



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.

# Breakfast

## Breakfast Your Way

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While we await further guidance from the government regarding buffets, we have, as a precaution, made some changes to our breakfast offering.

We have evolved our breakfast buffet to now offer exquisite, individually portioned and sealed options for our guests to choose from, alongside an increased offering of à la carte dishes and beverages to order to your table.

To ensure we manage our capacities, we are introducing a booking process to allow our guests to dine in comfort at a preferred time and to reduce peak service periods. A breakfast reservation will be made for guests when checking in.

Should guests prefer not to dine in our restaurant, our bespoke breakfast hamper packages can be enjoyed in a guest's room. A breakfast hamper menu will be available for our guests in the form of a QR code.

Breakfast hangers and compendiums will now be removed from our bedrooms.

# Breakfast Menus





WELCOME TO OUR BREAKFAST

Available Monday to Sunday  
£22 per guest  
(forms part of the inclusive breakfast)

FRESHLY SQUEEZED JUICES

- Orange juice
- Grapefruit juice
- Green cleanser
- Apple juice

À LA CARTE

- The English**  
Unsmoked back bacon, smoked sweetcure streaky bacon, Cumberland sausage, baked beans, grilled mushrooms, hash brown, roasted vine cherry tomatoes and Burford Brown eggs your way
- The Continental**  
Smoked Scottish salmon, Cheddar cheese and Brie, cured meat selection and freshly cut fruits, served with freshly baked butter croissant and preserve
- The Vegetarian**  
Fried Burford Brown eggs, hash browns, baked beans, roasted vine cherry tomatoes and grilled mushrooms (also available with poached or scrambled eggs) v
- Burford Brown eggs**  
Your choice of eggs: poached, boiled, scrambled or fried v  
Cereal and yoghurts are also available on request

TEA SELECTION

- English Breakfast
- Fresh mint and lemon
- Jasmine
- Green Sencha
- Earl Grey
- Black tea and ginger

COFFEE SELECTION

- Filter coffee
- Latte
- Decaffeinated
- Macchiato
- Espresso
- Mocha
- Cappuccino
- Double espresso
- Rococo chocolate  
(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.  
A discretionary service charge of 12.5% will be added to your bill. All prices are inclusive of VAT. v Suitable for vegetarians.

## WELCOME TO OUR BREAKFAST

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



Breakfast





BREAKFAST HAMPER

Enhance your stay with our bespoke breakfast hamper, designed to be enjoyed in the comfort of your own room or while on the move.

Available Monday to Sunday  
£22 per guest  
(forms part of the inclusive breakfast)

SEASONAL FRESH FRUITS

Freshly cut watermelon, cantaloupe melon, pineapple and passionfruit

Please choose one item from each of the following sections:

BREAKFAST POTS

- Strawberry yoghurt
- Coconut yoghurt
- Bircher muesli

FRESHLY SQUEEZED JUICES

- Orange juice
- Apple juice

PORRIDGE

Scottish porridge oats with hazelnuts, maple syrup and orange-infused fig v

OUR SIGNATURE BAGELS

- Unsmoked back bacon, Burford Brown egg and a cheese glaze
- Shichimi-spiced smoked salmon with wasabi mayonnaise
- Crushed avocado with chilli, lime and cilantro v
- Manuka honey and cinnamon cream cheese v

TEA SELECTION

- English Breakfast
- Fresh mint and lemon
- Jasmine
- Green Sencha
- Earl Grey
- Black tea and ginger

COFFEE SELECTION

- Filter coffee
- Latte
- Decaffeinated
- Macchiato
- Espresso
- Mocha
- Cappuccino
- Double espresso

All in-room dining orders will have an additional tray charge of £1.50 added to the bill. 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. v Suitable for vegetarians.



## Breakfast Hampers Imagery



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# In-Room Dining

As with our restaurant and bar operations, it is equally important to us that we also implement a number of safety procedures and standards to our in-room dining operations.

To this effect, we are introducing the following measures:

- 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.
- Our service teams will wear face masks when delivering in-room dining orders to our guests.
- Where a table and hot box are available for food delivery, these will be placed in front of the guest's room with the food remaining inside the hot box. We will alert the guest of our 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 will be placed on the table in front of the guest's room, the food will be removed from the hot box and placed on the tray under a cloche. We will alert the guest of our 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 tray stand will be used. The stand will be placed outside the guest's room with the food present and fully covered by a cloche. We will alert the guest of our presence and ensure the appropriate distance is maintained. The guest will then be asked to take the tray into the room.
- Guests will be required 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, all items will be sanitised and/or cleaned using the appropriate methods.



WELCOME TO OUR IN-ROOM  
DINING MENU

Available from 12pm – 11pm

SOUPS AND SALADS

Chargrilled chicken, avocado and smoked crispy bacon salad	8/13
Baby spinach, goat's cheese and walnut salad with honey balsamic dressing v	6/10
Roasted vine tomato soup, served with warm crusty soda bread v	7
Carrot and ginger soup, served with warm crusty soda bread v	7

HOT KITCHEN

British beef burger with Lancashire Bomb melted cheese, smoked streaky bacon and chilli mayo with hand-cut chips	14
Black pepper-crusted rib-eye steak, baby vine tomatoes and tenderstem broccoli, served with a green peppercorn sauce	20
Pan-fried stone bass with Kaffir lime	12
Berkshire Club sandwich with hand-cut chips	14
Penne with cherry tomato crème and green chillies v	10

SIDES

Hand-cut chips v	3
Field greens and tomato salad with spicy lemon dressing v	3
Steamed garlic kale and tenderstem broccoli v	3

DESSERTS

Eton Mess v	6
Warm Bramley apple crumble, served with Cornish clotted ice cream or vanilla custard v	6
Colston Bassett Stilton and Barber's Vintage Cheddar with pears and pickled walnuts v	8

AFTER-HOURS TOASTIES

Available from 11pm – 6am

Served with salad and hand-cooked sea salt and crushed black pepper crisps	
Tuna with spicy lemon mayo	10
Steak and cheese with horseradish mayo	14
Honey roast ham and Lancashire Bomb cheese	10
Barber's Vintage Cheddar cheese and red onion v	8

All in-room dining orders will have an additional tray charge of £1.50 added to the bill. 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. v Suitable for vegetarians.





## WELCOME TO OUR IN-ROOM DRINKS MENU

<b>CHAMPAGNE</b>	<b>150ml</b>	<b>Bottle</b>			
<b>Brut</b>					
Moët & Chandon Brut Impérial NV	13.5	68	Don Jacobo Rioja Crianza Bodegas Corral (Tempranillo, Garnacha) Rioja, Spain 2018	8.5	23
			Fleurie, Pascal Clement (Gamay) Burgundy, France 2017/18	9.5	26
<b>SPARKLING WINE</b>	<b>150ml</b>	<b>Bottle</b>			
Prosecco Extra Dry, Fantinel NV	8.25	39	<b>Rosé</b>		
			Veramonte Reserva Rosé (Syrah) Casablanca Valley, Chile 2018/19	6.75	18
<b>WINES BY THE GLASS</b>	<b>175ml</b>	<b>Carafe</b>			
Also available in 125ml measures			Belvino Rosé (Pinot Grigio) Veneto, Italy 2019	7	19
<b>White</b>			<b>WINES</b>	<b>Bottle</b>	
Veramonte Reserva (Chardonnay) Casablanca Valley, Chile 2018	6.75	18	<b>White</b>		
Corte Vigna (Pinot Grigio) Provincia di Pavia, Italy 2019	7	19	Veramonte Reserva (Chardonnay) Casablanca Valley, Chile 2018	25	
Tenuta Rapolà (Grillo) Sicily, Italy 2018/19	7.5	21	Corte Vigna (Pinot Grigio) Provincia di Pavia, Italy 2019	27	
Recoleta, Bodega Lorca (Pedro Ximenez) Mendoza, Argentina 2018/19	8	22	Tenuta Rapolà (Grillo) Sicily, Italy 2018/19	29	
Dashwood (Sauvignon Blanc) Marlborough, New Zealand 2019	8.5	23	Recoleta, Bodega Lorca (Pedro Ximenez) Mendoza, Argentina 2018/19	31	
La Marimorrena (Albariño) Rías Baixas, Spain 2018	9.5	26	Dashwood (Sauvignon Blanc) Marlborough, New Zealand 2019	34	
<b>Red</b>			La Marimorrena (Albariño) Rías Baixas, Spain 2018	38	
Veramonte Reserva (Carménère) Colchagua Valley, Chile 2018/19	6.75	18	Gavi di Gavi 'Toledana' (Cortese) Domini Villa Lanata, Piemonte, Italy 2018	44	
Rare Vineyards (Pinot Noir) Bordeaux, France 2018	7	19	Sancerre, La Gravelière Joseph Mellot (Sauvignon Blanc) Loire Valley, France 2018	46	
Côtes du Rhône 'Gentilhomme' Ogier (Grenache, Syrah) Rhône, France 2018	7.5	21	Chablis, Bouchard Aîné & Fils (Chardonnay) Burgundy, France 2018	48	
Borgo Tesis, Fantinel (Cabernet Sauvignon) Friuli, Italy 2018	8	22			

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<b>Red</b>	<b>Bottle</b>	<b>BEER &amp; CIDER</b>	<b>Bottle</b>
Veramonte Reserva (Carménère) Colchagua Valley, Chile 2018/19	25	Peroni	5
Rare Vineyards (Pinot Noir) France 2018	27	Heineken	5
Côtes du Rhône 'Gentilhomme', Ogier (Grenache, Syrah) Rhône, France 2018	29	Meantime Pale Ale	5
Borgo Tesis, Fantinel (Cabernet Sauvignon), Friuli, Italy 2018	31	Magners Irish Cider	5
Don Jacobo, Rioja Crianza Bodegas Corral (Tempranillo, Garnacha) Rioja, Spain 2018	34	<b>SOFT</b>	
Fleurie, Pascal Clement (Gamay) Burgundy, France 2017/18	38	<b>Bottled Water</b>	4.95
Salentein Barrel Selection (Malbec) Mendoza, Argentina 2018/19	42	Acqua Panna still water	
The Federalist Honest Red Blend (Merlot, Zinfandel, Cabernet Sauvignon) North Coast, California 2015	46	S.Pellegrino sparkling water	
Châteauneuf-du-Pape, Bois de Pied Redal, Ogier (Grenache, Syrah, Carignan) Rhône, France 2017	70	<b>Juices</b>	3
<b>Rosé</b>		Fresh orange	
Veramonte Reserva Rosé (Syrah) Casablanca Valley, Chile 2018/19	25	Fresh apple	
Belvino Rosé (Pinot Grigio) Veneto, Italy 2019	27	Fresh grapefruit	
		Cranberry	
		Tomato	
		<b>Sparkling</b>	3
		Lemonade	
		Tonic water	
		Slimline tonic	
		Coke	
		Diet Coke	

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## WELCOME TO OUR IN-ROOM DINING BREAKFAST MENUS

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



Breakfast



À La Carte



Beverages

# Berkshire Lounge Bar



BERKSHIRE  
LOUNGE  
BAR

AVAILABLE FROM 12PM - 10PM		
SOUPS AND SALADS		
Chargrilled chicken, avocado and smoked crispy bacon salad	8/13	
Baby spinach, goat's cheese and walnut salad with honey balsamic dressing v	6/10	
Roasted vine tomato soup, served with warm crusty soda bread v	7	
Carrot and ginger soup, served with warm crusty soda bread v	7	
FROM THE HOT KITCHEN		
British beef burger with Lancashire Bomb melted cheese, smoked streaky bacon and chilli mayo with hand-cut chips	14	
Black pepper-crusted rib-eye steak, baby vine tomatoes and tenderstem broccoli, served with a green peppercorn sauce	20	
Pan-fried stone bass with Kaffir lime	12	
Berkshire Club sandwich with hand-cut chips	14	
Penne with cherry tomato crème and green chillies v	10	
SIDES		
Hand-cut chips v	3	
Field greens and tomato salad with spicy lemon dressing v	3	
Steamed garlic kale and tenderstem broccoli v	3	
TO FINISH		
Eton Mess v	6	
Warm Bramley apple crumble, served with Cornish clotted ice cream or vanilla custard v	6	
Colston Bassett Stilton and Barber's Vintage Cheddar with pears and pickled walnuts v	7	

WINES BY THE GLASS			175ML	CARAFE
Also available in 125ml measures				
White				
Veramonte Reserva (Chardonnay) Casablanca Valley, Chile 2018	6.75	18		
Corte Vigna (Pinot Grigio) Provincia di Pavia, Italy 2019	7	19		
Tenuta Rapitalà (Grillo) Sicily, Italy 2018/19	7.5	21		
Recoleta, Bodega Lorca (Pedro Ximenez) Mendoza, Argentina 2018/19	8	22		
Dashwood (Sauvignon Blanc) Marlborough, New Zealand 2019	8.5	23		
La Marimorena (Albariño) Rías Baixas, Spain 2018	9.5	26		
Red				
Veramonte Reserva (Carménère) Colchagua Valley, Chile 2018/19	6.75	18		
Rare Vineyards (Pinot Noir) Bordeaux, France 2018	7	19		
Côtes du Rhône 'Gentilhomme' Ogier (Grenache, Syrah) Rhône, France 2018	7.5	21		
Borgo Tesis, Fantinel (Cabernet Sauvignon) Friuli, Italy 2018	8	22		
Don Jacobo Rioja Crianza Bodegas Corral (Tempranillo, Garnacha) Rioja, Spain 2018	8.5	23		
Fleurie, Pascal Clement (Gamay) Burgundy, France 2017/18	9.5	26		
Rosé				
Veramonte Reserva Rosé (Syrah) Casablanca Valley, Chile 2018/19	6.75	18		
Belvino Rosé (Pinot Grigio) Veneto, Italy 2019	7	19		

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. v Suitable for vegetarians.

BEER & CIDER	BOTTLE
Peroni	5
Heineken	5
Meantime Pale Ale	5
Magners Irish Cider	5
SOFT	
Bottled Water	4.95
Acqua Panna still water	
S.Pellegrino sparkling water	
Juices	
Fresh orange	3.25
Fresh apple	
Fresh grapefruit	
Cranberry	
Tomato	
Sparkling	
Fever-Tree	3.25
Lemonade	
Tonic	
Naturally light tonic	
Soda	
Ginger ale	
Ginger beer	
Mediterranean tonic	
Coke	
Diet Coke	
SPARKLING WINE	
Prosecco Extra Dry, Fantinel NV	39
CHAMPAGNE	
Brut	
Moët & Chandon Brut Impérial NV	68
Bollinger Special Cuvée Brut NV	80
Veuve Clicquot Brut NV	80
Rosé	
Moët & Chandon Rosé Impérial NV	88

WINES	BOTTLE
White	
Veramonte Reserva (Chardonnay) Casablanca Valley, Chile 2018	25
Corte Vigna (Pinot Grigio) Provincia di Pavia, Italy 2019	27
Tenuta Rapitalà (Grillo), Sicily, Italy 2018/19	29
Recoleta, Bodega Lorca (Pedro Ximenez) Mendoza, Argentina 2018/19	31
Dashwood (Sauvignon Blanc) Marlborough, New Zealand 2019	34
La Marimorena (Albariño) Rias Baixas, Spain 2018	38
Gavi di Gavi 'Toledana' (Cortese) Domini Villa Lanata, Piemonte, Italy 2018	44
Sancerre, La Gravelière Joseph Mellot (Sauvignon Blanc) Loire Valley, France 2018	46
Chablis, Bouchard Ainé & Fils (Chardonnay) Burgundy, France 2018	48
Red	
Veramonte Reserva (Carménère) Colchagua Valley, Chile 2018/19	25
Rare Vineyards (Pinot Noir), France 2018	27
Côtes du Rhône 'Gentilhomme', Ogier (Grenache, Syrah), Rhône, France 2018	29
Borgo Tesis, Fantinel (Cabernet Sauvignon), Friuli, Italy 2018	31
Don Jacobo, Rioja Crianza Bodegas Corral (Tempranillo, Garnacha) Rioja, Spain 2018	34
Fleurie, Pascal Clement (Gamay) Burgundy, France 2017/18	38
Salentein Barrel Selection (Malbec) Mendoza, Argentina 2018/19	42
The Federalist Honest Red Blend (Merlot, Zinfandel, Cabernet Sauvignon) North Coast, California 2015	46
Châteauneuf-du-Pape, Bois de Pied Redal, Ogier (Grenache, Syrah, Carignan) Rhône, France 2017	70
Rosé	
Veramonte Reserva Rosé (Syrah) Casablanca Valley, Chile 2018/19	25
Belvino Rosé (Pinot Grigio) Veneto, Italy 2019	27

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. v Suitable for vegetarians.

SPIRIT SELECTION	
Also available in 25ml measures	
50ML	
Vodka	
Skyy	7.25
Ketel One	8
Ciroc	9
Belvedere	9.5
Grey Goose	10.5
Gin	
Bombay Sapphire	7.25
Tanqueray	8
Martin Miller's	8.5
Sipsmith	9
Hendrick's	9.5
Rum	
Bacardi Carta Blanca	7.25
Havana 3 year	7.25
Appleton Estate	8
Havana 7 year	9
Gosling's Black Seal	9.5
Scotch	
Single Malt	
Glenlivet Founder's Reserve	9.5
Glenmorangie 10 year	9
Macallan Gold	10
Talisker 10 year	10.5
Laphroaig 10 year	11
Oban 14 year	11
Lagavulin 16 year	12
Blended	
Chivas Regal 12 year	7.25
Johnnie Walker Black Label	8
Johnnie Walker Gold Label	11
Irish	
Jameson	7.25

American	
Wild Turkey	7.25
Jack Daniel's	8
Maker's Mark	8.5
Woodford Reserve	9
Tequila	
Jose Cuervo Tradicional	7.25
Cognac	
Hennessy VS	8
Courvoisier VSOP	10
Rémy Martin VSOP	10
Hennessy XO	20
Liqueurs / Digestifs	
Disaronno Amaretto	6
Baileys	6
Tia Maria	6
Sambuca	6

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LOOSE LEAF TEA SELECTION	
English Breakfast	4.1
Jasmine	4.1
Earl Grey	4.1
Fresh mint and lemon	4.1
Green Sencha	4.1
Rosehip & Hibiscus	4.1
COFFEE SELECTION	
Filter coffee	4.1
Latte	4.1
Decaffeinated	4.1
Macchiato	4.1
Espresso	4.1
Mocha	4.1
Cappuccino	4.1
Double espresso	4.7
Rococo chocolate (Award-winning organic drinking chocolate with a creamy finish)	6

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. v Suitable for vegetarians.



# Covid-19 Enhanced Safety Protocol

## Welcome to The Berkshire

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

Please keep left when walking through our restaurant.

Thank you for your co-operation.



Please Enter  
This Way

## Welcome to The Berkshire

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

Please keep left when walking through our restaurant.

Thank you for your co-operation.



Please Exit  
This Way

Dear Guest

Our toilet facilities are situated on the  
first-floor mezzanine.

Please continue to maintain social distancing  
while using our facilities.

Thank you for your co-operation.

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.

## Welcome to The Berkshire

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 The Berkshire

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.

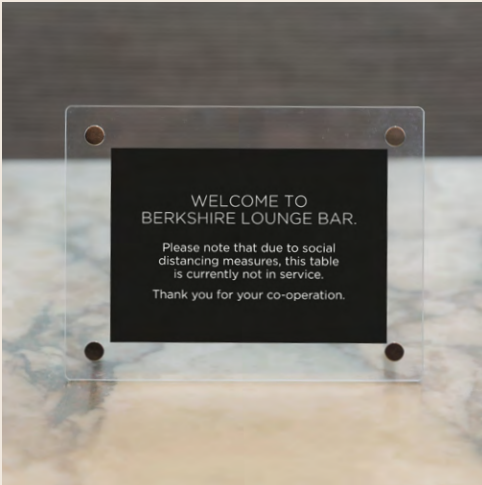
Thank you for your co-operation.

← 1 metre →

WELCOME TO  
BERKSHIRE LOUNGE BAR.

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

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 arrival
- 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

**Radisson Blu Edwardian, Berkshire**  
Opening 3rd December 2020

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**Breakfast**

Monday to Sunday  
07:00 – 11:00  
(Breakfast Hamper only)

Monday to Sunday  
07:30 – 10:30  
(Served in Scoff & Banter Tea Rooms)

**Berkshire Lounge Bar**

Monday to Sunday  
12:00 – 22:00

**Scoff & Banter Tea Rooms**

Closed

**In-Room Dining**

12:00 – 23:00  
(Served by F&B)

23:00 – 06:00  
(Served by night team)

\*Please note that these operational hours are subject to change.

# Induction and Training

**Session One**

Monday 30th November or  
Tuesday 1st December

EHL Service Inspired by Excellence Induction  
& EHL New Operating procedures for a Safer  
Future presented by Caroline Marais

10:30am - 11:15am

Hosted by Chris Davies and Riccardo Coffani

**Session Two**

Monday 30th November  
or Tuesday 1st December

F&B Covid enhanced safety protocol  
& FOH/BOH operating procedures  
presented by Darren Carter

2:00pm - 3:00pm

Hosted by Chris Davies and Riccardo Coffani

**Reopening Training**

Scoff and Banter Berkshire  
Thursday 3rd December  
Berkshire - First Floor Restaurant

**Food and Beverage hosted by Ben Chambers**

9:00 – 10:00

Berkshire Food and Beverage Pack

10:00 – 12:00

Service Training Session

Thank You.