**CHART Virtual Training Forum (VTF) – Notes on Best Practices**

*Note: Updated information and resources gathered since these VTF notes were taken can be found on* [*CHART’s COVID-19 Resource Page*](https://www.chart.org/training-tools-and-resources/covid-19-resources.html)

**Creating a Re-Opening Checklist**

Thursday, April 30, 2020

**Guidelines & Requirements**

* [National Restaurant Association COVID19 Reopening Guidance](https://www.chart.org/assets/files/Temp%20Docs/National-Restaurant-Association-COVID19-Reopening-Guidance-%20April%202020.pdf)
* [CDC Reopening Guidelines](http://cdn.cnn.com/cnn/2020/images/04/30/reopening.guidelines.pdf) (Restaurant and Bar specifics start on page 12)
* Need to follow your own state rules – they are all different and many states have not issued them yet.
* See the list of State COVID-19 Pages.
* Guidelines are all very general and do not give as specific direction as we would like.

**Cleaning & Sanitation**

* What needs to be done before re-open?
* Consider adding a position like a sanitation specialist - hourly employee whose sole job is making sure high touch areas are routinely cleaned throughout the day. Visible to guest.
* Wipes in bathroom so people can wipe down things themselves for higher comfort level
* Hand out individual sanitizer wipes
* Gel sanitizer in little individual size packs
* Temperature check on all employees before shift (be aware that temperature may be high if just hot outside, so maybe re-try in 10 minutes).
* Do health questionnaire when employees clock in too – 4 or 5 questions.
* Look into temperature kiosk to scan guests for fever.

**Masks – several options**

* + Issuing disposable masks to employees every day
  + Issuing re-usable masks and having employees wash them
  + Using laundering service for company masks kept onsite
  + Some companies that produce re-usable masks - Apparel Plus, Proforma, Schultz

**Touchless Payments**

* Touchless Payment Apps - Pay My Tab or ROAMM or Pay at the Table
* Credit Card Only:
  + Tips on credit card only too? That can be a tough transition for team members used to getting cash at the end of the night.
  + Consider bringing all employees back at same wages, and share tips? Or BOH gets bonus and FOH shares tips.
  + Some places have laws that say CAN NOT restrict to credit card only because not everyone is able to get s credit card.

**Minimizing server interaction**

* Mobile ordering
* Increased Counter ordering
* Menu Boards posted and/or disposable menus
* QR Codes can be used to allow guest to pull up menu on phone
  + Adhesive sticker on table with QR Code because nothing allowed on tables
  + “Ready to Pay” or “One Dine”
* QR code to

**Minimize Guest Interaction and Proximity**

* Take out half of the bar stools to spread them out.
* Use every other table to ensure 6 feet apart. (Put signage on tables that are not open)
* Minimize number of people waiting to be seated
  + Stagger reservations (on Open Table also)
  + Reservation only – no walk-ins
  + Ask guests to wait in car until their table is ready and then you will text them (Wait While App)
  + No waiting at the bar.
  + Limit number of people in waiting area – others wait outside
* Only one person in bathroom at a time, even if multiple stalls.

**Scheduling**

* When is school going back? Employees may be home with kids if schools are closed
* Touch base with all employees to find out when they can come back
* What do you do about unemployment if there is work available but they don’t want to come back (unemployment so high, compromised immune system, caring for children)
* Scheduling teams in blocks so for the most part, work with the same people all the time so easier to track exposure if one of them gets sick
* Labor pooling – team member can opt into a pool on an app so they can go work at another unit if the other is short-staffed.

**Training Employees**

* Bring everyone back early to train them on PPE, new procedures, what to expect.
* Send out handwashing videos, etc. in advance (May not be OK to send them training things while furloughed, but perhaps make sure it is optional to view in advance or they can watch it on-site during first shift too)
* Make sure everyone knows all new safety protocols.
* How are you training if bringing back employees in small batches?
  + Rely on managers to train them.
  + When open a restaurant, open at 4 and then have meeting earlier that day before opening and do any classes then.
* Need to get managers to shift back to managing instead of doing, since they were so hands-on while others furloughed
* Provide talking points on how to deal with customers that may appear sick, or who may not be observing the social distancing, or who ask if any employees at your location were sick at any point.

**Signage**

* A lot of decals and signage are needed so guests and your team can all see what the expectations are.
* Signage on bathroom – asking them to have only one person in there at a time, asking them to use a paper towel to open doors (put trash can inside *and* outside of bathroom door for the paper towels).
* Signs on tables not in use – “This table is not available. Social distancing 6 feet”
* Signs on tabletop device saying it is disinfected after each use.
* Signage on front door with any instructions on where to wait, number to call, etc.

**Misc**

* How do you convey hospitality with a mask on?
  + Have each team member wearing a facemask but wearing a button with an image of their own face smiling

**RESOURCES SHARED – all on** [**CHART COVID 19 Resource Page**](https://www.chart.org/training-tools-and-resources/covid-19-resources.html)

Restaurant Reopening Questions – Patrick Yearout   
Daily Disinfectant Checklist Sample   
Sanitation Special Job Description - AAG   
Coronavirus Restaurant Reopening Procedures Sample – AAG   
Blacksheep Restaurants SOP COVID Playbook   
Reopening Criteria for Iowa Restaurants   
Restaurant Reopening Guide – SRA + NRA   
Return to Work Guidelines - NRA   
[Phone Order Best Practices Video](https://www.restaurantowner.com/public/Staff-Training-Video-Phone-Order-Best-Practices-During-COVID19.cfm)