

ROAD MAP TO READINESS

A guide to the best restaurant industry resources to
get you back on track



SUPPLYING FOODSERVICE SOLUTIONS
SCHIFF'S FOOD SERVICE, INC.



GET IN THE KNOW



There's a lot of information out there. Make sure you are up-to-date on state guidelines. You can view the **U.S. Chamber of Commerce State-by-State Reopening Guide** to see your state specific guidance.

In addition to state guidance, stay up-to-date with other industry best practice guidelines. Here's a list of some to consider:

- **CDC Considerations for Restaurants & Bars**
- **AIHA: Reopening Guidance for the Restaurant Industry**
- **National Restaurant Association Reopening Guidance**
- **James Beard Foundation's Safety First, Serving Food & Protecting People During COVID-19**

PLAN AHEAD

The time to deal with a crisis is not when it hits. Plan ahead for situations that may arise in your restaurant as a result of COVID-19.

Positive Case of COVID-19 in your Work Place

Decide how you will handle a positive case of COVID-19 in your workplace after you reopen.

OSHA's guidelines give specific steps on how to manage and isolate employees displaying COVID-19 symptoms.

Cleaning & Disinfecting Your Facility When Someone is Sick

The CDC provides **information** on how to handle everyday cleaning, steps to take for cleaning and disinfecting when someone is sick, and other considerations for employers.

Self-Check for Readiness

It can be a daunting task to manage the protection of your employees and customers. The CDC has a **Restart Readiness Checklist** for employers to use as a guide to resume business operations as safely and healthily as possible.

SAFETY FIRST

Part of inviting guests back into your establishment will mean enacting & enforcing new rules to keep everyone safe. Here are a few you may be following (*but be sure to check your state guidelines when developing your own*):

- Per the CDC recommendations, ask that customers wear masks while entering, exiting, or otherwise traveling throughout the restaurant. Face coverings may be removed while seated.
- Properly distance your seating & provide sufficient physical distance from areas outside of your facility.



SAFETY FIRST CTD.

- Ensure maximum occupancy limits for indoor and outdoor areas are posted and strictly enforced.
- Provide physical guides, such as tape on floors or sidewalks and signage on walls to ensure that customers remain at least six feet apart when they have to wait in line. Consider encouraging customers who order take-out to wait in their vehicles until their order is ready.

EMPLOYEES NEED TO SUCCEED

Giving your employees the tools they need to succeed as well as the guidance they need to navigate service post COVID-19 will be vital to the success of your business. Here is a start to things you can do to help ensure a healthy & safe work environment:

- Ensure employees have proper PPE
- Train all employees on the importance and expectation of increased frequency of hand-washing, the use of hand sanitizer with at least 60% alcohol, and provide clear instructions to avoid touching hands to face.
- Assign employee(s) to monitor and clean high touch areas frequently while in operation including entrance doors, bathroom surfaces, host stands etc., and continue to regularly clean all other areas of the restaurant or retail food service businesses. Clean and disinfect any shared items with which customers will come in contact such as tabletops, digital menus, check presenters, and digital payment devices after each customer use.
- Implement procedures to increase cleaning and sanitizing frequency in the back of house. Avoid all food contact surfaces when using disinfectants.
- Where possible, stagger work stations to avoid employees standing adjacent or next to each other and ensure employees do not share equipment to the extent possible.
- Verify that dishwashing machines are operating at the required wash, rinse and sanitize temperatures and with appropriate detergents and sanitizers. You can view [Santec's Dishmachine Procedures When Dealing with an Outbreak](#).
- Follow all requirements of the [Department of Agriculture's Food Code regulations](#), even when altering from normal types of food delivery.

Here are a few additional resources you may want to share with employees:

[CDC How to Remove Gloves](#)

[CDC When & How to Wash Your Hands](#)

[CDC Proper Use, Removal & Washing of Cloth Face Coverings](#)

COMMUNICATE

You can't communicate enough with your customers. Let them know your expectations of them and what they can expect of you and their dining experience before and when they arrive. We've got more tips for you on that in our **4 Steps for Smooth Customer Communication Before Arrival**.

Now is the time to embrace social media and your online presence. If it's not something you've leaned into before, start now. You can start by making the most of the three major platforms with **McCain's Social Media Toolkit**.

PAY ATTENTION TO TAKE-OUT

Even as you look to welcome customers back for dine-in services, there still may be a large number of your customers who will not feel ready to join you for a while. In addition, with reduced seating capacities likely for the near future, it makes sense to continue to perfect your take-out and delivery services.

Here are some resources to help:

- **Perfecting Curbside Pickup, SFS Blog Post**
- **Takeout & Delivery How to Guide, McCain**
- **COVID-19 Takeout & Delivery Precautions, ServSafe**
- **6 Ways to Increase Restaurant Sales with Takeout, Waypoint**



We strive to provide our customers with up-to-date tips and information as we all navigate this crisis together. You can visit our COVID-19 resources page [here](#). Please follow us on social media for the latest industry information in addition to our own deals, rebates & specials.
