

THE FRANCO MANCA WAY

Care for our customers and community

The health and safety of both our customers and team members is very important.

We have reorganised our pizzeria to make sure it is safe for social distancing and we are following strict hygiene protocols.

We have developed new ways of working based on advice and guidance provided by the government, industry bodies and our safety consultants.

These include, but are not limited to the following:

①

OUR LAYOUT has been adjusted to allow for physical distancing both for you and our team. Screens/ distancing markers are installed between tables where necessary.

②

TABLES AND CHAIRS are fully sanitised between sittings.

③

SERVICE TECHNIQUES have been adapted and staff are trained to minimise contact.

④

MENUS are disposable and single use only, made from recycled paper.

⑤

HAND SANITISER is available for customers and our teams. All teams have been reminded of the need for thorough and effective hand washing.

⑥

CLEANING PROGRAMMES are enhanced throughout the pizzeria, including every 20 minutes for hand contact surfaces.

⑦

PAYMENT is encouraged for all customers by card.

⑧

A NEW VIRTUAL QUEUEING SYSTEM is available so you do not have to wait in line. This will also save customer details securely.

⑨

FOR TAKEAWAY AND DELIVERY we have designated collection areas and processes adhering to distancing rules. We have an order & collect system where customers can pay contactless and PPE is used during preparation.

⑩

A HOST ROLE has been introduced to manage the flow of customers.

⑪

CORONAVIRUS SYMPTOM QUESTIONNAIRES are carried out regularly for our team, including a daily temperature check.

⑫

FACE COVERINGS AND OTHER PPE are provided for our teams.

⑬

SHIFT TIMES have been adapted for off peak travel and staggered breaks.

⑭

INDIVIDUAL RISK ASSESSMENTS for each pizzeria are completed. We will keep our risk assessments under review and update them if government guidelines stipulate change.