



A message from Matthew and Hannah June 2020

It has been nearly three months since we closed our doors, and we're so pleased to be able to start talking about re-opening.

These last few months we have been busy home schooling our three girls, doing DIY and getting some much-needed family time. We have been proud to be a part of the Nailsworth community for nearly 15 years; it has been strange to see Nailsworth so quiet. This time has however, provided us with the opportunity to reflect on what we offer here at Wild Garlic and to consider how our business will look moving forward.

Our aims will include cutting down our food waste and focusing on the best produce from our wonderful hard-working local suppliers. Our menus will be smaller, and we will be asking for pre-orders more often, we ask for your patience whilst we adjust to these new methods of working.

In line with the government guidelines, we're working towards re-opening safely and gradually. Please refer to our website for the most up to date information and menus: **wild-garlic.co.uk**

Following the closure, our priority was to ensure our team was supported and our guests reassured. We're very grateful for the patience and understanding everyone has shown as we've navigated this challenge. Our minds quickly turned to the future – and how we would get back to a world of welcoming guests again, knowing that our business would have to change.

Health and safety is always our absolute priority. Over the coming months we will adjust to new ways of doing things and take our measures to the next level so that guests, visitors and team continue to have assurance of our full commitment in this regard.

Now more than ever, people need the time and space to be at their happiest. Warm and genuine hospitality will always be at the heart of what we do.

We're still shaping exactly what our adjustments look like and what it will mean. Please see our 10-point action below for an overview.

For now, I hope all is calm and well in your households and look forward to welcoming you back to Wild Garlic Bistro & Rooms and Wilder when the time is right.

OUR 10-POINT PLAN

1. Guidance and good practice

We're following all government guidelines and have been actively involved in scoping out industry best practice.

2. Our teams, supply chain and partners

We'll ensure that everyone involved in our business is fully aware of, and committed to our ethos. This includes:

- Every team member will be trained in new health and hygiene related procedures and their responsibility to guests and colleagues.
- New HR policies and processes have already been implemented, so we're prepared for our team to return to work.
- We'll take all reasonable steps to follow the government's Covid-19 Secure Workplace Guidelines.
- We're communicating with key suppliers and partners, to ensure that their policies and systems relating to health and hygiene meet our high standards.
- We will supply all necessary PPE. This could include face coverings and gloves for all guest facing team members.

3. The environment

We will be looking closely at our environmental footprint, food waste and how we as a small business can make a difference.

4. Communication

We'll share as much information as possible to provide assurance and transparency:

- We'll update all our pre-arrival email communications to provide additional information relating to health and hygiene.
- New signage and focus points will be added to promote hygiene and social distancing.

5. Team

Matthew will continue to focus on training our brilliant team, passing skills learnt from Michelin star chefs to the next generation of chefs and restaurateurs. We will create an environment where hospitality workers feel safe, are fairly rewarded and treated well.

6. Cleaning

A new risk-based approach to cleaning will be implemented and all team members will be trained accordingly. Hand sanitiser will be available and visible at several points in the restaurants.

7. Social distancing

We will maximise our outdoor areas to create more space for guests.

8. Capacity

We'll adhere to restrictions relating to social distancing.

9. Our restaurants

We will take all necessary measures to deliver minimum contact, ensure hygiene standards and social distancing. These include:

- Breakfast service has been reconsidered and we will be offering a continental option in the rooms.
- Reservations in our restaurants will be staggered to ensure social distancing.
- Simplified menus will be created and printed ready for each service.
- Tables will be positioned the required distance apart in all our restaurants, in line with the latest government guidelines.

10. Technology

We have readdressed our technology priorities to focus on the elements which will help us deliver this plan. Examples include:

- Redesigning our check-in arrival process, reducing paper contact and speed.
- We will encourage card payments whenever possible.
- A new online order and payment system for our collection menus