agency advice we have undertaken a Risk Assessment and review of our practices here in order to keep not only you, our customers safe, but our employees and any other members of the public that enter our premises.

We have documented any changes we have made including any start up and reopening checks and informing our local food authority of our restart of trade.

This information is available for you to see in our COVID 19 RISK ASSESSMENT.

Please ask a member of our team if you wish to take a read, but to keep things simple, here are some of the changes we have made in a nutshell....

- All staff will undergo a temperature check at the start of their shift which will be recorded.
- Staff uniforms will be taken home and washed at the end of every shift.
- We will be making changes to our table layout in accordance with keeping the social distancing rules recommended by the Government.
- All of our menus have been printed on single pieces of paper and laminated, as opposed to our usual lovely menu books, so that they can be wiped down after every use, don't worry though, we've not made any changes to our delicious menu!
- Our Allergens Information pack has also been laminated should you require to use it.
- All deliveries of wine bottles, lagers and soft drinks etc will be sanitised straight away and any packaging disposed of accordingly.
- We have introduced sanitising stations throughout the premises for customers and visiting members of the public. These can be found at the entrance, bottom of the stairs, top of restroom stairs (adjacent to the ornate screen), in both restrooms and at the bottom of the stairs adjacent to the Gent's restrooms.
- We will continue with our exceptional table service, however as an extra protective measure, we request that Customers requesting drinks orders, especially those in larger bookings, wait until one of our servers are able to come and take your order, rather than you coming to the bar itself.
Please bear with us as these are extraordinary times and patience and politeness are key.
- Our front of house team will be wearing facemasks when practical to do so. These masks will be taken home, along with their other uniform items, and washed after every shift. It is not permitted for a member of staff To wear their uniforms whilst travelling too and from the workplace.
- We will be using disposable condiments, for example, salt, pepper and sugar sachets.
- We ask that for the settlement of your bills that only one person from your party comes downstairs to pay at a time. We have a clear protective screen in place to stand in front of at our bar.
Our card machine will be wiped down both prior to and after use with antibacterial spray.
Only one bill will be issued per booking to discourage the use and touching of excess paper.
- We have implemented a more frequent cleaning schedule of public areas such as the restrooms, handrails and door handles. These will be sanitised every 30 minutes. We would ask that if there is already someone using the restrooms that you return to your table and wait until it becomes vacant in order to discourage gatherings of people in close proximity.
- Our staff members will be encouraged to wash and sanitise their hands at every opportunity.
- All customers will be required to leave their name and contact details as a record, as per Government guidelines.

Whilst we understand that things will be done a little differently to the normal way of life, we will not tolerate rudeness or aggression to any members of our team and ask for politeness and patience at this difficult time.

We look forward to seeing you all soon,
Ismail, Amanda and the Kapadokya team.