

COVID-19

Safety Guidelines for Restaurant Service



General Guidelines

- Follow [NYCDOHMH](#), [CDC](#), and [WHO](#) guidelines.
- Sign up for **business assistance updates** from NYC Dept of Small Business Services.
- Send out **email blasts** to your guests letting them know about the additional precautions you are taking; offer alternatives to in-house dining, i.e. delivery service/take-out.
- Ensure all **delivery packaging** uses tamper-evident security seals or are stapled closed.
- Reinforce sanitation procedures and **personal hygiene** with your staff. Any staff feeling sick should not come to work and should contact their doctor.

Additional Precautions

Social Distancing

Avoid all physical contact with guests - do not shake hands, do not bend, or kneel into your guests' personal space at the table, follow best practice of keeping a 6-foot distance. This can be an opportunity for you to let your guests know about the precautions you are taking to protect them and your employees.

Tabletops and Chairs

Disinfect surfaces pre-shift and each time tables turn. Consider spacing tables further apart for the safety of your guests and employees.

Touchscreens

Disinfect regularly; advise staff not to use fingers on touchscreens.

Menus

Wipe down menu covers with disinfecting wipes after each use. Consider switching to single-use paper menus.

Check Presenters & Pens for Final Bills

Wipe down presenters & pens with disinfecting wipes after each use.

Hand Sanitizing Stations

Place hand sanitizers at all POS stations, host stand, bar, kitchen, locker rooms, dry storage areas, and inside and outside restrooms.

Tissues

Have tissues on hand at restroom doors so guests and employees can use them when opening & closing.

Employee Safety

In addition to adhering to the [NYC Health Code & Rules](#) the following are recommended:

Increased & Proper Use of Disposable Gloves

- Train staff how to properly remove gloves to avoid contaminating the bare hand. (Pull off glove from the cuff so it turns inside out).
- Put on fresh gloves before picking up anything that has been handled by guests (plates, flatware, napkins, etc.).
- Always use gloves when bussing tables; after dishes and utensils have been placed in the dishwashing station, dispose of gloves to avoid cross-contamination.
- If you inadvertently handle anything touched by guests with your bare hands, do not touch your face and immediately sanitize your hands.

• Kitchen staff - Wear gloves as usual, with more frequent changes, to avoid cross-contamination. Setting a timer for a glove change every 20 minutes is advisable.

• Dishwashing Staff – Always wear rubber gloves when handling dirty tableware and do not touch face. Remove gloves prior to handling cleaned/sanitized tableware.

Disinfecting with Wipes & Sprays

Sanitize high-touch points more frequently:

- All handles, knobs, and push plates including all refrigerators/freezers, ovens, stoves, and ice machines
- Sink handles in kitchens, waiter stations, and employee and guest restrooms
- Computer keypads and touchscreens
- Telephone receivers and keypads
- Soap dispenser push plates or knobs
- Trash receptacle touch points
- Paper Towel dispensers in kitchen and restrooms
- Ice scoops – stock gloves and sanitizer next to the ice machine; advise staff to use a glove to handle the ice scoop; disinfect the scoop frequently