



Restaurants

Thank you to Jeremy Pust/General Manager at Thunder Bay Grille for leading this session

Employee and Guest Health

Temperature taking

Are you going too?

If so what method and what is the cut off temperature

Physical distancing

What does this look like in our dining areas (maintaining 6 feet distance)

What if you have tables or seats that are permanently mounted

How do you control this in lobby in regards during wait times?

Marked areas, greeting explaining process

For restaurants with banquet space or meeting space

50% occupancy

What does space look like for places with bars?

How do we achieve?

Hand Sanitizer

Are we going to place dispensers?

If so where is the locations of these dispensers

Touchless or not (cost issue)

Guests with special amenities such as wheel chairs, canes, walkers require sanitizing

Masks

Using them or not

If required by state to use what is going to be acceptable and where do we find them

Signage

Posting new signage instructing back of house and front of house employees with proper way to wear, handle and dispose of masks, gloves

Hand Washing policies

What will be the new policies to ensure hand washing are getting done?

Set times, Timers that go off and everyone stops what they are doing and washes hands

Review with staff proper training of when to hand wash and how

Cleaning protocols for Communal areas including bathrooms, host and entrance areas, dining rooms, Counter tops etc.

Is this a set schedule, how often

Commonly used Quat Sanitizer is that still effective

Peroxide base sanitizer better

Single use towels vs. normal towels

High Chairs and booster chairs

Training of staff; bussers, hosts, servers, bartenders etc.

Restrooms

Lost and found items

Cleaning protocols for back of house operations

Is this again a set timer and everything gets wiped down?

What items get wiped down

How do we ensure this gets done?

Pos terminals

How often do you clean?

How do you clean and sanitize it?

If possible, assign servers or counter staff to set terminal to limit exposure

Condiments

Single use or sanitize between uses

Wrapped straws

Linen for tables switched to paper

For bar all drinks made with gloves (is this single use or not)

Condiments with tongs or premade in control environment if needed

Check presenters, votives, pens and other reusable guest contact items

Menus if used is it going to be single use or procedure for sanitizing after each use

Transferring food from kitchen to dining areas

How to do we use contactless delivery

If not possible what other ways can we limit the contact

Banquet and or Catering Services

All equipment cleaned and sanitized before and after

If can't be cleaned source single use

Clean and soiled linens

Sealed in a single use plastic bags into and out of the meeting rooms

No more buffet

If so plated and served individually

Does this mean adjusted menu, what does this look like

Coffee and other break time items

Attended and served by server

Individual bottled water instead of carafes

