



# REOPENING YOUR RESTAURANT:

## Best Practices for Building Patron Confidence

Now that dining rooms are reopening across the country, 83% of consumers say restaurants should require guests to follow safety guidelines including wearing masks and practicing social distancing.\* It will be important for restaurants to demonstrate how they are following guidelines in their restaurant to build consumer confidence.

While consumers have missed the ability to dine out, they are still being cautious. Over half of consumers are being more careful today than they were a month ago and still prefer to utilize curbside pick-up or delivery. In particular, the Boomers and Gen X populations are the most concerned.\*

Below are some best practices that will help consumers feel more comfortable while dining in your restaurant.

### ENFORCE SOCIAL DISTANCING

- Block off space between or rearrange tables to be 6 feet apart.
- Limit party sizes at tables.
- Mark off spots on the floor for patrons waiting to be seated.
- Allow diners in the restaurant only after their table/order is ready.
- Use text-on-arrival for seating guests.
- Limit the number of guests allowed in the restroom at one time.
- Provide special hours for more vulnerable patrons.
- [DOWNLOAD & PRINT](#) signs to promote social distancing.

### MAINTAIN STRICT HEALTH STANDARDS

- Require staff and customers to wear masks. [DOWNLOAD & PRINT](#) signs to promote wearing masks in your restaurant.
- Require customers to sanitize hands upon entering.
- Provide sanitizer or wipes at every table.
- Offer additional hand sanitizing stations near restrooms and exits.
- Post signage communicating your cleaning procedures – [CLICK HERE](#) to download Grande's Keeping You Safe printable signage.



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### REDUCE CONTACT CONTAMINATION

- Set up plexiglass barriers at registers and host stands.
- Eliminate self-serve beverage options and, if possible, “grab and go” food items.
- Remove shakers and condiment containers from tables.
- Provide plastic sealed utensils or wrap utensils in disposable napkins.
- Deliver utensils and napkins to the table after customers are seated.
- Use paper menus and dispose after use or consider providing a QR code to link to your menu and eliminate need for disposable menu.
- Utilize contactless payment methods.
- Provide free customized pens for your customers to take home after signing receipts.

**IF ONE OF YOUR EMPLOYEES TESTS POSITIVE FOR COVID-19**  
[CLICK HERE](#) for a link to seven steps outlined by the National Restaurant Association’s Restaurant Law Center on how to take immediate action to protect your staff and customers.

**[DOWNLOAD THE GUIDELINES](#) FROM THE NATIONAL RESTAURANT ASSOCIATION FOR MORE INFORMATION ON REOPENING YOUR DINING ROOM**