

## THE M EXPERIENCE - POST COVID-19



NOVEMBER 5<sup>TH</sup> 2020, AMENDED TO COMPLY WITH NEW GOVERNMENT UPDATES

Here at M Restaurants we are making changes to adhere to the standard government guidelines across all our restaurants. These requirements and precautions are set to make you and our own teams as safe as possible whilst still enjoying the M experience for pleasure and whilst at work.

### DECONTAMINATION AND STERILISATION

In addition to our existing (pre-COVID-19) cleaning supplier, M is now using the latest technology in decontamination fogging and sterilisation. We are exclusively using ex-British Armed Forces professionals to administer clinically tested chemicals in the air, covering the entire surface area of our restaurants. This technology provides a long-lasting protective shield on any surface that it is applied to, killing off 99.99% of bacteria and viruses.

The chemicals that are used are laboratory tested and clinically proven **to not be harmful to humans, animals or electrical appliances** once on any surface in our restaurants. The company we are using has recently cleaned interiors of NHS ambulances. We are committed to using best practice to look after your health in a clinically proven way.

**Following the recent government announcement, all M restaurants will be temporarily closed from Thursday 5<sup>th</sup> November.**

### STANDARDS IN M RESTAURANTS

#### Your visit to your local M Restaurant

- Dining indoors are only permitted for guests from the same household, plus support bubbles.
- Groups of both friends and family from different households, up to six guests, including support bubbles can dine outside.
- Guests are permitted to wear face coverings when entering and when walking around the restaurant. Face coverings may only be removed when seated at your table.
- From Thursday September 24th, our restaurants will be closing at an earlier time of 10pm. This means last orders for food and drink will need to be taken by 9.15pm, payments will need to be made no later than 9.45pm and our guests will be politely asked to depart by 9.55pm. Our doors will then close at 10pm. We encourage all guests to book earlier and in advance to avoid disappointment.
- All M restaurants will be operating strictly table service only.
- All M Restaurants will undergo a vigorous decontamination and sterilisation process before opening, and once fully opened these processes will be carried out at regular intervals.

- Hand sanitisers with foot pedals will be made available at reception and washrooms in all of our restaurants.
- The capacity in all M Restaurants has been reduced by 30%.
- In order to protect our guests and the M teams, vertical drinking and drinks receptions are not permitted in any M restaurant until further notice.
- It is against the law to gather in groups of more than 30 people, except for the limited circumstances as set out in law. In these specific cases, venues should take additional steps to ensure the safety of the public and prevent large gatherings or mass events from taking place.
- We will maintain social distancing of 2m (1m+ with risk mitigation where 2m is not viable) between tables and from guests when taking orders.
- We will provide clear guidance on expected guest behaviours, social distancing and hygiene to guests on or before arrival, in online booking forms, our website and on-site signage. Our guests must understand that failure to observe safety measures will result in service not being provided.
- We are providing written and spoken communication of the latest guidelines to both our teams and guests inside and outside of the restaurants.
- Police and the local authorities have the powers to enforce requirements in relation to social distancing and may instruct guests to disperse, leave an area, issue a fixed penalty notice or take further enforcement action.
- M Restaurants will operate a one-way system for entry and exit, where available.
- M Restaurants are fitted entirely with non-contact, 'Toto', rimless toilets. Combined with the highly effective Tornado Flush and extremely smooth, long-lasting CeFiONtect glaze, the design of these toilets is exemplary in the area of hygiene.
- All washroom doors in our M Restaurants will be fitted with foot pull to avoid hand contact.
- Waiter stations in our restaurants will be stocked with sanitising wipe packs for your request.
- Music in M Restaurants comply with updated government guidelines and regulations

### **The M Team**

- All floor service team members will be wearing face coverings from Thursday 24<sup>th</sup> September until further notice.
- All members of our M team will ensure their hands are washed/sanitised upon leaving their house and immediately once arrived at work.
- All teams will be subject to having their temperature checked before working and will be sent home if a temperature is detected.
- Sanitiser hand pumps will be installed on walls at all front and back of house team entrances.
- All team members will be required to pass a 'return to work' food hygiene training program.
- All chefs will wear masks, hats/hair nets.
- All team members will wash and sanitise their hands no less than every fifteen minutes.
- Our team members will refrain from physical contact with you where possible and where not deemed necessary for their employment.
- Team members will not be permitted to share food or drinks at all.
- No use of mobile phones will be permitted whilst at work, including front of house, back of house and managers.

- All team members who use a computer, keyboard, mouse or phone in any form of office environment for the purpose of work will be required to sanitise each of the listed items before and after use each day.
- Teams must travel to and from work in personal clothes and shoes, changing on site into their uniforms.
- All common areas will be wiped down with sanitiser spray on the hour and a half past the hour. This includes door handles, push pads, reception desks, handsets, washroom counter tops, faucets, till systems, PDQ machines and stations. During peak periods, full time cleaning attendants will be on shift.
- Checklists will be in place for each department and used for every wipe down.
- When gloves are worn by back of house team members, they will be disposed of and refreshed at no longer than thirty-minute intervals.

## **SERVICE AND DINING STANDARDS**

### **Bookings**

- Our Reservations Team are here to help you with bookings in our restaurants and private dining rooms. We have taken comprehensive measures front and back of house to ensure that both you and our teams can enjoy working and dining in our venues with absolute confidence that all safety measures and good practices have been implemented. More information can be found on our website in the news section and is subject to regular changes and upgrades as per government advice.
- Our teams will be happy to talk you through the extra measures that we have taken to control your safety whilst enjoying a M 'Mindful Dining' experience.
- We will stagger all dining times to avoid queuing at reception and 'return times' will be given to you when booking.
- All private dining rooms are available to book (minimum spend may apply, subject to availability).

## **YOUR DINING EXPERIENCE**

### **Coat Check**

- To avoid queuing at coat checks, all coats and bags will be taken from and returned to you at your table, upon request.
- Coat tags will no longer be distributed, your possessions will be stored by your table number.

### **Seating**

- All entrances to our restaurants and reception areas will be fitted with two metre spacing floor markings and safe queuing measures for those wishing to collect food for take away.

- You will be offered the following service options when dining with us at M Restaurants: mindful dining or non-contact.

### **Set Up and Standards**

- All menus are cleaned and sanitized after each use.
- Menus will be available online and set as the automatic default page when you log into the Wi-Fi in all M Restaurants.
- Paper wrapped straws will be used as a new standard.
- All wine bottles will be sanitised before serving to your table.
- Salt and pepper will be served in individual sachets on your request.
- Sugar cubes will be served in individual sachets on your request.

### **Resetting**

- All tables and chairs will be sanitised after your visit.
- Wine buckets and stands will be sanitised after each use.

### **Service**

- Only two plates will be carried by our team members at any one-time, laundered napkins will be used to carry plates to tables.
- If you have chosen our non-contact dining option, all drinks and food will be delivered to a nearby service table from where you and your guest can serve yourselves.

### **Bill Payments**

- Our bill folders will be replaced with metal trays.
- We will be introducing a bill payment app to provide you with the option to pay online.
- Cashless payment will now be our standard with cash accepted upon exception.

*\*\*Please note that due to the ever-changing landscape surrounding Covid-19 and the ongoing government updates and amendments, these newly laid out precautionary measures are subject to change frequently and at any given time depending on government guidelines, advice and updates\*\**