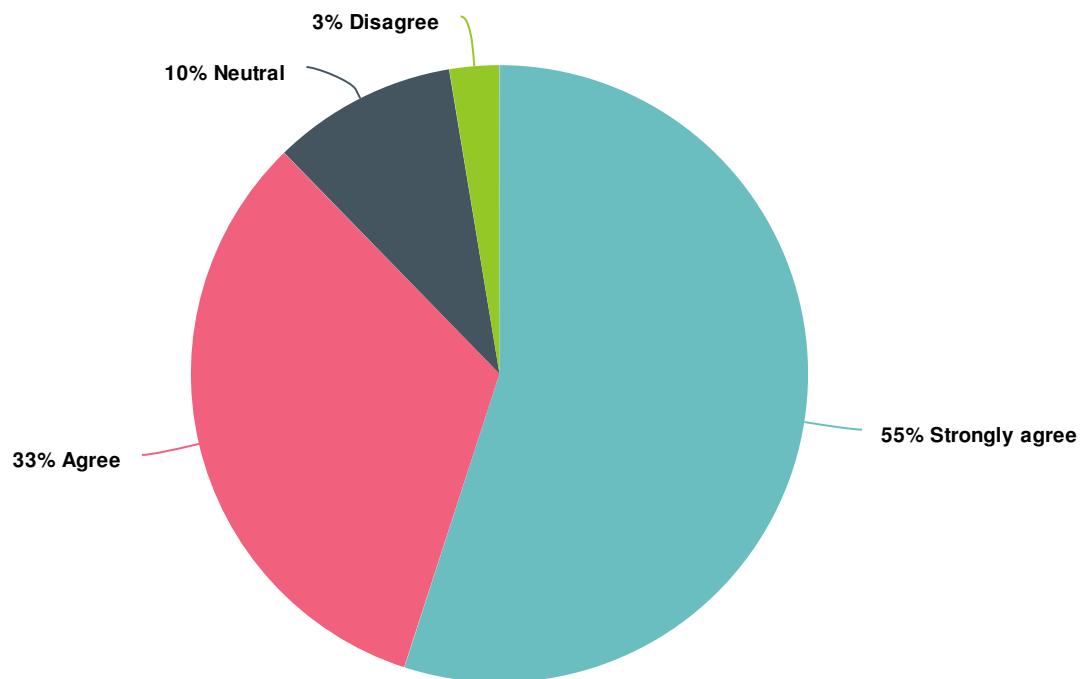


SquareMeal Consumer Confidence Index

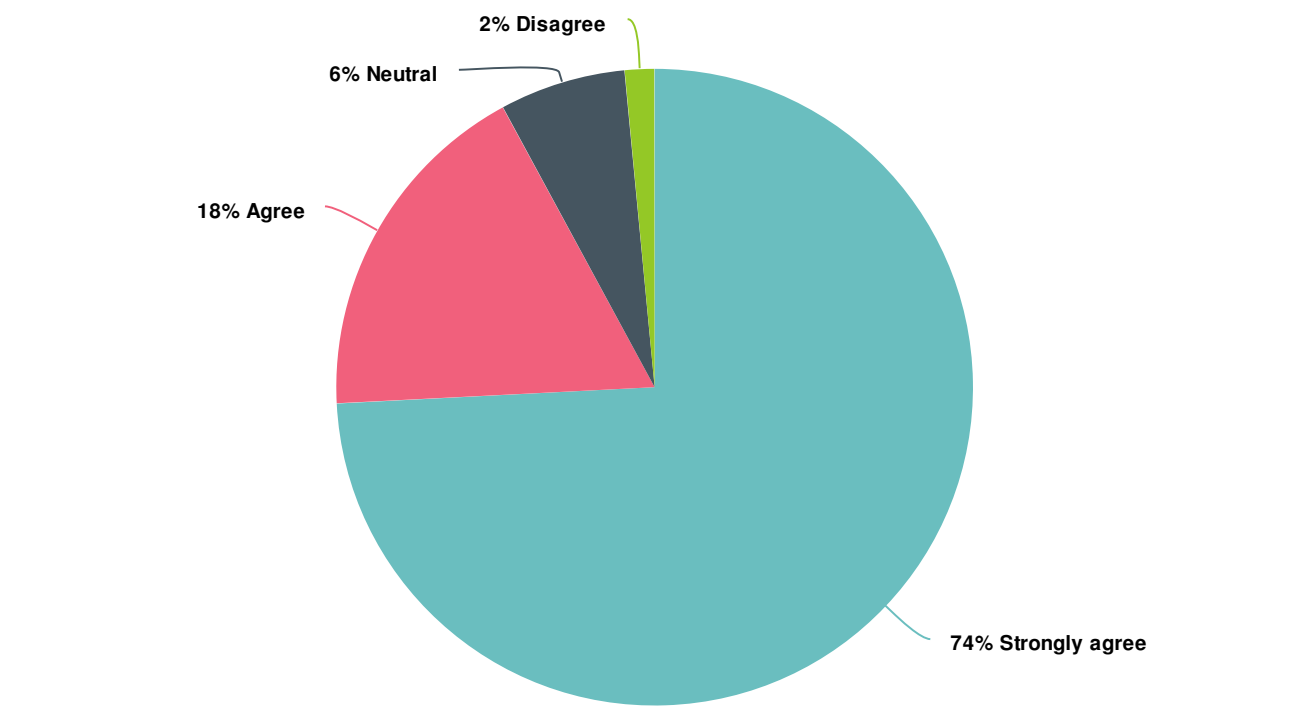
June 2020

1. Restaurants should display a statement of the processes they have put in place to prevent the spread of Covid-19 (eg deep cleaning after service; disinfecting of table areas between sessions, staff temperature checks etc)



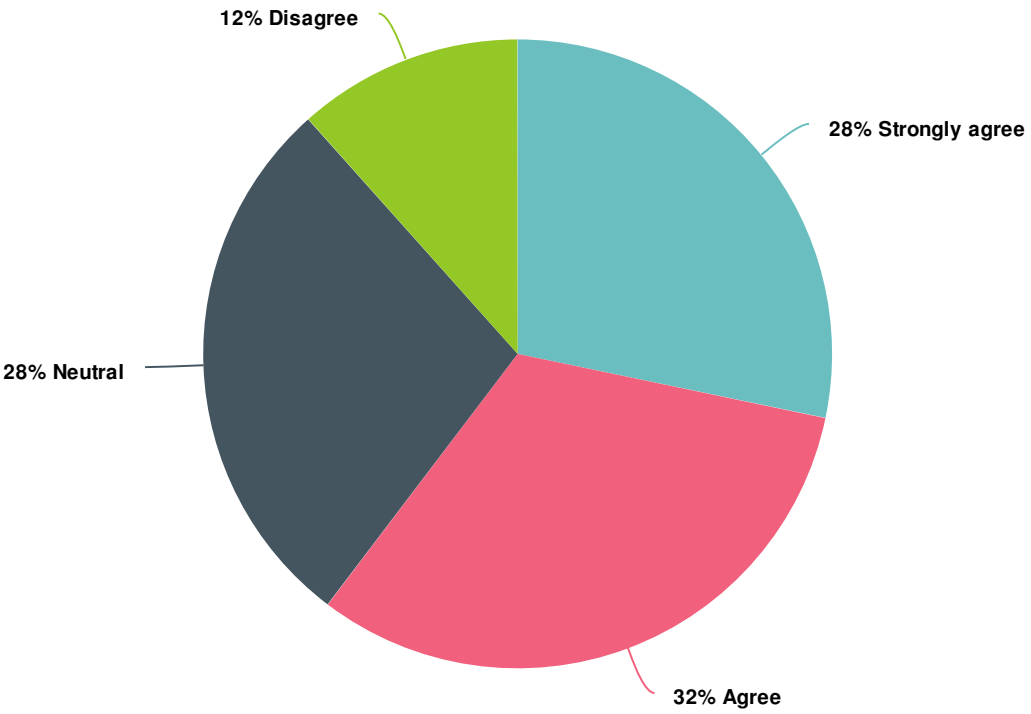
Value		Percent
Strongly agree	<div><div></div></div>	55.0%
Agree	<div><div></div></div>	32.7%
Neutral	<div><div></div></div>	9.7%
Disagree	<div><div></div></div>	2.6%

2. Restaurants should have a hand sanitiser station for customers at the entrance (for mandatory use)



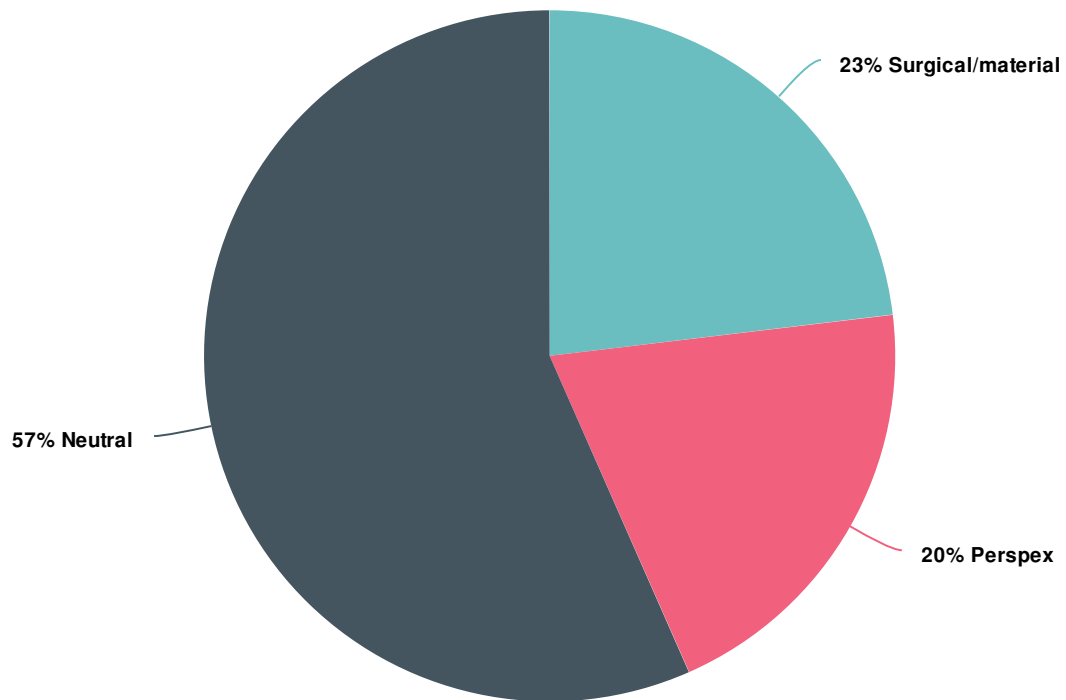
Value		Percent
Strongly agree	<div><div></div></div>	74.2%
Agree	<div><div></div></div>	17.9%
Neutral	<div><div></div></div>	6.4%
Disagree	<div><div></div></div>	1.5%

3. Front of house staff to wear masks



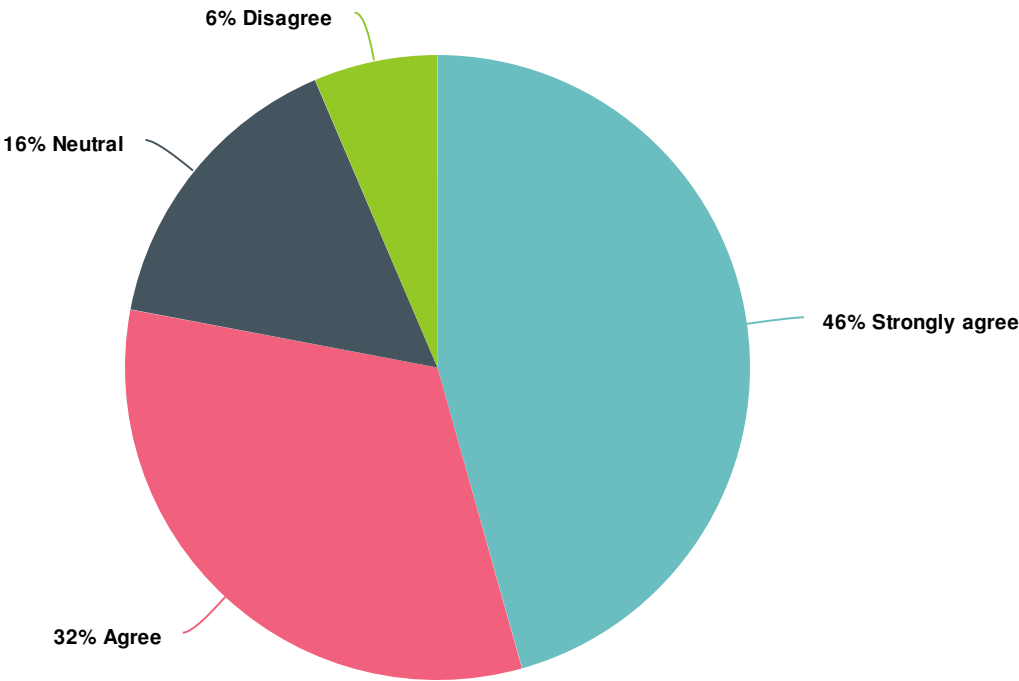
Value		Percent
Strongly agree	<div><div></div></div>	28.3%
Agree	<div><div></div></div>	32.1%
Neutral	<div><div></div></div>	28.1%
Disagree	<div><div></div></div>	11.6%

4. If front of house staff wear masks, these masks should be



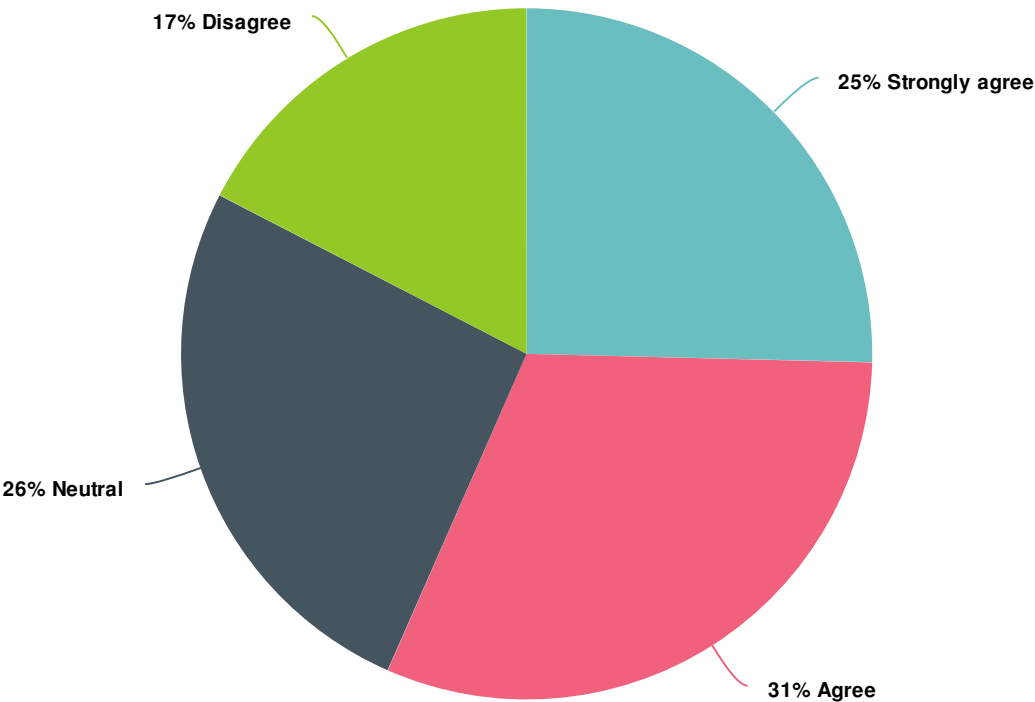
Value		Percent
Surgical/material	<div><div></div><div></div></div>	23.1%
Perspex	<div><div></div><div></div></div>	20.3%
Neutral	<div><div></div><div></div></div>	56.6%

5. Restaurants should give temperature checks to all staff prior to every service



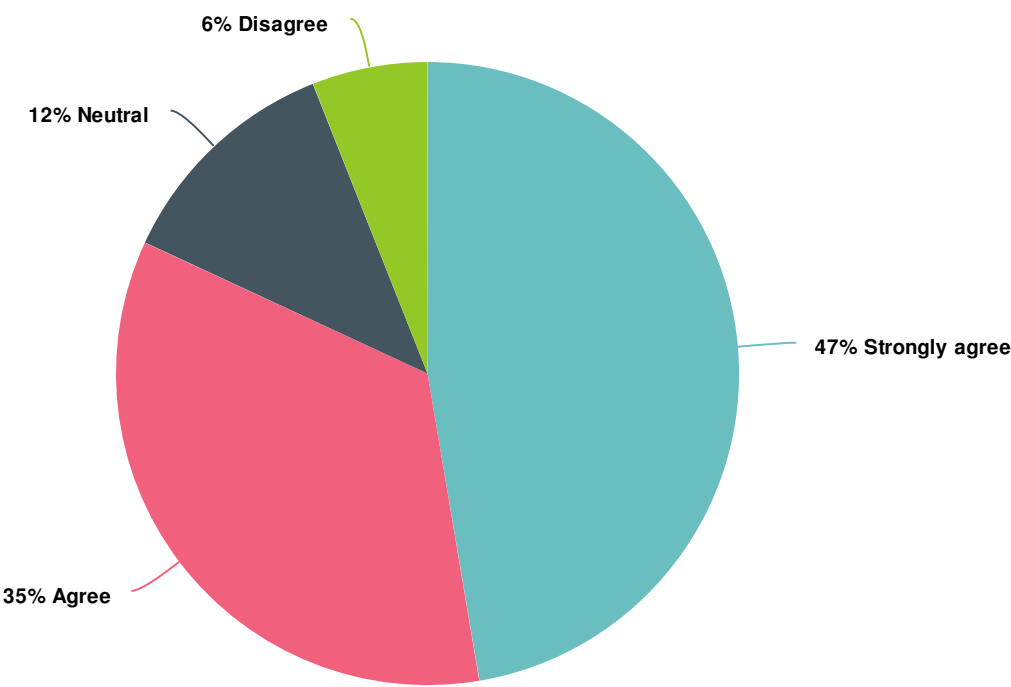
Value		Percent
Strongly agree	<div><div></div></div>	45.6%
Agree	<div><div></div></div>	32.3%
Neutral	<div><div></div></div>	15.6%
Disagree	<div><div></div></div>	6.4%

6. Restaurants should give temperature checks at entrance to all customers



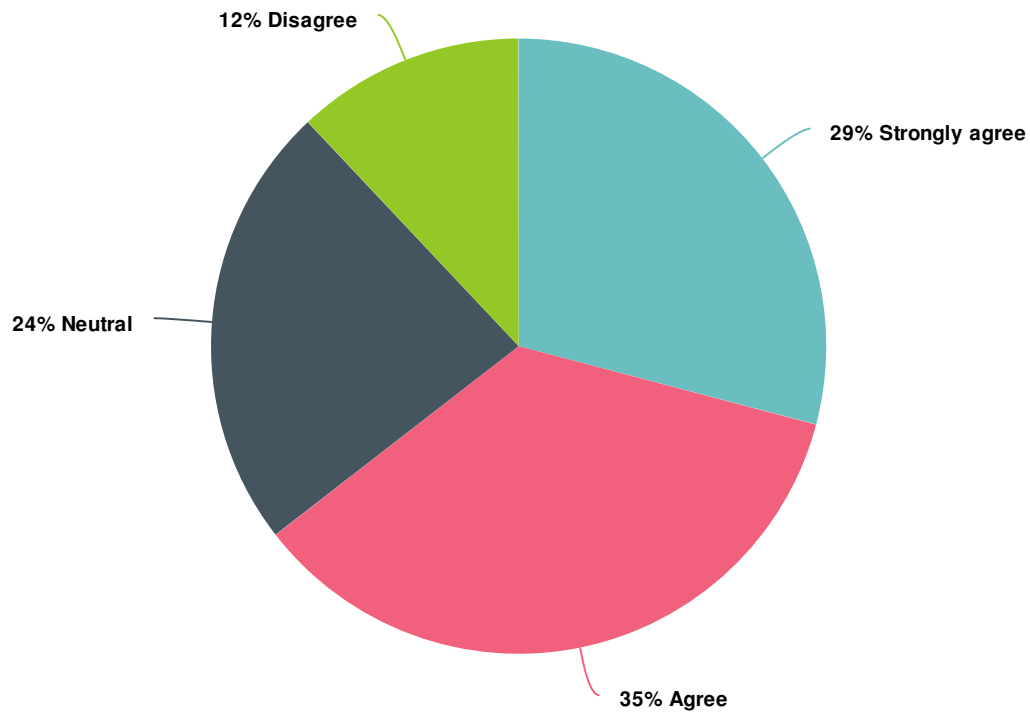
Value		Percent
Strongly agree	<div><div></div></div>	25.4%
Agree	<div><div></div></div>	31.2%
Neutral	<div><div></div></div>	26.0%
Disagree	<div><div></div></div>	17.4%

7. There should be clear signage about social distancing and the ways you and staff should walk around the restaurant



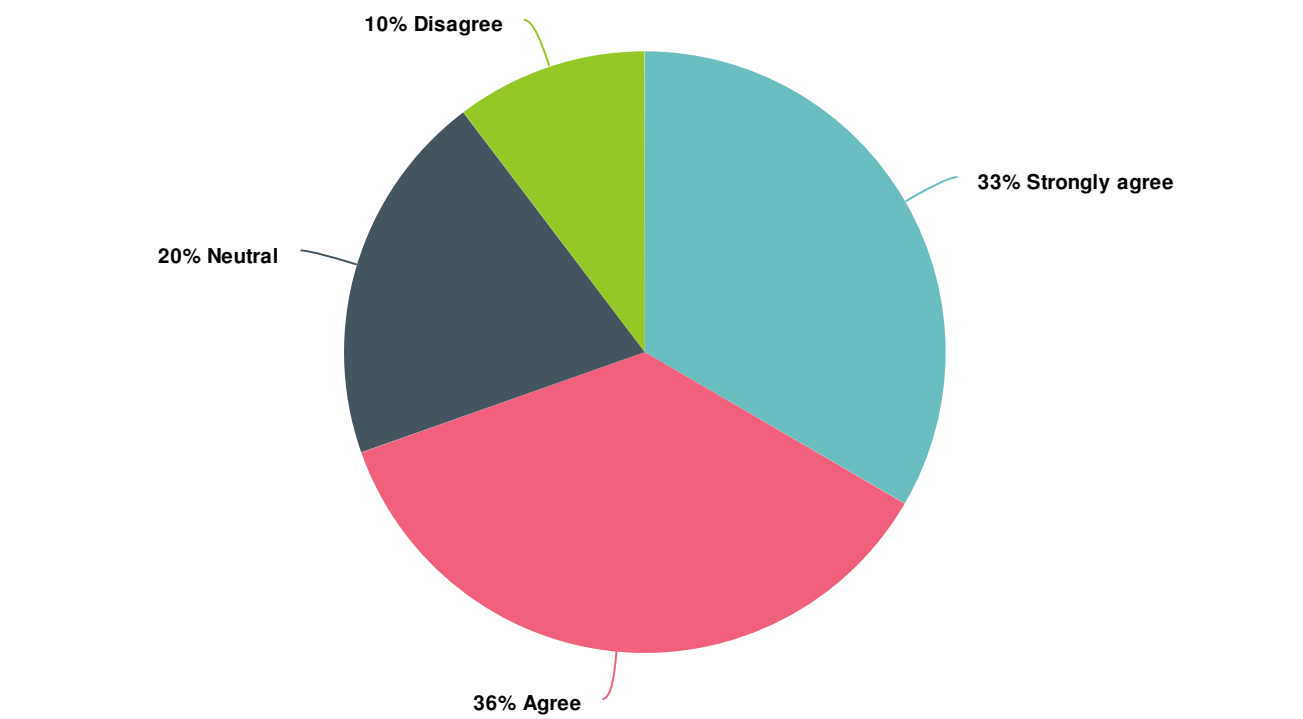
Value		Percent
Strongly agree	<div><div></div></div>	47.4%
Agree	<div><div></div></div>	34.6%
Neutral	<div><div></div></div>	12.1%
Disagree	<div><div></div></div>	6.0%

8. Restaurants should instal Perspex or other barriers where needed?



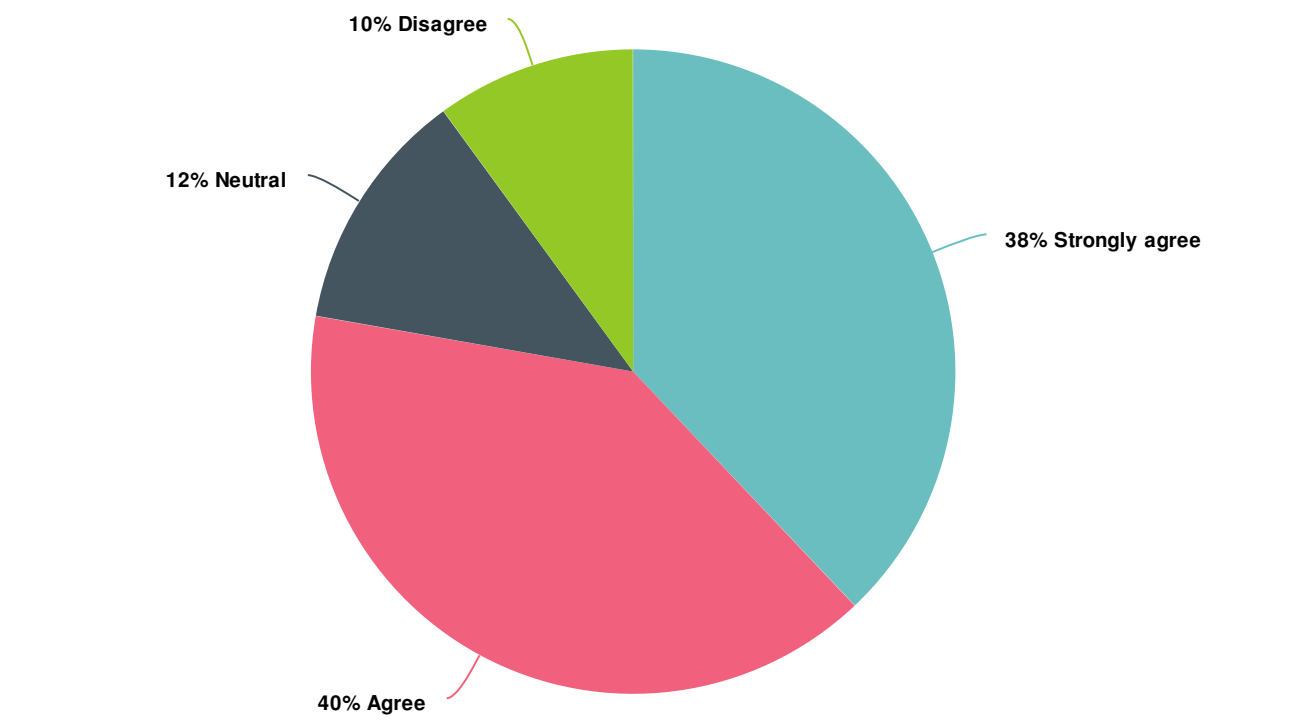
Value		Percent
Strongly agree	<div><div></div></div>	29.1%
Agree	<div><div></div></div>	35.4%
Neutral	<div><div></div></div>	23.5%
Disagree	<div><div></div></div>	12.0%

9. Restaurants should provide disinfectant napkins or sanitiser for you to use at your table



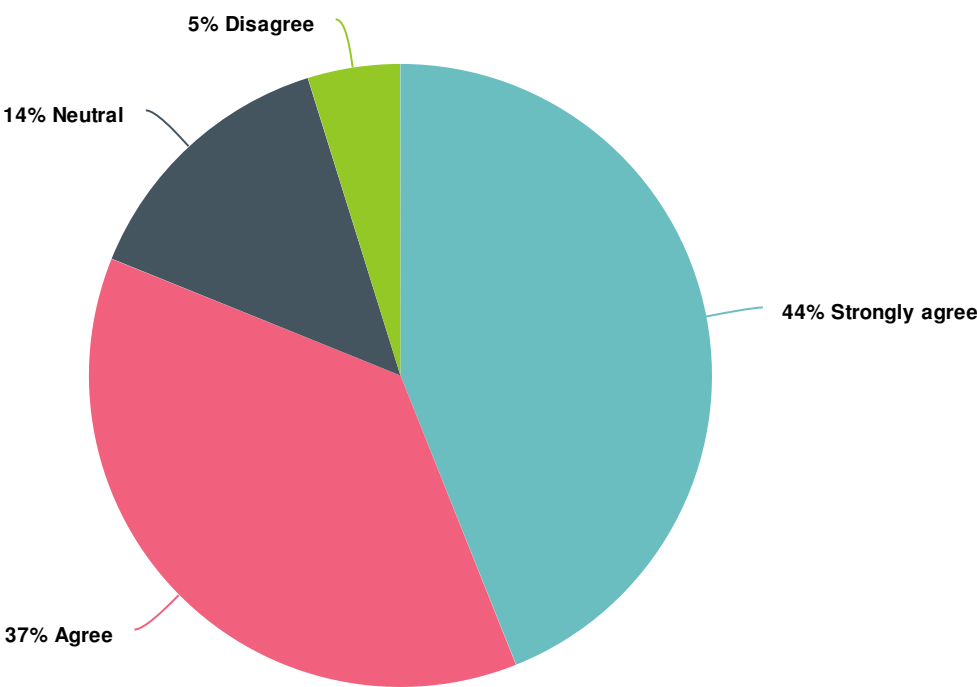
Value		Percent
Strongly agree	<div><div></div></div>	33.4%
Agree	<div><div></div></div>	36.2%
Neutral	<div><div></div></div>	20.1%
Disagree	<div><div></div></div>	10.3%

10. Salt, pepper and condiments to be served in sachets or fresh ramekins to minimise customer handling



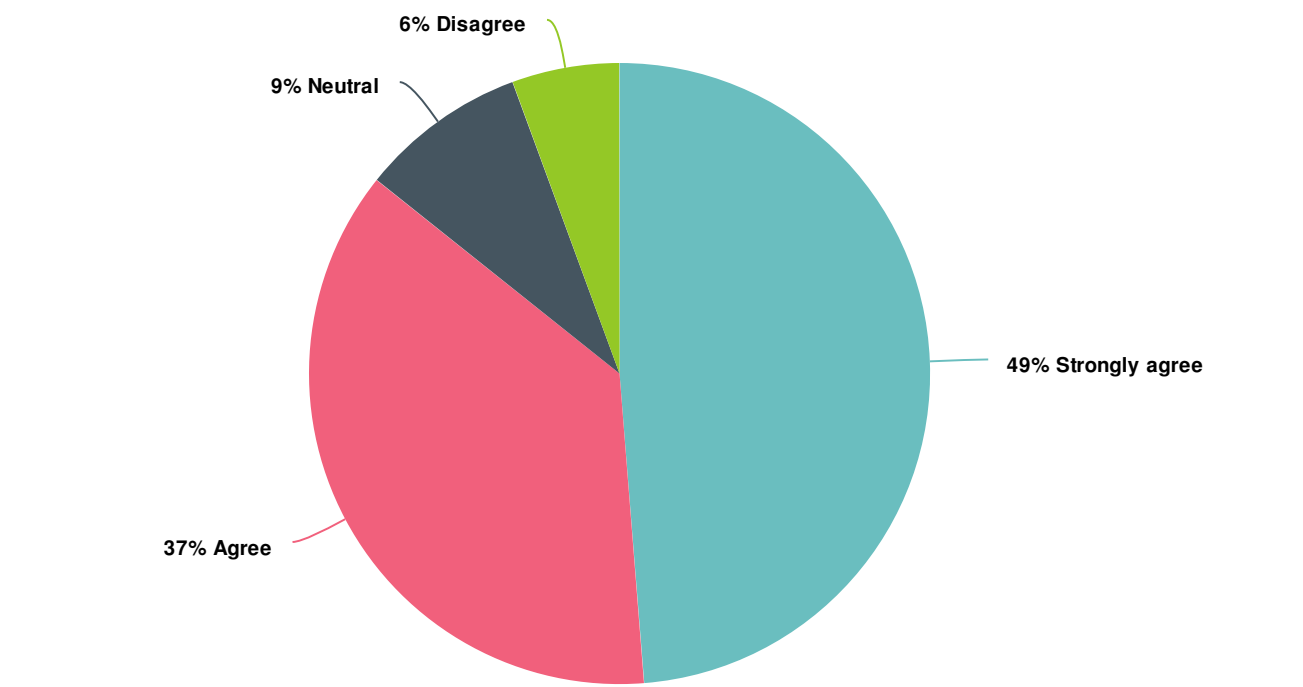
Value		Percent
Strongly agree	<div><div></div></div>	37.9%
Agree	<div><div></div></div>	39.8%
Neutral	<div><div></div></div>	12.2%
Disagree	<div><div></div></div>	10.0%

11. Restaurants should deep clean tables and chairs between sittings



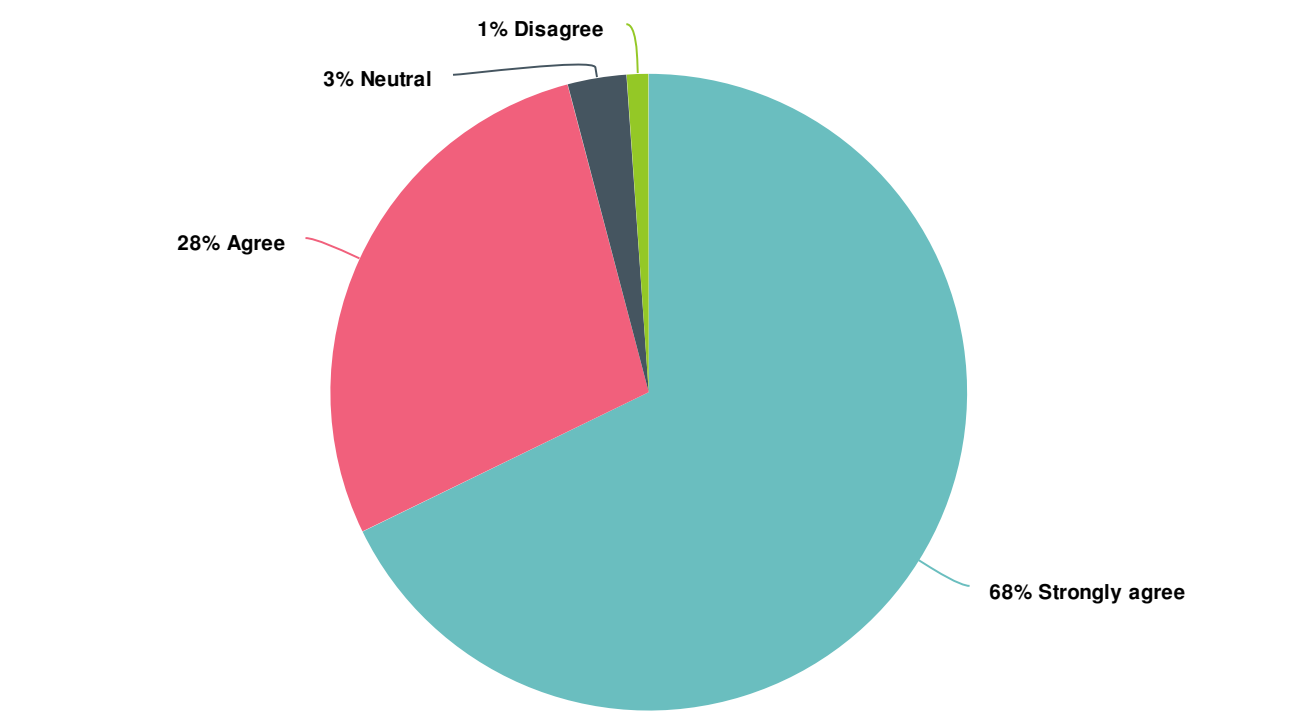
Value		Percent
Strongly agree	<div><div></div></div>	44.0%
Agree	<div><div></div></div>	37.2%
Neutral	<div><div></div></div>	14.1%
Disagree	<div><div></div></div>	4.8%

12. Menus should be laminated and cleaned, or be printed on paper and disposed of, between each use



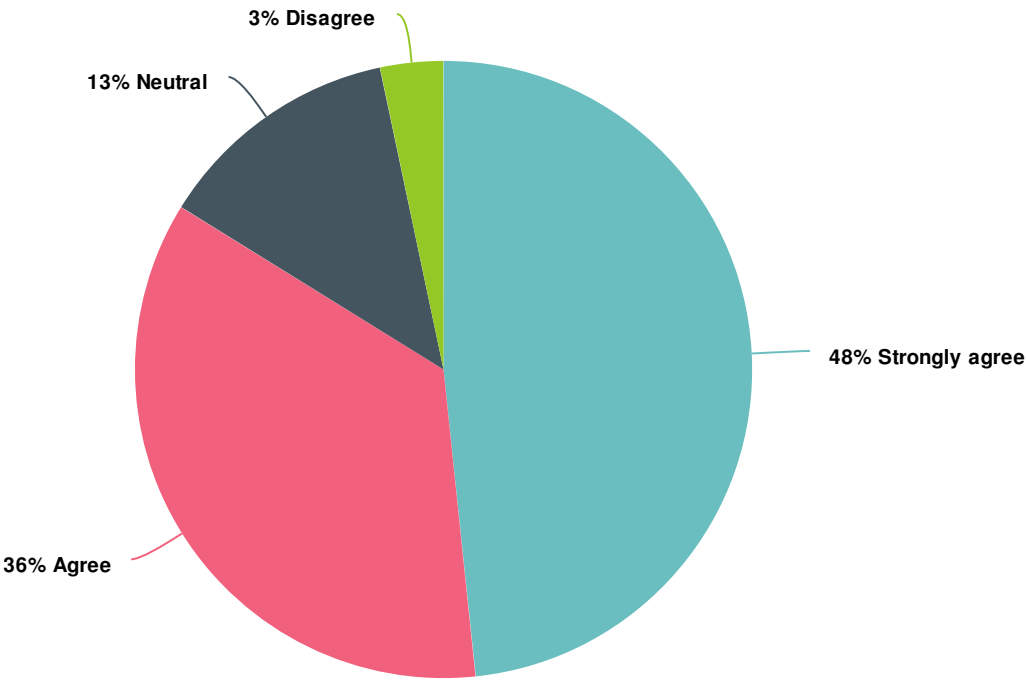
Value		Percent
Strongly agree	<div><div></div></div>	48.8%
Agree	<div><div></div></div>	37.0%
Neutral	<div><div></div></div>	8.7%
Disagree	<div><div></div></div>	5.6%

13. Restaurants should provide increased toilet cleaning compared to normal, including frequent disinfection of high-frequency touch points



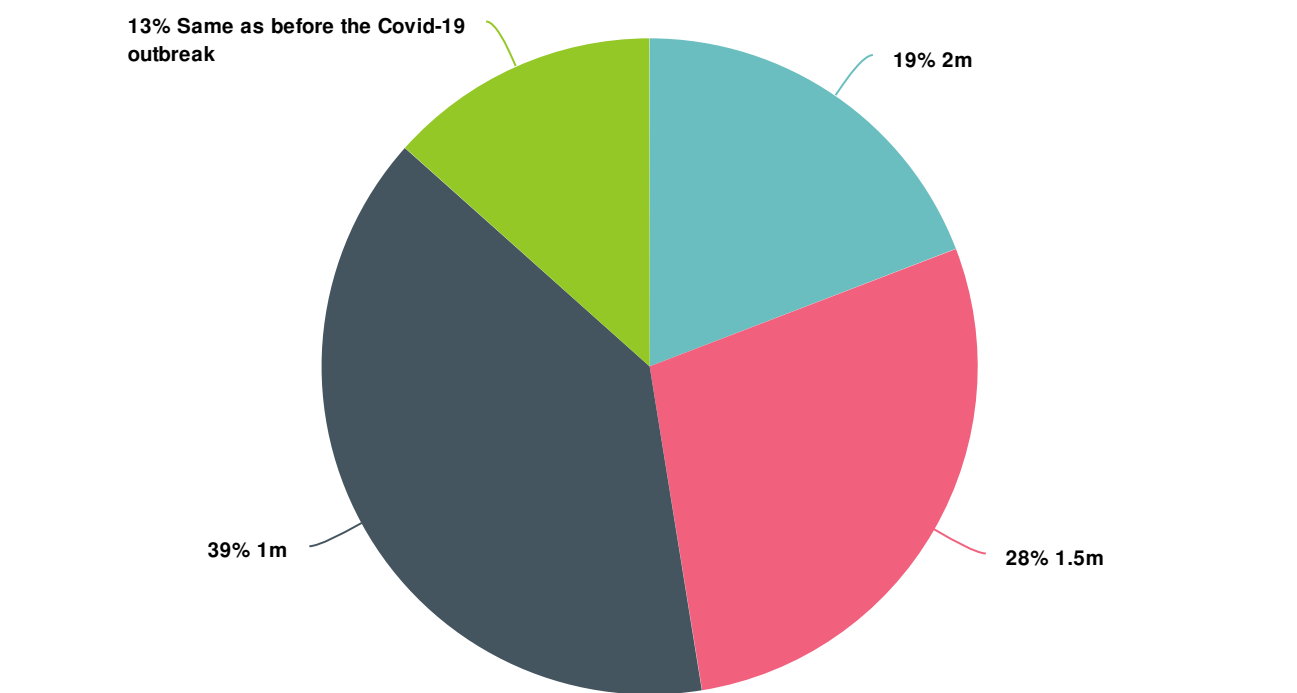
Value		Percent
Strongly agree	<div><div></div></div>	67.8%
Agree	<div><div></div></div>	28.1%
Neutral	<div><div></div></div>	3.0%
Disagree	<div><div></div></div>	1.1%

14. Restaurants should make hand sanitising / washing of hands compulsory for staff at least every thirty minutes



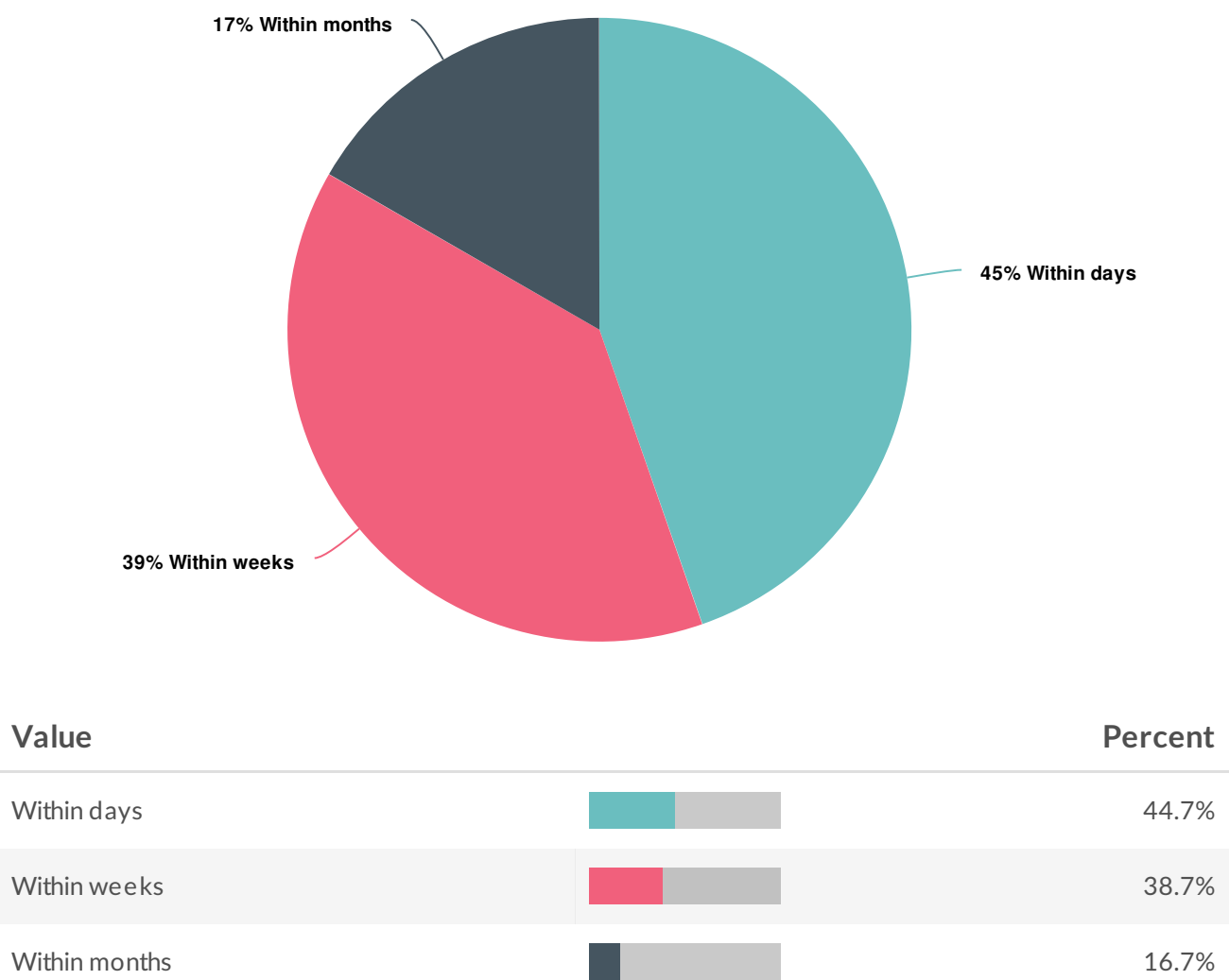
Value		Percent
Strongly agree	<div><div></div></div>	48.4%
Agree	<div><div></div></div>	35.5%
Neutral	<div><div></div></div>	12.9%
Disagree	<div><div></div></div>	3.3%

15. At what level of social distance will you feel comfortable within a restaurant

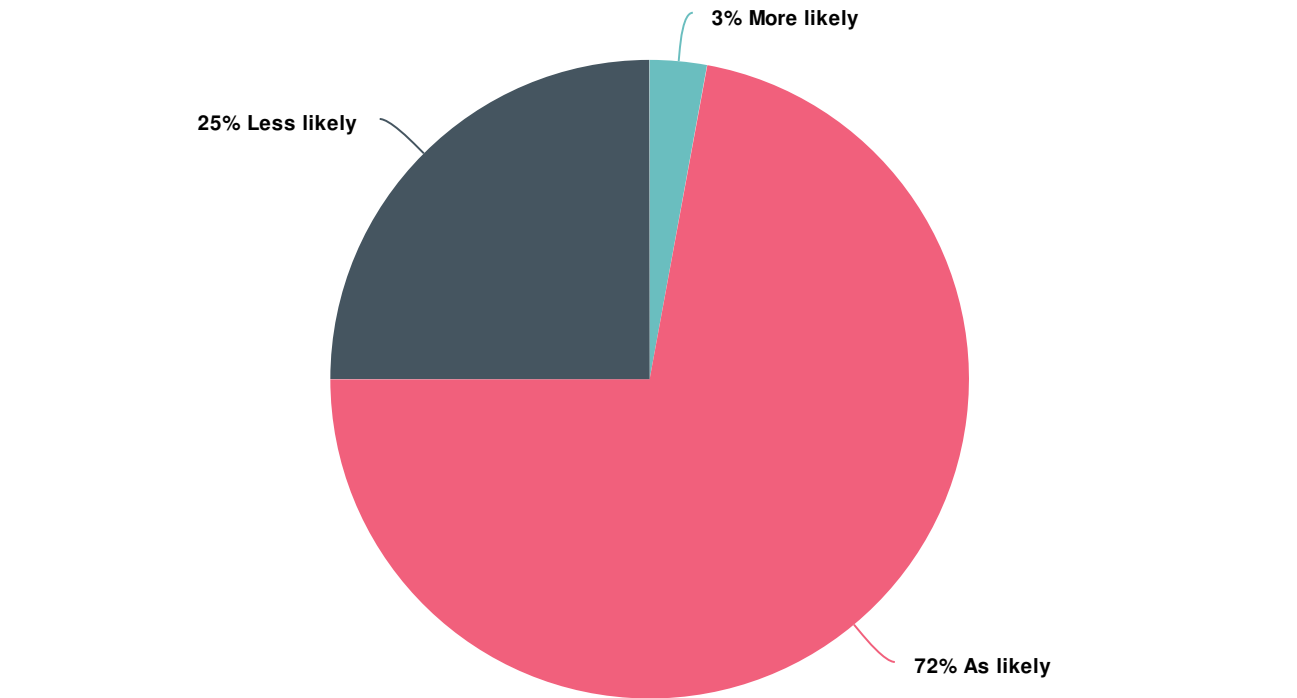


Value		Percent
2m	<div><div></div></div>	19.2%
1.5m	<div><div></div></div>	28.3%
1m	<div><div></div></div>	39.2%
Same as before the Covid-19 outbreak	<div><div></div></div>	13.4%

16. When will you be dining out after restaurants reopen

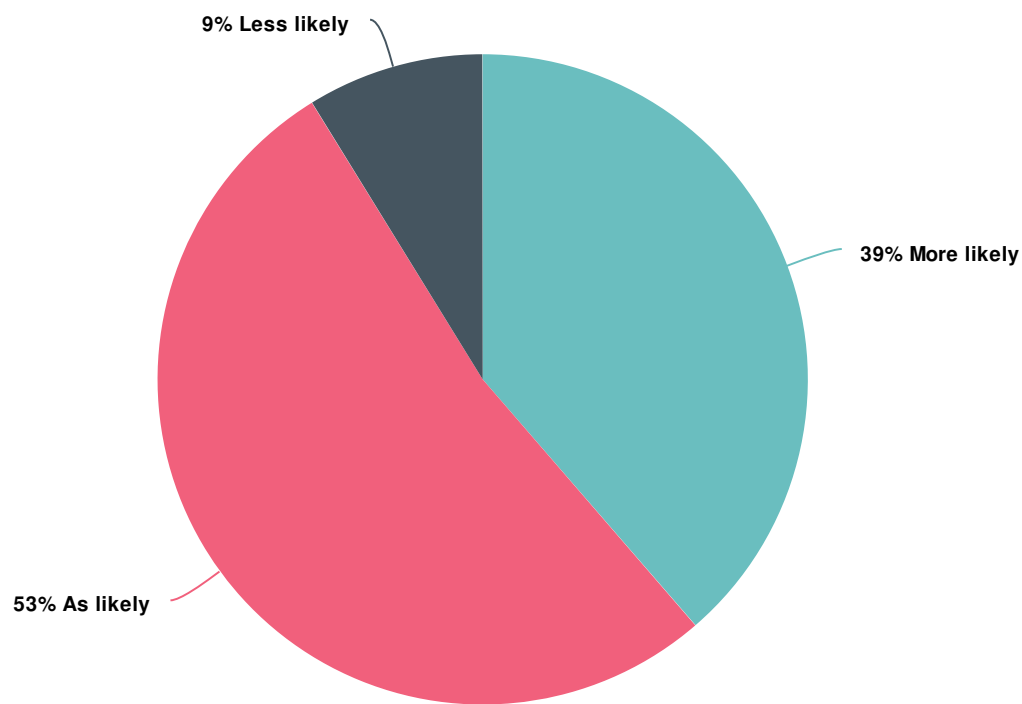


17. If restaurants have to put their prices up will you be more or less likely to eat out?



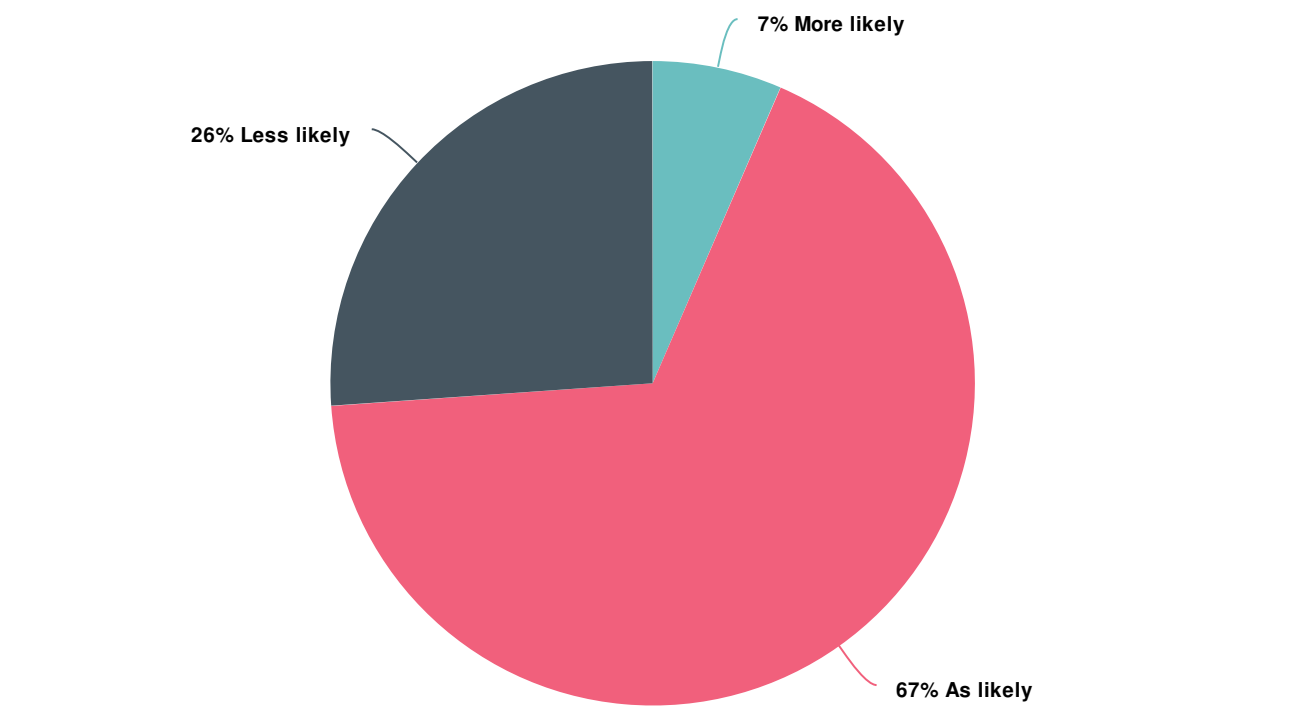
Value		Percent
More likely	<div><div></div></div>	2.9%
As likely	<div><div></div></div>	72.1%
Less likely	<div><div></div></div>	25.0%

18. Because of Covid-19 awareness will you be more or less likely to eat out at non-peak times when the restaurants are less busy?



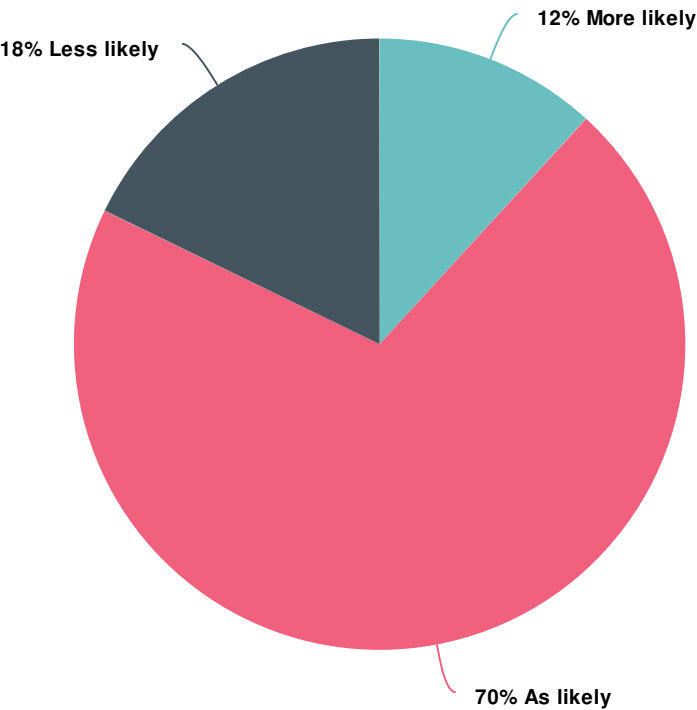
Value		Percent
More likely	<div><div></div></div>	38.7%
As likely	<div><div></div></div>	52.6%
Less likely	<div><div></div></div>	8.8%

19. When restaurants reopen how likely are you to go to a restaurant compared with before Covid-19?



Value		Percent
More likely	<div><div></div></div>	6.5%
As likely	<div><div></div></div>	67.4%
Less likely	<div><div></div></div>	26.1%

20. When restaurants reopen will you be more or less likely to use a private dining room in a restaurant compared with before Covid-19?



Value		Percent
More likely	<div><div></div></div>	11.8%
As likely	<div><div></div></div>	70.4%
Less likely	<div><div></div></div>	17.8%

21. If you have any comments, ideas or suggestions please write them here

ResponseID	Response
6	none
9	None
12	continue with take out services they've been great!
18	Is it possible to open with a smaller number of covers until the team and the customers find their feet.
23	It's going to be all about confidence and having a really good experience. Restaurants would sensibly seek genuine customer feedback immediately after they have dined to continuously seek to improve the customer experience.
27	Hand sanitizer on entry and face mask should be worn when not eating
29	One the Government says its safe I would not have an issue with dining out and would like to support restaurants. I tried ordering takeaways from fine dine restaurants but they seemed to only be fast food offerings.
32	I am keen to support the hospitality industry when permitted to ensure as many businesses survive as possible
39	The problem is that the changes needed to be Covid safe will make dining out very unattractive, in my view. I'd be more likely to order a "finish at home" meal box or takeaway from a restaurant than go to one for the foreseeable future, partly because of the actions needed to be Covid safe.
42	I think we should remember that these are restaurants and not hospitals - I wouldn't want to be faced with lots of signage about sanitisation and masked staff. We should be able to enjoy the atmosphere of a restaurant at our own risk (as safely as possible of course but without overkill or intrusion.)
43	I am less likely to go to restaurants for to live queue. If it is possible to book table for specific times and avoid queuing with other people I will go to restaurants again.
47	It is ludicrous to think that we can stop the Country catching what is for 99.995% of the population a non-fatal cold (only 00.05% of the UK has died from this (outside Care Homes)). Carry on as normal. JWP
48	Try not to overbook the Restaurant
49	I'm a Londoner and restaurants are an important part of my social life. As a journalist I spend much of my week in the Centre of town, but the risks versus the rewards currently remain high and this shouldn't be overlooked. The safer the environment and eating out experience is the quicker and more likely I am to resume eating out. Good luck with the survey.

ResponseID Response

52	I just hope that these measures don't spoil the atmosphere of restaurants.
53	Try to keep anything disposable in paper, not plastic. Restaurants shouldn't end up looking like pharmacies, so not too much signage! Staff should have bespoke masks in the restaurant livery. Staff should wear gloves.
54	I'm not afraid of Covid-19 and really can't bear the idea of staff wearing masks, me being forced to hand sanitise when I arrive etc etc. I go out to restaurants to enjoy myself with friends, have fun and eat lovely food. I want the experience to be as close as possible to how it was pre Covid-19.
61	During lockdown I have been using home delivery services from restaurants with enormous success. Maybe this could continue?
63	If no-one is selfish we can all enjoy safe dining out
64	I'm hoping we'll be able to eat out with friends again soon!
67	N/A
68	Restaurants just need to take precautions, as to the diners. No need for a 2m distance.
72	Only set tables when customers arrive at that table. Use whichever type of mask that is the most comfortable for staff to wear all day. Give them a choice.
79	Seeing best practice is more important than a sign claiming it! We must not go overboard but cleanliness should be without doubt.
80	I think it is so important for restaurants to get back to normal as possible and for people to be able to enjoy the experience as similarly as they did before this happened. Obviously it is so important that cleanliness and disinfecting happens between sittings and there is social distancing measures in place however not to the point where customers are putt off. I for one cannot wait for restaurants to open as socialising is such an important part of life and hopefully this will happen soon.

ResponseID Response

- 82 The restaurants can be opened as long as all the measures are in place for the staff and customers. Take away are a very good ideas as people still want the dishes they go out to eat. Cleaning tables well after each customer and wiping the menu and rotating them is good idea. Napkins put in a box or bag by dinners near the table is good for staff. Give customers time limit to eat so you can have more customers able to come out to dine. Booking restaurant is also a good idea. I think preparing the food and how the kitchen is organised will be my main concern. The food goes straight into ones mouth. The hospital restaurant are open and serving food to doctors, nurses etc. Do not see why restaurant can not operate in the same way. Good idea to take customers contact details and make them sign document stating if they get any symptoms of coronavirus to let the restaurant know. Other customers can be informed if it is within a month or so of their visit. Can tell customers to also check on the restaurants web page. May seem bad for the restaurants but I feel I would rather go to a restaurant that is more caring for their customers then making money at this point of time.
- 84 In France what they are doing is on every table there's a QR code that you scan to your phone for the menu and if not all the menu, definitely drinks menu - you need to download a QR scanner app to your phone. Is so easy. Then the food is either written out on a blackboard that they bring to your table or displayed prominently, and/or shown in display case at front door. Works brilliantly.
- 89 looking forward to eating out.
- 94 Life will not resume normality until we are all vaccinated. Only then will volumes return to the trade. I expect a large number of restaurants are going to vanish.
- 97 maximise outside seating areas
- 98 Would support suggested post- Covid surcharge, say 10%, ON TOP OF service charge.
- 99 I think that with regular deep cleaning and temperature checks I would feel more confident to dispense with mask wearing and extreme social distancing although I would want gaps between diners at restaurants like Wagamamas where long tables are shared or those like the Oxo Tower where tables are very crammed in.
- 100 Greatly looking forward to restaurants opening. Maybe they should have set booking times so that no more than one party arrives at any particular time, so say every 5-7 minutes to give everyone chance to get to their table before the next booking arrives.
- 101 Restaurants will have to instil trust with customers or they will not succeed.
- 102 Restaurants should still remain a relaxing atmosphere. If staff are to wear masks, it should not look clinical. There should be adequate space between tables. Staff should feel safe.

ResponseID Response

103	I would still like the dining experience to be a pleasant one as that is the whole point surely. It's not a bad thing to have more hygienic practices, but there is a line I feel between that and an atmosphere of people looking tense with OTT rules to be followed . The shopping experience at the moment is not a pleasant one because of this , too many Marshalls giving orders so it would be lovely to go to eat in relaxing surroundings .
120	Would want to be assured that all kitchen staff undergo regular checks and that the kitchen and appliances are deep cleaned/sterilised.
129	If a restaurant did state what they are putting in place or have no visible precautions I would actively avoid that business or even stop going there forever because I would t feel like they are putting safety as a priority.
130	staff gloves? ensuring tables have enough time between sittings to be cleaned
132	Good luck! It's been such a hugely tough time for anyone in the service industry. Thank you for all your hard work in trying to get service back up and running.
140	No red or dry please
155	There has to be an element of trust with any resteraunt you want to visit as you have to believe they are doing as they say.... I wonder if you are more likely to eat closer to home in that cae (where you may know the owners)
156	Safety measures needed to be available online. This is the first thing I would check when considering whether to eat out or not. If people feel safe they will come back and restaurants need to make every effort to make people feel safe.
162	Thank you, good survey and hopefully this helps restaurants pick up business as soon as possible :)!
165	Good idea to ask people ! Think I've answered as honestly as I can - we've got used to home catering and delivery of good pre prepared meals - much easier when the sun shines !
167	When I use pubs or restaurants again will be strongly influenced by how safely it is managed. If I have any suspicion that it is too busy or that it is not clean enough I will not go there.
168	Really keen to eat outside wherever possible
169	Masks for front-line staff and social distancing should follow the societal norms - so masks for all Front of House staff, until the level of response level is stood down. Any restaurant should anyhow be doing regular risk assessments, regardless of Pandemics! Healthy behaviour and safe food handling approaches should be happening regardless! I;d worry about visiting a restaurant that is thinking about it for the first time as we reopen!

ResponseID Response

170	A concern might be how other diners behave and observe hand washing/distance guidelines
174	Having face shields is more friendly as faces can be seen - including smiles. They also protect staff and customers. If online bookings are taken, menu choices could be made in advance to lessen inside menu usage. Remove condiments where possible as most dishes are already seasoned correctly.
177	No
180	Cannot wait to return our support our restaurants! Cooking has been fun but looking forward to someone cooking some great meals for me!!
188	Level of protection between tables depends on the type of restaurant. Fast food places it will be necessary but Michelin started not so much
189	Thank you for the chance to give feedback on this. I can't wait to get back to eating out again but fear a second spike in this horrible virus. My heart goes out to all of the hard-working, excellent hospitality teams who work so hard to provide us with such a valuable way to enjoy ourselves.
193	This is a very good survey - well worth sending out.
194	I will be delighted to be able to dine in restaurants, but am worried that if social distancing is reduced to 1 metre the chance of being infected with covid 19 is increased by 10%.
195	I think ventilation is very important. Not air con which just re-circulates the same air. I would eat outside if there was distancing but to go into a restaurant is more risky. All the disinfecting is offputting, as the smell of bleach is awful.
197	Sadly, until such a time as there is a vaccine or effective treatment for COVID 19 I will not be indulging my restaurant habit at all. I am anxious for the day when we can all feel safe and welcomed inside hospitality venues, I miss it terribly, but health is a priority. I actually have a son who is a chef, so I am gutted by what a tough time the industry is having. Fingers crossed it comes back, eventually.
206	I am keen to support the industry and will organise bookings as soon as permitted I am not overly concerned about covid
212	Contactless payment, bill-splitting.
213	Restaurants need to be clear on their web sites about the distancing regime that they are operating.
219	Don't take the sociality or fun out of dining, or make it such a palaver that it is not a pleasurable experience.

ResponseID Response

224	Restaurants will be a joy provided cleanliness and good service is observed - ambience is key to going out - in a way to bring some joy in the time of Covid.
230	#17. Would depend on the increase
231	There are certain questions within the survey which are tricky - i.e. cleaning of tables. I certainly don't want to be sitting somewhere and the table next to me is being sprayed down and the smell lingers. tricky but all depending on what type of restaurant you are at and how discreetly it can be done. Also costs - again if value is there i have no issue with paying more but if the service, food and experience is ok, i would not want to pay more. Temperature checks - again tricky but i would hope that diners can be sensible and also take responsibility from their side as it is not 100% done to the restaurant - we all need to be doing our bit - so if not well or have come into contact with someone not well - isolate!...
232	.
233	Really can't wait to be able to eat out again properly. I have little interest in doing this if it's going to be unenjoyable though i.e. masks, distancing so will probably wait until that's no longer required.
235	Definitely the menus being sanitised but may be you could just receive an email with a link to the menu and look at the menu on your own phone and the wine list saving on sanitising etc.
238	If all the regulations are met ie, temp testing and deep cleaning then I think 1.5 mtr distancing would be sufficient, but this has also to be within the current guidelines.
239	Meal plates covered during service
244	The key is for Covid19 procedures to be science based rather than reflect procedures (such as mask wearing) which have little or no proven value. Nobody wants to eat as if in a dentist's surgery
245	If people use hand sanitizers at entry, not sure there is a need for extra sanitization within the premises as long as staff do the same when coming to work. Temperature checks for all.
246	You can't easily eat and wear face protection and those with even minor health problems, coeliac in my case which is an auto-immune disorder still have to be super careful.
247	items in restaurants should be as disposable as possible - ie throw away menus, wrapped cutlery, sanitiser on each table, tables should be prebooked, temp checks on staff is a must
249	I expect prices to go up very slightly to accommodate costs

ResponseID Response

252	Restaurants should be allowed to open without any special COVID 19 measures and the public should be allowed to use them at their discretion/risk. That said, if quick results COVID 19 tests are available I wouldn't have a problem taking a test before being allowed to dine. This approach could also be applied to the restaurant's staff.
257	Cutlery could easily be sterilised by boiling
259	Not at this time
260	Social distancing is pretty haphazard. Checking temperatures of diners at the point of entry and having the right to refuse entry if a diner is clearly suffering from any sort of infection are paramount, as is basic hygiene and sanitising.
263	Assuming restaurants will be fully aware and wanting to implement/prioritise safety of both their staff and customers alike. Cost of products have risen and in line with this for businesses to succeed cost will of course go up but within reasons as impact are also on customers. As long as sensible guidelines are followed I look forward to eating out and support the restaurants back into business.
265	I'd like there to be increased hygiene and cleaning especially bathroom which are often ignored but not at the cost of the dining experience. Overdoing masks and dividers give a restaurant a hospital feel and no one wants to go out and pay more to eat in a hospital-like ambiance. Going out is as much about other people and ambiance as food
266	I think that the mandatory wearing of masks for front of house staff is abhorrent, as not only does it add to the somewhat apprehensive atmosphere at this time, it also makes communication (especially in a noisy restaurant) incredibly difficult. I think that a sensible social distance between front of house and guests, along with regular hand washing and sanitising, is the obvious and most sensible way to proceed.
267	I am happy to support restaurants. my belief being that if you don't use it, you lose it (like local shops) and those that have been providing takeaway service have been great for us in these difficult times. I think the staff should be able to wear Perspex masks so they should still feel human, and customers should wear masks until they are seated / or until their food arrives. this is for the safety of themselves, the staff, and other customers until we are on the road to recovery. It's going to take time so we must all pull together to keep our restaurants open and their staff in jobs.
275	Restaurants should be allowed to use their own common sense in responsibly protecting their staff and in relation to the expectations of their own type of clientele.
280	I cannot wait until the restaurants re open. It is one thing I have missed the most.
283	Open as soon as possible!
284	It's important to get the restaurants up and running soon but safety must be paramount. Hand washing taking of temperature and sanitising hands frequently are by far the most important actions needed

ResponseID Response

291	We really should have the ability to produce a passport style negative test on our phones if testing capability was up and running for all staff and customers .
293	I think ventilation is going to be really important for a long time so questions about open windows and doors would have been useful on this survey.
294	No restaurant that enforces special precautions is going to be worth eating at. It is probably more sensible for restaurants to concentrate on takeaways/deliveries or just stay closed until the public lose their fear a little.
296	I would like restaurants to feel like sociable, happy places and not like the environment we have now in shops and supermarkets. I do not want to be served by staff wearing Perspex face masks or sit two metres apart in an empty and soulless restaurant!
300	With 45 years experience of pan-Europe eating in serious restaurants (bistros and upwards) - and several years judge at Sweden's Restaurant of the Year award, I'd urge restaurants to (1) allow guests to bring their own wine, paying fair corkage, and to re-examine their prices for wine. Restaurants thrive when guests can afford to drink good wine at moderate prices . When doing so intelligently, such restaurants profit by selling better wine for less and to more guests. In such places most tables bear 1-2 bottles instead of glasses of the cheapest house wine. Frank Ward www.oenofile.co.uk
308	I think as many precautions as possible should be put in place. It's a massive bore but not when you think about the consequences of not doing it. Would you risk your families lives? No, so apply the same to customers and staff. I look forward to restaurants reopening and normality returning when it's safe to do so :)
309	Salt and Pepper can be offered and dispensed by the waiter. A restaurant meal is an experience. If people just want to eat, then they should get takeaways. I want to visit a restaurant to enjoy myself and not feel as if I've stumbled into a shooting of Holby City.
312	I am looking forward to restaurants, pubs and cinemas reopening and I wish everyone in the industry all the very best through this difficult time. Just a note about the survey - Question 8 says 'where needed' in the question wording so you have to answer in the positive. Otherwise you are saying no you don't think something should be done where it is needed. I'm not fussed about seeing perspex barriers but if they are needed to protect staff or customers then they would not put me off.
314	It is important that restaurants show they have measures in place, protecting staff and customers. This could be a note on each table detailing measures taken and requesting customers 'do their bit' too, something like how to help us help you. The air conditioning improvements should also be considered
315	It's important that when customers enter the restaurants they are sanitizing their hands or washing them upon entering. More disposable napkins should be provided at the seating that they will be sitting. In the event someone needs to cough or sneeze they need to be covering their mouths then sanitizing their hands or washing them.

ResponseID Response

319	Good luck to all restaurateurs reopening, I for one cannot wait to dine out again!
321	Desperate to eat out in a restaurant again and enjoy the chance to choose food from a menu , interact with staff and get out of the house for a change.
323	disposable napkins and condiments are bad for the environment. hand sanitizer when entering / leaving should be sufficient and salt, pepper etc shakers should be cleaned after each sitting as well as the table, menus etc. Social distancing is still a must! lets not forget that COVID is still around so even if we open restaurants we still need to distance. I would not go to a restaurant that is packed but i would pay extra to eat at one that is being safer.
324	Probably highly impractical but would be good if initially your "sitting" could be yours for as long as you wanted it, especially if prices are going up - nice not to be hustled out to allow time for deep cleaning between sittings.
329	Just to say I think that transport will be the bigger challenge in terms of visiting restaurants in central London. I am more concerned about that than being in a restaurant where more measures can be taken. So I will be more likely to eat out locally at first.
330	I'm keen to support all businesses that have lost out during these times to ensure that they continue trading.
333	Despite having explored new realms of creativity in the kitchen during lockdown, I can't wait to get back to supporting our incredible restaurants!
335	More tables outside please
337	From a research point of view I think it might be useful to ask separately about quick service vs family dining vs fine dininglaminated menus and plastic screens and visible cleaning materials probably work better in quick/family settings, where as they would probably ruin the experience in a fine dining setting. Good luck -it's not going to be easy.
338	assuming staff are covid-free through routine testing and tables / cutlery / plates etc are handled with as little contact as possible and sanitised, patrons are scanned on entry - there is no reason people need to be shoved into plastic boxes to eat within a safe environment. Patrons who feel threatened should not visit the establishment. Staff should have appropriate PPE to ensure their safety. Cutlery sharing is a much larger problem than a salt shaker. Appropriate and rational though should prevail - look to Hong Kong for how to operate successfully with as low as possible risk.
341	Limited numbers with increased hygiene regimes and awareness, along with customers having to adhere to new restrictions (perhaps signing a declaration app or similar) should allow for a phased trial re-opening period, with a clear mandate to assess at the end of each week, month etc.

ResponseID Response

343	I work in the hospitality industry and want customers to feel confident and safe. Extra sanitising measures and staff training should be part of procedures but not get in the way of spoiling customers enjoyment and experience.
344	Customers - if someone is coughing and sneezing they should be politely asked to leave All staff should be temperature checked prior to work shifts Avoid handing menus - have them on the table Make sure the staff keep their distance Make sure the loos are cleaned at least every hour. In the loos provide wipes or seat covers. Make sure all loos have covers to put down prior to flushing
346	If staff are to wear Perspex then it is important to ensure that they are regularly cleaned as any marks on them are more likely to be visible. Areas that staff and customers touch needs to be cleaned regularly eg. doors both external and internal. Cutlery, glasses, crockery should be covered if lying on tables as should salt, pepper and other condiments.
351	I would be delighted to support my favourite restaurants whatever restrictions they have in place!
358	In the beginning a barrier/perspex between tables inside would be good. Like the ones some supermarkets have at their self service tills.
359	I think the idea of going to a restaurant is to have fun with your friends / family and although I understand hygiene is on everyone's minds, you should not detract from the experience by making everything too sterile. So some precautions are welcome, you should not risk turning the experience into a chore as it will deter people from visiting.
364	I think it will be important that staff manage to tell customers when they aren't adhering to social distancing rules. So many people don't and it would really put me off. I think staff might need to be specifically trained on how to be assertive enough to do this whilst maintaining a positive and polite manner.
368	Thank you! It has been exceptionally tough for anyone in the service industry so I just wanted to say thank you for all that you are doing to get your industry back on their feet!
372	Make the masks themed with the restaurants brand with a fun element especially if you are attracting families
373	I will be looking for restaurants with outdoor space
374	People who
376	There should be booked table sitting and times, with a half hour slot for cleaning, I feel a set menu at a set price which gives a chance for kitchen staff to cook better quality and the waiting staff the chance to provide a better service. Sell on quality and service. A simple poster on websites and before entry so the customer knows what level of protection is in place, a bit like Scores on the Doors. Food vans are providing exceptional food and delivery, restaurants need to do better.

ResponseID Response

380	What you haven't covered is ventilation. I wouldn't want to sit in the line of a vent and if I couldn't be moved, I'd leave the restaurant. Also - a loo attendant in PSE would be reassuring at the top end. And for deep cleaning, I'd be happier knowing it was done via UV light than with chemicals that I can smell and which affect taste.
382	It will be a delicate balance between getting the precautions right and keeping the restaurant experience in tact. Thai worries me the most- restaurant experience going from being a pleasure and a great to being a faff or stressful of somehow cheapened (eg plastic laminated menus or packets of salt...)
388	Laminated menus OR menus written on blackboards.
394	Great idea to do this survey. I'm feeling for the hospitality industry. While I need to be a bit cost-conscious, I will certainly return as soon as I can.
396	I cannot wait for restaurants, cafes etc to open.
399	The information re measures the restaurant has taken, and any 'rules' they impose on diners, should be displayed on their websites and provided diners electronically when making a reservation.
401	I cannot wait for the restaurants to open
409	Really looking forward to welcoming our hospitality staff back...
410	Responsibility needs to be shared by both diner and restaurant. Life is risky whatever
411	I fully support restaurants re-opening, with the safety measures on the above questions
412	Looking forward to restaurants reopening !
414	I am not worried at all about covid. But having a clear process and sensible cleaning routines would be reassuring for people as it's disconcerting if people don't know the rules. As a nurse, sanitising and hand washing and toilet cleaning need to be increased any way in my opinion so the covid has assisted in this regard. We usually eat out early any way but will be delighted to patronise restaurants as early as the same day we are allowed to. This experience enhances our lives and we really want as many as possible to survive. We will definitely be there and spending our money as soon as we are allowed.
415	I actually think you have covered all areas I except maybe, advance bookings and payment by card only. Also ordering by phone could be considered
417	The most important issue is customer confidence in the hygiene measures in place
418	Temperature check doesn't indicate if someone has minor symptoms. Checking if someone has a sore throat, loss of smell etc that would not show up in temperature check is more important at the start of the shift.

ResponseID Response

419	Disagree with the menu options as I would suggest people should access the menu on their phones
426	I think people just need to be sensible. I am looking forward to the restaurants opening
428	I think it is a bout being sensible with sanitisers, clear paths, clean bathrooms and kitchen staff controls.
431	Some restaurants are thinking of using ipads for ordering. Again, these would need to be cleaned after use.
434	I am sure Restaurants will do everything they can to make the Customer feel safe and relaxed at the same time and I very much look forward to being able to socialise with friends and family as more than anything i have missed this and visiting my favourite restaurants.
440	More outside tables if possible
441	I think it would be sensible to put a sign both in the restaurant window and online when booking, to advise diners that they have a duty of care for themselves and other people. If they are unwell in whatever form they should not enter or dine in the restaurant. Having said that, restaurants will need to (at least in the initial phase), be flexible with booking deposits, they will need to refund a booking deposit if a customer becomes unwell leading up to the booking date. This could obviously lead to an abuse of the system but I think it will make customers mindful that they have a duty of care.
442	Of course I would like the environment to be safe for staff and customers but I would also like there be ambience otherwise I might eat at home for less money
445	condiments & menus: I am still concerned about plastic/waste & would prefer ramekins or waiter-served condiments where possible. Laminated & reusable menus seem a better option than discarding large quantities of paper. There is also the possibility of customers accessing the menu on their own phones ...
451	Latex gloves for all until Covid is down to close to zero
452	As long as diners can see restaurants are implementing all safety requirements then I am sure customers will return. We all want some normality again as well as supporting businesses where we can.
454	Let's reopen as soon as possible
456	Perhaps with these new regulations, it will be quieter and we can talk again?!
457	Space tables as much as possible sterilising is extremely important can't wait to go out
464	Please don't select me as the winner, I don't drink :) Just wanted to help provide data for your survey :)

ResponseID Response

465	Perspex only at paypoints - otherwise would feel even weirder. Cleanliness is the most important- especially in toilets. No chemicals or sprays at the table between customers. A thorough wipe down of surfaces would do.
466	Have a QR code at every restaurant so you can get the menu on your own phone
467	As someone in the vulnerable group reluctant to eat out until a vaccine. I used to dine out three times a week before Covid-19 with friends.
473	Let's get our restaurants open again now!
481	Outdoor dining will be safer than indoors. You could have asked about that. Distancing should apply between tables, but those sharing a table should be at conventional spacing.
487	A return to normality is what I want. An awareness as you arrive and throughout the restaurant demonstrating you have well thought out hygiene processes matter but don't go overboard on extreme lighting, masks etc. To eat out will be this return to normality which needs the comfort of an 'luxury' experience to remember this is what you enjoyed!
489	Staggered table times would be good but balanced with a clear gap between an early and late sitting to allow for cleaning of tables and chairs so it doesn't disturb the diners meals.
490	we are all keen to start eating at restaurants and will support all as long as sa
491	Very eager to see restaurants open again
493	A basic menu will be acceptable, it will be just nice for people to dine out
497	Maybe turn tables quicker if restaurants (2 hour slots) have to reduce number of people in venue.
508	No but an interesting survey.
513	Although I remain concerned about mixing in public, I hope the summer die back of Covid 19 will last long enough to allow me to enjoy a (limited) social life.
514	I will feel more comfortable eating outside than inside. In the summer it is vital that restaurants adapt their outside areas for dining where possible - any umbrellas should not be too close together though. Restaurants must have a clear policy on what happens if it rains and they must leave restaurant (they can't just move inside and breach social distancing rules) ... re refunds, etc. .
520	For central London restaurants the use of public transport may be a concern for some diners

ResponseID Response

521	Common sense and trust is needed or we'll be done as economic terms go. Lets get bars, restaurants open again and start up the economy.
526	Like every other business, restaurants have been (and continue) reinventing themselves. I like greater distances between tables for privacy anyway - so happy that this will be the case. The fact that higher-echelon restaurants are entering the home delivery business (not just 'takeaways') is a good thing too.
528	That the 'prep' people in the kitchens, including all chefs, should wear gloves and masks.
530	Safety of customers has to be the number one priority for restaurants and bars/pubs in future. Consequently I for one will patronise those who have the best hygiene facilities in place.
535	Payment should be contactless Customers entering, leaving or using toilet should not come within 2metres.
541	the key to confidence is less what the restaurants do than what the government does. It is not trusted now (Cummings and frequent U turns) and that will make people more cautious. Until it has a track/trace/isolate operation in place, people won't flock back to restaurants
546	In some locations the possibility of installing perspex screens between tables may improve public confidence perhaps?
548	Can't wait!!
549	Customers should wear masks on arrival and departure and at any time they leave their table (eg to visit the toilets) when they may need to walk past other tables as a courtesy to other customers
551	Restaurants should actively invest in comms to attract customer return
557	My concern is how restaurants will co-ordinate diners using toilets. We can't queue outside, as there won't be enough room for people to get by leaving a 2m gap. So will it be that you have to log your name with a member of staff and they will let you know when the bathroom is empty and washed down after each use?
558	Assigning a specific staff member to each table to limit the number of people customers come into contact with. Operating on a reservation only system to avoid large queues. Some kind of signage to indicate when toilets are occupied/remote toilet queue system, so customers can wait at their table rather than queue outside the toilets.
559	Major concern would be toilets, this is an area where customers would need to feel sure that everything is being done to keep them clean and sanitised (which actually should be happening anyway and in most cases it is).

ResponseID Response

562	Perspex face coverings would be better to assist those with hearing issues who need to be able to lip read to any degree. Disposable menus and condiments in sachets are an excellent idea.
564	We will not be frequenting restaurants that insist on all the ridiculous Covid-19 measures!
565	Perhaps, in the early stages of reopening a reduced menu could be offered to assist preparation times. It would be a good idea to associate with a food bank or like system to reduce waste.
566	I admire any business that the preservation to remain positive whilst embracing change through this pandemic. I think health and safety is the responsibility of the general public as much as it is the venue. If people choose to eat out they do so at their own risk and should operate with common sense and decorum. I personally can't wait to book a table, be served something delicious and go back to people watching!
569	I am more likely to visit somewhere where I can dine outside Pre-order or outside ordering system such as a hatch, through text or some form of remote digital device preferred.
573	2,3,4,7,9 only used until absolutely necessary, and abandoned as the situation evolves, these are not attractive measures long-term. 5. if this measure continues longer term it should be done out of sight of customers. 11. Deep cleaning tables etc. between customers need to be done carefully as aerosols have airborne particles which would make dining inside uncomfortable. 10 and 12 - this should not lead to an increase in single use plastic so condiment containers and paper menus preferable to the plastic versions of these measures. Hope it helps, and looking forward to dining out with the fantastic restaurants in the most fantastic city in the world!
574	I am not high risk and not afraid of contracting Covid-19.
581	I don't think laminated or paper disposable menus are a good idea. I'd rather see chalk boards or other methods that use less plastic and generate less waste or one time use.
587	Look forward to eating out
588	I would like to support the hospitality industry but it is quite scary - and the need for distancing is a new mindset contrary to all norms for hospitality. I hope that staff are able to help overcome this issue to make dining pleasant, but it will be difficult for all parties.
589	Cleaning between customers also important not just between sittings
592	I think high end restaurants are going to struggle. The world needs simple and uncomplicated going forwards. A real opportunity for neighbourhood restaurants.
599	Good idea to have hand sanitizers & temperature checks for staff & customers.

ResponseID Response

600	Regarding menus - it would be a good idea to include a pdf menu with booking confirmation. Or if they haven't booked beforehand, ask them to download a menu to their mobiles on arrival.
603	I would not be comfortable with tables packed together but at reasonable distance would be. Rarely did go out at the most popular times - mostly mid week.
604	Diners should wear masks too, when entering the restaurant, when leaving, or when going to the bathroom or otherwise moving about the premises. Masks can be removed only when seated at your table. Doors and windows to be left open where possible to allow fresh air in.
605	I think cleanliness, clean toilets; measures at the table (like paper menus) and health checks on all staff (and on guests on entering) and slightly more spaced seating arrangements (in some restaurants) are key and essential. We will all want to support local restaurants that try their best to stay safe and to still provide a friendly and relaxed environment to eat in. We won't be travelling on tubes or public transport, however, just to eat out. Supporting local businesses is key for us right now. And in the foreseeable future. Thank you.
606	good idea with the hand sanitiser I just don't agree that it should be mandatory
608	Most people will, I believe (continue to) act responsibly, but where alcohol takes hold behaviours may well change - and not for the better. I don't have a solution for this: limiting alcohol consumption will not be a popular measure - asking for voluntary restraint I also do not believe would work. Restaurants (and pubs also) rely heavily on the easy margins to be made from booze and throttling that, along with a reduced number of covers would likely make many operations unprofitable. This would be a tough way to cull the excess of eateries on our high streets, but hopefully would leave those with an all-round compelling offering. Sorry - I have no quick or other fix for the alcohol challenge!
610	We can't wait. Everyone can make their own risk assessment but we need to be pragmatic and ensure restaurants (and bars) can survive.
611	No comments
612	Please maximise outside tables well spaced and have one way lanes to loos with traffic light entry
614	In the first few weeks of opening, only, say, 50% of tables inside a restaurant should be used.
616	More outside tables if possible
623	I hope small independent restaurants are well supported - they deserve to be

ResponseID Response

626	the solution to this crisis, should not be adding to landfill and plastic pollution. I would be more prepared to go to a restaurant with greener solutions i.e. not surgical masks or disposable sachets, more sustainable please.
628	I trust restaurants and patrons to be sensible and therefore not have to introduce very restrictive practises. But I recognise that if people don't behave then in order to stay open venues will have to make more drastic changes to the restaurant experience.
630	Wanting to eat out
631	There's no mention of toilet facilities in restaurants
632	automated temperature check or UV zapping on arrival would be good, can't wait for them to open to be honest!!!
633	You should encourage more non-peak time dinners
636	Happy to eat outside if a marquee is in place
639	In Far East countries, many restaurants require customers to wear masks too but these can be removed after they are seated. We're happy to comply as we wear masks when going to public places.
642	i can't wait for restaurants to open, they are the lifeblood of our leisure and tourism business, they are part of our infrastructure and part of our daily way of life, reopening restaurants will help us return to normality. The UK leads the restaurant world - we need to get back open before another country claims that title.
643	We need to ensure that staff are as protected as clients in restaurants. Practicality of safety measures need consideration eg Perspex masks are uncomfortable to wear but would offer the mist protection to everyone
644	I look forward to supporting my local restaurants and bars as soon as I am able to
645	Question 14, every 30 minutes is not enough, it needs to be every time they touch something in my opinion.
646	waiting on staff should be in simple uniform clothing, changed each shift & laundered, or wear disposable service clothes.
647	I think it is vital to get restaurants open now, as soon as possible, as long as they take reasonable precautions to look after their clientele. I also think that the customers must use their common sense, and help the restaurant staff.
653	We somehow need to make restaurants safe while not destroying the ambience with surgically masked drone delivered food experiences

ResponseID	Response
654	Masks should be reusable not disposable. Perspex screens would be awful and put me off going. As long as everyone washes/sanitises hands regularly I'd be happy to dine out as before
657	wont be eating out for some time - 2m is not enough.
663	Looking forward to seeing bars and restaurants reopening. The hospitality needs everyone back!
664	I like to go to restaurants for the atmosphere as well as the food, and if restaurants are half empty I think it would take away from that. Perhaps this is something we'll all just have to get used to. I'll just be happy to be able to eat out and support local businesses
668	No protection for commercial protection if email is listed but survey may be useful
670	Restaurants will have to work hard to gain confidence, and show evidence of hygiene
671	Want positivity in the restaurants we will come back
678	In fact, I have decided as soon as restaurants re-open to eat out more often in order to help them recover fast. One thing I am pleased is that some of the so called celebrity chefs who could not cook will not be able to survive. The genuine ones will always survive.
679	Just hoping the sector in its great diversity can survive the pandemic
681	Maybe hygiene ratings should now include Covid measures?
683	Knives, forks, glasses should not be left on the table. Cutlery should be in sealed packets so the customer will then know the cutlery is clean and have not been contaminated.
688	Instead of masks, perspex face shield would be more appropriate for staff. That way, you can see their face which makes it more interacting and personal.
689	Open soon!!
691	Social distancing and masks are just as important in the kitchen, when deliveries are received, when the customers leave
693	i think customers should also take responsibility for sanitising and wearing appropriate coverings and be refused admission if disrespectful of rules. concerned about bar area and monitoring separate male/female cloakroom facilities.
695	Good hygiene procedures. Tables spaced at a metre , not customers. Regularly Cleaned toilets And washbasins. Friendly service and common sense practical measures observed.

ResponseID	Response
697	I think it's going to be ok before too long. The British public has been frightened by the government but life must resume.
701	hope things open soon, am dying for a nice meal with friends :-)
702	As someone who has had to shield for weeks, I need I miss eating out but I need full reassurance it is safe.
703	Staff wearing masks and sanitizer available
705	Should be mandatory to take guest address and/or contact details as part of any reservation, including walk-ins. This will help with any future need to track and trace.
706	Perhaps restaurants could invite patrons to submit email addresses and on occasion where there are safe levels of patronage they could email you and invite you to attend....maybe 1 to 2 covers a night by this method...means walk in still catered for but you create some custom too.
712	Use outside space and windows/doors open Have a person to clean loos after use throughout evening
715	Nothing
716	Restaurants should be clear with the level of protection they will be using for all customers. Clear and transparent will help people make up their own minds on coming to dine out
719	Your questions didn't cover indoor/outdoor seating etc
724	I eat out maybe twice a week. It's part of the social fabric of my life, to enjoy good food in the company of friends. I will be keen to get back to my favourite restaurants in time. But will allow things to settle a bit before returning. And will eat out more locally to begin with, rather than travel into London - 25 minute train journey.
728	Stagger arrival times - so you can get each table seated separately
729	Restaurants should use e-mail, online advertising and social media to notify customers when they are back in business, what they have done to adapt for Covid-19 and what charitable endeavours they have carried out during lockdown (e.g. meals for essential workers and/or homeless people).
734	I look forward to eating out again and think it very important in supporting the hospitality industry
735	I love eating out, but I am classed as "vulnerable" and would hate for there to be a second peak in winter because things became too relaxed.

ResponseID Response

736	Restaurants need to be back to business as soon as possible and in a safely manner for their customers and staff alike. Wear masks, clean more often and we all going to be fine.
737	I would also like to see compulsory booking times for tables maybe to also include a finish time
739	No
741	Consider having set sittings - perhaps making say 1pm timings a premium cover price of £5 and timings 2pm onwards less? I sincerely hope restaurants can open again soon.
745	It's a delicate balance between safety and destroying the whole ambiance of a pleasant meal out in a restaurant. But this gives owners the opportunity to make their premises/service even better - sometime the loos are an absolute disgrace and so this should really improve things.
747	Back to normal a.s.a.p please. Dining out should be a relaxing and pleasurable experience, not a trial. Normal hygienic practices (which I'd hope were in place as a matter of course) will suffice for me.
751	Queuing at restaurant toilets to limit numbers and maintain social distancing.
752	let's get back to normal asap!
758	Industry body needs to lobby strongly for return of normality. Young and fit middle aged people are at super low risk so why close the whole sector down?
759	.
763	Pre booking should be essential to control numbers . Take card details if necessary
766	I think restaurants should be as relaxed as possible as eating out is only enjoyable without too many restrictions and staying safe customers should take some responsibility on board and take their own precautions
768	Restaurants should understand the GOVT objectives and develop a plan for their situation. The plan should be signed off by local authority and then implement the agreed plan to allow restaurants to re-open. Stop waiting for directives from the GOVT
770	Its a tough call for bars/restaurants but its going to be those that embrace change and not cut corners. It is the mentality of those in parks and on beaches that just don't 'get it' (Broadway Market this Saturday gone being an example) that worry me and the possible lack of hygiene behind the kitchen doors that you wont see as a customer. That aside we will continue to support our local places that have and do make the effort

ResponseID Response

773	I am a caterer and I am waiting for the same thing as you, to get people eating together again. I have written my safety food policy for my own company. I believe that guests and staff to be my hygiene driven and use common sense.
774	Hoping restaurants are opening very soon, really missing going out for dinner with my husband, not the same at home and also running out of ideas what to eat every night. Not at all worried about going back, just be sensible.
776	It is going to be very hard for restaurants to reopen and Show a profit with any kind of social distancing. It is important to note that the amount of time spent in a restaurant increases the chance of infection. I will be reluctant to go to a restaurant with anyone else except my partner initially. You don't know wher other people have been!
779	Limit sessions so that restaurants can serve more customers, say a 1 and 1/2 hour slot. I would agree to that yo help the industry.
781	I think it is very important to keep to the 2m social distance from table to table, that distance may have changed by the time you open but in my opinion unless it is completely unworkable i would prefer the restaurant to stick to those boundaries. Less tables makes me feel more confident that the restaurant is taking covid seriously.
784	As long as cleanliness is observed throughout and sanitiser available I think that should be sufficient. Too much fuss would spoil eating out in my opinion
785	Suggest attempt to minimise any price increases that may be necessary for the measures that will need to be taken. Suggest a shorter choice with a statement on the menu as to why. PS, LOVE to win the prize!
790	The key to this is good hand sanitation so the more hand washing and one touch items the better, masks should only be worn by individuals who could potentially be infectious
791	Where there is creative strength there is hope. I believe you, your teams and your organisations have hidden depths previously unseen and un contemplated but by coming together during this difficult time and uniting you will find a new, stronger way to burst through and develop these in exciting new forms. I for one can't wait to see. Good luck to you all.
797	As I normally eat in restaurants 5/6 times a week, cannot wait for our incompetent government to get their act together over social distancing and re open restaurants !
799	You mentioned front of staff wearing face masks but I think it would be equally important for kitchen staff to wear masks.
801	My answers reflect the fact that I am from a "high risk" group because of my age.
802	Clean kitchens and lavatories are essential, and my pet hate is sticky, grubby menus . Many of the government rules/ suggestions are overkill. Staff need not get too close and should never crouch by tables as some employers have required before lockdown

ResponseID	Response
804	I'd be surprised if a lot of restaurants, bars, cafes etc weren't doing those measures mentioned. They're necessary for restoring confidence and feeling safe as much as anything else
805	Thanks for the survey. Very well thought out and relevant.
806	All my friends are desperate for restaurants to open again - I'm sure they'll be busy!!
809	If a restaurant is clean and if everyone acts as normal as possible then everything should be ok . I personally cannot wait for all my favourite restaurants to reopen so that I can support them through these tough times
810	A good sensible questionnaire and easy to answer
811	I just really wish everyone the best.....such a very difficult time for people in the restaurant world. Bless you all and the best of luck 🙏😊🙏
814	I want restaurants to re-open as soon as they can. I would like to see clear distancing rules applied and that guests are made fully aware of their duty to follow these rules.
815	Everybody should think and stay safe.
816	I think it is necessary for staff to regular wash their hands but every 30 mins is too extreme. Perhaps they could just sanitise with anti-bac gel frequently, particularly between dealing with different customers.
818	We will do what we can to support our local restaurants. We've been ordering deliveries from them at least twice per week. But my wife is "shielded" so we must be cautious.
820	for restaurants that historically been 'wait for table in line' they should be bookable on day so no queues form
826	Prefer to see limited choice on menus to allow greater staff focus on these additional practises while still maintaining levels of consistency in food and service
827	Restaurants and staff will be under enormous pressure in the coming months but with careful planning and good management I feel sure consumer confidence will return and consumers will remain faithful to this sector.
828	1m distancing if staff have masks Less pre-theatre more local eating
830	Good luck, be creative and stay safe...
831	I think lots of people cannot wait to have our restaurants, cafes and pubs open. Wishing all business lots of luck. I'm sure we will do what we can to support the changes you need to make.
834	Lets all hope that resturants opening goes well as it is one of the great pleasures of life.

ResponseID	Response
835	Use outside spaces with covers & heaters (as required), where possible. Lobby for pedestrianising high streets wherever possible
837	Sensible hygiene controls, without being excessive: masks are not necessary, because part of the dining experience is interaction with restaurant staff, therefore, masks could act as a social barrier.
839	Try to restrict number of waiters on each table rather than whole team serving everyone
846	Cleaning essential when people leave the table before the next sitting
848	All very sensible suggestions
851	restaurants should source local fresh products . if not should mark source of ingredients . that gives customer choice home or away
853	Staff keeping distance wearing gloves and face covering.
857	Country pubs might find that outside tables with awnings would be popular with diners at least thus coming summer
858	Pubs and restaurants which maintained or started take always deserve special recognition for customers to return there first
860	This survey should have had a "No Opinions" and / or "N/A" option. For example, I am very unlikely to use a private dining room so my opinion is of no validity in this survey.
863	Use common sense
868	Good luck to all eating places, I'll be happy to use you soon.
869	Restaurant websites should have details of their post Covid 19 operational procedures and policies - as business clients will want to check before booking dinners, private dining for their clients.
874	Not at the moment
877	I always enjoy eating out experiences and sending love to all who struggle with this situation.
882	I don't necessarily think that ALL measures are necessary but some measures in place would help confidence.
884	None
886	I'm very unlikely to go to restaurants until the virus risks have been eradicated and that will not be until there is a readily available vaccine.

ResponseID Response

888	With current reopening proposals it does not seem viable for restaurants to open & be profitable.
889	Menus online or airdrop to phones so no paper/laminate or handling necessary. Don't use surgical or Perspex masks because there is still a shortage of PPE. More likely to visit restaurants with socially distanced outside space.
891	Restaurants owe it to their customers that they are eliminating all risks to gain customers confidence by sharing the measures they implement for staff and customers. During this fragile period its all about gaining confidence and sharing safe practices.
892	Cant wait for restaurants to open
893	I find it very difficult to enjoy a meal out when there is still a deadly virus for the most vulnerable out there. Toilets should be cleaned after each use and have a break of min 2 min between users - how to achieve that, especially in the ladies? All cooking staff to be extra careful as they serve the food and wanted them There are too much contact and possibility to spread the virus... wishing good luck to us all
894	n/a
895	Will not be going to restaurants who put their tables too close together. Also will be avoiding places with poorly-trained unhygienic staff.
898	Staff carrying food to the table could wear disposable cotton gloves, which would protect them as much as the customers. White ones look great, too!
901	instead of printed menus being laminated and cleaned, or be printed on paper and disposed of, why not use an app. This has the additional benefit of people being able to pre-order, which would help the restaurant's chef with stock and speed up the time spent in a restaurant, which will enable the restaurant to turnaround tables faster which they need to do because of 2 m rule, they now can only have limited covers
904	More incentives to persuade diners to return to build up confidence for the future.
905	I think the key thing for me will be that there is a good distance between tables. I will be happy to work with any sensible health and cleanliness procedures in place - but for me, I would not want to be seated too close to other diners. Thank you

ResponseID Response

921	Personally, I think that safeguarding against Covid-19 and minimising waste are equally important. Therefore I would prefer a restaurant to serve sauce in a fresh ramekin over using sachets. Apart from anything else, multiple people will have touched a sachet to get it to my table anyway, so I don't think sachets help beyond perhaps being more psychologically appealing. Or, if you're cleaning the tables in-between sittings anyway, just clean the pre-existing condiments at that point and make sure your customers know that you have done so. Same with menus: just laminate and wipe clean after each sitting, rather than throwing away a menu after one use. I would also urge restaurants to evaluate why they're using gloves, if they choose to. If used correctly to safeguard against Covid-19, gloves need to be thrown away very frequently and that quickly becomes incredibly wasteful, when regular hand washing is perhaps even more effective anyway.
924	Let's get hospitality back NOW
927	I would be selective as to what restaurants and hotels we go to. They would not be chains.
930	None
931	I'm presently living in Luxembourg and work in the UK. We are back to normal here. Staff in restaurants wear masks. Customers do not. I had lunch in Germany on Wednesday, staff wore masks not customers, we were however, required to provide our contact details in case of illness and they could contact people. We had lunch in Belgium last week, no measures were in place at all. I'm relaxed about Covid, the UK press have enjoyed terrorising the public about it.
933	I'd really like to support the restaurant industry and can only imagine how Covid has affected everyone involved.
934	It all sounds very sensible hopefully it will get back to normal. Missing the wonderful experience of going out to eat . Love to support my local restaurants
935	I am starving; please open up soon.
938	-
939	question 11 - it depends what you mean by deep clean. A proper wipe down with sanitiser should be sufficient, but shouldn't restaurants already be doing this anyway?
945	Instead of providing individual menus for each customer, why not text the menu to the diners once they arrive.

ResponseID Response

947	some of the more extreme suggestions above will I think have a negative impact on the likelihood of encouraging people back into restaurants (such as front of house staff wearing surgical masks). staff and customers need to be well advised and given the facilities to help themselves (hence my suggestion of sanitisers on the table) but overall there needs to be a balance struck so that people are safe but are also able to enjoy something akin to a true restaurant experience. if the experience is overly sanitised and soulless then I fear people will not return to restaurants in a hurry
949	pls prepare additional survey relating to the preparation of food thanks
950	looking forward to the reopening of businesses to ensure their survival
951	I think social distancing should be scrapped within restaurants and each individual venue given the choice of how to communicate what they have implemented in terms of safety. Customers can choose whether they wish to dine in a restaurant based on their requirements.
953	Every day all our lives we walk beside, work beside, eat beside people who may be ill - a cold or worse and we go on living our lives.....and every year there will (and is with flu) be a new virus - many of us may feel poorly but most wont die - then but we will die...a given the day we are born! This whole thing is a nonsense and dehumanising!!
954	for me it's about diners' common sense and taking responsibility as well as the restaurant. I don't want to see more plastic/packaging as I feel like regular use of hand sanitiser means you won't need sachets of condiments etc. Some of my answers are based on the fact that I have children (i.e. I can only eat out at peak times etc, not because I am worried about busy element. Keep up the good work!
962	Standard of behaviour statement should be in place for all customers suggesting the need to respect others and the rules and if they do not then they will be asked to leave.
964	You ought to ask how frequently we went to restaurants before so you can weight the answers by relevance. The sooner they return to as they were the better. Adults who go to restaurants can choose whether they go or not. The more like a hospital they are the less likely I would be to go.
965	Open all pubs and restaurants asap and ditch the silly 2 meter rule
966	Use the outside space more if available
967	Restaurants should consider having smaller menus (thereby allowing them to manage their costs), print them on paper and diners can keep or discard them.
969	Good basic hygiene and sensible distancing is the requirement. I don't need my restaurant experience to resemble a visit to a chemical research facility but I do want to know they are taking sensible practical precautions that customers can follow
972	None

ResponseID	Response
975	Menus could be texted or e-mailed to reduce paper or laminate. Salt and pepper in paper sachets or pepper and salt ground at table. Less likely to go out since I realize how mediocre some of the restaurants were that I attended.
977	I am keen for restaurants to reopen as safely as possible within the constraints of their space. The important thing is for them to put all reasonable measures in place regarding hygiene and cleanliness (both customers and staff) and to communicate those measures so everyone in the restaurant is aware.
979	Special offers when first open to welcome back customers
981	Will be doing everything I can to support our local restaurants
984	I look forward to the hospitality industry reopening in a safe manner.
985	I have no anxieties whatsoever about returning to eat in restaurants. If you have symptoms, stay at home. Wash your hands properly. That's all that is needed. Thank you
987	I can't wait for restaurants to reopen and want to support them as much as possible moving forward. Eating out is the thing that I have missed most since lockdown and I've been really sorry to hear that some establishments won't be reopening, particularly The Ledbury in Notting Hill. I understand that restaurants have to abide by guidelines set by the government but if these are in place I have no qualms about visiting a restaurant as soon as they reopen!
988	Measures need to be visible not just words on notices. Hand washing for staff and visitors a top priority.
990	I don't want to be greeted by waiters wearing space suits or masks. I don't want to be bullied or lectured or directed via bright yellow signs I just want sensible low profile hygiene. I want the ability to go and support my favourite restaurants ASAP
997	looking forward to enjoying great food and wine out again.
998	Ventilation will be important. Fresh airflow will give confidence that the virus is not "hanging" around. If a restaurant is overcrowded, hot and stuffy then I doubt it will give confidence to the customer that it is safe.
1000	I hope businesses survive, feel really bad for them. I expect a increase in prices as long as it's a slight increase it should be fine.
1002	Can't wait for relaxation of restrictions.
1004	It would be good to have toilet attendants, to ensure that the common areas are cleaned after each use
1007	No.

ResponseID Response

1011	I think that pubs and restaurants with garden areas should have been opened ages ago.
1012	I would like to say it would be lovely to see restaurants open soon. As a family of seven, we've missed birthday celebrations and are really looking forward to going to a restaurant again!!
1017	No comments
1021	N/A
1028	I regularly dine at fine dining restaurants and I will be making exceptional efforts to support my favourite restaurants as they recover from Covid 19 closure!
1031	publicise your arrangements to eliminate risk as I am a shielded person
1033	Likely to go to a restaurant after a few weeks, once I understand if we're going into a second peak as a result of the restaurants reopening. Then the restaurants I would likely dine at have casual alfresco dining when you can choose to stay or takeaway at any point if you feel uncomfortable.
1035	The main time to deep clean is before and after service each day not between sittings. Staff should wash their hands often but don't put a time on it.
1039	Cleanliness has to be the key factor - lots of restaurants are quite lazy about keeping floors and surfaces clean, this should be standard practice. Sometimes I resent paying money to eat in a restaurant with food on the floor or dirty/sticky surfaces - when I know my own home is cleaner!
1042	I think that the most important thing is to make it very obvious the measures that restaurants are taking - staff hygiene, general cleanliness, care over distancing, etc. These are the things that make people feel comfortable, and want to return.
1043	I would be happy to sit outside to make room for more socially distanced tables