



# REOPENING YOUR RESTAURANT:

## Best Practices for Providing a Safe Environment for Your Customers

Dining out will provide a well-needed boost to consumers as they move forward toward a state of normalcy. In fact, according to a recent Datassential research study, relaxation is the number one emotional benefit consumers believe they will feel when they start dining out. Likely though, they are not going to abandon their COVID learned behaviors so it will be critical for you to share with them what you are doing to keep your restaurant clean and safe so they have a positive dining experience.

Restaurants that go above and beyond to provide a safe dining experience may be more attractive for consumers to visit first. Below are some best practices from ServSafe and the National Restaurant Association on how you can provide a safe and enjoyable dining experience. Before reopening, be sure to check your state and local requirements to prepare your restaurant for compliance.

### FOOD SAFETY

- If your state permits the use of salad bars and buffets, be sure to have sneeze guards in place and frequently wash and sanitize all utensils.
- If providing “grab and go” items, be sure to keep inventory levels at a minimum.
- Check your inventory and discard all food items that are out of date.
- Avoid all food contact surfaces when using disinfectants.

### CLEANING & SANITATION

- Thoroughly detail-clean and sanitize your restaurant, especially if you had a temporary closure.
- Focus cleaning on high-contact areas, but don't overlook seldom-touched surfaces.
- Be sure to sanitize table tops before new guests are seated.
- Frequently wipe down digital ordering systems and self-service areas.
- If your menu is on your social media page or website, suggest customers use their phone to view it.
- Clean and sanitize reusable menus between guests, or if you use paper menus, discard them after each customer use.
- Clean and sanitize restrooms regularly throughout the day. [CLICK HERE](#) to download a chart for restrooms to show consumers when it was last cleaned.
- Provide touchless hand sanitizer stations to your guests and staff.



# REOPENING YOUR RESTAURANT:

## Best Practices for Providing a Safe Environment for Your Customers

### EMPLOYEE HEALTH & PERSONAL HYGIENE

- Per FDA Food Code requirements, employees who are sick should remain home.
- Consider taking employee temperatures before the start of their shift. CDC identifies a fever as a temperature of 100°F or higher.
- Utilizing the CDC guidelines, establish a business policy on determining when an employee who has been sick can return to work.
- Check local/state requirements to determine if your staff is required to wear masks while working. The CDC recommends face masks as effective tools to mitigate risk, especially in close environments, even if not government mandated.
- Reinforce the importance of frequent hand washing and using a hand-sanitizer with at least 60% alcohol content.
- [CLICK HERE](#) to read more about CDC guidelines for implementing safety practices.

### SOCIAL DISTANCING

- Identify a separate space away from your waiting area for customers to pick up their carry-out orders.
- Have customers and third party delivery drivers stay in their cars until their table or order is ready for pick-up to avoid people gathering in the waiting area.
- Stagger workstations to avoid employees standing too close together.
- Schedule employee breaks to limit the number of employees in the break room at one time.
- Use a communication board to convey any pre-shift meeting information to avoid employees gathering.

**[DOWNLOAD](#) THE FULL COVID-19 REOPENING GUIDANCE FROM THE NATIONAL RESTAURANT ASSOCIATION FOR MORE INFORMATION ON REOPENING YOUR DINING ROOM.**