



COVID-19

CPR (Temporary Closing Preparation Resource)

Not in any general order/priority for implementation

GENERAL:

- Know that this will pass. Anxiety, stress, anger, sadness. Know that all of these emotions are okay. Keep your head up for brighter days ahead, control what you can, and let go of what you can't. There is a big difference between, "This is happening to me," and, "This is happening."
- Lean on your entrepreneurial instincts and your support team. You took a big risk starting your own business and 99.99% of the world was caught by surprise by the coronavirus outbreak and its impact.
- Just like on an airplane, put your own proverbial "oxygen mask" on first. You can't help your team or anyone else if you're not in control. We're social creatures in the hospitality industry, so find an avenue to safely communicate and connect with people. Virtual hangouts, FaceTimes, online book club, etc.
- Avoid media hype. Get your information from the authorities, like [the CDC](#) and their Guidelines Related to Businesses, and the [WHO's](#) situational reports.
- For a visual aid and data tables, monitor the [John Hopkins Outbreak Tracking Map](#).
- Be productive! Write five goals on an index card. The biggest and most important goals go at the top. Work your way down the list. Every time you get distracted with another task, write that one on the back so you can discover where you end up spending most of your time.
- Take this time to learn and grow. Take a MasterClass, re-up on certifications, explore online business and hospitality industry-related courses.

VENDORS

- Contact food vendors to stop orders or for those that have curbside eliminate minimum quantity.
- Ask for scheduled payments be delayed or reduced to partial.
- Negotiate with any other vendors or services if you must stop or reduce payments. Utilities, linen services, your leased equipment, your leased car, etc.
- Service Contracts
 - Ask for suspension of service or reduce—request payments delay w/o penalty
 - Grease removal, floor mats, aprons, cleaning etc.
- Discontinue janitorial services.

GARBAGE:

- Clean up what you can, fill the dumpsters and after empty—reduce or suspend service.

LOCAL MUNICIPALITIES:

- Licenses, permits, water bills—ask for deferred payments and reinstate in partial payments Without penalty

ADVERTISING/DIGITAL MARKETING:

- Suspend/delay what print and broadcast advertising you can.
 - If you can't suspend or delay change the message to reflect an appropriate message
- Create letters explaining to customers (trust me some don't know)
 - Why our centers are shut down
 - Choose verbiage carefully—suspended instead of closed
 - Tentative reopen dates but watch our website for more details
 - Promote your summer activities—show hope and optimism
 - Curbside service? Promote it and have a limited menu
- Text Blasts- if you do keep more generic and supportive
- Update automated phone attendant greetings and/or forward calls.
 - Be able to access ALL voicemails remotely
- Update auto-reply for email accounts

UTILITIES/FACILITIES:

- Turn off what you can—including pilot lights on gas products.
- Turn off furnaces (if possible) we have 7 of them—I have turned off 4
- Turn down thermostats as low as possible (we are at 60 degrees)
- Leave ceiling fans on for circulation
- OUTSIDE lights & signage—talk to local police, turn off what you can that will not impact the
- Safety of your building. ASK FOR INCREASE IN PATROLS BY THE POLICE.
- Inside lights: Turn off what you can but leave security lights on.
- Do NOT turn off - Fax machines, phone systems, server computers
- Turn off office equipment - desk lights, copiers, calculators, computers, monitors, overhead lights, scanners, printers
- Turn OFF leaking faucets, urinals or commodes at the valve underneath.

MAINTENANCE:

- Lane Machine Storage-
<https://www.facebook.com/kegelbowlingsolutions/photos/a.144109735254/10157789721630255/?type=3>
- Pinsetter/Spotters- Trip the breakers on the machines to prevent a power surge

Bar/Snack Bar

- Disconnect Bag in Box system
- Clean bar guns/fountain units and keep covers off (as you would at closing)
- Disconnect Kegs, drain lines, turn off CO2 and Nitrogen
- Clean out your draft lines using guidance from [Brewers Association](#).
- Plug taps to prevent fruit flies from getting in, flush draft beer drains
- Cover all liquor bottles, complete a count and secure inventory
- Move bottled product to cooler. Make sure the cooler stays on if you are keeping any product! (consolidate)
- Dispose of any open product or fruit that will not last until reopening

Bar/Snack Bar (con't)

- Check with vendor to see if they will take back any unopened product
- Empty cash register and keep drawer opened
- Get rid of all trash
- Remove any mats from behind bar/snack bar and thoroughly clean floor
- Turn off any utilities you can
- Turn off hot water heaters
- Thoroughly clean all equipment
- Dispose of any food products that will not keep
- Consolidate all frozen items if the product will still be good.
- Shut down all freezers/refrigerators that are not being used after consolidation, clean and leave doors open and lock any refrigeration that will remain in use.
- Notify all vendors, landlord, security, local officials, guests of intention to close
- Research state and local relief specific to where you live and operate. Advocate that your liquor payments and other fees are delayed without penalty. [Here is a great letter](#) from Bobby Heugel to share with your local politicians. This is [an example of what Seattle is doing](#), one of the first places to be affected.
- Check with the local state liquor authority on your license status regarding your business being closed. Some have clauses stating you must be open to keep the licenses in good standing. While this is contradictory to many state mandates and guidelines, it's always smart to double-check anyway.
- Perform a deep clean of your bar and restaurant and have a contact list of services that can come in in case someone who was infected has visited your store. See how long COVID-19 can [live on surfaces here](#).
- Make an inventory of equipment and items that are in need of repair or replacement. Sadly, there could be a lot of restaurant inventory available soon.
- Leave cameras and alarms on as needed.
- Sanitize your place if a confirmed case of COVID-19 was in your restaurant using [CDC guidelines](#).
- VENDING: If you have multiple units, condense & disconnect lights. Turn off and clean empty units

IMPORTANT: Take inventory of food along with pictures to document—cost out your waste log. If you can donate food to local pantries—advertise how you are supporting the Community. POST IT to social Media!

GAME ROOM:

- Empty cash from all card kiosks and token machines.
- Remove and secure tokens leave doors open.
- Remove game cards from kiosks and leave doors open (leave cash registers open as well).
- Discontinue any internet connected games.
- Drain water and dry games that use water.
- Shut down all game/kiosk computers.
- Unplug all games, kiosks, laser tag vests etc. and turn power off at circuit breakers.
- Shut down other computer operated systems such as Unreal Bowling, Laser Tag, etc..
- Adjust automatic lighting to non-operating settings.
- Turn off and suspend music service.
- Cancel any auto orders.
- Secure all inventory.
- Remove anything of value from games/cranes/merchandisers
- Leave "coin" doors open (in case of break-in)
- Remove tickets from redemption machines

STAFF:

- Set schedules and updated procedures for [cleaning surfaces](#).
- Look into paid sick leave and/or working with government agencies for help here. For example, Colorado is providing paid sick leave now.
- Adjust labor requirements and go down to a skeleton crew. Run as lean as possible.
- Help your staff navigate unemployment. Many states are waiving the waiting period.
- Pay staff who are on sick leave or quarantined/self-monitoring according to your local government rules.
- Direct staff to grants, funds, and other relief efforts including [USBG for bartenders](#), [Pennsylvania's example](#), and [Southern Smoke](#).
- If you are mandated to shut down, you still may be required to pay staff for accrued time off and accrued sick leave.
- The family paid leave may be enacted for staff who are caring for a family member who has COVID-19. The recently passed [Families First Coronavirus Act](#) is also going to affect your business.
- Do not fire anyone for contracting COVID-19 which could be a violation of their rights. These [NYC attorneys](#) have a lot of insight into this topic.
- Learn how to legally check an employee for COVID-19, if possible.
- Do not disclose an employee's name if they have contracted COVID-19. You may have to disclose to other employees that they may have been exposed.
- Understand how to gracefully and clearly communicate layoffs and retentions based on reduced hours or closures. Do not violate any laws by terminating anyone because of their sex, race, national origin, etc. Know the difference between furloughs, layoffs, and terminations.
- Set up a GoFundMe for your staff to help your community support them. See an example from Death & Co. [here](#).
- Set strict protocols for handwashing, coughing, sneezing and reporting symptoms. Over-communicate this.
- Keep in touch with those you laid off

- Reinforce with your key people the plan but maybe not all the facts/challenges us owners are facing, I don't think they can mentally handle them and will shut down.
- Give them hope and keep informed.
- If you have challenging individuals—now is a great time to separate from each other.
- Great time for a new vision/mission statement or **“grand reopening”** my partner is already planning the party, picking a band, date TBD.
- Lastly, pace yourself, be practical and do as much as you can yourself—keep expenses to a minimum.

OPPORTUNITY:

- Start your summer projects now—
 - write everything down and prioritize
 - Think outside the normal tasks—we will have time.
- Carpet cleaning
- Floor polishing & resealing
- Deep cleaning of tile floors and kitchen
- Annual maintenance on bowling equipment
- Washing windows
- Sanitizing facility
- Reset game room
- Catch up on all preventative maintenance and repairs in the game room
- Take advantage of on-line training for all areas of your facility including game card systems
- Send all card readers needing repair, work out payment terms with vendor
- Review your game card inventory and begin the order process if necessary (often long lead times)
- Do a deep dive of your card system data, payout percentages, cost of goods etc. and make any necessary adjustments.
- Clean up your systems profiles of employees that no longer work at your location.
- Take pictures and document—eventual slide show showing how we
 - Update projects progress online in social media. Keep your center on their mind and let them see you are making the best of the time.
 - Survived and made the center better than ever for the future.
 WE all know what we want done—do the best you can.
- If you are closed 100% do daily inspections of property, checking coolers for proper performance.

We would like to thank all the center proprietors and management teams who contributed to the making of this list.

This document provides information of a general nature. It is not intended to be fully comprehensive, nor to provide legal advice or opinion relative to specific facts, matters, situations or issues. Members are encouraged to seek legal advice for their specific purposes.