

Other recommended guidelines for customer-facing operations

A. Reduce physical interaction

- Implement mobile ordering, pre-ordering and electronic payment solutions where possible, to minimise physical contact between customers and employees.

B. Queue Management

- Where practicable, manage queues using digital systems or take customers' details and call them when their orders are ready.
- Where practicable, separate the queues from the waiting areas for takeaway customers and delivery personnel.
- Queueing in groups should be discouraged.

C. Crowd Management

- F&B establishments should avoid activities that would attract large crowds inside and outside of their premises (e.g. aggressive hourly deals).
- Where practicable, collection and delivery from store should be spaced out and contactless¹.
- Take reasonable steps to ensure that delivery personnel observe at least one-metre spacing at all times and do not cluster together.
- Refer to the [Advisory for Delivery Businesses](#) for guidelines on delivery requirements.

D. Cleanliness and hygiene

- Where possible, place hand sanitisers in close proximity to high-touch surfaces and common spaces/items for employees and customers to sanitise their hands. Employees should wash their hands or use hand sanitisers after handling cash and coming into contact with high touch surfaces and devices.

E. Use of F&B establishments as a third-party venue for work-related events

- If an F&B outlet is used as a third-party event space, as a best practice, only one event should be held in the outlet at a time. If not feasible, each third-party event should be clearly demarcated from the others. Each area should be completely separated by either a solid partition (at least 1.8-metre high, from wall to wall); or a minimum three-metre spacing demarcated by continuous physical barriers (e.g. plexiglass screens, barricade tape, queue poles). There must be no mixing or intermingling of guests from separate events.

¹ Where contactless collection is done, F&B establishments must label the orders clearly for easy pick-up and have arrangements in place such that customers do not come into contact with orders that are not their own.