



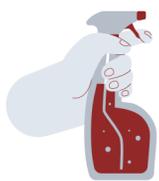
# BE LOCAL *at* HEART AND TAKE CARE OF EACH OTHER

## RECOMMENDATIONS AND BEST PRACTICES FOR RESTAURANT REOPENING

### On Food Safety & Cleaning and Sanitizing...



Put **strict handwashing practices** in place that include how and when to wash your hands.



**Thoroughly detail-clean and sanitize entire facility**, especially if it has been closed; focus on high-contact areas in front of house, back of house and outside.

Make sure that staff person is a **certified food safety manager**.

**If offering a "grab and go" service**, stock coolers to no more than minimum levels.



Where **salad bars/buffets are permitted**, sneeze guards must be in place and utensils must be sanitized frequently.

**Cafeteria style service (worker served)** is permissible with appropriate barriers in place.

Prior to reopening inventory all products and ensure **out of date items are discarded**.



**Eliminate self-serve stations** whenever possible, removing items like lemons and straws.

**Clean and sanitize reusable menus.** If you use paper menus discard them after each customer use.



**Between seatings** clean and sanitize table condiments, digital ordering devices, check presenters, self-service areas, and table tops and chairs.

Consider using **rolled silverware and eliminate using table presets**.

Discard **single-use items**.



**Clean and sanitize bathrooms** regularly.

Offer **touchless checkout** when possible.

**Wipe down check out stations** with sanitizing solutions after each customer.



Consider **eliminating using cash**.

**Provide q-tips** for customers to use on credit card machines.



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## RECOMMENDATIONS AND BEST PRACTICES FOR RESTAURANT REOPENING

### For Employees...



Put **strict handwashing practices** in place that include how and when to wash your hands.

Maintain **6ft distance** from customers and other employees.



Wear **masks or face coverings**. Consider making branded ones for your business.

Consider no-touch **daily temperature screenings** for staff.



**Avoid touching your face** and cover your coughs and sneezes.

**Make employees aware of plans** in place for cleaning the space and for personal hygiene.

**Make employees aware of plans** in place should one of them get sick.



**Limit the # of employees** allowed in break rooms.

### Encourage employees to stay home if...

- You are **feeling sick**
- You have a **sick family member** at home
- Are at **higher risk** for contracting COVID-19



### On Physical Distancing...



**Update floor plans** for dining areas, redesigning seating arrangements to ensure at least 6 feet of separation between each table and promoted one-way foot traffic.

**Keep doors and windows open** when possible.

**Limit party sizes** at each table to meet state and locally approved maximums.



**Consider call ahead** or reservation only model to better prepare for diners.

**Let third-party suppliers know** that you have specific physical distancing requirements in place.

Consider **physical barriers and partitions** at registers.



**Don't allow guests to congregate** in waiting areas or bar areas.

**Design a process** to make sure that guests stay separate while waiting to be seated.



If possible, setup **employee work stations** to be 6 feet apart and staggered.

Use a **communication board or digital messaging** to convey pre-shift information.



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## RECOMMENDATIONS AND BEST PRACTICES FOR RESTAURANT REOPENING

### Suggestions for Customers...



Offer **online/telephone orders** and **curbside pickup** for all orders.

**Educate customers** on your physical distancing practices through posters, recordings, etc.

Offer **Facetime/Skype ordering** for customers.

Don't allow customers to bring **outside food or drink** into your business.



CDC recommends that customers and employees wear a **face mask or covering**.

**Avoid displays** that might encourage customer gatherings.

### Resources

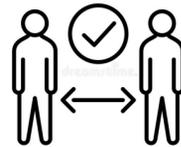
- Visit the CDC's website for information on cleaning and more.  
[www.cdc.gov/coronavirus](http://www.cdc.gov/coronavirus)
- Use [Supplyconnector.org](http://Supplyconnector.org) to find out where you can get needed supplies  
[www.supplyconnector.org](http://www.supplyconnector.org)
- Use the National Restaurant Association's guide for reopening.  
<https://restaurant.org/Articles/News/Association-issues-reopening-guidance>

### Musts for Customers...



Provide **hand sanitizer** for customers.

**Post expectations for customers** in the window and share them on social media and your website.



**Maintain social distancing standards** by maintaining 6 feet or 2 arm's-length distance between you and other customers.



Stop hand shakes and use **non-contact greeting methods**.

### For Take Out and Delivery...



**Maintain time and temperature controls** for food.

**Avoid cross-contamination** by wrapping food during transport.



Establish **designated pick-up zones** for customers.

Offer **curb-side pick up**.

**Practice physical distancing** by offering to place orders into vehicle trunks.

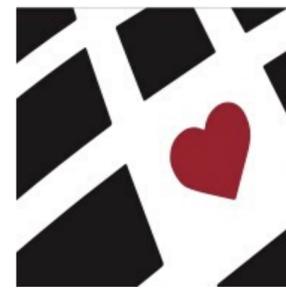


**Notify customers** that deliveries have arrived or that pickups are ready by phone call or text message.

**Let third-party delivery drivers** know that you have specific physical distancing requirements in place.

OUR WORKPLACE IS COMMITTED TO KEEPING YOU AND OUR EMPLOYEES SAFE

# BE LOCAL HEART AND TAKE CARE OF EACH OTHER



## We are...



**Washing our hands** and using hand sanitizer often.



**Cleaning and sanitizing our business** regularly.



Ensuring sick employees **stay home**.



**Limiting occupancy** to maintain social distancing.



**Providing hand sanitizer** for our customers.

## Please help us protect our community



**Wash your hands** and use hand sanitizer often.



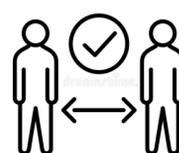
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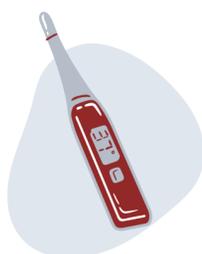
Stop hand shakes and use **non-contact greeting methods**.



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## Stay home if...

- You are **feeling sick**
- You have a **sick family member**
- at home
- You are at **higher risk** for contracting COVID-19



BROUGHT TO YOU BY:  
**THE HEART OF BREVARD**

[WWW.BREVARDNC.ORG/SUPPORTLOCAL](http://WWW.BREVARDNC.ORG/SUPPORTLOCAL)  
SOURCE: CDC.GOV

# THANK YOU FOR HELPING THE LOCAL BUSINESSES YOU **LOVE** BE HERE TOMORROW



*Heart of*  
**BREVARD**  
*Bringing Downtown to Life*