

## ANNEX A

### **Other recommended guidelines for customer-facing operations**

*(Note: These are additional suggestions for F&B establishments to put in place, where practicable)*

#### **A. Reduce physical interaction**

- Implement mobile ordering, pre-ordering and electronic payment solutions where possible, to minimise physical contact between customers and employees.

#### **B. Queue Management**

- Where practicable, manage queues using electronic reservation systems or take down diner details and call them when there are seats available.
- Where practicable, separate the queues and waiting areas for dine-in customers, takeaway customers and delivery personnel.
- Queueing in groups should be discouraged.

#### **C. Crowd Management**

- To minimise socialising/mingling, F&B establishments should take additional steps to manage higher-risk areas (e.g. bar counters or standing tables) where there is a higher likelihood of customers mixing between groups, to minimise socialising/mingling. This may be done by seating customers on stools or clearly demarcating the boundaries for each dining area to ensure separation of at least one metre between groups at all times.
- Operators should take additional steps to manage the capacity within common play areas for children/toddlers/infants (e.g. deploying an employee to man the area), where practicable.

#### **D. Encourage takeaways and home delivery**

- F&B establishments should avoid activities that would attract crowds in and outside of their premises (e.g. providing special discounts or offers for dine-in).
- Where practicable, collection and delivery from store should be spaced out and contactless<sup>1</sup>.
- Take reasonable steps to ensure that delivery personnel observe at least one-metre spacing at all times and do not cluster together.
- Refer to the [Advisory for Delivery Businesses](#) for guidelines on delivery requirements.

#### **E. Cleanliness and hygiene**

- Where possible, place hand sanitisers in close proximity to high-touch surfaces for employees and customers to sanitise their hands. Employees should wash their hands or use hand sanitisers after handling cash and high touch surfaces and devices.

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<sup>1</sup> Where contactless collection is done, F&B establishments must label the orders clearly for easy pick-up and have arrangements in place such that customers do not handle containers or bags except for their own orders.

- Where possible, F&B establishments should ensure that tables and chairs are thoroughly cleaned with disinfecting agents<sup>2</sup> after each diner vacates the table.
- Serving utensils should be provided for customers who are sharing food.
- The provision of condiments (e.g. soy sauce, salt and pepper, chilli sauce) and cutleries at self-serve common stations should not be allowed, unless these are individually packed and sealed.
- Condiments and cutleries should be provided to diners only after they are seated or upon request<sup>3</sup>.

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<sup>2</sup> List of suggested cleaning products and disinfecting agents can be found at <https://www.nea.gov.sg/our-services/public-cleanliness/environmental-cleaning-guidelines/guidelines/interim-list-of-household-products-and-active-ingredients-for-disinfection-of-covid-19>

<sup>3</sup> Food stalls and kiosks are allowed to place condiments and cutleries at their stall counters (e.g. in covered containers), as long as these are within sight of and managed directly by the staff.