



Restaurant Ramp Down Checklist

Communication:

Internal

- Inform all employees of your intent to temporarily cease operations.
- Initiate a company group chat to update employees on the timeline as needed.
- Contact all your Sales Reps to update them on your situation

External

- Update voicemail and any recorded messaging including who to contact in case of emergency
- No employee will make comments to media.
- Should any staff be contacted by media, social media influencer or any others asking for comment – the request will be escalated ASAP to GM, owner or other identified company representative.
- When the media calls:
 - o Ask for the name & media outlet.
 - o Ask best method to communicate – call, text, email.
 - o Ask “are you on deadline and what is your deadline.”
 - o Write down the questions.
 - o DO NOT respond or answer any questions – simply take request.
 - o DO NOT offer an opinion or remark on the issue. What to do when responding to customers:
 - o Respond with statement provided by management.
 - o NOT discuss, speculate or in any way talk about COVID-19 or effect on the industry.
 - o Tell your manager if you are asked about COVID-19 by a guest or media so that they can share the pre-approved responses.

Digital

- Google my business profiles: Update hours of operation/mark as “Temporarily Closed”
- Update all listings as “Temporarily Closed”
- Update website
- Temporarily cease all social ad campaigns with exception of campaigns that support a local cause that has been pre-approved by management.
- Create a post for your social media assets – stating you are temporarily closed due to COVID-19 and that you will re-open as soon as conditions allow.
- Provide social media managers explicit guidelines for posts and response.
- Develop a response plan for responding to customers and others.

Staffing:

- Properly lay off or furlough employees in accordance local labor laws
- If you are going to lay off non-exempt workers, their final paycheck is due within six calendar days.
- Federal WARN requires written notice of layoffs that affect 50 or more full time employees at a single site of employment, if the layoff lasts more than 6 months.
- Ensure that you have accurately documented the last date of employment and last check date for all employees.
- Make sure to update your contact list for all employees with current cell phone numbers.
- Canvas staff for abilities outside what they are doing now. Some may be qualified in other areas and could help with equipment fix-ups & painting etc.

Facilities:

General

- Keep pilot lights on in order to be aware of any potential gas leaks during your bi-weekly facility checks.
- Do not shut off the water. Instead, visit the facility twice a week to run the faucets for approximately 5-10 minutes. Pour water down floor drains and floor sinks during bi-weekly visits to prevent sewer gas from entering the facility and causing a foul odor.
- Set rodent traps if desired for extra precaution.
- All electrical breakers shut off for non-essential power

Garbage

- Ensure all garbage is emptied and trash taken to external dumpster/enclosure
- Clean all exterior garbage containers and stations
- Wash inside of individual containers if soiled or odorous
- Dumpster Enclosure Locked, and fencing maintained and in good shape-no openings to reduce infestation.

Washrooms

- Ensure all garbage is emptied and trash taken to external dumpster/enclosure
- Clean toilets and flush, wash sinks, clean mirrors
- Ensure no water is running or dripping from fixtures
- Shut water off at shut-off valves if appropriate
- Wipe down all surfaces & dispensers, sweep floor
- Turn off lights

Exterior

- Parking Lot free of trash and debris
- Lighting in working condition
- Change sign messaging as required
- Include sign on interior of all doors, at drive thru window, and drive thru speaker box noting:
 - o No cash stored on site
 - o Reason for closure
 - o "In Case of Emergency" phone numbers (fire department/police contact)
- Awnings or umbrellas Cleaned Retracted and or stored if applicable
- Benches, furniture and tables are clean and stored inside locked up
- Plants and planters are maintained and positioned to retain sunlight and water.
- Secure any outdoor speakers and or TVs as to ensure their safety and security

Temperature Control

- Set appropriate program, or
- Set premise thermostat to maintain lowest possible temperature while maintaining an environment that protects plumbing and inventory

Lighting

- Turn off lights
- Mark breakers for ease of identification
- Leave enough lights for appropriate operation of security systems
- Leave enough exterior lighting for safe walking and illumination of any entries
- (Re)Set timer for lights

Doors and Security System

- Drive thru windows with security locking in place
- Office door locked and personal information is locked in safe or taken off site
- Ensure door locks or deadbolt locks correctly and any locking bolts fit securely into the top and bottom of the door frame
- Exterior fridges and freezers

- Take Inventory of keys ensuring one is with owner /management team and other with managers in case of emergency and collect keys from non-essential personnel
- Make sure alerts are set appropriately, disable any automatic programming
- Ensure appropriate lighting is left on to facilitate for proper security system operation
- Change zone reporting where applicable
- Ensure recorder is working properly (if applicable)
- Update contact list to designated alarm respondent(s) during closure

Inventory:

- Evaluate current fresh and frozen food inventory. Can any of this be used for take-out, delivery, or community orders to minimize a full loss.
- Review freezer capacity and freeze any items that may not be required in the next 7-21 days
- Food items that will not be used in the foreseeable future of low to moderate value should be donated to your local food bank or community program for a charitable receipt (if possible)

Non-Perishable Foods/Goods

- Sort, organize and protect from dirt and dust as required
- Package any open edible goods tightly to preserve freshness and deter pests as required, or dispense to staff to take home, document as waste product
- Write a detailed inventory log of all stock that you have on hand
- Remove all liquor from bar, seal, and store in secure location.

Equipment:

General

- Empty and Clean Equipment -including all portable and fixed appliances where appropriate
- Unplug all portable and fixed appliances (where applicable).
- Check manufacturer's instruction / recommendations for proper cleaning & storage
- Wash & dry all soiled utensils, pots, pans, glassware, cups, dishes, pots and pans etc. as required
- Empty any grease traps as required and dispose of according to standard protocol
- Ensure that all appliances not used in day to day operations or will not be used in the next 30 Days are turned off and unplugged. This is also an excellent time to take care of any outstanding maintenance items.
- Ensure that staff are trained on correct procedures to shut down or mothball equipment. Coffee Equipment in particular and any other appliances that use water must not freeze.
- Look at disposing of any excess equipment or upgrading if you are in a position to do so. It's a time to be serious about what your equipment needs will be going forward.
- Look to minimize all costs related to your restaurant or bar equipment. Cancel contract's or other non-essential expenses. If possible, pay your staff to do what you may have contracted out.
- Remove and clean any bar mats/floor mats.

Bar Coolers/Ice Bins

- Melt ice and clean all jockey boxes, ice bins etc.
- Store all beer and wine in a walk-in if you decide to shut down coolers.
- Deep clean and prop doors of all coolers that have been turned off

Under Counter Coolers

- Check expiration dates of perishable goods
- Move unexpired, unopened product to walk-in
- Empty - discard any open; expired or expiring
- Document as expired product
- Shutdown power
- Wipe down surfaces and vacuum
- Prop doors of all coolers that have been turned off

Walk-In Cooler

- Set temperature
- Label all product containers
- Check expiration dates of all product, discard product nearing expiration date
- Sweep floor, clean empty shelves
- Write a detailed inventory log of all stock, including expiration dates
- Ensure door closes tightly and Lock (if able)
- External WI Refrigerator – secure w/ padlock
- Check temperature and validate with new or 100% reliable thermometer

Freezers

- Set appropriate temperature
- Write a detailed inventory log of all stock
- Document as expired product
- Sweep floor, clean empty shelves
- Ensure door closes tightly and lock (if able)
- External WI Freezer - secured w/ tamper proof lock
- Check temperature and validate with new or 100% reliable thermometer

Vents / Hoods

- Adjust vents for prolonged closure (check manufacturer instructions)
- Vacuum / Clean

Fryers

- Clean inside and out
- Dispose of Oil
- Call vendor to remove all old grease from premises.

Ice Machine

- Clean
- Water turned off to ice machine
- Electric turned off to ice machine
- Doors and gaskets cleaned.

Front of House:

- Walls and floor are clean.
- Service areas remove perishables and cleaned
- All tables and chairs, stools, counters are clean tops, bottom, legs, etc.
- Children's highchairs are cleaned, straps in place, stacked neatly in appropriate place
- Remove all dirty linens from the premises-Call linen vendor to pick up dirty linen
- Garbage cans are clean inside and out.
- All table-top settings like salt and pepper shakers are emptied
- Silverware is removed from tables and stored.
- Clean underneath all cabinets, counters, corners etc.

Soda/Tea Station:

- Disassemble and soak all soda parts
- Turn off CO2
- Coffee area is cleaned, perishables discarded or removed
- Soda system is clean, aerators are clean, draw tray is cleaned.
- Cabinet fronts and counters are cleaned.
- Clean Floor drains are clean

Draught Beer Systems (Long Draw):

- Put all full and partial kegs into the walk-in. Shelf life depends on the beer being cold. Right now, more than ever with this pause in service, you must keep all of your beer cold.
- Option A - Leave your system running.
 - Keep your glycol deck/line chiller on, your beer will not freeze in the lines
 - Keep your beer gas system or gas cylinders on.
 - Beer walk-in fridge stays on
 - If you are concerned about someone pouring beer, simply disengage the couplers.
- Option B - shut the system down completely
 - Lines are cleaned and instead of re-packing with beer, they are blown dry. You can never get them completely dry, but they are empty of beer, water, and cleaner.
 - The gas and glycol decks/line chillers are turned off
 - The walk-in is left on to keep your kegs cold.
 - You must get your lines cleaned again before serving resumes.

Business Administration Tasks:

General

- Request final/most up-to-date invoices from all vendors.
- Set restaurant phone line up to forward to a personal cell phone.
- Reach out to vendors/utility companies to negotiate a hold on services where applicable.
- Inform your landlord of the temporary closing and discuss rent abatement scenarios.
- Ensure that you have accurately documented the last date of employment and last check date for all employees.
- Decide if benefits will still be active throughout the temporary closing.
- Process final payroll and distribute.
- Ensure final inventory has been sent to your accounting. Notating any items and amounts that were donated.
- File your sales and mixed beverage tax reports.
- Remove cash from safe for deposit
- Lock Safe
- Lock or secure all physical employee files
- Draft re-opening orders for all of your vendors to implement as soon as the situation allows.
- Create preparation checklist to re-roll out full menus and return to daily operations

Point-of-Sale

- Ensure final deposit has been transmitted
- Empty cash register(s) and deposit cash in bank
- Shutdown as per manufacturer instruction / recommendations
- Disconnect from power if appropriate

Computers

- Back-up any unsaved files as required
- Complete shutdown of systems
- Disconnect from power if appropriate

Schedule Regular Check-Ins:

- Drive by to ensure lights and timers are still functioning properly
- Walk through the restaurant:
 - Monitor temperatures (HVAC & refrigeration)
 - Check for leaks etc.
 - Ensure security system operation
 - Check for any signs of attempted break-ins, etc.