

# RESTAURANT / FOOD SERVICE



## ✓ RESET   ✓ RESTART   ✓ REOPEN

### General Recommended Guidelines

- Practice social distancing throughout the establishment.
- Post signage at the door stating any customer who is experiencing COVID-19 symptoms is not permitted to enter.
- Make hand sanitizer available throughout the restaurant.
- Continue to offer curbside pickup and/or contactless delivery.
- Calculate the occupancy needed to make a profit – or at least, lose less profit than a full closure would cause. Wait until guidelines let you reach that before opening.

### Safe Working Environment

- Train employees on the importance of frequent hand washing, the use of hand sanitizers, and give clear instructions to avoid touching hands to face.
- Follow CDC and local jurisdiction recommendations in regard to face coverings, gloves, and social distancing.
- Keep coverings worn by employees clean in accordance with CDC guidance.

- Workstations and food prep areas should be placed 6 feet apart where feasible. When that is not an option, dividers should be used to mitigate contact.
- Stringent procedures for sanitizing surfaces should be implemented.
- Communicate to all employees that if they are sick, they should remain at home.
- Consider a daily process of taking employees' temperatures. CDC guidance: minimum temperature that indicates a fever is 100.4°F.
- High customer contact areas should be sanitized with Environmental Protection Agency (EPA) approved cleaners frequently.
- Employees should be provided access to any new guidelines before returning to work.
- Employers should certify employees in on-going approved food safety training guidelines for proper safe food handling.
- Establish guidelines for the receiving of products from vendors and post prominently.
- Designate one employee per shift responsible for monitoring all guidelines being adhered to by employees, customers, and vendors.
- Add plexiglass at the hostess station.



# RESTAURANT / FOOD SERVICE



## Safe Working Environment (continued)

- Avoid in-person pre-shift meetings. Utilize communication boards to prevent the congregation of employees.
- Gloves should be worn at all times during food preparation.
- Limit or restrict the number of employees allowed simultaneously in break rooms.
- Double-check and record dishwasher temperatures.
- Many places allow vendors to do their inventory checks and reordering. Switch to one person with access to stores and coolers.

## Customer Care Guidelines

- Prominently post guidelines at the entrance. Include information on how to stop the spread of COVID-19.
- Where possible create one-way traffic through the establishment, with a separate entrance and exit marked prominently with distinctive signage.
- Consider touchless solutions.
- Whenever possible encourage reservations.
- Provide visual guidelines to maintain social distancing if queuing in line to place orders.
- Do not allow customers to congregate in waiting areas. Encourage waiting outside. Remove furniture as needed to prevent congregating.
- Consider limits on party size.
- Remove self-service areas whenever possible.
- Consider updating floor plans for common dining areas, redesigning seating arrangements to ensure appropriate separation between table setups. In booth seating, physical barriers should be used.
- Consider one-time use menus and discard after each use. If reusable menus are utilized, sanitize after each customer.
- Where feasible, disable or block self-service drink, condiment, utensil, and tableware stations and have workers provide items to customers directly.
- Continue to offer and expand upon curbside pickup and delivery service options.
- Add locks so 2 person restrooms can be limited to 1 person.
- Ensure a proper supply of soap and hand towels is available at all times, and restrooms are cleaned and sanitized frequently.
- Payments processing via touchless systems where feasible.
- Cash payments should be facilitated via a tray versus direct contact.



This checklist is provided as a guide only. You should always check with CDC, your local jurisdiction and industry group for the latest guidelines and recommendations for your industry.