

OPERATIONAL READINESS: FOODSERVICE REOPENING CHECKLIST

Guidance to safely and successfully resume operations across your restaurants.



Clean Environments Start with Your Team

- Identify heightened high-touch point disinfection procedures and create processes and expectations by role. Refer to [Foodservice Reopening Procedures](#).
- Hold trainings 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 break rooms 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](#).
- If needed, advise staff to set up consultations with equipment and chemical providers to ensure it is 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 the 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 available 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