

COVID Best Practices – In-Store Dining

Help your restaurant succeed...while protecting your employees, customers and community

OUTSIDE RESTAURANT

- Promote drive-thru, take-out & delivery options
- Designate separate entrance/exits (or set up barrier)
- Post signage with clear protocol: 6-ft social distancing & no COVID/FLU symptomatic customers admitted
- Minimize contact with door handles. Automatic opens or revolution, 'clean-hand' or foot-pull additions, frequent cleaning

LEVEL-UP SERVICE

Designated Hour(s) for Seniors/ At-risk customers or for Front-Line Workers

INSIDE ENTRANCE

- Hand sanitizer station
- Face masks required or strongly recommended in most states. Many states also require customers wear mask when not eating
- Designated Safety Lead (on-site) to monitor social distancing, capacity limits & cleaning/ disinfecting, at least during peak dining hours

LEVEL-UP SAFETY

Create physical or digital log of guest info for contract tracing. (Required in some states)

REGISTER/ TAKE-OUT WINDOW

- Physical guides (floor decals, ceiling sign) to encourage appropriate distancing
- Gloves for employees preparing & distributing food to customers, also for those disinfecting high-touch areas
- Hands-free order & payment options – mobile pay, payment terminals, minimize cash/receipts
- No-touch food delivery via basket or tray (branded decals)
- Barrier/partition at register and payment/pick-up windows
- No self-serve stations for beverages or condiments, no communal containers for silverware, napkins or straws. Provide single-use items to customers with their food



DINING AREA

- Know your local guidelines - e.g. capacity limits range from 25-75%, diner limits per table, required temperature checks/ customer interviews
- Space tables 8-10+ ft apart to ensure diners are 6-ft from each other OR designate tables that are unavailable with decals or table tents/stands
- Install physical barrier separating booths that are back to back
- Eliminate items that diners can touch (Menus, Salt & Pepper, Promos) Replace with **Graphic Guard** decals that can be disinfected along with table.
- Establish and encourage outdoor seating
- Hand sanitizer stations inside dining area
- Post professionally printed cleaning protocols to boost diner confidence
- Dedicate staff to clean & sanitize tables, chairs, & high-touch areas (doors, restrooms) Deploy **sensor technology** (Ask Serigraph!) to trigger protocols based on use, not timing.



LEVEL-UP CREATIVITY

Seat cardboard cutouts of company or local team mascots, teachers or healthcare workers to designate off-limits tables.

Utilize heaters inside tents, yurts, dining domes for outdoor dining in cool weather. Make sure to clean!

For more information:

<https://www.serigraph.com/covid-19-solutions/>
https://www.serigraph.com/wp-content/uploads/2020/10/States-Reopening-Status_10-29-2020.pdf
<https://go.restaurant.org/covid19-reopening-guide>
https://restaurant.org/downloads/pdfs/business/covid-19_state-re-opening-tc-requirements-recommen.pdf
<https://www.cdc.gov/coronavirus/2019-ncov/community/organizations/business-employers/bars-restaurants.html>

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