

RE-OPENING CHECKLIST



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-reusable) 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 disinfectant 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.

INFORMATION • **ANSWERS** • **CONNECTIONS**

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Management: Training, Staffing, and Safety

- 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 changes 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 Handler 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.