



Think ahead.

A woman with dark hair and bangs is wearing a grey t-shirt, a black apron, and a grey surgical face mask. She is holding a brown paper bag with both hands, looking towards the camera. The background shows a kitchen with a white countertop, a brown ceramic pitcher, and a glass vase with dried grasses. In the foreground, there is a dark wooden table with a white bowl, a red bowl, and some bread.

Secure safer takeaway and delivery

A step by step guide
to off-premise hygiene

Off-premise hygiene from kitchen to handover

With off-premise dining on the rise, restaurant operators face new opportunities and challenges when adapting to take advantage of this growing revenue stream. To set their business up for success managers will have to:

- Secure hygiene in new ways
- Rework operations
- Find innovative methods to connect with guests

Whether delivery, takeaway or drive-thru, restaurants need to secure hygiene off-premise to retain customers and stay competitive. As the leading professional hygiene brand, Tork is here to help. In this guide you will find the practical tips you need to secure off-premise hygiene – from kitchen to handover.

60%
of consumers have higher expectations of restaurant hygiene.

“In which of these public spaces do you think you will have higher expectations?” Essity 2020–2021 Essentials initiative survey on Covid-19



1 Secure kitchen and employee hygiene

Your kitchen staff are your frontline in ensuring food safety.



“A kitchen needs to be clean and organised in terms of placement, traceability and people – not only to ensure hygiene demands but also to create a good workflow.”– Sous Chef, Hotel Restaurant

Here are four key tips to secure kitchen and employee hygiene:

- 1. Support great hand hygiene routines**
Make sure your staff know how and when to wash hands. Staff should wash hands with soap and water and always use a clean paper towel to dry.
- 2. Keep handwashing stations stocked**
Make sure that handwashing stations are fully stocked with soap and hand towels at the start of each shift. This will reduce interruptions and ensure compliance.
- 3. Make sure your staff clean systematically**
Use cleaning checklists including a ‘clean as you go’ policy. Each employee is responsible for cleaning his or her area throughout the shift.
- 4. Limit cross-contamination with colour**
Divide the restaurant into zones according to cross-contamination risks. Assign a colour to each zone and only use that colour for chopping boards and wipes. Never move tools between zones and always wash hands when changing workstations.

2 Secure the takeaway bag

The takeaway bag is key to ensuring food safety in-transit. It is also an opportunity to reassure and engage with guests.

Here are four key tips to secure the takeaway bag:

1. Handle packaging with care

Remind staff to be as mindful of hygiene when packing takeaway bags as when preparing food – always ensure proper hand hygiene to minimise the risk of cross-contamination.

2. Give guests hygiene products to go

Make sure all takeaway bags are equipped with napkins, wipes, and other appropriate hygiene products. This is especially important in drive-thru when guests may be eating on the go.

3. Add a personalised note

Reassure your guests by adding a note in each takeaway bag that outlines the steps you've taken to ensure a hygienic experience. These steps can also be posted on your website or social media channels.

4. Use tamper-proof packaging

Using something as simple as a sticker to seal packaging signals to guests that they can feel comfortable with the integrity of their food order.



60%

of consumers would feel comfortable if offered disinfectant wipers or sanitiser for them to use themselves.

Source: Datassential, fielded from research May 2020 with 1,000 respondents in the USA

Branded hygiene products to get your message across

Get your message across by adding your brand to napkins, wipes and tamper-proof seals. That way hygiene becomes part of the guest experience and signals safety to guests. It also helps with brand-building, keeping your business front of mind and increasing the chance for a revisit!



3 Secure the collection area

44%

of consumers in UK survey want to see staff wearing protective equipment.

Source: UK Hospitality & CGA Future Shock Report – Issue Seven – Road to Recovery

Today's higher awareness of hygiene makes it even more important to give, and show, a hygienic experience to guests. Limit risk by securing hygiene and people flow at collection.

Here are four key tips to secure the collection area:

1. Manage different types of traffic

Set up zones to separate waiting areas for dine-in and takeaway orders. Use signs to inform guests and delivery staff how to safely and easily navigate their way.

2. Provide hygiene products at collection

While you should always make sure each takeaway bag includes appropriate hygiene products, make sure you also give guests and delivery staff access to hygiene products such as napkins, wipes and sanitisers at collection.

3. Signal a safer experience

Visibly and frequently wiping off collection areas shows guests that they are in a hygienic environment.

4. Give guests alternative ways to collect their food

Let guests arriving by car collect their food roadside or consider creating a separate collection point or kiosk outside so guests do not have to enter the restaurant.



4 Secure the delivery

Make sure your delivery staff have the right tools to keep up with hygiene at every step until delivery is complete.



Here are three key tips to secure delivery:

1. Provide delivery staff with hygiene items for the road

Offer delivery staff sanitisers, wipes and face masks for the road so they can keep up with good hygiene while out doing deliveries. This can also be advertised as a note on your website.

2. Ensure that delivery personnel have a good hygiene routine

If working with a third-party delivery company, look into their food safety handling policy since they will become part of your business and brand.

3. Offer a “no-touch” delivery experience

Offer guests “no-touch” deliveries by offering online payment and by sending text alerts or calling when deliveries have arrived rather than performing in-person handovers.

35– 55%

of European consumers intend to continue using food delivery more in the future.

Source: Reimagining European restaurants for the next normal – McKinsey August 2020

In summary, you can secure safer takeaway and delivery for better off-premise dining hygiene in just 4 steps:

STEP 1 Secure kitchen and employee hygiene



STEP 2 Secure the takeaway bag



STEP 3 Secure the collection area



STEP 4 Secure the delivery



Why Tork?

From soaps, sanitisers and “no-touch” napkin and towel dispensers to surface wiping and even custom print napkins – Tork has the hygiene products you need to secure a safer off-premise dining experience, from kitchen to handover.

We're here to help

We hope that by following the tips in this guide you can secure hygiene in all parts of your operations.

If you are interested in learning more about our leading products and services contact your local distributor or Tork sales team.

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