



From Chef Frank's Kitchen

www.villarfoods.com

Health, Safety, and Sanitation

The COVID-19 pandemic has changed the Food Industry, requiring that food operators upgrade from traditional sanitation standards. COVID-19 has reminded us all that having good personal hygiene is still key to protection.

Included in this guide are recommendations to support good safety and sanitation practices to build trust and confidence with your customers. Also included in this document are links to helpful industry resources to support your business in the new environment.

To safely reopen and maintain businesses, we all need to mandate changes to our systems, policies, and procedures to establish new and improved standards for sanitation and safety.

A) Opening

- Complete sanitation of your restaurant before reopening.
- Temperature Check for Team Members
- Create or update Policy – For fever; respiratory issues, etc. (strong recommendation for employees to stay home if ill)
- Buy temporal scanning thermometers
- Designate a person and location to take team member temperatures (before entering building is best)
- Establish temperature threshold, example (100.4°) and establish protocol if temperature is over threshold
- PPE for temp taker suggestions - (mask, gloves, face shield)
- Create temperature log and protocol for all employees

B) Hand Washing

- Post clear signs for handwashing sinks
- Assure that sinks are fully stocked
- Sanitizer stations, especially where handwashing is not possible
- Sanitizer stations at all entrance and exit points
- Increase frequency of restroom and sink checks and sanitizing

C) Gloves

- Update or Create a glove policy
- Designate locations for gloves (gloves for cleaning, food preparation, food serving)

- Gloves for ready to eat foods
- Different color gloves for food contact and non-food contact handling
- Other Personal Protective Equipment (PPE) may be required by your state
- Review with suppliers to ensure stock of necessary items
- This is not glove specific, but related – If flatware is preset, wrap eating utensils in plastic and have guest unwrap
- If glasses are present, wrap drinking glasses in plastic wrap also and have guest unwrap or if your food establishment uses disposable products, communicate with guest to use a fresh cup for each refill.

D) Masks

- Establish a mask policy for all employees
- Front-of-house wait staff and service staff
- Back-of-house food preparation, dishwasher staff, etc.

E) Disinfection Protocol

1) EPA registered disinfectant specifically for COVID-19

2) Update cleaning policy to include:

- All door handles,
- All push plates,
- All handrails,
- All light switches, dimmer switches, exhaust fan switches
- Heating and Air Conditioner controls,
- Water faucets,
- Toilet flushers,
- Chairs,
- Booths,
- POS computers and Stations
- Tabletops, and tabletop items (best to keep tables clear of tabletop items currently)
- Bar Tops,
- Telephones,
- All food contact surfaces
- Daily Pre-Opening Cleaning Checklist (Laminated & Sanitized often or Fresh Printout each Shift)
- Routinely Scheduled Cleaning Checklist (Laminated & Sanitized often or Fresh Printout each Shift)

F) Social Distancing & Reducing Contact Points

- Set specific location for pick-up and delivery
- Ensure sanitizer is available
- Post a Guest Hygiene and Cleanliness Statement
- Assign a team member who is constantly cleaning

G) SERV Safe Training

- SERV Safe Manager Certification for all managers
- SERV Safe Food Handler training for all team members
- SERV Safe Takeout certification (recommended)

Front of the House Management

To safely reopen your dining room, you may need to make significant adjustments to your dining room layout, to support social distancing.

The hosting/guest welcome process may also need to be revamped to allow for procedures that keep social distancing guidelines in place. Wait list handling, and service procedures may need to be adjusted to earn and maintain the trust of your guests.

Guests must feel assured that you have gone the extra mile to provide a safe and sanitary environment in which they can dine.

• Guest Arrival

- Include instructions by front door on new sanitation procedures
- Provide hand sanitizing station at entry
- Utilize single door entry and exit where possible
- Use vibrating alert devices or text messages to support guests waiting in their cars

• Seating Chart

- Most states will require 50% capacity or less
- Booths may need Plexiglas installed between each or skip every other booth
- Space tables apart

• Single Use Menus and Pens

- Menu items may need to be reduced to achieve maximum efficiency
- Single use pens/sanitize pens after each use

• Updated Service Staff Social Procedures

- Touchless payment methods
- Table turning sanitation procedure
- Provide silverware rolled in a napkin and then in plastic wrap
- Consider single-use cutlery kits, condiments
- Do not reset tables until after guests are seated
- Drinks served in new glass with every refill
- Sanitize Tables after each use (may consider placing a small sign on table signifying sanitation has been completed) - Remember to clean the seats
- Sanitize Menus after each use

Marketing/Social Media

It is important to communicate with your guests about reopening. Effectively communicate that your brand and your team are devoted to providing a safe and sanitary environment. Use all the marketing tools at your disposal to talk about the new policies and procedures in place to keep your guests and staff safe. Discuss related plans and requirements with your foodservice supplier.

- Social Media, use it, and monitor it.
- Videos of staff practicing social distancing and safe food handling/sanitation
- In our current environment, post to social media daily
- Establish a presence; be seen, be known, be accessible
- Set up a website; keep updated, show off your refreshed clean and safe restaurant with cheerful staff
- Post your menu or menus
- Collect emails and communicate with your guests
- Takeout, Delivery, and Curbside offerings
- Online orders
- Leverage local media – local food writers, bloggers, sponsor a remote telecast
- Set up a time to send food to the local TV or radio station
- Not all guests are going to want to eat in a dining room right away
- Maybe use third-party online ordering and use tamper proof packaging
 - Order acknowledgment should include email, call, text (keep the communication high) - (remember to thank the guest for supporting local businesses) and Keep HOT FOODS HOT and COLD FOODS COLD

New Costs – New Financial Estimates

Takeout and delivery may remain a significant part of your sales mix, even after you have reopened the dining room. For this reason, you need to modify your financial projections to determine how to be the most profitable in this new climate and adjust your budgets to reflect this.

Budgeting

- Update budgets (if you do not have one, now is the time to create one)
- Evaluate your new break-even point for profitability
- Menu costing – Food Costing, Labor Costing, Non-Food Costing (Raising prices may be needed now more than ever) some companies are finding that raising prices on menus is more widely accepted by guests than adding a COVID-19 surcharge.... Surcharges rarely go well
- Look at your Ventilation System and check into Ionization Systems (this is becoming more important as we move forward)
- Create recipes with updated cost and product sales mix to determine ideal food cost

- Update Sales Forecasting
- Staff Scheduling
- Review schedules to ensure that you are scheduling according to new guest needs and new budget requirements
- Control Expenses & Turn Inventory, adjust menu to reduce items with little movement
- Offer Gift Certificates

Establish Incentives

This is morale boosting and more for good positive reinforcement of guidelines set above. This too is important and needs attention.

- There are plenty of books available with ideas on motivating team members to help work together and build strong alliances working together to do the right things.

Here are a few ideas:

- Partner with other local businesses, like trading meals for movie tickets. You can use the movie tickets as prizes for your team and the other business can use the meals as prizes for their team members.
- Give incentives for suggestive selling (proprietary dishes, appetizers, desserts, bottles of wine, most add-ons to a guest check, best check average, etc.)
- Another idea is the jewelry companies that sell on social media again as incentive prizes for team members

Bonus Idea:

Business Cards for Your Staff

- Have business cards printed for back of the house staff and front of the house staff. This has multiple uses:
 1. The employee has a feeling of professionalism by having a business card with their name and title
 2. It is good advertising for the employee to use as a handout to ask friends and family to come to your establishment to eat
 3. It separates your restaurant from other establishments as a company that has a higher caliber of staff
 4. (And this is my favorite) - Train the employees to use their business cards to bring in the best people to become employees....

Example – If one of your employees sees someone doing something that is above and beyond the Call of Duty.....Helping someone else, giving of their time for something positive in the community, (it can be as simple as helping a person with their groceries,

or helping someone cross a street). Then they can give that person a card to say thank you..... on the back of the card they may offer a free appetizer or a free dessert and sign it for the manager on duty to identify who gave out the card. Awarding either a dessert or an appetizer will be a “code” for the manager.... For example, the dessert could be that the employee who provided the card identified that person as someone who would potentially be a good back of the house employee, and the appetizer could be that the employee who provided the card identified that person as a potentially good front of the house employee. If dessert is always back of the house and the appetizer is always front of the house, the communication will always be there between the employees and management. When a card is brought in, the manager can have a quick conversation asking the guest what they did to receive such a special gift from one of your staff. And in the conversation, a question about (where do you work?) is easy to establish. If they already have a job then that is basically the end of the conversation, except to say thank you and you are happy to meet them and hear about the positive action they took to receive the card. If of course they are unemployed or they are not in the job of their dreams, then a good question to ask may be to ask if they have ever thought about working in foodservice. It is a good way to find the best kind of people who usually think of others over themselves and can help fill your restaurant with the best quality of employees.....

I have often said that you hire people who care, you can teach them everything else; but you cannot teach people how to care.

Never underestimate the value of a Handwritten Thank You Note. I had my front of the house staff write thank you notes to their customers each evening after their shift or the next day, and it was a tremendous success. It was always intended to be a simple Thank You, with an invite to come back and then anything that was positive or heartfelt could be added.

NRA Resources:

NRA Return to Work Guidelines PDF -

<https://www.restaurant.org/articles/news/wondering-which-reopening-regulations-apply>

NRA Reopening Marketplace - Resource for products and services with discounts to

support safe openings <https://www.restaurant.org/membership/reopening-marketplace>

NRA Restaurant Reopening Guide <https://go.restaurant.org/covid19-reopening-guide>

NRA Food Safety Reopening Tools - Includes English and Spanish free online training, printable in-store posters for handwashing, cleaning & sanitizing, COVID fact sheets, etc.

<https://www.restaurant.org/manage-my-restaurant/business-operations/covid19/food-safety>

FDA Resources:

<https://www.fda.gov/food/food-safety-during-emergencies/best-practices-retail-food-stores-restaurants-and-food-pick-updelivery-services-during-covid-19>

There are many sources to retrieve information from on the internet, these are just a few

Employee Commitment Form:

You may choose to have a commitment for the employees on file, so that everyone has received the same communication, and all understand the guidelines and goals. Everyone wants to be safe and everyone wants to keep their teammates safe.

By signing I agree to comply with these guidelines:

- 1) Illness is to be reported to supervisor as soon as possible via phone, text, or method set by company.*
- 2) I understand the restrictions and exclusions that are imposed due to illness.*
- 3) I have read and understand the policies of the company from the Employee Handbook and have initialed _____ here to show I understand the importance of hygiene in protecting myself and others.*
- 4) I understand there is no eating, drinking, smoking, or using of personal electronic devices including phones, except in designated places and during designated times as prescribed by supervisor*
- 5) To the best of my ability and using company guidelines, CDC guidelines and regulatory guidelines, I will keep myself, my fellow employees, and guests, safe and always protected.*

I understand that failure to comply with the terms of this agreement could lead to disciplinary action by the company or a food regulatory authority that may jeopardize my employment.

Employee Name (please print) _____

Employee Signature: _____ Date: _____

Employee Supervisor: _____ Date: _____