

FOOD SERVICE GUIDELINES



MADRID
CONVENTION
BUREAU

Recommendations for
reducing infection
by coronavirus
SARS-CoV-2



Table: **Disinfection of tables and chairs** after each use

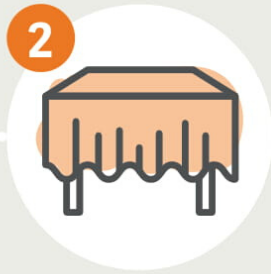
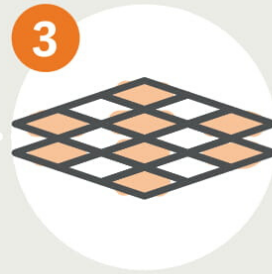


Table: Prioritise the use of **single-use tablecloths**



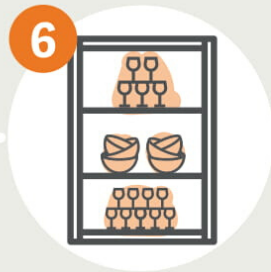
Terrace: **delimit spaces**



Do not provide **menus for communal use**



Elimination of **decorative elements** on tables and buffet tables



Auxiliary tableware elements **placed in storage**



Elimination of self-service products in all cases



Table: Tables not set in advance (with exceptions)



Table: guarantee distance between servers and/or protection measures



Bar: establish positions for customers at the bar



Bar: no self-service. Protection of products on display



Buffet: individual plates and single-servings



Buffet: assisted, with protective screen



Buffet: suggested itineraries

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1. The following protection measures should be observed: the cleanliness of table and chair surfaces that come into contact with customers should be ensured. Table surfaces (if these are not covered) and armrests, if applicable, should be wiped down after each use.
2. The following prevention measures should be observed: prioritise the use of single-use table linens. If not feasible, the use of the same table linens or place mats with different customers should be avoided by opting for materials and solutions that facilitate changing them between services.
3. Signs informing customers of the hygiene and disinfection guidelines will be displayed so that they are known and respected. This information should clearly indicate that the customer cannot occupy a table without being seated by the staff. Delimit terraces (ropes, tape, markings on the ground or other elements when the competent authorities allow it) can also help ensure fulfilment of this goal.
4. The following prevention measures should be observed: avoid the use of shared menus to avoid the risk of infection, for example, by opting to post the menu, using technology (digital menus, QR) or other systems like chalkboards, signs, single-use disposable menus, etc. If none of these solutions is possible, the gastronomic offer should be provided in a plasticised document that is disinfected after each use.
5. The following prevention measures should be observed: decorative elements from tables and buffets should be removed.
6. The following prevention measures should be observed: store auxiliary serving items (dishes, glassware, cutlery, table linens, bread baskets, coffee cups, sugar cubes, etc.) in closed areas or, at least, away from areas that customers and workers pass through.
7. The following prevention measures should be observed: self-service items (napkin holders, toothpick dispensers, oil and vinegar bottles, etc.) should be eliminated in favour of disposable single-serving options or having staff provide them in other formats at the request of the customer.
8. The following prevention measures should be observed: if the characteristics of the service allow it (except in the case of event setups and areas where customers are not usually present before service), avoid having tables set with the tableware unprotected.
9. The servers on duty should guarantee the safety distance or apply strict procedures to avoid the risk of infection (continually sanitise hands, avoid physical contact and sharing objects, etc.). If these measures cannot be implemented, other protection measures (face screens, masks, etc.) must be available.
10. The positions to be occupied by customers or groups of customers at the bar must be established to avoid crowding and guarantee the safety distance between them.
11. Products on display on the bar, if applicable, must be properly protected with respect to both the customer and employee. Self-service at the bar by customers is not allowed.
12. Formulas such as an assisted buffet with protective screens, individual plates and covered single-servings (also with a protective screen) should be implemented. Buffet: individual plates and single-servings.
13. Formulas such as an assisted buffet with protective screens, individual plates and covered single-servings (also with a protective screen) should be implemented. Buffet: individual plates and single-servings.
14. Furthermore, the establishment should consider, in the context of its facilities, a suggested or predefined itinerary to avoid crowding in certain areas and prevent contact between customers.