

SUBJECT : HRAWI ADVISORY TO MEMBERS FOR SAFE OPERATION

HRAWI ADVISORY TO MEMBERS

FOR SAFE AND SUCCESSFUL OPERATION OF THE HOTELS AND RESTAURANTS.

In the context of the above subject, Members may take note of the following guidelines, for safe operations of Hotels and Restaurants:

- ❖ Follow all Advisories received from the Government.
- ❖ The walls of hotels & restaurants should be cleaned & sterilized.
- ❖ Dining table, seating area & all its area cleaned & sterilized.
- ❖ Every cloth used such as napkins, tablecloth, waiter's apron, etc. Wash with soap & sterilize.
- ❖ Regular disposal of waste & increased waste & salt/pepper stands on the table & spoon-forks should be cleaned & sterilized on a regular basis.
- ❖ Carpets should be regularly cleaned & sterilized.
- ❖ Menu card cards should be regularly cleaned & sterilized.
- ❖ A customer who suffers from a cold cough flu is not to be allowed or does not have to sit & eat at the restaurant. Advice customer to eat at home until then it is advisable to eat at home.
- ❖ If any Staff has cold or cough, should be asked to go home and see a doctor.
- ❖ Every outlet must have good quality sanitizer (min 60% alcohol content)
- ❖ Restaurants to ensure hand washing protocol and proper cleanliness of frequently touched surfaces. Ensure physical distancing (1 meter) between tables; encourage open air seating where practical with adequate distancing.
- ❖ If any foreign guest who is suspected of ill health, the same is to be reported to the government hospital & local administration or call on the below mentioned helpline number.
- ❖ Members are requested not to allow crowding in their Restaurants / Pubs and Discotheques and are therefore advised, to allow only seated Customers.
- ❖ A Signboard to be displayed at the Entrance that reads,

"Dear Guest,

As per the current situation of COVID-19 Coronavirus Outbreak, kindly assist us to check your Body Temperature, as directed by Govt. Health Department. Please follow safe clean personal hygiene practices."

- ❖ State-wise helpline numbers is attached herewith.

Any employee working in the restaurant & hotel, if any illness of any kind to be reported to the nearest government hospital immediately.

Thanking you,

Yours sincerely,



Mr. Gurbaxish Singh Kohli

President - Hotel & Restaurant Association Western India.

Vice President - Federation of Hotel & Restaurant Associations of India.

Central Helpline Number for corona-virus: - +91-11-23978046

Helpline Numbers of States & Union Territories (UTs)

S. No	Name of the State	Helpline Nos.
1	Andhra Pradesh	0866-2410978
2	Arunachal Pradesh	9436055743
3	Assam	6913347770
4	Bihar	104
5	Chhattisgarh	104
6	Goa	104
7	Gujarat	104
8	Haryana	8558893911
9	Himachal Pradesh	104
10	Jharkhand	104
11	Karnataka	104
12	Kerala	0471-2552056
13	Madhya Pradesh	0755-2527177
14	Maharashtra	020-26127394
15	Manipur	3852411668
16	Meghalaya	108
17	Mizoram	102
18	Nagaland	7005539653
19	Odisha	9439994859
20	Punjab	104
21	Rajasthan	0141-2225624
22	Sikkim	104
23	Tamil Nadu	044-29510500
24	Telangana	104
25	Tripura	0381-2315879
26	Uttarakhand	104
27	Uttar Pradesh	18001805145
28	West Bengal	1800313444222, 03323412600,
S. No	Name of Union Territory (UT)	Helpline Nos.
1	Andaman and Nicobar Islands	03192-232102
2	Chandigarh	9779558282
3	Dadra and Nagar Haveli and Daman & Diu	104
4	Delhi	011-22307145
5	Jammu & Kashmir	01912520982, 0194-2440283
6	Ladakh	01982256462
7	Lakshadweep	104
8	Puducherry	104