

JOINT ADVISORY

MR No.: 045/21

Updated as of 12 July 2021

Updated Advisory for Safe Management Measures at Food & Beverage Establishments

1. The Multi-Ministry Taskforce (MTF) announced a gradual reopening in Phase 3 (Heightened Alert) starting with Stage 1 on 14 June and Stage 2 on 21 June 2021. In line with this, from 12 July 2021, activities such as dining-in at F&B establishments will be allowed to resume in group sizes of up to 5 persons.
2. To provide a safe environment for customers and workers, food and beverage (F&B) establishments currently in operation must implement [Safe Management Measures \(SMMs\)](#), as required by the Ministry of Manpower (MOM) and comply with the COVID-19 (Temporary Measures) (Control Order) Regulations.
3. In addition, F&B establishments are required to comply with the measures set out by Enterprise Singapore (ESG), Housing & Development Board (HDB), Singapore Food Agency (SFA), Singapore Tourism Board (STB) and Urban Redevelopment Authority (URA) in this document. The information in this document supersedes that in previous advisories or statements.

Latest updates for F&B establishments

4. **F&B establishments are allowed to resume food service operations, with the exception of establishments with Pubs, Bars, Nightclubs, Discos and Karaoke SFA license categories or SSIC codes starting with 5613. They must comply with the following:**
 - 4.1. **From 12 July 2021, F&B establishments are permitted to seat dining groups of up to 5 persons** (refer to **Annex A** for the infographic on SMMs).
 - 4.2. Sale and consumption of alcohol in all F&B establishments are prohibited after 2230hrs daily¹. This includes consumption at any outdoor refreshment area and/or tables/chairs² owned or managed by such establishment. As a best practice, by around 2200hrs, F&B operators should cease the sale of alcohol as a dine-in service and remind customers to consume their alcohol by 2230hrs.

¹ This includes consumption by all individuals (such as customers, staff and vendors) within the F&B establishment.

² The furniture should be kept/secured after close of business in such manner to prevent use.

- 4.3. F&B establishments may serve as venues for marriage solemnisations and/or work-related events by third parties and are required to comply with the SMMs for these events (refer to **Annex B** for SMMs at work-related events). **From 12 July 2021, food and drinks are permitted at these events; wedding receptions may also resume³.**
- 4.4. Entertainment at F&B establishments, e.g. live entertainment, recorded music, and videos/TV screening, will continue to be prohibited.
- 4.5. **From 15 July 2021, it will be mandatory for F&B establishments providing dine-in services to place all employees on a regular Fast and Easy Testing (FET) regime** using tests such as antigen rapid test (ART), regardless of their vaccination status. This can be done through employer-led supervised self-swabs⁴. Establishments can refer to <http://www.enterprisesg.gov.sg/fast-easy-testing> for more details.
- 4.6. **To facilitate more precise contact tracing efforts, SafeEntry check-out is also encouraged.** Refer to paragraph 6.4 for details.
5. **All F&B establishments are also to note the following measures:**
 - 5.1. They should proactively manage potential contacts of COVID-19 cases at the workplace. Refer to <https://www.gobusiness.gov.sg/covid-faqs/> for more details.
 - 5.2. Observe the protocol on disinfection for premises visited by positive COVID-19 cases. Refer to <https://www.gobusiness.gov.sg/covid-faqs/> for more details.

Safe Management Measures – Customer-facing operations/Front-of-house

6. The following measures apply to all customer-facing operations of F&B establishments:
 - 6.1. **Queue management**
 - 6.1.1. Clearly demarcate queue lines, put up signage to guide customers on where to queue to order and collect food, and ensure at least one-metre spacing between individual customers at areas such as entrances and cashier counters (e.g. through floor markers). One-metre spacing must also be maintained between queues and seated customers (e.g. remove seats that are too close to the queue if required).
 - 6.1.2. Demarcate a waiting area for customers and delivery personnel to pick up their food.
 - 6.1.3. Implement pre-ordering and pre-payment solutions where possible to minimise physical clustering of customers waiting to place or pick up their orders.
 - 6.1.4. Encourage the use of self-checkouts, cashless or contactless payment methods to reduce contact between employees and customers.
 - 6.1.5. Implement contactless pick-up for food delivery orders where possible to minimise interactions.
 - 6.1.6. Ensure that customers and delivery personnel observe at least one-metre spacing at all times and do not cluster together.

³ Refer to Annex B for the SMMs on work-related events. Refer to the requirements at the [GoBusiness portal](#) for the SMMs on Marriage Solemnisations and Wedding Receptions.

⁴ The Singapore Food Agency (SFA) has sent out notices to relevant F&B licensees required to conduct FET for their employees.

6.2. Table and seating management

- 6.2.1. Each group must be limited to 5 or fewer persons⁵. F&B establishments must ensure that a safe distance of at least one metre is maintained between groups of diners to mitigate the risk of transmission. This refers to the distance between the edges of every group (of up to 5 persons) or person. In addition, F&B establishments must ensure that the furniture is arranged in such a way to facilitate safe distancing between groups – for example, the distance measured between the backs of chairs used by diners in different groups, or the legs of chairs if there is no back, must also be at least one metre apart. Refer to **Annex A** for the infographic on SMMs.
- 6.2.2. Except for solemnisations and work-related events, F&B establishments should not accept reservations or walk-ins, or allow in their premises social gatherings with more than 5 persons, even if they are split across multiple tables. Exceptions can only be made if all members of the group are from the same household, i.e. have the same place of residence (families living in different places of residence are not from the same household). However, they will need to be seated at multiple tables, with no more than 5 persons per table, and with at least one-metre spacing maintained between these groups. F&B establishments are required to verify customers' claims that they are from the same household, and can reject entry of customers at their discretion. **There must be no mixing or intermingling between groups.**
- 6.2.3. Where tables/seats are fixed, tables/seats should be marked out to accommodate groups of no more than 5 persons, while ensuring at least one-metre spacing between groups.
- 6.2.4. Self-service buffet lines are not allowed⁶. Food lines where diners can queue and be served by F&B employees are allowed with the necessary measures in place (see paragraph 6.7).

6.3. Crowd management

- 6.3.1. Radio broadcasts, all forms of television, film and video screenings⁷ and the provision or allowance of other forms of public entertainment activities such as live music, dancing, variety acts and singing (by employees or customers), amusement devices, darts, billiards, pool, snooker, karaoke, gambling and/or gaming instruments (e.g. dice, mahjong tiles, playing cards)⁸ in the F&B premises are not permitted. F&B operators should also make clear to customers, for instance, that singing songs, including birthday songs, is not permitted.
- 6.3.2. F&B establishments are also not allowed to play any form of recorded music or sounds, including background music. Emphatic toasting with food or drinks is disallowed, by both employees and customers.

⁵ F&B establishments may use the bar counters to seat and serve meals to dine-in customers, but must ensure there is at least one-metre spacing between groups of customers.

⁶ This also applies to catering companies, where they are not allowed to provide self-service buffet lines. Catering companies should also reference SMMs for MICE, Marriage Solemnisations and Wedding Receptions and work-related events where applicable.

⁷ Except for advisory videos related to safe management measures. Static images and a carousel of static images on a digital screen (e.g. of menus and promotional items) without sound are not considered to be TV/video screenings.

⁸ The list of gaming instruments is as stated in the Common Gaming House (Instruments and Appliances for Gaming) Rules.

Operators should also ensure that their employees refrain from conduct that could encourage customers to make emphatic toasts.

- 6.3.3. Operators of common play areas for children/toddlers/infants in F&B establishments⁹ must ensure at least one-metre spacing between groups customers.

6.4. **Contact tracing**

- 6.4.1. F&B establishments must implement SafeEntry via TraceTogether-only SafeEntry (TT-only SE) for customers and visitors, with the exception of those that only provide takeaway and/or delivery, with no dine-in services¹⁰.
- 6.4.2. F&B establishments required to deploy SafeEntry for customers and visitors need to provide the SafeEntry Gateway¹¹ (SEGW) as an additional option for SafeEntry check-in. SEGW is available as a feature within the SafeEntry (Business) App (updated to the latest version) and as a physical standalone device (SEGW Box). These F&B establishments may apply for a free SEGW Box¹².
- 6.4.3. **To facilitate more precise contact tracing efforts, SafeEntry check-out is also encouraged.** Businesses can facilitate check-out for their customers by toggling to the SEGW check-out function within the SafeEntry (Business) App. Businesses with a higher throughput of visitors and places where people are likely to be in close proximity for prolonged periods with masks off will also be eligible for SEGW Check-out Boxes¹³.
- 6.4.4. Refer to **Annex C** for more details.

6.5. **Health checks**

- 6.5.1. F&B establishments must conduct temperature screening¹⁴ and checks on visible symptoms¹⁵ for customers at entrances, and advise those with fever and/or who appear unwell to visit a doctor before turning them away. Those that only provide takeaway and/or delivery are not required to do so.

6.6. **Cleanliness and hygiene**

- 6.6.1. F&B establishments must ensure that all employees, delivery personnel and other onsite personnel wear their masks properly at all times. Employees who eat or drink onsite must wear their masks immediately after doing so. Establishments should also ensure that on-site diners wear their masks before food is served and immediately after their meals, as well as when diners move around the establishment.
- 6.6.2. F&B establishments must ensure that common spaces and items, high-touch surfaces (e.g. counters, menus), interactive components (e.g.

⁹ These play areas refer to the facilities provided free-of-charge in the establishments.

¹⁰ However, all F&B establishments must require their employees and vendors to do SafeEntry check-in via TraceTogether-only SafeEntry.

¹¹ The SEGW enables contactless detection of both the TraceTogether App and Token, and serves as an additional means of SafeEntry check-in that is quicker and more seamless. It also allows users to check if their Token has run out of battery or is not working.

¹² Refer to go.gov.sg/gateway-overview for how to implement the SEGW and apply for a free SEGW Box.

¹³ Refer to go.gov.sg/gateway-overview for latest details on when the free SEGW Check-out Boxes are available.

¹⁴ Individuals with temperatures above 38 degrees Celsius are considered to be having a fever. F&B establishments with seated diners in malls need not conduct temperature screening and checks on visible symptoms for customers if the mall is already doing so. They should however do so, if they operate outside the mall hours.

¹⁵ Notable visible symptoms to look out for include: (a) coughing; (b) sneezing; (c) breathlessness; and (d) a runny nose.

- tablets, smart kiosks) as well as play areas for children/toddlers/infants are frequently cleaned/disinfected.
- 6.6.3. Communal amenities for self-service (e.g. drink dispensers and condiment stations) must not be used¹⁶.
 - 6.6.4. Self-service food samples are not allowed.
 - 6.6.5. Hand sanitisers should be made available to employees and customers at common touchpoints (e.g. entry/exit doors, cashiers). Employees handling cash and other payment modes (e.g. credit cards) should clean or sanitise their hands before handling food and food packaging.
- 6.7. **Food lines served by employees**¹⁷
- 6.7.1. F&B establishments must cover food at the food lines with shields or other forms of barriers to minimise exposure and mitigate food contamination risk.
 - 6.7.2. Employees must pick the food for customers, and ensure that customers do not have contact with the food line.
 - 6.7.3. Employees must not handle food with bare hands. They must use a clean fork, tongs, scoop or other suitable utensil¹⁸.
 - 6.7.4. Employees must ensure that individuals queuing for food have their masks on at all times and maintain a safe distance of one-metre between individuals.
 - 6.7.5. These would be on top of the existing additional SMMs that are mandated at work-related events and MICE events. For instance, each food line must not be used to serve participants from different zones at the same time. Separate food lines must be set up for each zone, where practicable. Please refer to the Safe Business Events Framework for details.
- 6.8. **Ventilation and improving indoor air quality**
- 6.8.1. F&B establishments are strongly encouraged to improve ventilation and improve indoor air quality in all premises.
 - 6.8.2. For premises with centrally controlled air-conditioning (e.g. in malls), F&B establishments should work with premise owners to ensure that ventilation systems are in good working order, minimise indoor air re-circulation, maximise fresh air intake and purge indoor air daily.
 - 6.8.3. For all other enclosed air-conditioned spaces, F&B establishments should open operable doors and windows and keep exhaust fans (e.g. in kitchens and toilets) at full capacity to enhance air flow. Window-mounted exhaust fans should be installed where possible and portable air cleaners equipped with high-efficiency air filters such as HEPA filters may be considered as an interim measure if the windows are not operable. As a longer-term measure, establishments should also consider installing dedicated outdoor air supply such as ducted air conditioning or window mounted exhaust fans.
 - 6.8.4. For naturally ventilated spaces (e.g. coffeeshops), F&B establishments should enhance ventilation with fans and similarly keep the space as open as possible.

¹⁶ F&B establishments are allowed to place condiments and cutleries at their stall counters, as long as these are within sight of and managed directly by the employees.

¹⁷ Food lines are not permitted at weddings and funerals. For wedding receptions, F&B must continue to be served to seated customers. For funerals, F&B should not be consumed, with the exception of individually packed drinks and titbits, and individual bento boxes for family members of the deceased who keep vigil for the duration of the funeral wake. There should strictly be no sharing of drinks/ titbits at funerals.

¹⁸ If the use of suitable utensils is not feasible, staff must wear clean gloves to handle the food. Appropriate hand hygiene practices must be observed; for more information on hand hygiene in food handling, please refer to <https://www.sfa.gov.sg/food-information/risk-at-a-glance/hand-hygiene-in-food-handling>

- 6.8.5. F&B establishments may wish to refer to the Guidance Note on improving ventilation and indoor air quality in buildings issued by the Building and Construction Authority (BCA), National Environment Agency (NEA) and Ministry of Health (MOH)¹⁹.
7. F&B establishments should put up clear signages to remind customers to comply with safe management requirements where applicable, and train and deploy service personnel to provide clear communication to customers on SMMs.
 8. F&B establishments should allow customers to use their own clean and reusable containers when ordering takeaways. This will help to reduce the amount of waste generated and ease the demand for disposable food containers.
 9. Refer to **Annex D** for other recommended guidelines.

Safe Management Measures – Workplace premises²⁰/Back-of-house/Kitchen

10. To ensure COVID-safe workplaces, F&B establishments should adhere to measures as outlined in [MOM's Requirements for Safe Management Measures at the Workplace](#), and take care of their workers, workplaces and those who may become unwell at their workplaces.
11. **Employers must ensure no cross-deployment across worksites²¹, i.e. no employee should work at more than one worksite.**
 - 11.1. If cross-deployment cannot be avoided (e.g. due to the nature of the job), additional safeguards must be taken to minimise the risk of cross infection²².
 - 11.2. For venues that have been visited by positive COVID-19 cases and asked to close by MOH, employees should not be redeployed to other worksites at all for the period of closure. If instructed to go for swabs, employers must ensure that their employees from these venues visit the designated Regional Screening Centre, "Swab and Send Home" (SASH) Public Health Preparedness Clinics or mobile swab sites for the COVID-19 test offered by MOH. These employees should stay at home and minimise social interactions during the period of closure even if their swab results are negative. They should also monitor their health closely, and visit a doctor immediately if unwell.

Enforcement of measures

12. **Government agencies will be stepping up enforcement on F&B establishments and will take firm action against any breaches, including failure to maintain the one-metre safe distancing between groups and to prevent intermingling of groups, allowing group sizes larger than 5 persons, serving and allowing the consumption of alcohol after 2230hrs, and providing entertainment and games.**
13. **Under the COVID-19 (Temporary Measures) Act, first-time offenders will face a fine of up to S\$10,000, imprisonment of up to six months, or both. Subsequent**

¹⁹ This Guidance Note provides building owners and facilities managers with updated recommended measures to enhance ventilation and air quality in indoor spaces. Refer to [BCA's website](#) for the note.

²⁰ Refers to the F&B establishments' back-of-house operations involving employees, including at offices, warehouses and manufacturing facilities.

²¹ This will not apply to industries /companies that need to do so due to the nature of their work. Such companies will be required to demonstrate that cross-deployment or interaction between employees is critical for business operations, when requested by MOM or their sector agencies.

²² E.g. systems are in place to ensure no direct contact between the cross-deployed personnel.

offences may face a fine of up to S\$20,000, imprisonment of up to twelve months, or both.

14. Businesses that do not implement or comply with the government's requirements on SMMs may also be ineligible for government grants, loans, tax rebates and other assistance, and may also be subject to temporary closures.

Annex A – Infographic on SMMs for F&B Establishments

Annex B – SMMs for work-related events

Annex C – Details of SafeEntry check-in

Annex D – Other recommended guidelines for customer-facing operations

Issued by:

Enterprise Singapore

Housing & Development Board

Singapore Food Agency

Singapore Tourism Board

Urban Redevelopment Authority

MIND THE GAP

Safe Management Measures at Food & Beverage Establishments (Effective from 12 July 2021)



Limit each table/group to 5 or fewer persons, with at least 1m spacing between groups

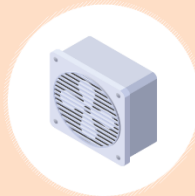
Distance measured between every group (of up to 5 persons) or person, and between the backs or legs of chairs used by diners



From 15 July 2021, all outlet employees at dine-in F&B establishments have to undergo mandatory Fast & Easy Testing (FET) every 14 days



SafeEntry Gateway must be deployed as an additional option for check-in for F&B outlets that need to deploy SafeEntry



Improve ventilation and indoor air quality



Keep masks on at all times, except when eating and drinking



Separate queues for customers and delivery personnel. Clearly mark out queueing areas and space them out by at least 1m



No intermingling between groups



No sale and consumption of alcohol after 10.30pm



No singing, background music or any public entertainment (e.g. live music, radio broadcast, TV/video screenings, karaoke, gaming)

Government agencies will step up enforcement on F&B establishments and take firm action against any breaches.



For more information, visit

enterprisesg.gov.sg/covid-19/safe-distance



Enterprise Singapore

SMMs for Work-related Events

Work-related events (both non customer-facing and customer-facing²³) can be held within the workplace premises and third-party venues. Prevailing guidelines for the respective event venues will apply.

Non customer-facing events:

- Events held in F&B establishments are subject to a cap of 50 persons or a lower number, depending on venue capacity and safe distancing requirements.
- At least one-metre spacing between individuals must be maintained at all times.
- Meals should not be the main feature. Employers should also avoid holding events over mealtimes as far as possible. Food or drinks should only be served if incidental to the work-related event (e.g. the meeting or conference extends over lunchtime). In addition, the food must be served in individual portions²⁴, and participants must be seated while consuming. Participants should minimise the time that they are unmasked while eating and drinking.
- Prevailing SMMs as indicated in MOM's Requirements for Safe Management Measures at the workplace²⁵ continue to apply.

Customer-facing events:

- Events organised by F&B establishments within their own F&B premises are subject to the maximum number of individuals that the venue may accommodate after safe distancing measures are adhered to.
- Events organised by external parties at F&B establishments (where the F&B premises now function as a third-party venue) are subject to a cap of 50 persons (excluding service staff) or a lower number, depending on venue capacity and safe distancing requirements.
- Meals should not be the main feature. Event organisers should also avoid holding events over mealtimes as far as possible. Food or drinks should only be served if incidental to the work-related event (e.g. the meeting or conference extends over lunchtime). In addition, the food must be served in individual portions²⁶, and participants must be seated while consuming. Participants should minimise the time that they are unmasked while eating and drinking.
- Each group must be limited to a maximum of 5 persons, with at least one-metre spacing between groups.
- Food fairs are not permitted.
- All other prevailing workplace and venue SMMs must be adhered to.

Such events are not permitted at public and common areas such as mall atriums, public transport nodes, HDB estates and common corridors.

²³ Non customer-facing events include conferences, seminars, corporate retreats, etc, while customer-facing events include product launches, F&B establishment openings, marketing/branding events etc. Social and recreational gatherings (e.g. farewell lunch, team bonding activity) at the workplace will be allowed from 12 July 2021, but must be limited to a total size of no more than 5 persons.

²⁴ Food served through staff-served food lines must also be served in individual portions.

²⁵ Refer to [MOM's Requirements for Safe Management Measures at the Workplace](#).

²⁶ Food served through staff-served food lines must also be served in individual portions.

Details on SafeEntry Check-in

- With TraceTogether-only SafeEntry (TT-only SE) implemented at F&B establishments, SafeEntry check-in can only be done by:
 - i) Scanning the SafeEntry QR code using the TraceTogether App;
 - ii) Presenting the TraceTogether Token QR code to the camera/2D scanner linked to SafeEntry (Business) App for scanning; or
 - iii) Bringing the TraceTogether Token or App close to a SEGW.
- F&B establishments are required to deploy SafeEntry via TT-only SE to log the check-in of customers and visitors to their premises, with the exception of those that only provide takeaway and/or delivery, with no dine-in services. However, all F&B establishments must require their employees and vendors to do SafeEntry check-in via TT-only SE.
- In addition, F&B establishments required to deploy SafeEntry for customers and visitors need to provide the SEGW as an additional option for SafeEntry check-in. SEGW is available as a feature within the SafeEntry (Business) App (updated to the latest version) and as a physical standalone device (SEGW Box). These F&B establishments may apply for a free SEGW Box²⁷.
- **To facilitate more precise contact tracing efforts, SafeEntry check-out is also encouraged.** Businesses can facilitate check-out for their customers by toggling to the SEGW check-out function within the SafeEntry (Business) App. Businesses with a higher throughput of visitors and places where people are likely to be in close proximity for prolonged periods with masks off will also be eligible for SEGW Check-out Boxes²⁸.
- For avoidance of doubt, TraceTogether Token check-in and SEGW both refer to the mode of check-in, while TT-only SE refers to the overall programme which will permit only TraceTogether modes of check-in (i.e. TraceTogether App or Token).

For more information, please refer to the FAQs on www.safeentry.gov.sg.

²⁷ Refer to go.gov.sg/gateway-overview for how to implement the SEGW and apply for a free SEGW Box.

²⁸ Refer to go.gov.sg/gateway-overview for latest details on when the free SEGW Check-out Boxes are available.

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 down customers' details and call them when their orders/seats are ready.
- Where practicable, separate queues from the dine-in seating areas as well as waiting areas for takeaway customers and delivery personnel.

C. Crowd Management

- To minimise socialising/mingling, F&B establishments should take additional steps to manage higher-risk areas (e.g. bar counters or standing tables) where there is a greater likelihood of customers mixing between groups. This may be done by seating customers on stools or clearly demarcating the boundaries for each dining area to ensure separation of at least one metre between groups at all times.
- F&B establishments should avoid activities that would attract large crowds inside and outside of their premises (e.g. aggressive hourly deals).
- Operators should take additional steps to manage the capacity within common play areas for children/toddlers/infants (e.g. deploying an employee to man the area), where practicable.

D. Encourage takeaways and home delivery

- Where practicable, collection and delivery from store should be spaced out and contactless²⁹.
- 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.

E. 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, coming into contact with high touch surfaces and devices, and between serving different tables or groups of customers.
- Where possible, F&B establishments should ensure that tables and chairs are thoroughly cleaned with disinfecting agents³⁰ after each diner vacates the table.
- Serving cutlery should be provided for customers who are sharing food.
- The provision of condiments (e.g. sauces) and cutleries at self-serve common stations should not be allowed, unless these are individually packed and sealed.

²⁹ 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.

³⁰ A list of suggested cleaning products and disinfecting agents can be found at <https://www.nea.gov.sg/our-services/public-cleanliness/environmental-cleaning-guidelines/guidelines/interim-list-of-household-products-and-active-ingredients-for-disinfection-of-covid-19>

- Condiments, cutleries and utensils should be provided to diners only after they are seated or upon request.

F. Use of F&B establishments as venue for events (e.g. solemnisation & 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 more than one event is held concurrently or if an event is held at the same time as normal F&B dine-in services, the event(s) should be clearly demarcated from other events and normal F&B dine-in services. 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 or between guests from the events and normal F&B dine-in customers.

G. Food lines served by employees

- For food lines served by employees, F&B establishments should remind customers not to touch the shields covering the food; these shields should also be cleaned regularly.
- Customers should not talk to or interact with others when in the line, even if they are from the same group.
- There should be no common handling of items. Plates should not be passed back and forth between server and customer. For repeated visits to the food line, customers should use a new plate.
- Food lines at MICE events must not be used to serve participants from different zones at the same time. Separate food lines must be set up for each zone, where practicable.