

Best Practices for Takeout during COVID crisis

In an attempt to offer some best practice points this document was created. Since every restaurant is unique and faces its own set of challenges, some of these may not apply. Some are obvious but need to be re-iterated as particularly important at this time.

- Institute a new deep cleaning/sanitizing schedule to be followed daily; Pre and post service.
- Re-educate, and strictly enforce proper hygiene steps for staff to adhere to (i.e. changing gloves after each takeout touch, washing hands before putting new gloves on, etc.)
- Have sanitizing buckets or spray bottles at each point in the takeout process (i.e. expediting/packing station, packaged orders station, near doors, etc.)
- Make a Plan, and create a system, for takeout. Educate the staff on the new process so they understand how it is to work.
- If possible, take only credit card payment for orders
- If possible, limit any customers entering the restaurant. If customers do need to come in, make a line on the floor (6 feet) to separate customer and service personnel. Once transaction is complete, have service person step back to allow customer to take order. Put sign on the door limiting customers per order, have other wait outside at least 6 feet apart
- Consider using one staff member(s) solely to be 'in charge of', and to deliver packaged orders to customers to avoid possible multiple points of contact. If that person(s) does get cash tips, make sure he/she know to change gloves, wash hands, put on new gloves after each transaction
- Consider street traffic issues that may arise. Create and implement a plan for the safety of customers and staff. Make sure all staff is aware of it and can relate it to customers as they order.
- When posting to Social Media, it is important that all safety and social distancing protocols be adhered to. Know that people are looking for assurance that food is being prepared safely. (i.e. don't post a picture of a staff member folding a box while not wearing gloves or having a hat on, or of a delivery person handing a package to a customer, etc.)

Finally, designate a person to be 'in charge of' these safe practices (if it's not you) and make sure they understand what needs to be done. There is no 'wiggle room' during this crisis – ALL new safety practices **MUST** be adhered to.