



ANNEX D

Other recommended guidelines for customer-facing operations

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 digital systems or take down customers' details and call them when their orders/seats are ready.
- Where practicable, separate queues from the dine-in seating areas as well as waiting areas for takeaway customers and delivery personnel.

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 greater likelihood of customers mixing between groups. 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.
- F&B establishments should avoid activities that would attract large crowds inside and outside of their premises (e.g. aggressive hourly deals).
- 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

- Where practicable, collection and delivery from store should be spaced out and contactless¹.
- 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

¹ 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 come into contact with orders that are not their own.



- Where possible, place hand sanitisers in close proximity to high-touch surfaces and common spaces/items for employees and customers to sanitise their hands. Employees should wash their hands or use hand sanitisers after handling cash, coming into contact with high touch surfaces and devices, and between serving different tables or groups of customers.
- Where possible, F&B establishments should ensure that tables and chairs are thoroughly cleaned with disinfecting agents² after each diner vacates the table.
- Serving cutlery should be provided for customers who are sharing food.
- The provision of condiments (e.g. sauces) and cutleries at self-serve common stations should not be allowed, unless these are individually packed and sealed.
- Condiments, cutleries and utensils should be provided to customers only after they are seated or upon request.

F. Use of F&B establishments as venue for events (e.g. solemnisation & work-related events)

- If an F&B outlet is used as a third-party event space, as a best practice, only one event should be held in the outlet at a time. If more than one event is held concurrently or if an event is held at the same time as normal F&B dine-in services, the event(s) should be clearly demarcated from other events and normal F&B dine-in services. Each area should be completely separated by either a solid partition (at least 1.8-metre high, from wall to wall); or a minimum three-metre spacing demarcated by continuous physical barriers (e.g. plexiglass screens, barricade tape, queue poles). There must be no mixing or intermingling of guests from separate events or between guests from the events and normal F&B dine-in customers.

G. Food lines served by employees

- For food lines served by employees, F&B establishments should remind customers not to touch the shields covering the food; these shields should also be cleaned regularly.
- Customers should not talk to or interact with others when in the line, even if they are from the same group.
- There should be no common handling of items. Plates should not be passed back and forth between server and customer. For repeated visits to the food line, customers should use a new plate.
- Food lines at MICE events must not be used to serve participants from different zones at the same time. Separate food lines must be set up for each zone, where practicable.

This advisory is based on information updated as of 20 August 2021.

² A 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>