

Restaurant best practices in light of the COVID-19 outbreak

Communicate with guests

- Use email and social media to let potential guests know what steps you're taking to ensure their safety
- Update your website to include precautions you're taking, as well as any changes to hours or service, including if you've temporarily closed or are offering delivery and/or takeout
- Keep your delivery and takeout menus up to date online, and share them frequently on social media
- Tell guests to stay home if they are experiencing symptoms or have been in contact with someone with the virus
- Encourage any pre-booked private dining groups to reschedule
- Monitor social media and other channels and respond to any outreach from guests
- Encourage people to buy gift cards for future use

Lean into what works in the moment

- Offer delivery or takeout if you don't already, and consider adding more delivery items
- Consider offering meal kits, grocery bundles, and/or alcohol, based on what you can actively sell
- Consider a no-touch or drive-through pick-up option
- Limit spending: buy only what you need to operate and put capital expenses on hold

Prepare for the future

- Stay informed about city-wide and federal restrictions
- Cross-train staff to perform essential functions in case key staff members are absent
- If you have more than one location, encourage local managers to take any locale-specific precautions

Engage your staff

- Ask sick staff members to stay home
- Check with staff at the beginning of each shift to make sure they are well
- Brief your staff that if COVID-19 starts spreading in your community anyone with even a mild cough or low-grade fever needs to stay at home
- Remind your staff to practice proper hygiene before they come to work, including trimming fingernails, wearing clean clothes, and leaving jewelry at home
- Communicate with staff regularly about what might be coming and be as transparent with them as possible
- Provide staff with unemployment resources if you've had to resort to laying off or furloughing employees
- Share your communication plan and talking points for when guests have questions about what the restaurant is doing to keep guests and employees safe

Keep things even cleaner

- Put hand sanitizer in prominent places at the entrance of your restaurant and ensure they are regularly refilled
- Increase mandatory handwashing of staff through the shift or anytime they change their job task, use the restroom, clean, or handle cash
- Use EPA-approved, hospital-grade disinfectant and cleaners
- Avoid touching your eyes, nose, and mouth with unwashed hands
- Regularly clean and disinfect objects and surfaces that have been touched (counters, doorknobs, toilets, phones, etc.)
- Clean tables, handles, and bathrooms more frequently and thoroughly
- Use silverware roll-ups so there is less handling of clean silverware during service. Never touch the areas of silverware or glassware that will touch guests' mouths
- If you have to cough or sneeze, try your best to do it off the floor and properly cover your mouth with a tissue or cough into your elbow



For more resources, visit

restaurant.opentable.com/preparedness-resource-center