

Steak & Lobster

Food & Beverage Service Excellence

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With recent awards such as Peter Street Kitchen's 'Best Luxury Restaurant in the UK' and May Fair Kitchen's 'Best Luxury Restaurant in London', we are accustomed to providing only the very highest quality of food and service.

Following government and Public Health England guidance, we will be making necessary changes to our entire food & beverage operations.

Our commitment to you:

Creating safe spaces to dine

All of our areas have been made suitable for social distancing, including the allocation of tables, to ensure the minimum required distance between each party. Tables which are being kept vacant for social distancing measures will be visibly marked with signage. We will continue to take further guidance from the government on distancing measures in due course.

To ensure the safety of our diners and our teams, all guests will be requested to use the hand sanitiser station at the entrance to the restaurant. Guests will also be asked to adhere to the designated entrance and exit routes, which will be visibly signposted by bus stop signage.

Managing our capacity

As a temporary measure, the maximum table size permitted in our restaurants will be six guests. Please note that this may change depending on updated government guidelines.

We actively encourage all guests to make a reservation in advance when seeking to dine in our restaurants. To comply with the current advice from the government regarding Track and Trace, any walk-in guests will be asked to provide their contact details on arrival.

Thorough cleaning processes

All of our properties have held 5* food hygiene accreditations for a number of years. To support the existing standards and procedures required to achieve such status, we have put additional cleaning processes in place in all areas of high touch points to reduce any possible risks.

We are also introducing a no-touch policy, so for the time being, we would ask our regular guests to refrain from greeting our valued team members with a handshake or a hug.

Training our teams

All of our teams will be receiving detailed return-to-work briefing sessions, shown all new processes and standards in detail, given daily wellbeing checks and provided with enhanced protection in their work environment.

Utilising contactless

We understand that limited contact will be important to our guests. As part of our service delivery, we assure guests that while still maintaining five-star service, our waiting staff will make minimum contact with all guests as an added precaution.

In addition, our menus will be available digitally via a QR code on each table and contactless payment will continue to be accepted.

We are passionate about reopening our restaurants and bars in a safe way, and we need your support to do so. For the safety of our guests and our teams, we kindly ask that if you, your guests or colleagues are feeling unwell, please do not visit us until you are feeling better.

Edwardian Hotels London is much more than a collection of hotels, restaurants and bars. We are an extended family that provides a home away from home for all our guests. It is therefore our promise that when you do choose to visit us again, you can do so with confidence.

Following advice from the UK Government and World Health Organisation, we are dedicated to evolving our service delivery model in line with the permitted parameters and it is our commitment to ensure that all our guests depart with simply remarkable memories.

Team Safety*

We rely on our team of dedicated hosts to look after our guests, ensuring that every need is met to create long-lasting memories and magical moments.

It is very important to us that our hosts feel safe and secure in their working environment. To this effect, we are introducing a wide number of health and safety commitments to ensure their ongoing wellbeing.

- Face masks will be provided to team members for additional safety.
- Additional hand washing procedures and records will be introduced to every department and to every shift.
- Staggered arrival and departure times will be implemented for admin staff.
- Thorough training will be introduced, focusing on educating and empowering our hosts to deliver the enhanced health and safety programme with confidence, passing on this care to every guest.
- Advice for all hosts on the training programme will be available from The Edwardian Hotels London COVID-19 Advisory Board, including:
 - Ensuring hosts have a well-informed understanding of the disease and its transmission.
 - Providing guidance on appropriate social distancing and use of personal protective equipment.
 - Ongoing physical and mental health monitoring and support.
- Grounded in emotional intelligence, our employees will undergo behavioural training, ensuring empathetic, personalised care and connection are not lost in the absence of the close contact and face-to-face interaction that they are used to delivering.

*The information above is not an exhaustive list of team safety measures.

Steak & Lobster

As we prepare to reopen our doors, we are committed to giving our guests a remarkable dining experience. We have therefore made some enhancements to our menus and service style, which will allow us to continue to provide exquisite food and exemplary service delivery within a safe environment.

The changes we are implementing for our style of service will still bear our trademark attentiveness, whilst respecting and adhering to the recommended distance between our guests and our teams.

Despite these changes, we continue to aspire to be the very best in what we do: delivering the finest steak and freshest lobster to your plate. We believe simplicity is key and let the food speak for itself.

With freshly caught lobster and steak from County Antrim in Northern Ireland, we understand the importance of provenance and quality.

Celebrating the finest from land and sea, our signature cuts and lobsters can be enjoyed in their purest form straight from the charcoal grill, in a baked brioche roll or through other exquisite combinations

We look forward to welcoming you all to this next chapter in the story of Steak & Lobster.

Menus

Steak & Lobster

Starters

Smoked beef flat tacos with lime and crème fraîche	7	Warm veggie mince lettuce cups	6
Crispy steak rolls with spiced bourbon maple glaze	8	Blackened steak salad with balsamic mustard	9/14
Surf and turf croquettes with jalapeño mayo	8	Spinach, apple and pecan salad with maple dressing	7/10

Oven Baked Brioche Rolls

All rolls are served with a choice of paprika fries or spicy lemon salad

Steak brioche roll	15	Veggie brioche roll	12
Philly cheese steak with creamy spicy mayo		Veggie Philly cheese steak with creamy spicy mayo	
Surf and turf brioche roll	18		
Sliced steak and lobster dressed with horseradish garlic mayo			

Charcoal Grill

All grills are served with a choice of paprika fries or spicy lemon salad

Steaks		Lobster	
251g rib-eye	22	1lb lobster	25
226g fillet	26	Grilled with garlic butter	
454g T-bone	30	Surf 'n' turf	36
		Grilled steak and half lobster with spicy roasted garlic and chimichurri butter	

The Rest

Lobster macaroni cheese	18
Fettuccine Alfredo with lobster	18
Veggie steak macaroni cheese	12

Sauces

Blue cheese	3
Chimichurri	2
Jalapeño	2
Green peppercorn	2

Before You Go

Keylime cheesecake	6	The mason jar	8
Warm cookie dough	8	Honeycomb, chocolate fudge brownie, vanilla ice cream and toffee caramel sauce	
Oven-baked marshmallows, Reese's Peanut Butter Cups and chocolate chip cookies			

Sides

Steamed tenderstem broccoli	4
Rosemary, garlic and Parmesan fries	3
Spicy lemon salad	3
Heritage tomato and feta salad	4

If you have a food allergy or intolerance, please speak to a member of our staff before you order or consume any food or beverage.
A discretionary service charge of 12.5% will be added to your bill. All prices are inclusive of VAT.

Steak & Lobster

Set Menu

2 courses - 28 per guest

3 courses - 34 per guest

Starters

Smoked beef flat tacos with lime and crème fraîche

Surf and turf croquettes with jalapeño mayo

Warm veggie mince lettuce cups

Spinach, apple and pecan salad with maple dressing

Main Courses

All served with paprika fries, spicy lemon salad,
steamed tenderstem broccoli and peppercorn sauce

Grilled 1lb lobster with garlic butter

251g rib-eye

Lobster macaroni cheese

Veggie steak macaroni cheese

Before You Go

The mason jar

Honeycomb, chocolate fudge brownie, vanilla ice cream and toffee caramel sauce

Keylime cheesecake

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Steak & Lobster

Vegan Menu

Salad

Baby spinach and almond salad with
thyme and shallot dressing 10

Main Course

Eggless pasta with cherry tomato crème
and green chillies 11

Before You Go

Sticky toffee and poached pear pudding 6

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Small Plates

Smoked beef flat tacos with lime and crème fraîche	7	Surf and turf croquettes with jalapeño mayo	8
Crispy steak rolls with spiced bourbon maple glaze	8	Warm veggie mince lettuce cups	6

Cocktails

Peach Bellini White peach purée and prosecco	9.5
Lychee Martini Tanqueray gin, Kwai Feh lychee liqueur, elderflower, violette, lemon and cranberry	9.5
The Passionate Bombay Sapphire gin, Aperol, pink grapefruit juice, lemon and passionfruit syrup	9.5
Strawberry & Rhubarb Fizz Skyy vodka, rhubarb and rosehip cordial, strawberries, lemon and prosecco	9.5
Our Rum Punch Havana 3 year rum, Gosling's rum, Velvet Falernum, pineapple juice, lime and Angostura bitters	9.5
Watermelon Mule Skyy vodka, watermelon juice, lime and ginger beer	9.5
Pineapple & Mandarin Martini Skyy vodka, mandarin, pineapple purée, grapefruit sherbet and lemon	9.5
Cacao Old Fashioned Bulleit Rye whiskey, Mozart Black, Amaro di Angostura, chocolate bitters and orange oils	10.5

Non Alcoholic

The Cooler Pineapple, lemon and grapefruit sherbet, mint, ginger ale	7
Raspberry & Lychee Sling Lychee juice, mint, raspberries, lemon and soda water	7

Sparkling Wine By The Glass

Prosecco Extra Dry, Fantinel NV	9
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Champagne By The Glass

Brut Moët & Chandon Brut Impérial NV	14
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Wines By The Glass

also available in 125ml measures 175ml Carafe

White Veramonte Reserva (Chardonnay) Casablanca Valley, Chile 2018	7	19
Tenuta Rapitalà (Grillo) Sicily, Italy 2018/19	7.5	21
Corte Vigna (Pinot Grigio) Provincia di Pavia, Italy 2019	8.5	23
Dashwood (Sauvignon Blanc) Marlborough, New Zealand 2019	9	27
Gavi di Gavi 'Toledana', Domini Villa Lanata (Cortese) Piemonte, Italy 2018	10	30
Red Veramonte Reserva (Carménère) Colchagua Valley, Chile 2018/19	7	19
Tenuta Rapitalà, Campo Reale (Nero d'Avola) Sicily, Italy 2018	7.5	21
Rare Vineyards (Pinot Noir) France 2018	8.5	23
Don Jacobo, Vendimia Seleccionada Bodegas Corral (Tempranillo, Garnacha) Rioja, Spain 2018	9	27
Portillo (Malbec) Uco Valley, Mendoza, Argentina 2019	10	30
Rosé Veramonte Reserva Rosé (Syrah) Casablanca Valley, Chile 2018/19	7	19
Belvino Rosé (Pinot Grigio) Veneto, Italy 2019	8	22

Dessert Wine 125ml

Château Grand-Jaugs 37.5cl (Sémillon, Sauvignon Blanc, Muscadelle) Sauternes, Bordeaux, France 2016	8
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Beer & Cider

	Pint	Half
Peroni	5.75	3.25
Meantime Lager	5.5	2.95
	Bottle	
Peroni		5
Heineken		5
Meantime Pale Ale		5
Magners Irish Cider		5

Soft

Bottled water Acqua Panna still water S.Pellegrino sparkling water	4.95
Juices Fresh orange Fresh apple Fresh grapefruit Cranberry Tomato	3.25
Sparkling Lemonade Tonic water Slimline tonic Coke Diet Coke	3.25

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Our vintages may vary and if so, a suitable alternative will be recommended.
A discretionary service charge of 12.5% will be added to your bill. All prices are inclusive of VAT.

Beverage Menu

<i>Sparkling Wine</i>			
	<i>Bottle</i>		
Prosecco Extra Dry, Fantinel NV	40	Chablis, Bouchard Aîné & Fils (Chardonnay) Burgundy, France 2018	50
		Red	
		Veramonte Reserva (Carménère)	26
		Colchagua Valley, Chile 2018 /19	
		Tenuta Rapitalà, Campo Reale (Nero d'Avola) Sicily, Italy 2018	28
		Brut	
Moët & Chandon Brut Impérial NV	68	Rare Vineyards (Pinot Noir)	32
Bollinger Special Cuvée Brut NV	80	France 2018	
Veuve Clicquot Brut NV	85	Côtes du Rhône 'Gentilhomme', Ogier (Grenache, Syrah) Rhône, France 2018	34
		Rosé	
Moët & Chandon Rosé Impérial NV	88	Borgo Tesis, Fantinel (Cabernet Sauvignon) Friuli, Italy 2016	36
		Don Jacobo, Vendimia Seleccionada Bodegas Corral (Tempranillo, Garnacha) Rioja, Spain 2018	38
		White	
Veramonte Reserva (Chardonnay)	26	Fleurie, Pascal Clément (Gamay)	44
Casablanca Valley, Chile 2018		Burgundy, France 2017/19	
		Portillo (Malbec)	46
Tenuta Rapitalà (Grillo)	28	Uco Valley, Mendoza, Argentina 2019	
Sicily, Italy 2018/19		The Federalist Honest Red Blend (Merlot, Zinfandel, Cabernet Sauvignon)	50
		North Coast, California 2015	
Corte Vigna (Pinot Grigio)	32	Châteauneuf-du-Pape, Bois de Pied Redal, Ogier (Grenache, Syrah, Carignan)	70
Provincia di Pavia, Italy 2019		Rhône, France 2017	
		Rosé	
Recoleta, Bodega Lorca	34	Veramonte Reserva Rosé (Syrah)	26
(Pedro Ximenez) Mendoza, Argentina 2018/19		Casablanca Valley, Chile 2018 /19	
Dashwood (Sauvignon Blanc)	38	Belvino Rosé (Pinot Grigio)	28
Marlborough, New Zealand 2019		Veneto, Italy 2019	
Gavi di Gavi 'Toledana',	42		
Domini Villa Lanata (Cortese)			
Piemonte, Italy 2018			
La Marimorena (Albariño)	44		
Rías Baixas, Spain 2018			
Sancerre, La Gravelière	48		
Joseph Mellot (Sauvignon Blanc)			
Loire Valley, France 2018			

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Dessert Wine			
Château Grand-Jaugs 37.5cl	24	Irish	
(Sémillon, Sauvignon Blanc, Muscadelle)		Jameson	7.5
Sauternes, Bordeaux, France 2016			
		American	
		Wild Turkey	7.5
		Jack Daniel's	8
		Maker's Mark	8.5
		Woodford Reserve	9
		Tequila	
		Jose Cuervo Tradicional	7.5
		Cognac	
		Hennessy VS	8
		Courvoisier VSOP	10
		Rémy Martin VSOP	10
		Liqueurs / Digestifs	
		Disaronno Amaretto	6
		Baileys	6
		Tia Maria	6
		Sambuca	6
		Gin	
		Bombay Sapphire	7.5
		Tanqueray	8
		Hendrick's	9.5
		Sipsmith	9
		Rum	
		Bacardi Carta Blanca	7.5
		Havana 3 year	7.5
		Appleton Estate	8
		Havana 7 year	9
		Scotch	
		Single Malt	
		Glenmorangie 10 year	9
		Glenlivet Founder's Reserve	9.5
		Macallan Gold	10
		Talisker 10 year	10
		Laphroaig 10 year	11
		Oban 14 year	11
		Lagavulin 16 year	12
		Blended	
		Chivas Regal 12 year	7.5
		Johnnie Walker Black Label	8
		Johnnie Walker Gold Label	11
		Loose Leaf Tea Selection	
		English Breakfast	4.25
		Jasmine	4.25
		Earl Grey	4.25
		Fresh mint and lemon	4.25
		Green Sencha	4.25
		Rosehip and Hibiscus	4.25
		Coffee Selection	
		Filter coffee	4.25
		Latte	4.25
		Decaffeinated	4.25
		Macchiato	4.25
		Espresso	4.25
		Mocha	4.25
		Cappuccino	4.25
		Double espresso	4.8
		Rococo chocolate	6
		(award-winning organic drinking chocolate with a creamy finish)	

If you have a food allergy or intolerance, please speak to a member of our staff before you order or consume any food or beverage.

Our vintages may vary and if so, a suitable alternative will be recommended.

A discretionary service charge of 12.5% will be added to your bill. All prices are inclusive of VAT.



Welcome to Steak & Lobster

In order to view our menus, please scan the QR codes using the camera on your mobile device.



À La Carte

Wine List

Welcome to Steak & Lobster

In order to view our menus, please scan the QR codes using the camera on your mobile device.



Bar

Wine List

Covid-19 Enhanced Safety Protocol

Welcome to Steak & Lobster Warren Street

In order to respect social distancing, we have introduced
a one-way system throughout our restaurant.

Please therefore use this door for entrance only.

Thank you for your co-operation.



Please Enter
This Way

Welcome to Steak & Lobster Warren Street

In order to respect social distancing, we have introduced
a one-way system throughout our restaurant.

Please therefore use this door for exit only.

Thank you for your co-operation.



Please Exit
This Way

Dear Guest

Our toilet facilities are located in the
Steak & Lobster Bar.

In order to maintain social distancing with other
guests, please keep left when using the staircase.

Thank you for your co-operation.



Please Keep
Left

Dear Guest

For your safety and the safety of our other guests
and our team, please ensure you wash your hands
thoroughly using the soap dispensers provided.

Thank you for your co-operation.

Please Wash
Your Hands

Welcome to Steak & Lobster Warren Street

To ensure a safe and enjoyable dining experience
for all our guests and our team, we respectfully request that
you observe social distancing throughout our restaurant.

Thank you for your co-operation.

Thank You For
Practicing Social
Distancing

Welcome to Steak & Lobster Warren Street

To ensure a safe and enjoyable dining experience
for all our guests and our team, we respectfully request that
you observe social distancing throughout our restaurant.

Thank you for your co-operation.

← 1 metre →

Welcome to Steak & Lobster

Please note that due to social distancing measures, this table is currently not in service.

Thank you for your co-operation.

Dear Guest

Due to social distancing measures, please note that it is not permitted to stand at our bar.

Thank you for your co-operation.



Employee Journey



Employee Journey 2020

Cohorts and Shift Patterns

- Food & Beverage team cohorts may be defined by property; there may be several cohorts per shift if necessary.
- Shift patterns are to be defined based on property requirements.

Cohort Working

From Gov.UK:

“Wherever possible employees should be organised into cohorts or groups built around natural work teams. Cohorts work together; take their breaks together; change together; and travel together if relevant. If one person then becomes infected this increases the ability for only members of that cohort to be excluded and facilitates the smoother running of the facility.

As far as possible, where people are split into teams or shift groups, fixing these teams or shift groups so that where contact is unavoidable, this happens between the same people. Considering where congestion caused by people flow and ‘pinch points’ can be improved. Using one-way systems, staggered shifts and assigned staff mealtimes are possible ways to minimise the risk of transmission. You should assist the Test and Trace service by keeping a temporary record of your staff shift patterns for 21 days and assist NHS Test and Trace with requests for that data if needed. This could help contain clusters or outbreaks.

Consider creating cohorts or groups of staff to minimise contact and reduce potential transmission. Cleaning should also be scheduled around zones and cohort lines.”

Personal Protective Equipment

Employees are to continue with the use of PPE as stated in the Food Safety Management System.

Employees are to continue with the use of PPE as stated on the cleaning task cards provided by Edwardian Hotels London and affiliated partners.

- All guest facing and food production roles will require the use of face coverings for the safety of all employees and guests
- Edwardian Hotels London will provide face coverings for all relevant roles
- Face coverings are to be washed by all employees as per the manufacturer’s instructions

Handwashing & Sanitising Expectations

Sanitising – As per Diversey Documents

- Entering and exiting the hotel
- Entering the changing rooms
- Entering the restaurant and bar area
- Every 20 minutes whilst in service, or after tasks such as:
 - After serving every table
 - Before placing cutlery, plates or serving food and beverages
 - After using shared or high contact items, such as PDQ machines, POS systems and trays
- Before and after sanitising areas detailed in the enhanced cleaning checklist
- Entering and leaving the canteen
- Before and after using lifts
- After using the Kronos machine

Handwashing – As per Diversey Documents and FSMS

- Leaving the changing rooms
- After break times, including after smoking
- Every two hours while on shift

Entering and Exiting the Property

- Employees to arrive at designated time as part of their working cohort. Staggered timings are required to reduce traffic in entrance/exit areas
- Smoking areas outside the employees’ entrance to be moved (new areas allocated per individual property needs)
- Employees to enter and exit one person at a time

- If there is more than one person, queue with social distancing to be formed
- Key card will be required for entry, inputting of security code will no longer be necessary
- Hand sanitising station to be placed by entrance to be used upon entry and exit
- Employees are to follow the guidelines set for using corridors as stated on visible posters (rules to be defined per individual property)

Uniform and Linen Collection (as per guidance from Housekeeping)

- Pre-arranged list for the following shift is to be requested with the head housekeeper for all uniform and linen requirements, such as chef uniforms and restaurant napkins
- Designated areas and pick up times are to be agreed for all collections and drop offs of uniform and linen

Employee Changing Area - Reduced Capacity (pending further guidance from H&S team)

- All food handlers to change into uniform while on property; uniform should not be used for travel purposes
- Cohorts to use the changing area before and after shift at an allocated time to allow social distancing rules to be followed
- Congregating will not be allowed in changing areas
- Hand sanitising station to be placed by entrance to the changing area

Arrival Into Working Spaces

- Hand sanitising station to be placed in entrance to be used upon entry and exit
- Cohorts are to report to manager for pre-shift upon arrival in the working space, this area will be pre-agreed
- Pre-shift briefings are to take place in an area suitable for social distance guidelines to be adhered to
- 2m distancing should be allowed for entrances into food preparation areas

- Congregating is not allowed in any areas that block the flow of colleagues and disrupt distancing
- Lifts to have limited numbers for use; the use of stairs is encouraged where possible to allow social distancing during essential use of lifts

Post Shift

- Each cohort should finish their shift together, using the changing facility to the same standard as arrival
- Employees are to follow the guidelines set for using corridors as stated on visible posters (rules to be defined per individual property)
- End of shift tasks that require moving between areas should be reduced/changed, such as napkin or uniform drop off and collection
- Management handovers are to be completed while adhering to social distancing guidelines
- Employees are to leave the property immediately after their shift to ensure areas are available for colleagues to use while socially distancing

Cleaning and Enhanced Cleaning Procedures

- Duty sheets for each serving period are to be followed
- Cleaning checklists for each area are to be followed
- Enhanced cleaning checklists for each area are to be followed

During Working Shifts – Restaurants and Bars

- Sequence of service guidelines are to be followed
- Hand washing/sanitising expectations are to be followed
- Cleaning and enhanced cleaning procedures are to be followed
- Procedures stated in the Food Safety Management System are to be followed
- Edwardian Hotels London and affiliated partners task cards are to be followed

Food and Beverage Preparation Areas and Collection

- 2m distancing should be followed for entrances into food preparation areas
- Front of house employees are not allowed in any kitchen area
- Food and beverage pick-up points are to be at the allocated collection areas only
- During breakfast, all buffet items are to be in individual pots. All other items will be served à la carte, such as continental, hot food, hot drinks and juices

Team Working and Communication

- One-way systems to be followed where in place to ensure social distancing (requirements to be determined locally)
- Congregating is not allowed in any areas that block the flow of employees or guests and disrupt social distancing
- Cohort members should allow 1m distance between each other while working; tasks should be completed with side-to-side working if for a prolonged period of more than 15 minutes
- Waiter stations to be allocated per cohort per shift in order to reduce shared use of high contact areas
- Non-essential trips within the building should be limited. Contact should be made by phone or other approved devices prior to trips being made
- Access to and the use of working areas may be limited to approved cohorts during shifts to reduce the number of people working in each space and allow social distancing to be adhered to, such as BOH, still room, bar areas or storerooms

Guest Interaction

- Guest queuing systems will be in place upon entry to the restaurants and bars; host teams will be required to greet the guest and escort them in
- 1m distancing to be followed by all employees during interaction with guests where possible, such as during verbal interactions
- Implementation of booking systems for breakfast to control guest flow and ensure social distancing measures are adhered to

- Guest sanitising station upon entry: all guests will be requested to use this upon arrival²⁶
- Track and trace
 - Reservations are preferable so that booking details are available
 - Walk-ins accepted – details of one guest per table is required to be placed into OpenTable
- The number of surfaces and high contact areas touched by both employees and guests are to be limited, such as host stands, bar tops, chairs and tables
- No cloak room service will be available
- Table assistance will regrettably no longer be offered
- Napkin service will not be offered upon guest arrival or when leaving the table during their meal
- All menus will be available via a QR code at the table; single use menus will be available on request
- Activities and tasks that compromise social distancing guidelines should be completed in a manner that is most efficient for finishing the duty and moving outside of the guest's space, such as placing or collecting items from the guests' table. Risk during these actions are mitigated by the use of face masks
- Contactless payment will be encouraged for all tables
- Bus stop signage will be in place to encourage social distancing and hygiene measures
 - Guest flow
 - Social distancing
 - Guest facilities
- Vacant table signage will be in place as part of the measure to reduce restaurant and bar capacities and ensure social distancing guidelines can be adhered to
- Bar top service for guests will not be available until further notice; all bar service will be table service only

During Working Shifts – In-Room Dining

- Sequence of Service guidelines are to be followed
- Hand washing/sanitising expectations are to be followed
- Cleaning and enhanced cleaning procedures to be followed
- Procedures stated in the Food Safety Management System are to be followed
- Edwardian Hotels London and affiliated partners task cards are to be followed

Team Working and Communication

- One-way systems to be followed where in place to ensure social distancing (requirements to be determined locally)
- Congregating is not allowed in any areas that block the flow of employees or guests and disrupt social distancing
- Cohort members should allow 1m distance between each other while working; tasks should be completed with side-to-side working if for a prolonged period of more than 15 minutes
- Working stations to be allocated per cohort per shift in order to reduce shared use of high contact areas
- Non-essential trips within the building should be limited. Contact should be made by phone or other approved devices prior to trips being made
- Access to and the use of working areas may be limited to approved cohorts during shifts to reduce the number of people working in each space and allow social distancing to be adhered to, such as BOH, still room, bar areas or storerooms
- Dect phones will be allocated per employee while on shift; these should not be shared where possible

Guest Interaction

- All menus will be available via a QR code in the room. Alternative options will be available on the TV screen and single use menus will be available on request. Orders will continue to be placed by calling the in-room dining team or through Edward

- There will be no breakfast hangers or compendiums until further notice
- There will be no flowers on in-room dining trays and trolleys until further notice
- Breakfast hampers are available for delivery at specified times via pre-booking only. This is required by 9pm on the evening prior to delivery; orders may be placed by calling the in-room dining team
- Mini bars will no longer be stocked to mitigate contamination in the room. Honesty bars and hampers will be available on request for the guests on a case-by-case basis via the pre-arrival experience
- Where a table and hot box is available for food delivery, these are to be placed in front of the guest's room with the food remaining inside the hot box. The employee is to alert the guest of their presence and ensure the appropriate distance is maintained. The guest will then be asked to take the table into the room
- Where a tray is required for food delivery and a table and hot box are available, the tray is to be placed on the table in front of the guest's room, the food is to be removed from the hot box and placed on the tray under a cloche. The employee is to alert the guest of their presence and ensure the appropriate distance is maintained. The guest will then be asked to take the tray into the room
- Where a tray is required for food delivery but a table and hot box are not available, a silver tray stand is to be used. The stand is to be placed outside the guest's room with the food present and fully covered by a cloche. The employee is to alert the guest of their presence and ensure the appropriate distance is maintained. The guest will then be asked to take the tray into the room
- Upon delivering food, the employee is to inform the guest of the requirement to call the in-room dining team once they have finished their meal. This is to ensure trays are not placed in the corridors, potentially disrupting social distancing of passing guests in the corridor
- After use, the following items are to be sanitised using the appropriate method:
 - Tables and trays
 - Hot box
 - Cruets
 - Call back sign
 - Sugar pots

During Working Shifts – Meetings & Events

- Sequence of service guidelines are to be followed,
- Hand washing/sanitising expectations are to be followed
- Cleaning and enhanced cleaning procedures are to be followed
- Procedures stated in the Food Safety Management System are to be followed
- Edwardian Hotels London and affiliated partners task cards are to be followed

Guest Interaction

- 1m distancing to be followed by all employees during interaction with guests where possible, such as during verbal interactions
- Guest sanitising station upon entry: all guests will be requested to use this upon arrival
- Activities and tasks that compromise social distancing guidelines should be completed in a manner that is most efficient for finishing the duty and moving outside of the guest's space, such as placing or collecting items from the guests' table. Risk during these actions are mitigated by the use face masks
- Bus stand signage will be in place to encourage social distancing and hygiene measures
 - Guest flow
 - Social distancing
 - Guest facilities

Meetings

- Guest queuing systems may be in place upon entry to the allocated refreshment areas; host teams will be required to greet the guests and escort them in
- Implementation of booking systems for break timings to control guest flow and ensure social distancing measures are adhered to

Events

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- No cloak room service will be available
- Table and chair assistance will not be offered
- Napkin service will not be offered upon guest arrival or when leaving the table during their meal
- Contactless payment will be encouraged for cash bars
- Bar top service for guests will not be available until further notice; cash bars will be implemented via table service
- All menus available at the table will be single use

Team Working and Communication

- One-way systems to be followed where in place to ensure social distancing (requirements to be determined locally)
- Congregating is not allowed in any areas that block the flow of employees or guests and disrupt social distancing
- Cohort members should allow 1m distance between each other while working; tasks should be completed with side-to-side working if for a prolonged period of more than 15 minutes
- Non-essential trips within the building should be limited. Contact should be made by phone or other approved devices prior to trips being made
- Access to and the use of working areas may be limited to approved cohorts during shifts to reduce the number of people working in each space and allow social distancing to be adhered to, such as BOH, still room, bar areas or storerooms

Meeting Room Table Set-Up

- Boardroom/classroom style – 3 people for every 3.6 metres (2 x 6' trestle table)
- Theatre style – 1m between each chair
- Cabaret – 1m between each chair

Equipment

- No stationary box will be provided in the room; individual stationary available upon request only
- Tissue box
- Pencils are to be placed per person – no shared pots will be available
- Blotters, glasses and coasters to be used as normal – these will be sanitised after each use
- A water station set up inside the room with sufficient bottles for the client list; this will require guest self-service. Each guest will have their own bottles
- No shared in-room food amenities will be available, such as sweets and jellybeans

Cleaning

As per new checklists – Private room, still room/pantry and bar lists updated

Breaks

- Are to be set in areas that do not disrupt social distancing guidelines – no corridor set-ups will be permitted
- Sanitiser will be present at the start of the break set-up with signage, this will encourage the use of sanitiser for each guest prior to collecting items
- Tea and coffee refreshments will be set as per original standards – thermos flasks are to be sanitised after each use
- Food items will be individually presented or served
- Cold beverage items, such as smoothies and juices, will be individually poured and covered
- Each delegate group will be allocated break and lunch times
- If an additional room is used for the break, this area is to be sanitised prior to the next use; using the two-stage cleaning process

During Working Shifts – Kitchen and Back of House

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- Hand washing/sanitising expectations are to be followed
- Cleaning and enhanced cleaning procedures are to be followed
- Procedures stated in the Food Safety Management System are to be followed
- Edwardian Hotels London and affiliated partners task cards are to be followed

Food Preparation Areas and Collection

- 2m distancing should be followed for entrances into food preparation areas
- Food and beverage pick-up points are to be at the allocated collection areas only

Wash Up Areas

- Crockery, cutlery and kitchen utensils to be dropped off at allocated points only

Team Working and Communication

- One-way systems to be followed where in place to ensure social distancing (requirements to be determined locally)
- Congregating is not allowed in any areas that block the flow of employees or guests and disrupt social distancing
- Cohort members should allow 1m distance between each other while working, tasks should be completed with side-to-side working if for a prolonged period of more than 15 minutes
- Non-essential trips within the building should be limited. Contact should be made by phone or other approved devices prior to trips being made
- Working areas may be limited to approved cohorts during shifts to reduce the number of people working in each space and allow social distancing to be adhered to, such as walk-in fridges or dry stores

The Kitchen (Employee Canteen)

The Kitchen - (Employee canteen) Reduced Capacity

It's in the kitchen where the warmth of shared memories, laughter and great food create a recipe that spans the generations. Dine, relax and unwind. For this is your home away from home.

Welcome to The Kitchen.

To facilitate a safe environment for our employees, we have implemented several additional procedures across our employee canteens.

- Allocated break times for each working cohort. The use of seating areas outside the allocated cohort break times should be minimised. (timings to be determined per individual property needs).
- Maximum numbers to be allocated per canteen; senior management are to monitor usage and adherence to the measures
- If there is the need for a queue, social distancing is to be adhered to
- Hand sanitising station to be used upon entry and exit
- One-way systems to be followed if in place (requirements to be determined per individual property)
- Congregating is not allowed in any areas that block the flow of colleagues and disrupt social distancing
- The Kitchen is not to be used as hot desk or meeting space
- No shared serving utensils are to be used; food is to either to be served by allocated personnel (personnel to be determined per individual property), (hot items) or individually portioned (cold items)
- Tables are to be positioned to allow social distancing
- Working cohorts are to sit together on allocated tables
- Cohorts are to clear all used items to the disposal area
- Team members are to clean their tables of debris after use, wiping down with D10 and disposable blue paper
- High contact areas will be sanitised after every serving period
- All condiments to be removed and pre-packaged
- Water to be available in jugs where the canteen has been relocated to a meeting space
- Napkins to be removed from tables
- Cutlery to be individually wrapped in disposable napkin for collection
- Shared computers to be sanitised before and after each use

The Kitchen Imagery



The Kitchen Imagery



Opening Hours

Steak & Lobster Warren Street
Opens on Thursday 15th October 2020

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Dinner
Thursday to Friday
17:00 – 22:00*

Sunday to Wednesday
Closed

*Last reservations at 20:30pm

Please note that these operational hours are subject to change.

Induction and Training

Tuesday 13th October

9:30 – 11:00

Assigned Chef Brigade
Induction and Orientation

11:00 – 18:00

Chef Training and MEP

Wednesday 14th October

9:30 – 18:00

Chef Training and Food Tasting

Wednesday 14th October

9:30 – 11:00

Assigned Front of House Team
Induction and Orientation

11:00 – 11:15

Break

11:15 – 12:45

The Grafton
Food & Beverage Pack

12:45 – 13:30

Lunch

13:30 – 14:30

New Training Standards

14:30 – 16:00

Concept and Menu Overview

16:00 – 16:15

Break

16:15 – 18:00

Service Training Session

Thursday 15th October

17:00 – 22:00

Steak & Lobster
Doors Reopen

Thank You.