

WELCOME

The Catering Team offer a warm welcome to our Magdalen College Student Members, as we resume a planned schedule of meal services. This document provides information and guidance on newly implemented procedures, taking all the steps necessary to help reduce the risk of transmission of Covid-19 and to keep us all safe, as set out in our Covid-19 Policy Statement (see appendix).

1. SCHEDULE OF CATERING SERVICES

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| <p>Michaelmas Week 0 W/C Sunday 4th October</p> <p>Full services resume</p> <p>Buttery Breakfast: 08:00 to 09:00 Buttery Lunch: 11:30 to 14:00 Buttery Dinner: 17:45 to 19:15</p> <p>OKB Snack: 10:00 to 14:00 OKB Bar: 16:00 to 21:30</p> | <ul style="list-style-type: none"> • Pre-booked Buttery breakfast and lunch - Monday to Saturday • Pre-booked Buttery dinner – Sunday to Saturday • All Buttery services are for 'Takeaway' or 'Dine in Hall'. • OKB used as a social area between 10:00 and 11:30 • OKB 'Grab & Go Refreshments' – Takeaway only Monday to Saturday. Seated dining is not permitted in the OKB from 11:30 to 14:00 • OKB cleaning 14:00 to 16:00 • OKB bars services and pizza sales - Open every day starting from 16:30 and last orders 21:30. Takeaway drinks might be ordered to be consumed outside the OKB. The bar MUST be emptied by 22:00 • (TBC) Vending - Cold Fresh Food Grab & Go, Soft Drinks and Confectionery – available by the 'Deer Park Social Hub Tent' |
| <p>Michaelmas Week 0 W/C Sunday 4th September SCR Dinner: 19:15</p> | <p>SCR - pre-booked High Table Dinner. For information only</p> |
| <p>Michaelmas Weeks 1 - 8 W/C Sunday 11th October Formal Hall: 19:10 sharp</p> | <p>Student Formal Hall, Sunday & Friday only during term time.</p> |

These arrangements will be kept under continual review including any adaptations needed during completion of the WCR – for example installation of new dishwasher in the main kitchen w/c 14/9.

2. GUIDANCE FOR DINING - BUTTERY/HALL

BOOKING

Magdalen College operates the UPay cashless payment system for online booking of breakfast, lunch, dinner and special events. It is accessed via any internet device using all main browsers Chrome, Microsoft Edge, IE9+, Firefox, Safari or by downloading the free UPay app from the App Store, Google Play or the Windows Store.

How to log on to the Upay Meal Booking System:

- + IF YOU HAVE A MAGDALEN [EMAIL: @magd.ox.ac.uk](mailto:@magd.ox.ac.uk), or “Oxford Single Sign-On” ox.ac.uk, follow the link <http://www.magd.ox.ac.uk/internal-pages/> and click on ‘Meal Booking System’. This will allow you to login with your Oxford single sign on credentials.
- + Your data will be pulled from the Uniware interface and this operates in a secure single sign on so you will be recognised automatically via your Magdalen College or .ox.ac.uk email address.
- + If you **DO NOT** (yet) have an .ox.ac.uk EMAIL: you will not have Oxford Single Sign-On credentials. Therefore please login at www.upaychilli.com using your email set up on the Upay system as your User name and password for this email address. After you have logged in for the first time, please change your password.

Student Members will only be permitted to take meals through the Buttery or Formal Hall by pre-booking a place on the UPay online meal booking system. Guests of Members are not currently permitted to dine.

Time slots have been set up with restricted numbers permitted to dine per time slot. This will enable catering staff to control the numbers in the Hall under the revised seating capacity, manage footfall through the Buttery observing 2m social distancing measures and ensure cleaning of seating areas between diners. It is important to arrive during the time slot you have booked.

Cut-off times for bookings and cancellations:

- Buttery Breakfast available Monday to Saturday - 7:30pm the evening before.
- Buttery Lunch available Monday to Saturday - 10:00am on the day.
- Buttery Dinner available Sunday to Saturday - Midday on the day Monday to Saturday and Midday Saturday for Sunday Dinner.

Please note, that when you book on for Buttery Breakfast, Lunch and Dinner, you are reserving a space only, no payment is taken at that point. We cannot accept late bookings once the system has closed. If you do not arrive for your booked time slot, you will be charged a set meal value of £3.20 breakfast or £6.05 lunch or dinner, to cover costs. If your plans change and you have no intention to dine, please remember to cancel your booking before the cut off times as late cancellations cannot be refunded; it might allow another person to book that time.

ARRIVING

Please arrive in time for your pre-booked slot to assist the catering team in seating you promptly. Consistent with Collegiate University Policy, unless exempt, please wear a face mask whilst waiting on the Hall stairs and transitioning through the Buttery. We politely ask that you respect a safe 2m distance from others at all times, use the hand sanitiser provided before entering the Buttery and limit the amount of personal belongings you bring with you.

On arrival at the first Buttery till, you will be greeted by a member of the catering team. They will ask you to scan your University card on the card reader as a record for ‘track and trace’ purposes and to confirm your attendance. They will then direct you in accordance with signage through the Buttery to the screened servery, where another member of the catering team will serve you.

- **DINING IN**

If you wish to dine in Hall, your meal will be plated by a member of staff. Once you have selected your menu items, your plate will be passed to you through the serving cabinet by the main Buttery till. Pick up a tray located on the trolley to the right and present your University card at the 2nd Buttery till. Please ensure you have sufficient funds on your card, no contactless or cash payments will be accepted. This is a further track and trace control measure.

Please either bring your own filled water bottle or buy a bottle in the Buttery. There will be no jugs on the tables nor will the staff be filling personal bottles.

Once seated behind a perspex screen, you can remove your face covering. Please keep your crockery on the tray at all times when dining. On completion of your meal, leave promptly to allow staff time to sanitise ready for the next diner to be seated. Replace your face covering, follow the directional signage to exit Hall and place your tray in the tray stacker.

- **TAKEAWAY**

If you wish to take your meal away with you, it will be placed in to a compostable container and you will be provided with compostable cutlery. There is currently no additional costs for these items but this may need to be reviewed. Once you have selected your menu items, your container will be passed to you through the serving cabinet by the main Buttery till. Please present your University card for payment at the 2nd Buttery till and follow the directional signs through the first Hall door, to EXIT via the second Hall door and down the Hall stairs.

GUIDANCE FOR OTHER CATERING SERVICES

3. STUDENT FORMAL HALL

We are planning to offer a reduced Formal Hall on Fridays and Sundays only, from Michaelmas Term Week 1, Sunday 11th October to Week 8, Friday 4th December. However, while we are unable to accept guests and need to review the demand for Buttery evening meals, formal hall details will be kept under review.

Demand can be high, so plan ahead to avoid disappointment. Bookable online, money is deducted from your UPay balance at the time of booking. Please ensure you have topped up your card and have sufficient funds. We cannot accept late bookings once the system has closed. Late cancellations and 'no shows' on the day cannot be refunded.

Cut-off times for bookings and cancellations:

- 1:00pm Thursday for Friday Formal Hall.
- 1:00pm Friday for Sunday Formal Hall.

Please refer to the document 'Formal Hall Information'.

4. OLD KITCHEN BAR (OKB) SNACK BAR

From Michaelmas Term Week -1, Monday 28th September. The OKB has changed due to Covid-19 protocols. We now offer 'Grab & Go' items only and 'dining in' is currently not

available. This is to allow for safe 2m social distancing and footfall through the OKB. You will be required to present your University card as a method of payment, no contactless or cash payment will be accepted, to satisfy the necessary 'track and trace' requirements. Please ensure you have sufficient funds topped up on your Upay account. The OKB Snack Bar services are not bookable in advance.

Please observe all Covid-19 procedures in place for this area, wear a face mask unless exempt, in line with Collegiate University Policies, sanitise your hands on arrival, follow directional signage and respect social distancing at all times.

5. OKB Bar Service - 18:00 to 23:30

Information on opening of the bar in October will follow in due course.

OKB – Evening Pizza Offer

From Michaelmas Term Week 1, Sunday 11th October to Week 8, Friday 4th December.

- Sunday to Saturday – 18:00 to last orders 22:00
- Pizzas of the day available - meat, vegetarian and gluten free options.

Place your order in advance by calling the OKB on **76043** or visit the Bar, order and have a drink while you wait. We cannot accept orders via email or Upay on line meal bookings.

Please observe all Covid-19 procedures in place for this area, wear a face mask unless exempt, in line with Collegiate University Policies, sanitise your hands on arrival, follow directional signage and respect social distancing at all times.

6. VENDING

We are hoping to offer an outdoor vending service for cold 'Grab & Go' standard/healthy options, soft drinks and confectionary, potentially located in the 'Deer Park Social Hub Tent', with further details to follow. To ensure safe use for all, Covid-19 policy notices will be in place for guidance and sanitising station and rubbish bins will be provided.

7. ISOLATION CATERING PROVISIONS FOR RESIDENT MEMBERS

This service is only available for resident members at Magdalen College who are in self-isolation, having arrived from abroad or due to displaying Covid-19 symptoms.

Continental Breakfast, lunch and dinner options are available **7 days a week** for takeaway which the Catering team will deliver to outside your door. All takeaway meals are bookable on line in advance and payment is deducted from your Upay balance at time of booking. Please indicate where you are staying, your room number for delivery and any special dietary requirements you may have in the box 'Enter your special requirements here '.

Cut-off times for bookings and cancellations:

- Continental Breakfast available Sunday to Saturday – Midday the day before to be delivered with evening meal requests. Please remember to fridge chilled items on receipt.
- Buttery Lunch available Sunday to Saturday - 9:00am on the day Monday to Saturday and Midday Saturday for Sunday Cold Lunch

- Buttery Dinner available Sunday to Saturday - Midday on the day Monday to Saturday and Midday Saturday for Sunday Hot Dinner.
- Sunday Continental Breakfast and Sunday Cold Lunch will be delivered with the Saturday Evening Meal.

A NOTE FROM THE CATERING MANAGEMENT TEAM

We respectfully ask that you please follow our procedures to enable us to provide a safe and continuous operation for all members to enjoy. Please note that Catering Staff have the right to refuse service to any individual, in the event of non-conformity of our Covid-19 safety practices.

The Catering Management Team thank you for taking the time to read this document and hereby provide their contact details should you have any further questions or concerns:

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Magdalen College Catering Department COVID-19 Policy Statement

Magdalen College Catering Department recognises that COVID-19 presents unique challenges and will take all steps necessary to help reduce the risk of its transmission.

We have identified the hazards associated with COVID-19 in our premises via a process of risk assessment and will implement all control measures necessary to help protect the welfare of our staff, customers, visitors and any suppliers or contractors who visit our premises. We will continue to keep these under review.

We will ensure that adequate resources are made available to help protect our staff, customers and visitors whether this be via the provision of hygiene equipment such as hand sanitising stations, signage and notices throughout the premises or personal protective equipment for use as necessary.

We are committed to ensuring that all of our staff receive training in the control of COVID-19 before they return to work and will undertake refresher training on a regular basis to ensure that our safety procedures are always at the highest of standards.

Magdalen College Catering Department believes that the best resource is our team. We will ensure that they are consulted with regularly, where concerns are raised we will listen to them and act accordingly. Where staff request measures over and above our own standards to help protect their welfare and that of others, we will endeavour to meet with those requests. We will of course listen to any comments from members of College.

We will continually monitor our performance, by both internal and third party audits. Upon identifying any improvements necessary during any audit, we are committed to ensuring that these are acted upon immediately and without hesitation. We strive to achieve 'Covid-19 Secure' standard certification within our premises, from our food safety consultants, Food Alert.

We recognise that COVID-19 management is a continually evolving matter. We will monitor Government and other agency advice and implement their best practice recommendations should they differ from our own processes. We will continue to employ the services of our third party safety consultants, currently Spenceley Safety Solutions and Food Alert, and will regularly liaise with them to ensure that they keep us up to date with all best practice measures.

This policy, our procedures, and our risk assessments, are under continual review and we will revise the content regularly should the need arise. We shall also ensure that controls we set in place do not have a negative impact upon the safety and security of our premises.

Catering Management Team:

David Murden, Head Chef
Salar Kashani, F & B Services Manager
Louis Papper, SCR Butler
Denise Todd, Catering Administrator
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