Stay Informed
CHECKLIST
Perception IS Reality! Suggestions to make sure your guests feel comfortable when they walk in the door.

Entrance:
- Remove candy/mint jars from communal areas (offer at the tables & to go)
- Provide alcohol-based hand sanitizer (dispensers or wipes) at all entrances, registers, kiosks, workstations, counters, etc.

At the Table:
- Remove the tabletop items, condiments, promos, kiosks, etc. If keeping, sanitize properly in front of the guests so they keep comfortable
- Offer sanitizer wipes on each table patrons can use if they choose
- Consider plate covers for food going from the kitchen to tables
- Attempt to seat tables 6 ft apart at minimum; try to create distance between tables
- Transition Salad Bars & Buffet areas to prepackaged & to go items
- Keeping the Buffet? Include a sanitizing station, ask parents to serve children, offer beverage napkins to “hold” the serving utensils and change utensils often
- Add a table tent encouraging guests to wash their hands. Use a hashtag like #noscrubnogrub to #soapisdope and help lighten the energy

Bathroom:
- Ensure bathrooms are well stocked with supplies: paper towels, TP, soap, sanitizer and check back frequently
- Place trash cans by the door so guests can dispose of the towel on their way out
- Add/ install the foot opener “Toe Pull” on your bathroom doors

Sanitation:
- Increase the frequency of cleaning customer facing areas like the bathroom & dining room
- Extra emphasis on “high touch areas” (i.e. door handles, bathrooms, credit card terminals)
- All staff wearing disposable gloves & sanitizing tables between customer visits
- Eliminate the reusable towels to disinfect tables, use disposable wipes or disposable towels with sanitizing spray
- Be aware of which staff members are bussing & serving, no misconception of cross contamination between tables
- Increase the frequency of outside cleaning services used at your location
- Ensure your linen service uses equipment & procedures that ensure bacteria are eliminated in the cleaning cycle
PROVIDING A SAFE ENVIRONMENT

Going Disposable:
- Remove all table top items, move to portion cups, packets, or disposable items delivered with food from the kitchen (ie: condiment packets or portion cups, cutlery kits, salt & pepper packets, individually wrapped straws, etc.)
- Consider using your paper to go menus instead of traditional menus and discard with each use
- Keeping the main menu? Make sure and wipe them down thoroughly where customers can see you
- Amend your drink refill policy to a new cup with each refill, no personal or reusable cups, always bring a fresh clean glass to the table
- Keeping linen napkins? Offer paper napkins or additional linen for guests who want a “barrier” to lay their silverware on the table
- Swap out reusable serving baskets & trays for paper food trays & containers

It Starts with your Staff:
- Be able to explain what you are doing to ensure safety to your patrons
- Educating them on how to talk to the tables & not to offer their personal opinions or gossip but be good listeners
- Reinforce health & food safety protocols with staff on a shift by shift bases
- Reinforce hygiene and instruct all staff to follow the CDC’s best practices here
- Utilize CDC recommendations for safety & sanitation, in person training, clearly posted BOH & FOH
- Daily tracking of sanitation items to ensure adequate stock & minimize shrink
- Per CDC recommendations, employees who have traveled to high risk locations or have been exposed to others who have traveled to such locations to self-quarantine for 14 days
- Encourage your employees to monitor their own health and stay home if they feel sick, enforce a strict “we do NOT work sick” policy

Delivery
- Communicate with your suppliers, know their safety protocol, and set expectations
- Post on your delivery entrance what and how deliveries are expected. Include a contacts & cell phone number for questions from delivery drivers and your staff
Utilize your social media channels, email distributions lists, & websites to communicate with your customers

- Promote the steps you have taken to ensure sanitation and safety in your restaurant & with staff so your customers are aware
- Post the improvements or changes on your websites, social, signage, menu, etc
- Encourage guests, “if they see something, say something!” to management
- Reservations? Ask for cancellations to avoid no shows & additional labor that costs you

**Online Order, To Go, Catering, Delivery**
If you do not offer one of these programs NOW is the time start!

- Have carry out? Offer Curb Side pick up
- Catering? Also offer boxed to go options
- Dine in only? Start offering carry out
- No online order? Set one up ASAP or start offering call ahead ordering
- NOW is the time to consider 3rd Party Delivery services as an option such as:
- Consider selling frozen meals or prepped meals that can be cooked at home

**Loyalty Programs, Gift Cards, Coupons**
If you do not offer one of these programs NOW is the time start!

- Bundle Selling like Free App or Dessert with Purchase OR on next purchase
- Gift Card Promo: $15 for $20 gift card, money now & brings patrons back later
- Loyalty Program, those who want to go out can be repeat business and your new weekly regulars

**Loyalty Programs, Gift Cards, Coupons**
Encourage your social fan base & To Go customers who are opting to “distance” to go online and give your business a review: Google, Yelp, Trip Advisor, Facebook, etc
Struggling?

- Insource projects to staff when business is slow OR those who can’t come to work (ie: selfquarantine, precautionary, no childcare, etc.)

- Scheduling, food cost, menu cost, design work, promo ideas, social

- Use your Sysco Marketing Associate to leverage our tools to help transition workload

- Have a plan for a scaled down menu in the event you become short staffed. So you can execute & reduce your chance of spoilage.

- Start conversations now about terms & payment plan options with your partners, make sure you have your contingency plan in place.

Info to apply for a loan
https://www.sba.gov/funding-programs/disaster-assistance

Disaster unemployment assistance
https://www.benefits.gov/benefit/597

National Restaurant Association
https://www.restaurant.org/Covid19

CDC

WHO
World Health Organization (WHO) 2019 Novel Coronavirus

Dining Out During Coronavirus

Grubhub Is Suspending Commission Fees For Independent Restaurants
https://www.cnbc.com/2020/03/13/grubhub-is-suspending-commission-fees-for-independent-restaurants.html

Keystone Cleaning Products

Ecolab Short Video On Training And Prevention
Coronavirus: Reducing the risk of infections