Getting Started

Create a re-opening plan:

- Clearly post signage in compliance with Covid-19 regulations (Wisconsin Restaurant Promise).
- Continue to follow social distancing guidelines.
  - Parties must maintain at least 6 feet of distance from other parties at all times, including while waiting to be seated.
- Increase circulation of outdoor air (as much as possible) by, for example, opening windows and doors or using fans.
- Create a seating arrangement that complies with social distancing guidelines.
  - No tables of more than 6 people.
  - Remove tables or chairs as needed to meet distancing requirements.
  - If furniture cannot be removed, clearly label which tables, chairs and booths cannot be used.
- Dining:
  - Formerly self-service options must now be served by a restaurant employee.
    - Buffet
    - Beverage station
    - Condiment station
  - Provide condiments only upon request, and single-use (non-useable) portions.
- Determine type of menu—menu boards, single use menus and reusable menus are all options. Reusable menus must be sanitized between customers.
- Consider a limited menu:
  - Limit items with multiple selections.
  - Use sales mix analysis to know your highest margin items.
  - Post updated menu on all platforms.
- Consider limiting operating hours:
  - Scale back your hours of service to eliminate your slowest business times for each meal period.
  - Update all platforms to reflect modified operating hours.
- Consider reduced staffing:
  - Consider scheduling a skeleton crew for weekdays and no more than needed for weekends.
Front of the House

Bar/Beverage Service

- Place order for liquor/bar inventory.
  - Consider being conservative to avoid waste and financial loss.
- Maintain two bar stools between parties.
- Sanitize entire bar area thoroughly:
  - Sanitize ice bins and refill.
  - Sanitize and replace pour spouts.
  - Clean and sanitize all glassware.
  - Wash bar service floor mats. Put out for service.
  - Clean bar caddies and restock with napkins, stirrers, straws.
  - Clean and sanitize all soda and beer lines, pour several servings to clear lines.
  - Clean and fill fruit caddies.
  - Consider installing lever or sensor operated ice & beverage dispensing.

Dining Room / Bar / Patio

- Arrange seating to comply with social distancing requirements.
  - Dining Room
  - Bar
  - Patio
- Sanitize all tables before and during service, and after each customer leaves.
- Clean table bases and level them as needed.
- Clean mats and carpeting. Continue to do this often.
- Clean and sanitize high chairs and booster seats. Continue to do this often.
- Clean trays and tray jacks. Continue to do this often.
- Clean and dust all windows, window sills, plants, décor items, light fixtures etc.
- Remove all self-serve items from drink station (open straws, cups and lids).
- Consider removing condiments and caddies from tables and making single use condiments available upon request.
- Wash and sanitize all dinnerware, glassware, flatware and serving utensils.
- Clean and sanitize server stations and stock accordingly.
  - Clearly display updated floor charts reflecting new requirements.
  - Update posted server side-work instructions to reflect any changes.
  - POS should be cleaned frequently, using appropriate cleaner specified for the system.
If customers are using POS systems, sanitize between each customer.

Clean and sanitize all ice bins.

Add hand sanitizer station to entry of restaurant and additional stations throughout the restaurant as needed.

Sanitize shared menus after each use or consider replacing them with—
  - Menu board
  - Single use, paper menus
  - Online menus (Tip: encouraging guests to view online menus on their cell-phones creates opportunities to increase online and social media engagement)

Power wash any outdoor furniture and sanitize tabletops. Continue to do this often.

Check umbrellas for wear, replace as needed.

Clean and sanitize outdoor server stations.

**Take-Out & Delivery**

- Inventory:
  - Order all to-go containers, bags, cups etc.

- Update all delivery and pick-up platforms (Grubhub, Eatstreet, Doordash, UberEats, etc.) to reflect any changes to menu and hours.

- Implement and clearly indicate designated delivery and pick-up area in the restaurant.
  - Limit guest volume in waiting areas and lines.
  - Contactless pick-up and delivery.

- If change is needed; place money on the counter rather than directly into a hand. Clean the counter after each customer.

- Train staff on how to receive a call in pick-up order.

- Train staff on how to use delivery platforms.

- PPE (how to use, launder and dispose).

- Hand sanitation (wash and sanitize).

**Back of the House**

**Refrigeration/Freezers/Walk-Ins**

- Empty ice machines, clean bins, and run sanitizing cycle as directed by manufacturer.
- Replace ice machine in-line filters, check water lines.
- Wipe down exterior and tops of ice machines/bins.
- Power wash walk-in floors and clean mats, shelves, and bins.
- Check gaskets on doors of all refrigeration and freezer units, clean or replace as needed.
- Check to ensure all refrigeration unit thermometers are in working order.
- Clean condensers and replace filters if applicable.
- Check all foods in freezers, walk-ins and discard any items as needed.
- Properly label and organize food items that complies with industry regulations.
- Wipe down and sanitize all sandwich/prep units including cutting boards.

**Hot Line**
- Initiate start-ups and/or performance checks on gas equipment per manufacturer’s instructions.
- Replace fryer oil. Inventory & restock fryer filter pads and media.
- Clean and sanitize broilers, griddles, ovens and other cooking equipment.
- Clean, sanitize and clear toasters, warmer drawers and conveyor ovens of crumbs.
- Clean and check for proper operation of hoods, filters, ductwork, fans, belts and fire suppression systems.
- Clean and/or replace hood filters as needed.
- Calibrate ovens.
- Check pilots and burners for proper operation and adjust as necessary.
- Inspect electric cords and plugs and repair or replace as needed.
- Get quotes for any equipment that may need to be replaced.

**Prep and Storage**
- Clean and sanitize all worktables, under-shelves, utensil racks and serving lines.
- Fully clean slicers, sharpen blades, and oil maintenance points.
- Inventory, clean, sanitize and restock utensils, cutting boards, knives, mixers, blenders, food storage containers, Day Dots, bags.
- Inventory miscellaneous replacement parts for equipment, food processor blades, blender containers, can opener gears and blades and re-order as needed.
- Inspect, clean and sanitize can openers. Replace knife and gear if necessary.
- Inspect, clean and sanitize portion control scales. Check for accuracy and re-calibrate if necessary.
- Inventory and inspect dry storage products and discard as needed. Wipe down and/or replace/refill storage containers.
- Clean and sanitize shelving units and ingredient bins.
- Inventory all food items and place orders with suppliers. Take into consideration any new menu items/changes.

**Dish Area, Maintenance and Janitorial**
- Make sure grease traps and floor drains are operational (add water).
- Confirm dish machine functioning/heating to temp.
Make sure pest control devices are in functioning order.

Inventory and restock janitorial supplies, fresh mop heads, green pads, trash bags, brooms, TP, paper towels, cleaners and sanitizers.

Clean and sanitize mop sinks and mop buckets.

Clean and sanitize restrooms.

If doable, move trash cans so doors can be opened and closed without touching handles directly.

Signage to remind customers to practice social distancing.

Assign staff members to oversee the cleaning and sanitizing throughout their shifts.

Checklist posted in bathrooms to confirm bathroom is being cleaned and sanitized with date and time.

If disposable wipes are used, only use it on similar type surfaces and discard when soiled.

Consider additional or mobile handwashing sinks, sanitizing stations, touchless dispensers and a designated disinfecter policy.

Dust, clean and or replace stained ceiling tiles throughout the facility.

Add additional hand sanitizing stations at exit/entry points.

Power wash kitchen mats.

Facilities, Financial and Cash Management

Update POS systems to reflect any menu and/or pricing changes.

Replenish cash drawers.

Confirm credit card system is online.

Check fire extinguishers, smoke detectors.

Check Exit signs.

Check emergency lighting.

Consider plexiglass barriers for all hostess and cash stations.

Check status and schedule maintenance services, chemical contracts, pest control.

Reinstate any services temporarily discontinued (garbage pickup, grease pickup, plant care, laundry service etc.).

Test HVAC systems, replace filters as needed.

Inspect exterior of property. Clean up and freshen landscaping. Clean windows inside and out. Check outdoor signage for proper operation. Clean parking areas.
Implement a health check and health survey that each staff member will take prior to their scheduled shift (see Wisconsin Restaurant Promise).

- Employee Health
  - Symptoms and reporting
  - Pre-screen
    - Plan to monitor and respond to a higher than normal level of absenteeism.

- Inventory first aid kits and worker PPE supplies.
- Train staff in PPE procedures and how to properly use facemasks and gloves, if using.
- Train staff on how respond to customers concerns and emphasize safety guidelines in place.
- Provide hand sanitizer stations at door entry and throughout the restaurant.
- Hold “new guidelines” training for all staff.
- Provide new menu training for kitchen and front staff members.
- Upgrade hand sinks with hands-free hardware. Consider increasing quantity of hand sinks.
- Contact and reactivate all utility services well in advance of re-opening.
- Check with local authorities to coordinate any special inspections required by Health, Fire or Liquor Control departments.
- Review and adjust budgets and projections as best as possible to reflect all changes.
- Review and adjust staffing.
- Document return to work dates for every staff member that was furloughed or laid off.
- Document, if any, refusals to return to work from staff members.
- Consider a hiring event to recruit new staff.
- Update website to announce re-opening, any menu or specials changers and feature new cleaning standards implemented.
- Display marketing material (signs/posters) to show you’re OPEN.
- Update reservation platform status.
- Create and enact an email campaign announcing reopening. If possible, do this at least a week in advance of reopening.
- Create and market new menu and bar specials.
- Use social media to promote re-opening. If possible, do this at least a week in advance of reopening.
- Ensure that ALL staff are properly trained on proper food safety and sanitation practices.
  - Consider using the online ServSafe Food Hander course.
- Make sure there’s ALWAYS a certified ServSafe Manager on staff during open hours.
- Proudly post all Certified Food Manager Certifications and Food Handler course attendees.