SCORE ///
FOR THE LIFE OF YOUR BUSINESS

CHECKLIST:

Reopening Your Restaurant After the Coronavirus Shutdown

Cities around the nation are beginning to lift their COVID-19-related restrictions. For restaurants that closed their brick-and-mortar locations or limited their offerings, the following steps will help you plan for reopening while protecting customers and employees.

GENERAL STEPS

EDUCATE YOURSELF

- [ ] Stay abreast of current federal, state and local COVID-19 guidelines for businesses, as well as industry-specific guidelines. Sign up for updates from the Centers for Disease Control, the SBA, state and local health departments, and relevant industry associations.

- [ ] If you have multiple locations, be aware of COVID-19 related laws in each locale.
- [ ] Designate a COVID-19 team of one or more employees to oversee your COVID-19 response and reopening plan.

ASSESS YOUR FINANCES

- [ ] Create a cash flow forecast including optimistic, pessimistic and realistic models.
- [ ] Look for ways to cut expenses and add new revenue streams.
- [ ] Estimate increased costs for retrofitting space, deep cleaning, ongoing sanitation, etc.

- [ ] Keep updated on financial assistance available from lenders and government sources.
- [ ] Communicate with landlords, creditors, vendors and lenders.
- [ ] Ask your insurance agent about appropriate coverage to protect against lawsuits from clients or employees after reopening.

ADJUST YOUR BUSINESS MODEL

- [ ] Decide which elements to continue, add, discontinue or expand:
  - ( ) Takeout and delivery
  - ( ) Curbside pickup or drive-thru
  - ( ) Selling meal kits/family meals
  - ( ) Selling groceries
  - ( ) Selling gift cards
- [ ] Consider surveying customers to get their input.

- [ ] Create a limited menu requiring fewer cooks and ingredients so cooks can social distance.
- [ ] Remove buffets, salad bars, beverage bars and other self-serve options.
- [ ] Decide if you need to adjust business hours to enable social distancing or provide extra time for cleaning.
- [ ] Secure multiple sources of food and supplies so you have a backup plan if the supply chain is interrupted.

PLAN YOUR STAFFING

- [ ] Decide if you will reopen in stages or all at once. Identify staffing needs for each stage of reopening.
- [ ] Understand how COVID-19 related employment laws affect your decisions. A SCORE mentor or local employment attorney can help.
- [ ] Update your operations handbook and employee handbook to reflect new policies and procedures consistent with public health guidelines.
- [ ] Create a business continuity plan and a crisis communications plan in case of an outbreak of COVID-19 at your business.

- [ ] Contact employees to discuss their needs. Create a plan to help at-risk employees, parents or caregivers who may need special accommodations return to work.
- [ ] Train employees on new procedures including cleaning, social distancing and health screenings.
- [ ] Cross-train employees so you have backup in place if some workers are absent.

SET UP A HEALTH SCREENING SYSTEM

- [ ] Develop a policy for screening employees before coming to work and screening guests before they enter the building, including temperature and symptom checks.
- [ ] Plan your response if an employee or customer becomes ill in your

workplace, including notifying employees and customers and cleaning and disinfecting the workplace.
- [ ] Educate employees about COVID-19 symptoms and the need to stay home when sick.

MARKET YOUR BUSINESS

- [ ] Keep your website, Google My Business and other local search listings updated with current information and hours of operation.
- [ ] Create messaging explaining your safety measures.

- [ ] Create a marketing plan for your grand reopening that includes social media, email, website copy, texting and/or phone calls.
- [ ] Hang signage in your windows notifying customers of your plans.

KEEP YOUR RESTAURANT CLEAN

- [ ] Provide disposable disinfectant wipes, cleaners or spray meeting EPA standards for cleaning and disinfecting workspaces, workstations, cash registers, payment terminals, door handles, tables, countertops, restrooms, dishes and utensils, and shared kitchen equipment regularly.
- [ ] Set up hand-washing stations and hand sanitizer throughout work areas.
- [ ] Develop guidelines for cleaning and disinfecting workspaces and washing hands. Educate employees on these procedures and place relevant signage with instructions in key areas.

- [ ] Assign dedicated employees to clean front- and back-of-house spaces regularly.
- [ ] Consider using disposable dishware, napkins and utensils.
- [ ] Print one-time-use paper menus or laminate menus so they can be disinfected after each use.
- [ ] Consider using disposable single-serve condiments and seasonings instead of placing bottles on tables.
- [ ] Provide masks and disposable gloves and train employees on proper use, including wearing gloves when touching food.
- [ ] Secure sources for regular supply of cleaners, disinfectants and personal protective equipment (PPE).

IMPLEMENT SOCIAL DISTANCING

FOR EMPLOYEES:

- [ ] Move workstations at least six feet apart. Consider acrylic barriers to further limit contact.
- [ ] Limit number of employees in kitchen by staggering shifts or reducing menus to items requiring less preparation.

- [ ] To minimize the risk of contagion, consider assigning employees in two to three teams and staggering schedules so teams never overlap their hours.
- [ ] Limit employee travel between multiple locations of your business.

FOR CUSTOMERS:

- [ ] Set limits for number of guests per dine-in party as recommended by local health authorities.
- [ ] Space guests at least 6 feet apart in dining, waiting and order pick-up areas by moving tables, removing or taping off seats, or using floor markings to indicate proper social distancing.
- [ ] Consider reserving special hours, days or seating areas for at-risk customers such as seniors.
- [ ] Provide hand sanitizer, disinfecting wipes and disposable bags for mask storage at tables.
- [ ] Ensure customer restrooms are well supplied with soap, trash cans, tissue and towels.

- [ ] Plan how to reduce time in restaurant or waiting area, such as texting to alert customers when their seats are ready, taking reservations or having guests pre-order meals before they arrive.
- [ ] Limit the need to touch cash, payment cards or payment devices, such as by adding touchless payment systems.
- [ ] Place signage at entrance explaining your health guidelines and asking customers to follow them.
- [ ] Use signage to promote the steps you're taking to keep employees and customers safe.
- [ ] Develop a plan for handling customers or visitors who refuse to comply with social distancing.

FOR VENDORS AND CONTRACTORS:

- [ ] Set up designated areas for third-party food delivery services and supply delivery.
- [ ] Reduce in-person contact during deliveries by using contactless signatures.

- [ ] Post signage asking delivery drivers and vendors to comply with state and local health guidelines such as wearing PPE and maintaining social distancing.

GENERAL RESOURCES

- [ ] Centers for Disease Control (CDC) COVID-19 Resources for Business & Employers
- [ ] CDC Guidance for Cleaning and Disinfecting Public Spaces, Workplaces, Businesses, Schools and Homes
- [ ] Occupational Safety and Health Administration Guidance on Preparing Workplaces for COVID-19

- [ ] Equal Employment Opportunity Commission Coronavirus and COVID-19 guidance
- [ ] SCORE Coronavirus Small Business Resource Hub
- [ ] State resources on COVID-19
- [ ] Small Business Administration Coronavirus (COVID-19): Small Business Guidance & Loan Resources

RESTAURANT INDUSTRY RESOURCES

- [ ] CDC What Grocery and Food Retail Workers Need to Know about COVID-19
- [ ] Nation's Restaurant News Coronavirus Updates
- [ ] Find state restaurant associations

- [ ] National Restaurant Association (NRA) Coronavirus Information and Resources
- [ ] NRA Reopening Guidance
- [ ] Food and Drug Administration Best Practices