

# Restaurant Reopening Checklist

Learn how to return to service safely.

There's no doubt that the restaurant industry has been going through difficult circumstances due to the novel coronavirus, including mandatory shutdowns and restrictions on service. And while operating during this health crisis hasn't been easy, navigating reopening presents a whole new set of challenges.

To prepare restaurants to resume partial or full service when the time comes, this checklist provides a basic overview of recommended practices that can help prevent the spread and reduce the risk of exposure to the virus. Keep in mind that this is not a comprehensive document, and it's your responsibility to stay up to date on regulations and instructions from state and local authorities – and to update your protocols accordingly.



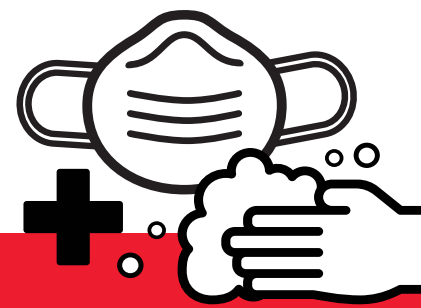
## Food Safety

- Discard all out-of-date food items.
- Retrain all employees on food safety: 
  - [Types of food contamination](#)
    - Pathogenic
    - Chemical
    - Physical
    - Cross-contamination
- Remind kitchen staff on [proper handling procedures](#): 
  - Storing food safely
  - Refrigerations guidelines
  - Cooling liquids and solids properly
  - Thawing and reheating food safely
  - Preventing cross-contamination
- Refresh staff on [food safety procedures](#), including: 
  - Never touching ready-to-eat foods with bare hands
  - Using single service gloves, deli tissue, or appropriate utensils
  - The [4-steps of food safety](#): clean, separate, cook, chill
- Clean and sanitize food containers and utensils frequently, and ensure food containers are wrapped to prevent cross contamination.
- If self-serve salad bars and buffets are permitted: 
  - Ensure sneeze guards are in place and disinfected regularly
  - Change, wash and sanitize utensils frequently
  - Place barriers in open areas to maintain social distance
- Reinforce staff knowledge on [food allergy awareness procedures](#): 
  - Understand common food allergens
  - Safety recommendations to avoid food allergy incidents



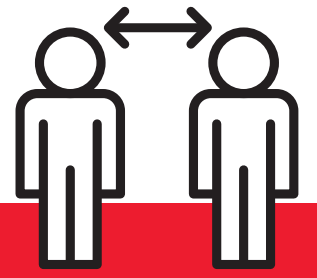
## Cleaning, Sanitation & Disinfection

- Train employees on cleaning, sanitizing and disinfecting procedures, per [CDC](#) and [FDA](#).
- [Clean and sanitize](#) the entire facility *thoroughly*, especially if has been closed. 
  - Cover both “high-touch” and seldomly touched areas
  - Use EPA-registered disinfectants and ensure you have adequate cleaning products and supplies
- Implement procedures to increase cleaning and sanitizing procedures.
- Make sure all food-contact surfaces are cleaned and sanitized frequently – and disinfected with a food-safe disinfectant or when time allows.
- Between seatings, clean and sanitize: 
  - Table condiments
  - Check presenters
  - Self-serve areas
  - Tabletops
  - Digital ordering devices
  - High-touch areas
- Remove lemons and unwrapped straws from self-serve drink stations.
- Menus: 
  - Clean and sanitize reusable menus
  - Discard paper menus after each use
- Provide hand sanitizer for guests (consider touchless options).



## Employee Health & Hygiene

- Train all employees on FDA and CDC guidance including: 
  - Staying home if sick and following CDC guidance for self-isolation
  - Washing hands frequently for at least 20 seconds or using hand sanitizer with at least 60% alcohol content
  - Avoiding touching face with unwashed hands
  - Coughing/sneezing into a tissue or elbow
- Instruct employees to inform you immediately if they've possibly been exposed to COVID-19, and be prepared to follow CDC-recommended precautions.
- If electing to pre-screen employees for temperature or symptoms, engage with health officials to adopt proper policies. Per the CDC, the minimum temperature of a fever is 100°F.
- If mandated to use or utilizing face-coverings for employees, make sure all coverings are kept clean in accordance with CDC and FDA guidance.
- Reinforce all standard employee health and hygiene training, per the FDA.



## Social Distance

- Train employees on importance of social distancing at work and at home.
- Update floor plans to ensure at least six feet of separation between tables, as well as paths to and from restrooms to limit proximity.
- Limit party sizes and occupancy to the maximum approved by the CDC and local and state authorities.
- Ensure social distancing measures extend into service areas. 
  - Stagger workstations if possible
  - Limit the number of employees allowed simultaneously in break rooms
- Post signage/floor marking at entrances and throughout facility to encourage social distancing.
- Inform third-party delivery drivers and suppliers that you're adhering to social distancing practices.
- Limit contact between employees and customers: 
  - Require the use of facemasks
  - Utilize physical barriers at registers
  - Introduce contactless ordering/payment options, such as mobile or tablet options
- Ensure waiting areas allow adequate space with floor markings, outdoor distancing or other barriers.
- Communicate with staff using digital solutions or communication boards rather than in-person meetings.

## Service options:



### Takeout / Curbside Pick-up

- Create a curbside/pick-up staging area: 
  - Establish designated parking spots for pick-up with marked distances
  - Make sure your pick-up area is easily identifiable
  - Schedule clear pick-up times
  - Mark pick-up locations following social distancing guidelines
- Provide curbside pick-up options, and consider offering to place orders in vehicle trunks to promote social distancing.
- Add an on-site phone number. Instruct your customers to call/text upon arrival.
- Identify vehicle make, model and color with correct order number.
- Ensure employees are wearing personal protective gear to keep themselves and the food safe.



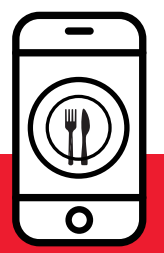
### Delivery

- Ensure coolers/transport containers are cleaned and sanitized.
- Observe food safety practices for time and temperature controls.
- Ensure food is properly wrapped/contained to avoid cross contamination.
- Utilize ‘contactless’ payment and delivery options.
- Notify customers of delivery with text message or phone call.
- Advise drivers to practice social distancing along with additional preventive actions: 
  - Limiting contact with frequently touched surfaces during pickup/delivery
  - Using foot, elbow, etc. to open doors instead of hands if possible



### Drive-Thru

- Make sure employees are following all hand hygiene standards, including washing hands and/or switching gloves between transactions.
- Frequently disinfect all surfaces and equipment around drive-thru window.
- Develop system to make sure employees have enough distance while handing off food, such as setting packaged food in window for the customer.
- Utilize ‘contactless’ payment options, if possible.



### Online Ordering

- Create a short and simple menu for faster, easier and more accurate service.
- Implement cashless payment options to limit interaction.
- Make sure to wipe down credit cards, POS devices and pens.
- Update your restaurant's website and social media presences.