

## Report of Interview

### Question 1:

#### Solution of Question 1:

The restaurant industry has seen some of the most notable changes caused by the COVID-19 pandemic. Dining rooms are closed to customers. Carryout and delivery are the new normal. Some businesses have been forced to close their doors.

COVID-19 has forced many restaurant businesses – large and small – to make changes to the way they operate. Small businesses often see the most impact. They usually don't have a dedicated safety professional. Without one, the responsibility for workplace safety falls to the owner or manager.

I took interview of one of the owners named Manav Jain of Uncle Sam's Pizzeria located at Karol Bagh, New Delhi.

#### **Challenges faced at Uncle Sam's**

At Uncle Sam's Pizzeria, the biggest change has been several new safety measures. Employees need to follow new safety rules all the time. It is the only way for them to be effective. This includes changing gloves, wiping each table with a fresh towel, and wearing masks. Managers must make sure these safety rules are followed. They also have to manage orders and staff. Restaurants are also seeing new risks walking into their doors. High-traffic surfaces present customers and wait staff with exposure risk.

- **Supply shortages**

Cleanliness has always been a priority at Uncle Sam's Pizzeria. However, cleaning products, soaps, and sanitizers have been in short supply since the start of COVID-19. They are hard for the average customer to locate. It has been even more difficult for restaurants to find what they need.

If their usual products are out of stock, then they have to find new ones. They also need extra masks and gloves for employees to serve customers. Both continue to be hard to find.

- **Limited staff**

A shortage of staff has affected. Some restaurant in Karol Bagh, Delhi is still operating at only 50% capacity, and still have a hard time finding enough staff to work. Having enough people for each shift is a constant struggle. And bringing in extra hands means that they are always training new hires. Some new hires have restaurant experience – and some don't. Training takes time. It also takes extra hands.

Better unemployment benefits are also challenging the industry. COVID-19 caused the loss of many jobs and business closures.

- **delivery and carryout**

Many restaurants have added delivery and carryout to their services. Customers enjoy food from their favorite spots. They also have limited contact with others. However, it does require extra hands. At Uncle Sam's, they pack their orders carefully and include any extras – like ketchup, napkins, or cutlery. If customers were inside the restaurant, then it would be easy to provide them. But once they leave, these items are now out of reach. Customers would either have to use their own items or go without.

Providing carryout options also increases supply costs. More single-use containers are needed. Plastic silverware needs to be included with each order. Condiments that are usually kept in a bottle now need to be individually packaged. these costs affect every restaurant business.

Restaurants like Uncle Sam's continue to make changes due to COVID-19. For them, sanitation a priority. He also added the importance of continued training. This applies to current employees and new hires. Train them on the proper techniques to use. Styles acknowledged that more work is needed to keep people safe. In the past, employees coming to work with a cold or cough may have been overlooked. This isn't acceptable. More care and attention must be paid to ensure COVID-19 isn't spread in restaurants.