

PART 3: Reopening Action Checklist

Restaurants

OVERVIEW

This portion of your SMART Business Reopening Toolkit provides an industry-specific Re-Opening Action Checklist, broken down as follows:

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 - [For Your Establishment](#)
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PRIOR TO RE-OPENING

For Your Establishment

- Gather items on the recommended Equipment Checklist
Note: See Part 4: Equipment Checklist
- Calculate your building's occupancy: $Fire\ code \times 0.5$
- If applicable, calculate your outdoor occupancy: $Fire\ code \times 0.5$
- Thoroughly inspect facilities for any damage or issues caused by vacancy including mechanical, air, and water systems
Note: Signs of water damage can include stained ceiling tile, bubbling paint, carpet damage, and buckled floor
- Check filters to ensure they are within service life and appropriately installed
- Ensure the safety of your building water system and devices after a prolonged shutdown
- Thoroughly detail-clean and sanitize the entire facility, especially if it has been closed, with focus on high-contact areas as well as attention to seldom-touched surfaces
Note: Avoid all food contact surfaces when using disinfectants
- Update floor plans for common dining areas, redesigning seating arrangements to ensure at least six feet of separation between table setups
- Arrange tables so that there are no more than 5 guests per table AND each seated occupant is at least 6 feet away from another guest seated at a different table or is separated by a physical barrier or wall
- Establish designated in-store pick-up zones for customers if applicable
- Mark off-limit areas for guests, including bar seating, buffets, and salad bars
- Install physical barriers, such as clear plastic sneeze guards, where feasible
- Install floor markings to act as standing indicators, spaced 6-feet apart in gathering areas such as the host stand, cash registers, and bathrooms
- Post signs that discourage loitering and limit the capacity of high-gathering areas to 10 people or fewer, while encouraging alternate waiting locations such as outside, at assigned stations, etc.
- Limit or remove reusable customer items, instead opting for individual use items, such as condiment packets and recyclable menus
- Establish designated in-store pick-up zones for customers, if applicable



For Your Employees

- Send clear communication to all employees on new COVID-19 safety protocols for the workplace
- Send employees a copy of the Screening Questionnaire so that they can self-report symptoms
Note: See “Required Forms” in Part 6: Required Forms & Signage
- Train all employees on the importance of frequent hand washing, the use of hand sanitizers with at least 60% alcohol content, and the importance of avoiding touching hands to face
- Stagger employee workstations to avoid standing directly opposite one another or next to each other as well as, where six feet of separation is not possible, consider other options (e.g. face coverings) and increase the frequency of surface cleaning and sanitizing
- Test employee self-reporting communication systems
- Post signage of new employee guidelines and best practices

For Your Customers, Vendors, and Suppliers

- Implement policies and procedures including a daily log of guests
Note: See “Customer & Visitor Safety” in Part 5: Safe Work Plan & Procedures as well as “Required Forms” in Part 6: Required Forms and Signage
- Move the electronic payment terminal/credit card reader farther away from the cashier, if possible, to increase the distance between the customer and the cashier
- Post signage at the entrance that states that no one with a fever or symptoms of COVID-19 is to be permitted in the restaurant
- Post signage of new Customer guidelines and best practices
- Remind third-party delivery drivers and any suppliers that you have internal distancing requirements



OPERATIONAL CHECKLISTS

Before Open Hours

- Deep clean all surfaces and high-touch objects such as door handles, phones, registers, remotes, writing utensils, and customer-facing electronics
- Clean high-touch areas and surfaces after each customer
- If providing a “grab and go” service, stock coolers to no more than minimum levels

During Open Hours

- Routinely clean all frequently touched surfaces in the workplace, such as workstations, keyboards, telephones, handrails, and doorknobs
- After each guest/party, discard single-use menus & table condiments (if using reusable condiments, clean and sanitize)
- After each guest/party, clean & sanitize digital ordering devices, check presenters, self-service areas, tabletops, and common touch areas
- Monitor tissue supply and no-touch trash receptacles
- Check restrooms regularly and clean and sanitize them based on the frequency of use

For In-Store or Curbside Pick-Up

- Clean & sanitize coolers and transport containers
- Practice social distancing by offering to place curbside pickup orders in vehicle trunks



IEQ CONSIDERATIONS

Employers and business owners may find that they are having to deal with **IEQ (Indoor Environmental Quality)** issues because workplaces have not been occupied or maintained in response to stay-at-home orders.

Common IEQ issues include:

- Water damage
- Odors
- Pests and rodents
- Irritation from cleaners and disinfectants
- Employees feeling ill while at work
- Ensuring proper ventilation during the pandemic
- Varying pressures across workplace
- Humidity and temperature at an uncomfortable setting

The American Industrial Hygiene Association (AIHA) has previously developed guidance for COVID-19-related building closures. For more information, please visit: https://aiha-assets.sfo2.digitaloceanspaces.com/AIHA/resources/Public-Resources/RecoveringFromCOVID-19BuildingClosures_GuidanceDocument.FINAL.pdf



TIPS & BEST PRACTICES

- Design a process to ensure guests stay separate while waiting to be seated. This can include floor markings, outdoor distancing, waiting in cars, etc.
- Consider a reservations-only model or call-ahead seating to better space diners.
- Consider implementing protocols and/or using technology to text or call guests when to-go orders or tables are ready.
- Consider an exit from the facility separate from the entrance. Determine ingress/egress to and from restrooms to establish paths that mitigate proximity for guests and staff.
- Consider self-pickup or curbside pickup.
 - Avoid cross-contamination; for example, wrap food during transport
 - Encourage customers to use “no touch” deliveries
 - Notify customers as the delivery arrives via text message or phone call
 - Determine systems to maintain time and temperature controls

ADDITIONAL SOURCES

- [CDC's Reopening Decision Tree for Restaurants and Bars](#)
- [National Restaurant Association's Reopening Guidance](#)
- [U.S. Food & Drug Administration](#)

