




C O R O N A V I R U S I N H O S P I T A L I T Y

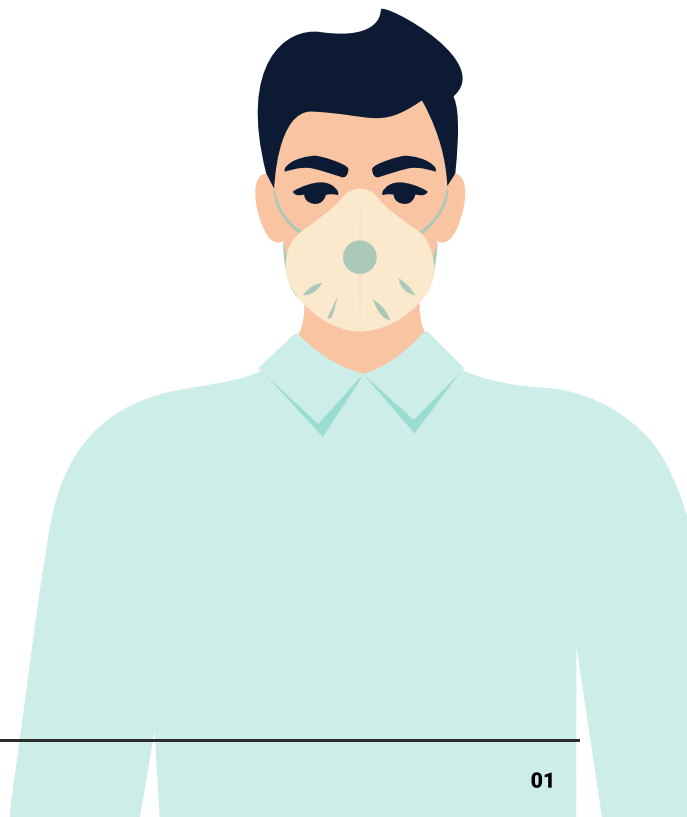
Checklist for your business

C O R O N A V I R U S

CoV

Coronaviruses are a large family of viruses – some of them cause illness in humans and others cause illness in animals. Human coronaviruses generally cause mild illnesses like the common cold. On rare occasions, animal coronaviruses evolve to infect and spread among humans.

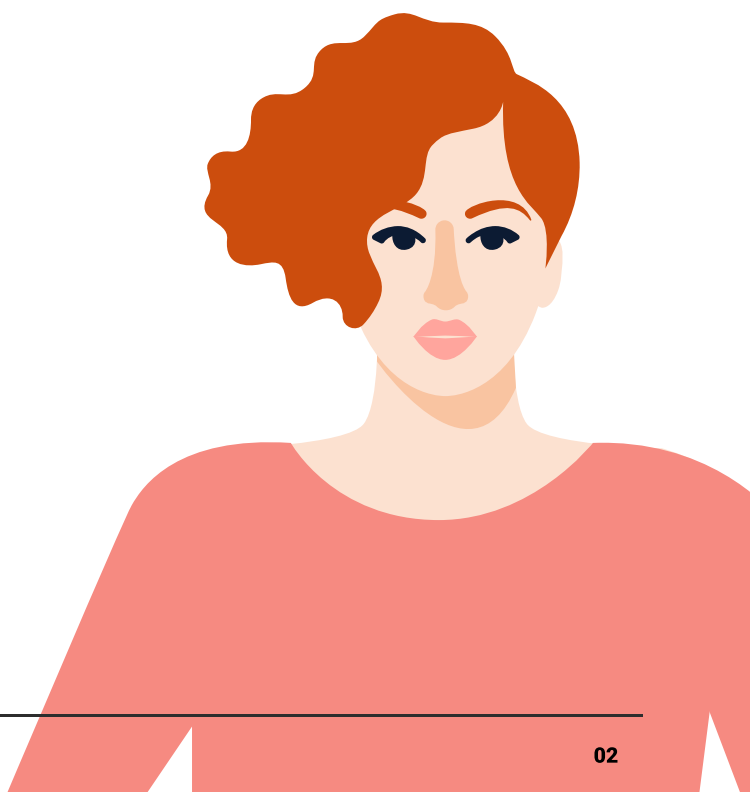
 New South Wales Ministry of Health (NSW Health)



WHAT IS COVID 19?

COVID-19 (also known as simply coronavirus) is a new strain of coronavirus that was discovered in 2019, which was not previously identified in humans. At the time of writing, the precise nature of the virus is still being studied.

① New South Wales Ministry of Health (NSW Health)




SYMPTOMS OF CORONAVIRUS

From what we know so far, below are the common and severe symptoms of coronavirus.


COMMON SIGNS OF INFECTION:

- * Respiratory symptoms
- * Fever
- * Cough
- * Shortness of breath
- * Breathing difficulties

 World Health Organization (WHO)

IN MORE SEVERE CASES, THE INFECTION CAN CAUSE:

- * Pneumonia
- * Severe acute respiratory syndrome
- * Kidney failure, and
- * Death

 World Health Organization (WHO)

P R E P A R E Y O U R B U S I N E S S

At this point, there is a resounding message that is coming through from health authorities, world leaders, and global economists, alike: be prepared.

With new developments and updates on coronavirus occurring almost daily, it is difficult to predict exactly what lies ahead. But what we do know so far, that will impact the hospitality industry, is:

- * It is mainly transmitted from person to person in close proximity
- * It has taken (and will continue to) take its toll on businesses and the global economy

Below is a front of house checklist to keep yourself, your employees, and your customers safe; and a financial operations checklist to prepare your business from the shift in the economy.

FRONT OF HOUSE (FOH) CHECKLIST

WORKPLACE HYGIENE POLICY

Even if you have these policies in place, this is the time to enforce them and constantly remind your employees with both digital channels of communication and with reminders such as posters around your venue.

WASH HANDS FREQUENTLY

Remind your employees to wash their hands with soap frequently and for at least 20 seconds – especially after they've sneezed and/or coughed.

 Centers for Disease Control and Prevention

SOCIAL DISTANCING IN YOUR VENUE

This refers to actions taken to stop or slow down the spread of a contagious disease. This includes maintaining enough distance between yourself and another person to reduce the risk of breathing in droplets that are produced when an infected person coughs or sneezes.

**Social distancing measures can also include limiting or cancelling large gatherings of people.*

SPACING TABLE LAYOUTS

The recommended distance to be maintained between people is 1.5 metres. Space out your tables so that guests who are dining in have enough sufficient space between them.

① Harvard health publishing

HIGH-TOUCH SURFACES

At the time of writing, it was yet to be determined precisely how long the virus that causes COVID-19 survives on surfaces. But studies suggest that coronaviruses (including preliminary information on the COVID-19 virus) may persist on surfaces for a few hours or up to several days.

CLEAN AND DISINFECT

Regularly clean and disinfect frequently touched surfaces such as doorknobs, countertops & tabletops, faucets, sinks, etc.

 Department of Health and Human Services



SOME CAFES IN AUSTRALIA AND ACROSS THE GLOBE HAVE TEMPORARILY BANNED THE USE OF KEEP CUPS OUT OF CONCERN THAT HANDLING THE CUPS MAY POTENTIALLY INCREASE THE TRANSMISSION OF THE VIRUS.

FINANCIAL OPERATIONS CHECKLIST

ALTERNATIVE BUSINESS MODELS

As the number of people impacted by the coronavirus in Australia increase, the likelihood of people coming out to dine will continue to decrease. To adapt to this change in consumer behaviour, alternative business models should be considered.

TAKEOUT AND DELIVER

Explore delivery and takeout options for your venue. Create a safe space for your customers and employees by making it a seamless operation from an efficient pre-order system to arranging minimal contact (with the use of gloves and masks) during collection.

MINIMISE OVERHEADS

To lessen the financial impact on your business, it is important to be mindful of your overheads. While there are fixed costs that you cannot adjust such as wages and rent, there are non-essential expenses or overspending that can be minimised.

MONITOR YOUR INVENTORY

Monitor your inventory and closely analyse what needs to be re-ordered. Explore replacing items or ingredients, especially perishables, to ensure that you are best maintaining your margins and not over-ordering and contributing to food and monetary wastage.

GOVERNMENT GRANTS

On the 12th of March, the government announced a coronavirus stimulus package, pledging \$17.6 billion to boost the economy, and also announced grants of up to \$25,000 for any small businesses that are employing staff.

 SmartCompany

Leverage on these grants and keep an eye out for other government and community financial relief efforts. The key areas that support small businesses at the moment are:

- 💵 **Cash flow payment of up to \$25,000 for employers**
- 💵 **50 per cent wage subsidy for apprentices and trainees**
- 💵 **Increase in the instant asset write-off threshold to \$150,000**
- 💵 **50 per cent accelerated depreciation for investments**

 Small Business Development Corporation



***THIS IS THE GOVERNMENT SUPPORT AVAILABLE
BEFORE THE 17TH OF MARCH 2020. FOLLOW YOUR
RESPECTIVE STATE GOVERNMENT CHANNELS FOR
UPDATES AND SUPPORT SPECIFIC TO YOUR STATE.***

O U R M E S S A G E T O H O S P I T A L I T Y B U S I N E S S E S

THANK YOU

You've always been there for us. We've turned to you to celebrate the defining moments in our lives, and to get through the sombre times. Now, the time has come for us to be there for you. Because, despite all the uncertainty around coronavirus, one thing is for certain – **we are by your side.**

We will continue to post updates that are pertinent to your business continuity, share strategies on adapting your business models to the changing climate, as well as tech solutions that can be implemented to reduce the financial impact on your business.

