

## Re-Opening of The Coffee Shop in Capability House

We wanted to let customers know of the new procedures we will be putting in place once the coffee shop opens again. We are planning to open on Monday 6th July.

- New temporary opening hours will be 9am - 2.30pm
- We have reviewed our current cleaning procedures and although we already clean to high standard, we are increasing the frequency of these cleans. All surfaces and touch areas will be cleaned throughout the day and deep cleaned prior to opening each morning.
- The personal hygiene of our team is important and all staff have had extra training to ensure these levels are maintained throughout the day, including regular hand washing and clean protective uniforms.
- Protective screens have been installed over our serving counters.
- We are only allowing 2 people at a time into the coffee shop. There are markers on the floor outside for people to queue. Please do not crowd the doorway and allow people to leave safely before entering.
- There is a hand sanitizer station outside the coffee shop, on the wall by the disabled toilet. Please make use of this prior to entering.
- We have produced a pre-order menu and would prefer customers to call us with your order before 11am each morning and we will have it ready for collection at your specified time. This will speed up the service and amount of customers we can serve. Collection can either be made from the coffee shop (you may have to queue) or from our door at the back of Capability House. Payment can either be made over the phone when ordering, or by contactless payment if collecting from the back of Capability House.
- We are introducing a delivery service to Enterprise House Reception at 12.30pm each day. Please order and pay for your lunch before 11am. Cold food and drinks only.
- Although we will still be taking cash, we would prefer all payments to be made by contactless card.
- Our 'help yourself' Salad Bar will not be available at this time but we will be preparing some pre-made salads and these will be available on our Grab & Go counter and on our pre order menu.
- We will not be accepting refillable coffee cups at this time.
- We will have hot food available (Panini's, Jacket Potatoes, Soup, Pastries etc) but our 'Daily Specials' will only be re-introduced once the footfall has increased and it is viable for us to start preparing them again. Friday Fry up will also resume when we have the demand.

We will constantly be reviewing and changing our working methods as guidelines change and we learn from our new procedures. If you have any comments or suggestions, we would be happy to hear from you.