

# Reopening Checklist

As you prepare to reopen your dine-in services and other business offerings, here is a checklist to ensure you have addressed all areas of concern.



## Guidelines & Regulations

- Confirm the your local and provincial guidelines
- Understand requirements and limitations for reopening your business and phasing back into dine-in services

## Your Menu

- Consider streamlining your menu and reducing offerings to those items that are profitable, popular, easy to prepare, and portable
- Review current item costs and make pricing adjustments based on current market conditions
- Consider changing format to single sheet, disposable paper menus or viewing on line for best safety and sanitation practices
- Continue to offer carry-out, delivery, and other enhanced services, such as meal kits, take & bake options, and specialty items
- Introduce or enhance online ordering capabilities

## Marketing

- Communicate frequently and authentically with your customers via your website and social media
- Develop a “welcome back” or a “we missed you” campaign, creating excitement for your reopening
- Inform your customers of the safety standards and sanitation protocol you have implemented to reassure them that their safety is your number one priority
- Utilize banners and posters for interior and exterior signage to clearly convey your message

## Front of House & Service

- Remove/rearrange tables and chairs to allow for social distancing – minimum 6 feet apart
- Create outdoor seating, if possible
- Consider implementing reservations to control capacity and limit crowding
- Create visible sanitizer stations for your wait staff
- Consider removing condiments from the table and serving preportioned condiments with the order
- Consider using plate covers when serving
- Utilize disposable or wrapped silverware and straws
- Promote safety and sanitation practices utilizing signage and social media posts

## Counter Service

- Add sanitizer stations and shields for cashiers
- Create spacing markers for customers, in the ordering line or wait areas, using floor decals
- Promote order-ahead and online ordering options

## Kitchen

- Test and clean kitchen equipment and ice machine
- Organize and label storage containers
- Consider installing hands-free towel, soap, and sanitizer dispensers
- Post signage with hand washing procedures and cleaning protocols
- Take inventory of kitchen smallwares, flatware, glassware, plates, cleaning and sanitizing supplies

## Bar

- Test and clean bar equipment
- Create visible sanitizer stations for bar area
- Take inventory of glassware, bar supplies, cleaning and sanitizing supplies
- Review bar/alcohol beverage server certification
- Implement social distancing guidelines in bar area

## Bathrooms

- Consider installing hands-free towel, soap, and sanitizer dispensers
- Consider installing hands-free door openers
- Post signage with hand washing procedures
- Post signage with cleaning and sanitation schedule

## Building

- Refresh the outside/landscaping of your building
- Complete deep cleaning and sanitizing of all areas
- Reactivate utility and facility services, if needed

## Staff

- Implement zero tolerance policy prohibiting staff from working when sick
- Consider implementing temperature check for staff
- Train staff on hand washing procedures, safety standards, and sanitation protocol
- Consider masks and gloves for all staff
- Reinstate staff based on capacity and service needs
- Place extra emphasis on customer service to ensure your guests are comfortable and confident with your services