Take Care together

INDUSTRY TOOLKIT
Take Care together

Some simple steps to help us stay safe this Christmas:

What we are doing to look after you:
- All of our teams are fully trained in COVID-19 prevention measures.
- We keep our environment safe and hygienic, and provide hand sanitiser throughout the premises.
- All our staff wear face masks at all times when working with guests.

What we ask of you to help us:
- Always sanitise your hands when entering or leaving the building.
- Always wear your face mask outdoors and when moving around the building, including when visiting the bathroom.
- Two people from your group should order for contact tracing.

#SafeChristmas

Standard Poster | Tent Card | Strut Card
SAMPLE SCRIPT FOR GREETING CUSTOMERS

As we re-open our doors, it’s important that you use the opportunity to inform customers of how we can take care together. Here is a sample script to demonstrate how you could remind your customer of those simple steps as you welcome them into your premises.

1 ▶ CUSTOMER
Hi there, how’s it going? We have a table booked for the four of us for 2pm?

2 ▶ STAFF MEMBER
Hello! Welcome! It is wonderful to see you. Yes that’s great, your table is all ready for you.

3 ▶ STAFF MEMBER
So we hope you have a lovely afternoon with us. While you are here, there are just three simple steps we ask of you, to ensure we are all safe together.

4 ▶ STAFF MEMBER
If everyone in the group could please sanitise your hands. If you need sanitiser, now or at any time during your visit, we have some right here.

5 ▶ STAFF MEMBER
Thank you for wearing facemasks – if you can please keep those on for another few moments until we get to the table that would be great. You can take your facemask off when you are safely seated at your table, but please remember to put them on if you need to leave the table to use the toilet or for any reason during your visit.

6 ▶ STAFF MEMBER
Finally, if I could take the contact tracing details from one of the members of the group that would be great.

7 ▶ STAFF MEMBER
Thank you, we appreciate your help. Your menu is at your table. If you have any questions, please don’t hesitate to ask one of our staff members from your table. I hope you enjoy your meal and have a lovely afternoon!
## RECOMMENDED MATERIALS

<table>
<thead>
<tr>
<th>Material</th>
<th>Specifications</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Posters (All)</strong></td>
<td>170gsm, gloss lam both sides to allow for cleaning</td>
</tr>
<tr>
<td><strong>Tent card</strong></td>
<td>350gsm, gloss lam both sides to allow for cleaning</td>
</tr>
<tr>
<td><strong>Strut card</strong></td>
<td>170gsm, gloss lam one side to allow for cleaning, Mount on 080 and apply strut to reverse</td>
</tr>
</tbody>
</table>
IN SITU VISUALS

The COVID Safety Charter

Take Care together

Some simple steps to help us stay safe this Christmas.

#SafeChristmas

What we are doing to look after you:

- All of our team are fully vaccinated
- We have a range of safety measures in place
- We clean and sanitise regularly
- We provide hand sanitiser
- We wear a face covering when serving you

What we ask of you to help us:

- Follow the rules
- Keep a safe distance
- Wear a face covering
- Thank you for your support

#SafeChristmas