



A FOOD&LINK EXPERIENCE

“Times have changed,
and we have reinforced
ourselves for the change ”

#FoodlinkCares



01. Expectation

Safety

Comfort

Hygiene

Sanitized spaces

Zero compromise

02. Offering

Promise to protect

Sincere care

Careful service

Compliant food safety
management system

Authentic partnerships

03. Evolving

Tracking new guidelines

Implementing the measures

Regular audits

Detailed Protocol + Seamless Implementation = Confident World Class Offering



“Building your confidence
with Foodlink’s promise of safety”

#FoodlinkCares

Layout Protocol	Food & Drink Service Protocol	Employee Entry Protocol	Back of the house Protocol	Supply Chain Protocol
Receiving & Storage Protocol	Training & Record Keeping	The Compliances	The Touch points	Services at Home

Luxury + Tradition + Innovation + Safety

#FoodlinkCares



Layout Protocol

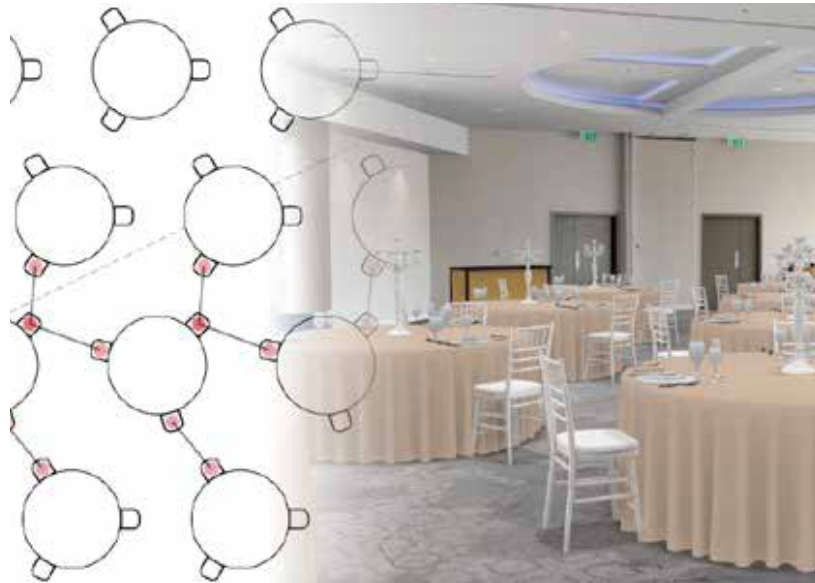


Table Layout

- New layouts with distance seating
- All the furniture used is disinfected before & after use
- Menu boards placed at suitable locations



Buffet Layout

- Distanced food counters
- No fomites on food counters.
- Sanitizer dispensers on food counters
- Dedicated servers
- All equipments to be disinfected and then displayed at the buffet.



Table Set Up

- Minimal fomites on tables.
- Sealed disposable cutlery + napkins kits individually pre packed.
- Hand sanitizer BUDENAT HAND G 597 (Buzil Rossari)
- on each table with swabs to clean mobiles etc.

Food & Drinks Service Protocol



Table Service

- Food served on the table shall be covered and served in a hygienic manner
- Pre orders from live stations



Food Service

- Staff trained for minimal contact & communication during service
- All soiled dishes cleared carefully from the table to the dish wash landing area



Food Display

- All cold food and desserts are put on individual dishes, well covered
- Sneeze guards are used on food counters

Premium Services



Butler Service

- Dedicated butler services
- Remote contact with butlers
- Highest standards of routine checks and personal hygiene for butler service team



Contactless Catering

- Contactless QR Code Menus
- Diners scan a QR Code to view menus on their devices
- Pre orders from live stations



“Building your confidence
with process driven approach
& reliable partnerships”

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Employee Entry Protocol



Screening

- Screening for temperature, symptoms & Arogya Setu status
- If disapproved, isolation and hospitalization processed



Staff Lockers

- Regular disinfection
- Hand wash before and after changing,
- Mandatory 3 layer mask, gloves, hair net
Cap, plastic shield (optional) depending on the Nature of the job



Entry

- Biometric is deactivated
- Meticulous disinfection before entering
Sanitizer dispensers at all entry points
- Stringent guidelines from entry to exit

Back Of The House Protocol



Dish Washing

- Soiled dishes are pre rinsed at a temperature from 55-65°C
- Pre-rinsed dishes washed at the final rinse temperature from 80 - 85°C
- The clean dishes are then allowed to air dry and stacked in safe designated areas



Raw Food

- Proper cleaning of vegetables and all other materials ensured
- Approved sanitizing agents used to disinfect raw materials
- Record maintained in FSMS



Main Kitchen

- 3 zones in Kitchen: Critical, Non Critical & Pre Preparation
- All tools and equipments sanitized at regular intervals
- Staff limited to the minimum required and with safety gear

Supply Chain Protocol



Food Sourcing

- Food sourced from pre-approved vendors
- Supply chain has been determined after safety checks



Food Transport

- Delivery personnel in personal protective uniform
- Thorough disinfection after every journey

Receiving & Storage Protocol



Receiving

- Proper cleaning procedure
- Quarantine & date Tags of receivable goods before transfer to stores
- Hygiene protocol for vendors & their staff



Food Storage

All food items are maintained at the appropriate temperature as per international guidelines

Training & Record Keeping Protocol



01. Training

- Sensitization classes for associates on upgraded hygiene standards by L&D cell and visiting faculty
- It is ensured that employees are well-informed about all COVID related operating SOPs



02. Records

Proper record maintained for:

- Staff on duty and screening information
- Who had served which table with accurate timings
- Cleaning schedules



03. Supervision

- Hygiene officers allotted for every premise
- Regulated supervision to ensure mandated protocols are adhered to



04. Communication

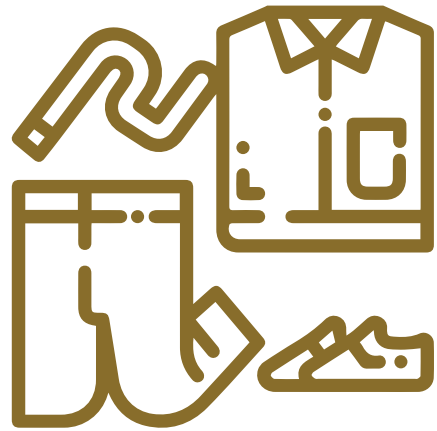
- Signage at key locations
- Training videos
- Training manuals
- E Mailer updates

Following the process of periodicity

#FoodlinkCares



Hygiene SOP



01. Special Task Force
of Hygiene Officers



02. A blueprint covering
all touch points of a
guest's journey



03. Clinical levels of
cleaning & hygiene

Cleaning Plan



Common Areas

- Frequently touched surfaces identified
- Required seating distance of work stations maintained
- Programmed step by step cleaning protocol



Elevators

- Guests over specified number not allowed in one trip
- Sanitizer dispenser in every elevator
- Periodic cleaning of surface trace areas



Disposal

- Solution of sodium hypochlorite or other chemicals discarded in a mud pit and not in the kitchen sink or washroom basin
- Used PPE discarded with the right authorities

Cleaning with reliability with **buzil rossari**

Personal Hygiene

Hand sanitizer
Hand soap
Skin care products
Laundry

Sanitary Solutions

Deodorizer
Floors & Surface cleaners
Critical area disinfection
Non-Critical area disinfection

Food/Kitchen Hygiene & Safety

Kitchen hygiene
Dish washing
Equipment hygiene : Fryers | Oven
Food safety

Surface Cleaning

Specialized floor care
Industrial cleaning
Multipurpose surface cleaners
Carpet, Metal, Glass, Wood Cleaning

Sustainable products and cleaning solutions

The Cleaning Trace Plan

 <p>Key Touch Points</p> <p>Cutlery Glassware & Ice Buckets</p>	 <p>Key Touch Points</p> <p>Desk EDC Machine</p>	 <p>Key Touch Points</p> <p>Minibar, Kettle & Coffee machine</p>	 <p>Key Touch Points</p> <p>Switches Lights & Lamps</p>	 <p>Key Touch Points</p> <p>Car Handles</p>
 <p>Key Touch Points</p> <p>Handles Doors Closets Drawer Guestroom Door & Bathroom Handles</p>	 <p>Key Touch Points</p> <p>Remote Controls</p>	 <p>Key Touch Points</p> <p>Telephones Handsets & Dial Pads</p>	 <p>Key Touch Points</p> <p>Toilets Seats & Splash Wall</p>	 <p>Key Touch Points</p> <p>Safe Handles & Buttons</p>



The Foodlink Difference

Luxury dining with ease, privacy & a seal of safety.

With renewed promise of absolute precision in our cleaning & sanitization procedures, immerse in the timeless culinary traditions & indulge in our scrumptious offerings.

With the confidence that you are safe with us !