

Infection Prevention Guidelines for Food and Drink Services

Revised on January 14, 2021
ICC Kyoto Catering Service Co., Ltd.

These guidelines are based on the Basic Policy for Countermeasures against Novel Coronavirus Infections issued by Japanese government and the guidelines created by industry associations such as the Japan Food Service Association, and we have created these guidelines to prevent viral infections so that organizers, participants and our staff members can dine at our hotel safely and securely. We appreciate your understanding and cooperation.

Restaurant grill

(1) When entering the grill

- ① Please be sure to wear a mask and disinfect your hands with alcohol when entering the grill.
- ② Customers, who are not in good physical condition, such as those with a fever or cold, are not allowed to enter the grill.
- ③ We kindly ask for your understanding and cooperation in maintaining social distance (at least 1m apart) when waiting for your turn to enter the grill.
(The waiting seats will be placed side by side with every other seat left empty.)
- ④ We have introduced a safety tracking service using the QR code of the new coronavirus infection spread prevention system in Kyoto City. We request that you use it.

(2) Staff support

- ① Staff members will measure their temperature before going to work, wear a mask, and make sure to disinfects their fingers with alcohol.
- ② When receiving a customer's order, staff members will stand on the side and help customers from as far away as possible.

(3) Table seats, Items, etc.

- ① Table seats will be arranged at sufficient intervals.
- ② Sneezeguards will be installed on the table seats as a measure to block airborne droplets.
- ③ We will not allow the use of private rooms.
- ④ No caster sets will be placed on the tables.
- ⑤ Items that customers can touch will be sterilized with alcohol.

(4) Menu

- ① All dishes will be served on a single tray.
- ② Alcohol will be served from 11:00 am.

(5) Cash register support

- ① Staff members will wear a face shield.
- ② We will always use the cash tray to deliver money in order to avoid direct delivery.
- ③ We will disinfect cash trays and cash registers as appropriate.
- ④ We will guide customers to maintain sufficient social distance when lining up.