



Subject :	<b>EXTERNAL SERVICE VENDORS &amp; VISITORS ON SITE</b>		
Dept :	Operations	Revision(s):	Published
Version Dated :	June 15th, 2020	Pages:	6

## Purpose

The purpose of this policy is to break down the Critical Control Points of any external contaminants and personnel that could be introduced into the facility through external vendor technicians, sales representatives, and any other visitors who are NOT delivery personnel. We address the delivery protocol in a separate document.

## Policy

1. Defining External Service Vendors:
  - a. Preventative maintenance (equipment maintenance, beverage lines cleaning, hood cleaning, etc.)
  - b. Ad-hoc service calls (HVAC, kitchen equipment, printer, etc.)
  - c. Food and beverage sales representative meetings
  - d. All other non-employee & non-dining visitors on site
2. Inform Vendors of Vendor Visit Protocol in advance.
  - a. Email all service vendors to inform them of enhanced safety procedures. Receive assurances and acknowledgment of newly implemented health and safety policies before scheduling an appointment.
  - b. Vendors and technicians must accept and acknowledge:
    - i. An employee will administer a temperature check with a contactless forehead thermometer upon vendor arrival.
      1. Vendors showing visible symptoms are not permitted on-site.
    - ii. Vendor names and arrival times will be logged to facilitate contact tracing, if necessary.
    - iii. Vendors must arrive during a pre-set time window. Any delays must be communicated to the Manager-On-Duty.
    - iv. Vendors must arrive on site wearing a face mask.
    - v. Vendors will be asked to wash their hands and put on a clear pair of restaurant-provided gloves upon arrival.
  - c. Food and Beverage Representatives
    - i. All food and beverage representatives offering tastings must have pre-existing meetings scheduled with the Manager-On-Duty.
3. Critical Control Points
  - a. Limit non-essential visits from external vendors.
  - b. Visits should only be scheduled for non-operational or low-traffic hours to ensure proper capacity and social distancing guidelines.
  - c. Specify a limited arrival window to limit potential exposure.



- d. Limit contact with the vendor and abide by social distancing guidelines.
- e. Disinfect the work area or meeting area before and after the site visit.
  - i. See [Cleaning, Sanitizing, Disinfecting SOP](#) for proper surface disinfecting guidelines.
- f. When offering visitors water (we're still in the business of hospitality after all!), use single-use disposable cups and discard after each use.
- g. If the visitor uses the bathroom during their visit, the manager who organized the visit or meeting is responsible for disinfecting all contact surfaces encountered by the visitor.

**Equipment/Tools Needed:**

Consider new equipment/changes to the physical space that may need to be procured, such as:

- Clipboard and Folder for Vendor Visit Logs
- C-Folds/Single-Use Paper Towels
- Garbage Can
- Sanitizer Dispenser at exits
- Spray Bottle for disinfectant
- Pump Sprayer for large surface disinfectant (EOD dining room/kitchen)
- Disinfectant Wipes (bought or homemade)

**Procedure:**

1. Arrange the Site Visit or Meeting
  - a. Confirm the following details with the service vendor:
    - i. Reason/purpose of visit
    - ii. Arrival and departure time
    - iii. Estimated length of visit
    - iv. Designated check in location upon arrival (this should preferably be the employee point-of-entry)
  - b. Vendor Communication
    - i. Confirm that vendor has received and acknowledges the enhanced safety procedures.
    - ii. As the scheduled window approaches, follow up with the vendor to ensure arrival punctuality. The vendor m
  - c. Team Communication
    - i. Confirm date and time of visit and add details to a shared Manager calendar.
    - ii. On the day of the vendor visit, notify all Managers-on-Duty and Hosts of the appointment. If the site visit is scheduled during a service, notify all staff at pre-shift .
2. During visit:



- a. Upon vendor arrival, Host or Manager-on-Duty must check that the vendor is wearing required safety equipment (mask, new gloves) before entering.
  - b. If the vendor is not wearing appropriate safety equipment, the vendor should wait at the entrance while the Manager retrieves a set of safety equipment (mask, gloves, face shields, etc.) for vendor use.
  - c. The Safety Manager will administer a temperature check using a contactless thermometer. Any vendor showing a temperature of over 100.4°F (38°C) will be asked to leave the restaurant.
  - d. Log vendor name, arrival time, and clearance of temperature check. Do not log the exact temperature of the vendor.
  - e. Manager should escort the vendor to the job site.
  - f. Check in with the contractor/technician on completion of visit if the manager is unable to monitor the entire visit.
3. Upon completion of visit:
- a. Ensure the work area has been cleaned and disinfected.
    - i. Discard disposable utensils for food or beverage tastings.
  - b. Vendors must properly dispose of used gloves, wash their hands, and exit the restaurant.
  - c. Manager should log the vendor's departure time.
4. Food and Beverage Representatives:
- a. All beverage representatives must have an existing appointment with a manager-on-duty. Policies on setting up in person meetings, tasting, or deliveries should be shared with all vendors ahead of time.
  - b. Upon arrival, representatives should check in at the designated meeting area
  - c. Host will ensure that the visitor is wearing appropriate safety equipment and ask for confirmation of an existing appointment. If the visitor arrives unannounced without an appointment, the Host should follow established protocol on handling drop-in visitors.
    - i. If this visit occurs during peak business hours, the visitor should be given general contact info and be asked to leave and set up an appointment for a future time.
    - ii. Appointments should only be set for closed or slow hours of business.
  - d. If the visitor has a scheduled appointment, the host will take the visitor's temperature then encourage them to wait for the meeting organizer in the designated waiting area.
  - e. The Host should notify the Beverage Manager, Sommelier, Manager-on-Duty that their appointment has arrived.
  - f. Beverage representatives should not take partake in in-house tastings with beverage managers. Clean samples should be dropped off for the



Beverage Manager to taste safely so that masks don't have to be needlessly removed.

- i. Beverage samples must follow proper [Receiving Deliveries](#) procedures.
  - g. Beverage reps will be subject to any applicable safety equipment and distancing protocols set forth by the establishment.
5. Non-Scheduled Employees Dropping By:
- a. Picking Up Paychecks
    - i. Managers should provide staff members with an appropriate window of time to acquire their physical paycheck. Window of time is determined within a timeframe that does not interfere with peak levels of service.
    - ii. If a staff member needs to pick up their check outside that time frame, they must email management and ask for permission.
    - iii. Once employees arrive on site to pick up their check, managers should ensure that they are wearing appropriate safety equipment before entering the premises.
    - iv. Employees should wait in a specified waiting area at the front of the restaurant, while 6 feet apart from one another, in order to prevent having to walk through the restaurant to the office.
    - v. The manager-on-duty should bring the employee's check to the waiting area and the employee should leave the premises.
    - vi. Encourage direct deposit and paperless pay stubs as much as possible. However, you cannot require electronic deposit and employees must have access to print out the pay stub on a company computer while at the restaurant and on company time (in NY and CA).
  - b. Picking Up Personal Items
    - i. Staff is encouraged to pick up personal items at the beginning and end of their shifts.
    - ii. Employees are discouraged from storing personal items on property, even in locker rooms, as all areas will be fully sanitized and cleaned after every service.
    - iii. If a staff member must come on property on a day when they are not scheduled, they must make an appointment with Management.
    - iv. Staff can make an appointment with Management either by email or phone. Staff should not expect to visit during peak business hours.
  - c. Dining
    - i. Employees must make advance reservations in order to dine in a Momofuku restaurant.



- ii. Employees dining should follow the Dine-In Steps of Service SOP and be limited to the flow patterns and policies all guests in the restaurant are asked to follow.
6. All Other Visitors
    - a. All visitors without a pre-existing appointment or reservation may not be permitted inside the restaurant. This includes friends of employees, former employees, industry colleagues, and other passersby.
    - b. All individuals entering the restaurant must have their temperature checked.

**Supporting Materials (Logs, Signage, Training & Locations, etc)**

- Vendor Visit Logs (ideally digital to enhance information security)
- Messaging and forms for vendors to notify of new policies & ask for assurances
- Momofuku Dining Program Policy (found in Employee Handbook)

**Accountability (how the SOP will be enforced/managed)**

- Enforced by the Manager on Duty or Manager than arranged visit.

**Sources**

- [CDC Guidelines for Cleaning, Sanitizing, Disinfecting](#)