



## ENTRANCE

- Post signage promoting physical distancing upon entry
- To prevent the need to use handles, add an attachment to your main doors, if possible.
- Provide hand sanitizer at your entranceway or hostess stand, ideally through a touchless dispenser
- Introduce a one-way flow of guests for entering and exiting, and use directional signage
- Feature a transparent barrier for your host stand
- Have gloves available to staff at your hostess stand.
- To encourage guests to maintain reasonable distance from others, apply spacing stickers on your floors. *Tip: ensure floor is completely clean and dry before application.*
- To avoid grouping in the vestibule, have an appropriate number of staff available to seat guests
- Consider using temperature check systems for guests.
- To help build trust, post a list of measures your establishment is taking to protect your guests and staff. Include back of house measures to provide additional comfort for areas not seen by guests for which trepidation may exist.

## TABLES & SEATING

- To prevent confusion and increase spacing, remove furniture not in use, where possible. *Tip: many tabletops can be easily removed from bases for easier storage.*
- For tables that cannot be removed, prepare signage to indicate they are not in use and, where possible, remove seating not being used.
- Creatively style not-in-use tables, helping guests differentiate them while also providing enhanced ambiance and warmth.
- Limit items on in-use tables
- Set cutlery, including roll-ups if used, only after guests are seated.
- Provide condiments in single-use disposable packages or in individual ramekins during service to avoid bottles, shakers or other pieces multiple people may touch
- Consider using paper table wrap that is replaced between seatings, if appropriate.



## MENUS & GUEST ORDERING

- Consider a reduced menu offering that allows you to operate effectively and profitably.
- Contact your suppliers and distributors to confirm availability of ingredients. The recent period of closure may have caused supply challenges.
- To combat the risks of menus being handled by multiple guests, consider the following alternative approaches:
  - Post your up-to-date menu offering on your existing website.
  - Create a QR barcode directed to the menu-specific webpage, and post it in your establishment. *Tip: no cost QR creators are readily available online at websites, like [www.the-qrcode-generator.com](http://www.the-qrcode-generator.com)*
  - Consider replacing chalkboards with digital signage.
  - Print disposable menus and/or placemat-style menus.

## STAFF ORDERING

- Provide all staff with personal stylus pens for POS system use.
- Permit only one staff member per station. Set cutlery, including roll-ups if used, only after guests are seated.
- To ensure staff safety, have each staff member wipes and sanitizes all surfaces they have come into contact with before moving on.
- Have gloves available to staff at all stations.
- Install additional ordering terminals or add additional mobile units, if feasible
- Install digital displays for your kitchen to receive orders, if feasible.
- Consider implementing new technology to facilitate touchless ordering, such as guest self-ordering systems. *Tip: check with your POS system provider to learn about available technology.*



## DINING

- Develop a plan for the following potential service pain points:
  - How will you place and clear plates and drinks from the table?
  - How will you approach placing and clearing for wall adjacent seating, where a guest is seated away from server access?
  - Will your servers ask guests to pass to avoid reaching over?
- Refills should not be done tableside. Beverages should be replaced with new ones, if needed.
- During coffee service, use packaged milk/creamer/sugar/sweetener—brought to table and discarded after service
- Staff should wash or sanitize hands between all guest table tasks.
- Keep music levels low to allow for comfortable guest conversations while distanced.

## BAR & BEVERAGE STATIONS

- Reconfigure your bar seating, considering spacing between stools and between staff and guests. If safe spacing cannot be maintained, your bar seating may not be suitable during the reopening transition.
- Reduce beverage selections to keep products, such as draught, fresh, if needed.
- Remove all shared service bar items.
- Bartenders should garnish and provide fully the completed drinks.
- Consider assigning specific staff to manage your beverage station during peak periods, or having only the bartender serve all soft drinks.
- Consider having bartenders wear gloves and/or placing completed drinks directly on trays.
- Have gloves available to staff at all stations.



## BILL & PAYMENT

- If your payment system does not currently accommodate touch-free payments either by card or phone, contact your payment processing provider for an update.
- For cashless payments, bring the terminal to your guest with gloves on, and visibly wipe down and sanitize it when the transaction is complete.
- If payments are made through servers, consider touchless methods, such as tapping with cards or phones.
- Develop a plan for collecting gratuities and finalizing payments, such as having staff inquire or providing guests with disposable sticks/styluses to make selections with.
- If payments are made at a central cashier, install a plexiglass barrier. Also, replace wired payment terminals with wireless ones to increase access, and use touchless methods wherever possible.

## RESTROOMS

- Consider touchless flushers and faucets, if not already in place. Consider touchless paper towel dispensers, if not already in place. Guests may be particularly uncomfortable with high-velocity dryers aerating spaces
- Limit occupancy, and post signage to clarify your updated policy.
- Consider restricting urinal usage by spacing or closure.
- Ensure frequent cleaning is done and documented, and post records.
- Strategically place wastebaskets to collect paper towel that guests may use to open doorways.
- Provide hand sanitizer at bathroom exit areas, even if simply on a table or chair.

## TAKEOUT & DELIVERY

- To avoid congestion in full-service restaurants, designate an area for order pick-ups.
- If this is not possible, have staff deliver orders outside of your main doors to keep your entrance clear.