

Welcome to the Phoenix Kitchen

We are delighted to again offer our customers dine-in eating at the Phoenix Kitchen.

To keep our customers and staff safe during the COVID-19 pandemic, we have introduced a few house rules and we ask that you familiarise yourself with these before and during your visit to the Phoenix Kitchen.

These measures are designed to help you feel comfortable during your visit and help us to maintain all current government guidelines.

Before entering the Phoenix Kitchen

- Please complete a **track and trace form** before entering. We only need one slip to be completed by one of your party. **UNLESS** you are from separate households.
- Please **wear a facemask or covering** when you are entering or exiting the Phoenix Kitchen.
- All **menus are single use**. Please take one and **find yourself a seat**.
- Please **use the hand sanitiser** provided.

When inside the Phoenix Kitchen

- Please **wear a facemask or covering when queuing and ordering at the counter**.
- Please **use the hand sanitiser** provided.
- When possible please only have **one of your party queue and order** at the counter.
- Please **adhere to the tape markings on the floor**. These have been spaced to ensure you are distanced appropriately whilst in the queue.
- Please **adhere to the traffic light card system on the tables**. **Red** indicates that the table has not been appropriately sanitised and or cleaned and is not ready for use. **Green** means the table is ready for use.
- We have introduced a **right of way guidance** at chokepoints around the Phoenix Kitchen. Please follow this guidance.
- Please **do not move any tables or chairs** from where they are placed. These have been placed purposely to safely space each table according to social distancing guidelines.
- If you have ordered from our menu, a member of the team will bring you your cutlery and condiments to the table. Please listen out for your order number as a team member will call it out.
- When the member of the team brings your food to your table. We will ask you to take the food from the tray and hand it to members of your party. This is to help maintain the guidance for distancing and contact measures.

Please note: We are currently running at a reduced team size and at busy times there may be a wait whilst queuing and receiving your order. Thank you for your cooperation.

Thank you, and we hope you enjoy your visit.