



# MoCERTIFIED

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### *The Higher Standard*

The health and safety of guests, staff and vendors is job #1 for Modesto Restaurants. In consideration of the recent COVID-19 pandemic, we have implemented a new set of guidelines on top of the ServSafe™ (servesafe.com) program accepted nationally by the National Restaurant Association.

These guidelines are in place wherever you see a MoRESTAURANT Certified emblem above posted. In this flyer are the new guidelines you will see in place at participating restaurants. This effort was done in cooperation with restaurant owners in Modesto, Visit Modesto and the Mayor's Office at The City of Modesto.

*The restaurant community of Modesto recently created their own standards above and beyond State, Federal and CDC guidelines. This was done in consideration of your safety and confidence as you begin to go out in our community and participate in the local economy. The restaurants that accept these standards are listed at MoCertified.com. The owners of each MoRESTAURANT Certified facility have agreed to the standards\* you will find here and ask that you communicate with them or send an email to [info@visitmodesto.com](mailto:info@visitmodesto.com) should you have any questions or comments on the implementation of this program*

*In accordance with CAL-OSHA guidelines, restaurants will implement measures to physically separate workers and customers by at least six feet using measures such as reconfiguring space, installing physical partitions or visual cues (e.g., floor markings, colored tape, or signs to indicate to where workers should stand).*

## STAFF RESPONSIBILITIES

All Staff will have freshly laundered uniforms for every 8-hour shift

Staff to thoroughly wash hands and face upon arrival and completing shift

Will wash hands and change gloves a minimum of every 30 minutes

Will have access to face coverings for serving guests

Will refrain from using personal mobile devices with the exception of breaks using appropriate hygiene standards before returning to work

Will not encourage nor participate in physical contact with guests

Businesses will be checking staff temperatures as available

***This program does not supersede any State, OSHA, CDC or Federal standards***

## GUEST RESPONSIBILITIES

Reservations are recommended. Parties may not exceed State and Federal guidelines or one family living together will be accepted with an **expectation** that groups have had prior contact

All guests are requested to sanitize hands using supplied sanitizer or business washrooms

Maintain social distancing when waiting on-line at entrance, restrooms and bar dining areas. Guests are requested to adhere to any floor or bar markers at business denoting 'social distancing' spaces

Parties waiting to be seated must be 6 feet from door and entrance areas

Guests are required to 'box' their leftovers if requesting to-go boxes

Guests should not make nor encourage physical contact with Service Staff

**VISIT  
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## FRONT OF HOUSE

### Minimum of Every 30 Minutes

- One designated staff member will sanitize all door handles, phones, computer displays, check presenters, rails and countertops
- Restock hand washing stations, towels, sanitizer and gloves
- Sanitize restroom surfaces
- Set seating areas/tables a minimum of 6' apart

### Standard Service Responsibilities

- Provide guests with disposable or digital menus at every seating. Or, disinfect menus before and after guest use.
- Insure 6' distancing between parties
- Sanitize condiment containers, tables, bars, countertops and other surfaces after and between guest visits
- Provide guests with 'take home' containers

### Curbside/Take-Out & Pick-Up

- Staff will maintain all procedures based upon Front of House responsibilities
- Business will designate an official pick-up location, table or stand for boxed/package food items
- Disposable and pre-wrapped packaged incidentals provided at adjacent table/stand
- All guests are required to adhere to 6' social distancing guidelines when waiting
- Curbside guests may be required to prepay to reduce contact and waiting times
- Curbside areas will be cleaned and sanitized before and after every shift

### Opening/Closing

- Set seating areas /tables at a minimum of 6' apart
- Sanitize all tables, chairs, door handles, rails and countertops
- Secure new menus for use during service
- Prepare sanitation cleaning supplies for service staff

### Table & Patio Service/Guest Contact Areas

- No more than 10 persons per party
- Clean and sanitize area after each guest visit

### Bar Area for Food Service

- Cover all glassware after each shift and upon closing
- Clean all exposed bottles, cans, utensils, dispensing machinery
- Sanitize all surfaces and counter tops every 30 minutes
- Use freshly cleaned glassware for refills

## BACK OF HOUSE

### Minimum of Every 30 Minutes

- One designated staff member will sanitize all door handles, phones, displays, rails and countertops
- Restock hand washing stations, towels, hand soap, sanitizer and gloves
- Sanitize all food service surfaces; sneeze-guards, plate warmer areas, prep areas, dish area, etc.
- Clean restroom surfaces

### Standard Responsibilities

- Cover prepped food items not in use
- Follow ServSafe™ Standards

### Opening/Closing

- Sanitize all cooktops, refrigerator surfaces and handles, door handles, prep areas, dish areas and floors
- Prepare sanitation cleaning supplies for next shift/staff
- Cover clean dishes and utensils after every shift and upon closing



*MoRESTAURANT and MoCERTIFIED emblem to be displayed only at participating restaurants in Modesto*