

The SJT Customer Journey

Cleaning Schedules & Procedures

All staff members will be even more vigilant and proactive with cleaning than usual. Toilet checks will be carried out every 30 minutes and signed off by the member of staff conducting the checks.

Every table that has been used by a customer will be cleaned and sanitised the moment they have left the table. There will also be regular sanitising of high contact items/places.

You will also have the option to sanitise your own table as well if this helps you to feel reassured.

All staff have undergone extra training relating to cleaning and hygiene, will be temperature checked before every shift and will regularly undergo a health questionnaire to ensure that they are healthy.

PPE & Personal Hygiene

Customers can wear their own PPE but are encouraged to maintain good hygiene practices- particularly washing hands frequently and using the hand sanitiser provided throughout the pub.

You will be asked to sanitise your hands upon entering the pub and are encouraged to do so frequently throughout your visit.

Our New Opening Hours from Thursday 9th July

Opening Hours	Take away food	Eat in food
Thursday 5pm-11pm	5pm-9pm	6pm-9pm
Friday 12pm-12am	12pm-2pm, 5pm-9pm	12pm-2pm, 6pm-9pm
Saturday 12pm-12am	12pm-9pm	12pm-3pm, 6pm-9pm
Sunday 12pm-5pm	12pm-4pm	12pm-4pm

Coming to the SJT

When you enter the pub you must use the front door only to enter. A hand sanitiser unit will be at the entrance and you will be expected to use this as you enter. A sign will direct you where you need to go to. Bookings will go to the right and takeaway collections will go to the left and wait in the signed area. If you are a walk-in, you will also be directed to the right with customer bookings (we are encouraging bookings as much as possible though as it makes the process much smoother).

We are following government guidance when it comes to table sizes: indoor gatherings should only be occurring in groups of up to two households (including support bubbles) while outdoor gatherings should only be occurring in groups of up to two households (or support bubbles) or a group of at most six people from any number of households.

For booked tables:

Make yourself known to the person behind the bar and they will direct you to your table- you will need to sit down straight away. Once you are seated someone will come and explain the ways in which you can order.

For ordering food, you will be given a single use menu which has boxes to fill out the number of each item you would like. There is also a space under each item to write down any alterations (e.g. no tomato on burger) or allergies. As always, you will need to let your server know about any allergies that you have as well and they will be able to advise you as to what is suitable to eat. If you have your own pen then perfect, if not your server will pass you a freshly sanitised pen. When ordering drinks, please feel free to write on your menu if you know what you would like, otherwise your server will take your order for drinks and they can advise you as to what is available.

Please be aware that we may have reduced our offering for food and drink compared to our usual varied menu. We have done this in order to control stock and cash flow- we don't want to waste anything and we want to remain viable!

Once your drinks and food are ready they will be placed on a service table close by you and you will need to collect these from the table once your server has moved to a safe distance. This is to minimise the contact time between you and staff. If you are comfortable being served at your table then notify your member of staff. Please be aware that if staff are uncomfortable serving you at their table they are expected by management to serve you to the service table. If we do serve you at the table then please be aware that we will still be unable to reach over you as this contact is too close.

We will not be conducting check backs during your meal as we want to reduce contact between staff and customers as much as possible. This does not mean that we don't want to know if anything is wrong though! Please get our attention if you need to speak to us.

Any empty glasses you wish to be collected must be placed at one end of the table. You will be advised which end to place these. You will need to stack your plates at the end of the table for staff to remove once you have all finished your meal too. This will minimise close contact with staff.

We always encourage you to stay in your seat during your stay with the exception of using the loo. If you need service then please get our attention in the politest way you can- feel free to ask us our names!

Payment will be taken at the table via card (we are no longer taking cash) and we encourage you to pay via contactless wherever possible. This will minimise contact between you and staff as much as possible and help to avoid you touching any unnecessary items.

When leaving the premises, you must use the back door and side gate to exit.

For takeaway collections:

When arriving to collect takeaway, you will be directed to the left upon entering the pub. Only one person is allowed inside per collection. If you arrive with anyone else they must remain outside the building and adhere to social distancing guidelines.

Someone will take your name, collect the food and place on the bar for the you to retrieve. You must wait until you are told you can pick up the food and then exit through the back door.

For walk-ins:

We would appreciate bookings rather than walk-ins wherever possible as we need to control the number of people entering the pub at any time. All booked tables will have a time slot in which they need to arrive in order to stagger bookings (and takeaways) as best as we can. Walk-in's will be directed to the right when you arrive. If there is space in the pub you will be seated straight away, if there isn't staff will explain any wait times to you or the takeaway system.

For takeaway drinks:

If you are drinking in the garden, then you must adhere to the social distancing guidelines set out by the government.

We have also made the decision to make our garden a no-smoking area for the time being. This is not a permanent measure and will be revoked but we want to protect everyone in our pub as much as we can. We feel that smoke being blown out of people's mouths presents an unnecessary danger to others around and therefore we ask that you refrain from smoking where possible. If you do need to smoke then please exit the premises through the side gate and smoke on the pavement at the side of the building- when doing so please be respectful of our neighbours, use the ashtrays provided and keep off of the road.

We are allowed to sell drinks for consumption off of the premises and will be selling all cask/keg products and bottled products for you to take away with you. If you are doing so and choose to drink these in any of the lovely outside spaces within the alcohol control zone then you are expected to do so in a responsible manner; be respectful of others, put your rubbish in a bin (or take it home) and adhere to social distancing guidelines.

Using the toilet at the SJT:

If you need to use the loo please be mindful to maintain social distancing when walking through the pub and sanitise your hands before entering the toilets. There will be one person allowed in each set of toilets at one time and anyone can use any vacant toilet.

All toilets will have a swinging sign visible from the entrance to the toilet side of the building. These signs will be red (occupied) on one side and green (vacant) on the other. You will need to turn the sign around when you enter and leave the toilet. If all toilet signs are red you will need to queue with a safe distance between others. If a toilet has a green sign the toilet should be safe for them to use.

When you leave the toilets you must sanitise your hands again.

We want to make you feel as safe and comfortable as we possibly can and ensure that you enjoy your experience with us. If you want any more information on what we are doing to protect you or our staff then please ask us.