

FOOD SERVICE | BARS | COFFEE SHOPS

This includes restaurants, food trucks, bars, wineries, pubs, coffee shops, and catering companies.

AVERAGE LEVEL OF CUSTOMER INTERACTION



Work requires some contact with customers and other employees.

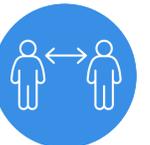
EMPLOYEE + VISITOR PROTECTION



- Keep a minimum quantity of 15-day supply of PPE.
- Post sign(s) instructing customers to wear face coverings until they get to their table.
- Require hosts and servers to wear face coverings in the dining area.
- Require employees to wear face coverings and gloves in the kitchen area when handling food, consistent with guidelines from the Food and Drug Administration (FDA).
- Create communications material for customers (e.g., signs at all entrances and at host station, website, social media) to inform them of changes to restaurant or bar practices and to explain the precautions that are being taken to prevent infection.



- Conduct a daily entry screening protocol for workers, contractors, and suppliers. The screening should include:
 - A questionnaire that covers symptoms and potential exposure to people with or suspected of having COVID-19
 - Temperature checks (as soon as no-touch thermometers can be obtained).
 - Visit www.KentCountyBacktoWork.com to learn how you can participate in the Kent County Back to Work Health Check program.
 - Post sign(s) at all entrance(s) informing customers not to enter if they are or have recently been sick.



- Limit capacity to 50% of normal seating.
- Require six feet of separation between parties or groups at different tables, booths, or bar tops (e.g., spread tables out, use every other table, remove or put up chairs or barstools that are not in use).
- Install physical barriers, such as sneeze guards and partitions, at cash registers, bars, host stands, and other areas where maintaining physical distance of six feet is difficult.
- Accept reservations and close waiting areas to prevent gathering in the lobby. Ask customers to wait in vehicles for a call when their table is ready.
- Provide physical guides, such as tape on floors or sidewalks and signage on walls to ensure that customers remain at least six feet apart in any lines.
- Close self-serve food or drink options, such as buffets, salad bars, and drink stations.
- Prohibit use of jukeboxes, electronic and board games, and other shared entertainment equipment.



- At a minimum, train employees on:
 - Appropriate use of personal protective equipment in conjunction with food safety guide lines.
 - Food safety health protocols (e.g., cleaning between customers, never touch ready-to-eat foods with bare hands)
 - Encourage employees to take a ServSafe Food Handler class to learn more about food safety.
 - Follow the four steps to food safety: clean, separate, cook, and chill.
 - How to manage symptomatic customers upon entry or in the restaurant.
- To the maximum extent possible, limit the number of employees in shared spaces, including kitchens, break rooms and offices to maintain at least a six-foot distance between employees.



- Limit shared items for customers (e.g., condiments and holders, menus, serving trays, silverware, glasses).
- Encourage customers to use touchless payment options, when available. Minimize handling cash, credit cards, rewards cards, and mobile devices, where possible.
- Clean and disinfect high-contact and common use areas (e.g., counters, tables, chairs, high-chairs/booster seats, menus, condiments, cash registers, receipt trays, display cases, order kiosks).
- Set-up a system so that items that need to be cleaned and disinfected are kept separate from already cleaned and disinfected items.
- Increase cleaning of refrigerators, microwaves, and vending machines.
- Restrooms should be cleaned and disinfected frequently, particularly high-touch surfaces such as faucets, toilets, doorknobs, and light switches. Hand dryers should be de-activated and replaced with disposable paper towels.



- Employees should wash their hands often with soap and water for at least 20 seconds.
- If soap and water are not available, use a 60% alcohol-based hand sanitizer.
- Employees should avoid touching their eyes, nose, and mouth with unwashed hands.



- Designate a site-specific supervisor to monitor and oversee the implementation of COVID-19 control strategies. The supervisor must remain on-site at all times during activities. An on-site worker may be designated to perform the supervisory role.
- Encourage workers to stay home and self-report to supervisor as soon as possible after developing symptoms of COVID-19.
- Close restaurant immediately if an employee or visitor shows multiple symptoms of COVID-19 (fever, atypical shortness of breath, atypical cough) and perform a deep clean, consistent with guidance from FDA and the Center for Disease Control. Such cleaning may occur overnight.
- Notify employees if the employer learns that an individual (including an employee, customer, contractor, or supplier) with a confirmed case of COVID-19 has visited the store.
- Send potentially exposed workers home upon identification of a positive case of COVID-19 in the facility.
- In all cases, follow guidelines for staff exposures and symptoms.
- Require a doctor's written release to return to work if an employee has a confirmed case of COVID-19.

PICK-UP + DELIVERY



- If offering delivery options:
 - Ensure coolers and transport containers are cleaned and sanitized.
 - Maintain food time and temperature controls.
 - Avoid cross contamination (e.g., wrap or seal food before transport).



- Encourage customers to use no-touch deliveries (e.g., offer customers the option to receive order without direct human contact, avoid physical hand-off of food).
- Notify customers as the delivery is arriving by text message or phone call.



- Offer curbside pick-up for customers who phone in carry-out orders.
- Establish designated pick-up zones for customers.
- Practice social distancing by offering to place orders in vehicle trunks.

MORE FOOD SERVICE RESOURCES

National Restaurant Association

<https://restaurant.org/covid19>

Brewers Association

<https://www.brewersassociation.org/brewing-industry-updates/coronavirus-resource-center/>

Michigan Restaurant and Lodging Association

<https://www.mrla.org/open.html>

West Michigan COVID-19 Business Coalition

<https://www.covidwm.org/restarting-operations>

Centers for Disease Control and Prevention

<https://www.cdc.gov/>

Occupational Safety and Health Administration

<https://www.osha.gov/>