

Restaurants can play a crucial role in the fight against Covid-19

According to Mozambik group CEO Manny Nichas, restaurant can survive Covid-19 and play a key role in communities. "Restaurants are quintessentially community serving and as such should play an active role in contributing to an overall preventative effort while continuing to serve its customers." To this end, Nichas says that the Mozambik group, for example has further tightened its wellness and hygiene regimes while developing and implementing new ways of doing business:



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While some restaurants have announced temporary closures in lieu of the outbreak, Nichas believes that the pandemic should be dealt with head-on. Stringent preventative regimes and innovative solutions will protect the interests of employees, customers and business. "We have a responsibility to our customers and our employees not to place our head in the sand, but to think laterally and fulfil our role in communities."

Nichas notes additional measures implemented at Mozambik and suggests that this will quickly become a new trend across the industry. "It has already been rolled out in other markets with success. We intend to complete implementation this week."

1. Social distancing and capacity managed restaurants with tables spaced more than 1.75m apart with few customers served at any time.
2. Sanitising will become socially ritualized and outlive Covid-19.
3. Intensified hygiene and wellness regimes in restaurants on top of already stringent protocols.
4. Substantial increase in delivery services and home consumption with the notion of 'dark' or 'cloud' kitchens gaining ground quickly.
5. Contactless delivery services and food drop-offs, or collections, will fast become more commonplace.

"It requires a sustained cycle of implementation, education and constant agility in an uncertain environment," adds Nicholas.

"The better measures restaurants implement, the more innovative our thinking, the less business we will lose to the pandemic," says Nicholas.

In several other markets, it is notable that business owners who do not respond positively to the challenge could face rapid declines of up to 70% in revenue. Last week the company announced that it would make its communication material available to any company or community wishing to make use of it.

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