

OPERATIONAL READINESS: FOODSERVICE REOPENING CHECKLIST

Guidance to safely and successfully resume operations across your restaurants.

Clean Environments Start with Your Team

- Identify heightened high-touchpoint disinfection procedures and create processes and expectations by role. Refer to Foodservice Reopening Procedures
- Hold training for both new-hire and experienced employees. Create audit process to ensure proper adherence
- Cross-train staff where applicable to use labor more efficiently and allow for just-in-time cleaning
- Build out schedules for regular and routine cleaning of your busiest spaces



Maintaining Safety and Guest Confidence in Dining Rooms, Waiting Rooms and Bars

- Monitor capacity and move furniture to create adequate social distancing
- Where necessary, provide queuing that is marked for recommended physical distancing
- Where hand-washing with warm water is not available, provide hand sanitizer for customers and staff
- Post guidance of cleaning standards and behaviors for customers
- Build capacity policies that will help ensure the safety of your staff and customers



Safe Hands Everywhere You Need Them

- Provide guidelines and stress the importance of increasing the frequency of hand washing
- Where hand soap and warm water is not available, provide alcohol-based hand sanitizer
- Set up wall charts and hand-washing reminders in staff breakrooms and restrooms
- Encourage customers to follow safe hand-hygiene practices



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Keep Your Most Valuable Resources Safe – Your People

- Encourage social distancing across all roles in the restaurant
- If social distancing is not possible, consider adding PPE for associates in line with public health recommendations
- Create safety guidance for staff on when and how to safely clean front of house, back of house, and employee break spaces
- Communicate sick time policy to staff. Encourage staff to stay home if feeling sick
- Encourage social distancing across all roles in the restaurant



Protect Your Restaurants and Set Them Up for Success

- Provide reopening checklists to ensure closed spaces are ready to recommission. Refer to Foodservice Reopening Procedures
- Advise staff to set up consultations with equipment and chemical providers to ensure your operations are properly working
- Provide management staff with detailed procedures for all aspects of their restaurant. Refer to Foodservice Reopening Procedures
- Equip the staff with the correct products to use across all areas of the restaurant



Create a Communication Plan to Instill Confidence in Your Guests

- Provide details on new cleanliness standards and safety practices to loyal customers and through memos on the restaurant website and social media channels
- Have resources available in lobby and in menus explaining the changes and protocols
- Create procedures to clean public spaces and menus more frequently during public hours
- Provide transparency on remediation protocol if a customer or staff member were to be diagnosed with COVID 19



Always follow local guidance when reopening your facility, including guidance on social distancing and other measures to lessen the spread of COVID-19