



Vietnamese Cuisine

COMPLIANCE WITH HEALTH STANDARDS Yes Pho Restaurant

A. Mandatory Health Protocols Before Entry

- Designated staff are assigned to facilitate the following for all guests dining in, as well as guests ordering for takeout/pickup, and delivery personnel:
 - Shoes sanitation
 - Temperature check and recording temperature in health checklist
 - Answering the health checklist (see attached document)
 - Spraying of alcohol on hands
 - Ensuring the proper use of face mask/face covering.

B. Signages, Markings, & Guides

- Signs are posted in highly visible locations- at entrances & all over the store. These will include:
 1. No Mask No Entry sign
 2. Maintain Physical Distancing sign (6 feet/2 meters)
 3. Signs/ guidelines promoting everyday protective measures to stop the spread
- Markings on tables are placed to remind guests to maintain ample distance with other guests
- Taped guides on the floor will be placed to provide a visual guide for guest flow

C. Table Service/Dining Experience

- Seating capacity is limited to 8 guests at a time, 2 per table. Four (4) tables will be used. Dine-in is only held al fresco style--at the store veranda. No guests allowed to dine inside the store.
- Guests are to pour their own water; store will provide water in glass bottle/jug and glasses
- Dining staff are to leave food and drinks on the guest's table, keeping physical distance, and allowing guests to serve themselves or pass the food to their companion at the table.
- If guests ask to take unfinished food with them, store will provide packaging, letting guests put food into the container.
- Cash payments & change are placed in a payment tray.

D. Cleaning & Hygiene

- All staff are required to follow hand washing procedures.
- All staff are asked to follow respiratory etiquette.
- Hand sanitizer is regularly available for all guests and staff.
- Tables, seats, & high-touch surfaces are cleaned and sanitized after every customer turnover.
High touch surfaces include:
 - Menus
 - Pens/pencils
 - Payment trays
 - Handles/railings
 - Condiments/tissue holders on dining tables
- Dining area is disinfected more frequently, especially during the start, middle, & end of operations.



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E. Kitchen/Food Preparation & Handling

- Number of staff in preparation area at any one time is limited
- In food preparation, kitchen staff/ cooks are required to wear protective gear such as face shields & disposable gloves, especially when preparing raw food.
- Enhanced cleaning & disinfecting practices for high- contact areas like freezers/fridge, stove handles, serving zones & preparation areas are implemented.
- There is minimal sharing of small tools/implements such as knives, spoons, tongs, etc.
- Hand washing and hand sanitizing procedures are established for all staff. This also includes hand washing before and after leaving the kitchen and using equipment.
- All dishware, utensils, and beverage equipment are cleaned and sanitized after every use. This includes washing with hot water.
- All meats are cooked well, all vegetables & raw ingredients are washed thoroughly.

F. Staff Welfare

- Shift rotations are implemented; a maximum of four (4) staff per day.
- Physical distancing of 2 meters/ 6 feet between staff and between staff & guests are practiced at all times.
- Daily health protocols upon arriving at work are required- shoe sanitation, temperature check, hand washing, and changing into uniform & apron.
- Vitamins & basic medicine are provided for staff in-store.
- Breaks are taken in staggered schedules. Physical distancing are maintained even during breaks.
- Staff are oriented and informed on health protocols. Visible signs/reminders are provided in work areas.
- Staff are advised not to report to work if they are not feeling well.

G. Takeout/ Pickup & Delivery

- Customers are encouraged to order for takeout/pickup or delivery via 3rd party delivery service.
- Substantial information regarding takeout and delivery schedules and procedures are provided for customers via social media/restaurant website.
- Designated takeout/pickup table is placed by the door, where orders are taken by staff and received by guests/delivery personnel.
- Delivery personnel and customers ordering for takeout/pickup are also required to undergo the mandatory health protocols listed in section A. of this document.