



welcome back

Customer Journey

BOOKING TABLES.

- We highly recommend that you book a table to dine in the restaurant. Please book tables in the usual way.
- Telephone 01773525415
- Facebook THE GREYHOUND INN @ BELPER
- Email greyhoundbelper@yahoo.com
- In order to control bookings and the volume of people we have distanced our tables in the restaurant, tables are limited.
- Please provide a name and contact number for each booking you make.
- We have tables that can accommodate up to 10 people (subject to availability) with a maximum of 2x households at one table.
- Please ensure that you book a table for the total number in your party, this includes children.
- Due to social distancing requirements it may not be possible to add people/children on to your table on the day.
- Should you just turn up to dine in the restaurant we will do our utmost to seat you but there may not be a table available, an alternative may be offered (garden or bar area) weather permitting and spaces available.
- The garden area and main bar will be on a first come first serve basis. If these areas are full on arrival you may be asked to wait, bring a coat and umbrella you will be asked to wait outside.

ARRIVING AT THE PUB

- Please do NOT turn up if:
 - You feel unwell
 - You have had any Covid symptoms in the last 7 days
 - Anyone in your household has experienced Covid symptoms in the last 7 days
 - You have tested positive for covid in the last 14 days
- Please arrive on time for your booking, you will not be able to wait inside or grab a drink while you wait for your table.
- If you arrive late your table may not be available anymore, due to limited availability we cannot hold tables for more than 15minutes after your booked time.
- You will be asked to sanitise your hands upon entering the building.
- We will have 2 entry points. The main double doors from the street is where you will enter to use the restaurant and garden area.
- The main bar door at the rear will be used for the bar.
- The garden gates will be an EXIT point only.
- The rear restaurant door will also be an EXIT point unless you require wheelchair access we will use this door and clear people from your path.
- Once greeted you will be shown to a table by a member of staff.

SERVICE IN THE RESTAURANT

- If you haven't provided us with a name and contact number for your group, this information will be taken at the table.
- You will be given single use / disposable menus, please feel free to take them with you if you like.
- Please remain seated in the restaurant we will take all food/drink orders from your table, please keep children seated at the table with you.
- Drinks, cutlery, single use napkins and sauces will be brought over to your table by a member of staff, these will all be on a tray and you will be asked to remove them from the tray.
- **INSIDE THE PUB** - please respect the social distancing measures in places and take note of all signage information throughout and hand sanitising points.
- We will be operating a **CASHLESS** site for the foreseeable, all payments will be made via card / contactless/ apple pay. Don't forget to bring your card, watch or phone, we will NOT be accepting cash at this time.

MAIN BAR

- You will be asked for a name and contact number of your group on arrival to the bar.
- We have limited space in the main bar and can only accommodate small groups.
- The games machine and pool table can be used following the signs, information and hygiene measures displayed.
- You will NOT be allowed to sit/stand at the bar with a drink.
- We can offer table service in the bar if you wish just ask a member of staff to pop over.
- One person for your group is permitted to go to the bar to order, do NOT form queues to the bar, if someone is there already you need to be patient.

TOILETS

- Please respect social distancing when visiting the toilet.
- Signage is displayed on all entrances to the toilets, reminding you of our guidelines.
- Please wash your hands thoroughly and use hand sanitiser on arrival back in to the bar, garden or restaurant.
- Please supervise children at all time when visiting the toilet.
- Our toilets will be cleaned and sanitised regularly as part of our daily cleaning routine.
- "Touch points" including handles, taps, dispensers will be cleaned every 30 minutes.

GARDEN & OUTDOOR AREAS

- If dining or drinking in the garden you will be shown to a table by a member of staff and asked to provide a name and contact number for the group.

- If dining you will be given single use menus to look through.
- All orders are paid for at the time of ordering in the garden so we will give you a few minutes to browse our menu before coming back to take a drinks and food order from you.
- A member of staff will have your full order and total on screen and a card reader ready to take payment.
- Once paid your drinks, cutlery, napkins and sauces will arrive in the same way as the restaurant, followed by your food once ready.
- Should you require more drinks at any point, there will be a member of staff consistently taking orders in the garden, simply order and pay at your table.
- We're really sorry but we just cannot allow "open tabs" in our garden area.
- Please do NOT move garden furniture, they have been placed with social distancing in mind.
- Please keep children seated with you at the table... as hard as it is we just can't have children running around or playing games in the garden.
- We have numerous decking areas with vast seating, please respect different groups if sitting in this area and maintain your distance.
- Please respect the social distancing measures in place in all outside areas.
- We have large barrels with parasols on the perimeter of the garden, these can be used by small groups just having a drink and chat or those popping out for a cigarette.
- Please do not smoke in any of the doorways, these are to be kept clear at all times. Please move into an open air space away from others.
- The great British weather is unpredictable, should the weather turn nasty we can't have a mass of people taking refuge inside. There are parasols and sheltered areas outside but bring a coat and umbrella just incase. If there is adequate space inside we will do our best to accommodate as many as we can safely.

GENERAL INFO

- We ask for your cooperation at all times, those seen to be acting in a way that doesn't follow our policies or social distancing guideline may be asked to leave.
- We will be broadcasting sporting events, with strict measures in place. Menu offerings and entry in to the pub may be restricted at times of highly anticipated games.
- Commentary will be played at low volume and shouting and chanting is NOT allowed.
- Background music throughout the pub will be played again at a low volume to discourage singing and shouting.
- FEEDBACK - you as the customers are capable of providing us with valuable feedback, please come and speak to a member of staff should you observe any behaviour that you deem non compliant with our policies. We will be reviewing our policies on a regular basis and value your input.
- This is a new experience for all of us, not only you as the customer but staff too. Please think twice before taking a concern or complaint to an online forum, we would much rather speak to you in person and resolve the issue or input a different working approach based on your feedback than to be slated online. We are bound to make mistakes and discover some techniques work exceptionally well and other need tweaking.
- Please be kind and respectful to the staff serving you, They are learning to adapt to a new way of working that has never been known in our trade before.
- And again a reminder that we will be operating a **CASHLESS** site for the foreseeable, all payments will be made via card/contactless/apple pay. Don't forget to bring your card, watch or phone or any other device you can pay with, we will NOT be accepting cash at this time.