

# Reopening Controls for Restaurants

The health and wellness of both patrons and employees remains the utmost priority as restaurants begin the task of reopening or adjusting their operations to accommodate COVID-19 related changes.



## Physical Distancing

- Floor markings or physical barrier placed appropriately for patrons entering the restaurant for social distancing at or around the hostess stand and waiting area
- Revised placement of tables to accommodate physical distancing requirements
- Addition of outdoor seating where permitted
- Removal of seating at the bar to accommodate physical distancing requirements
- Occupancy limits for restrooms
- How does physical distancing requirements effect the operations in the kitchen and service bar areas?
  - Review and changes in food preparation operations that may affect production or quality
  - What is the maximum number of employees allowed in service area at one-time?
  - How are non-kitchen employees access restricted in kitchen areas?
- Revised protocols for servers to ensure appropriate physical distancing
  - Tables set-up at a minimum of 6' distances
  - Face coverings worn as required
  - Use of electronic, or other methods of menu ordering
- Is the restaurant continuing curb-side pick-up after opening of dining operations?
  - Discuss any changes to procedures since reopening
  - Has the pick-up location been changed since reopening? Discuss changes
- Adjust the practices for the receiving of products from third party vendors to ensure physical distancing requirements



## Engineering Controls

- Installation of hand sanitizer stations at host stand, restrooms, waiting area and any other appropriate location
- Revised physical layout of seating area to accommodate distancing requirements
- Removal of any unnecessary high touch points throughout restaurant
- Use of one-time disposable menus
- Use of disposable silverware
- Use of individual condiment packages in lieu of bottles (ketchup, mustard, salt, pepper etc.)
- Order delivery practices (are deliveries in-house or by third party)
- Vehicle safety controls for in-house delivery personnel
- Create physical barriers for extended outdoor seating areas
- Inspect and test all equipment prior to use
- Inspect and test utilities including natural gas, electrical and water systems
- Inspect and test kitchen fire suppression system, fire sprinkler and all fire alarms
- HVAC and water systems inspected and flushed prior to opening. Air filters checked or replaced
- Kitchen exhaust duct system checked and cleaned prior to reopening
- Ensure all coolers and freezers are operating correctly
- Ensure all food products have been replenished and not out of date
- Minimize use of shared equipment
- Eliminate or reduce use of pens by servers that are given to patrons to sign checks
- Develop "hands-free" paying of checks



## Enhanced Cleaning and Disinfecting

- Ensure availability of all cleaning supplies
- Train all employees on new cleaning and disinfecting protocols
- Cleaning and disinfecting of all tables, bar area and other surfaces after each use
- Frequent cleaning of other common areas and touch points
- Cleaning and disinfecting protocols/enhancements for kitchen and back of house service areas
- Use of EPA approved cleaning products
- Develop cleaning and disinfecting protocols consistent with CDC, local health or National Restaurant Association (NRA) guidelines



## Review and Adjustment of Workplace Policies

- Formal training conducted for all employees on new policies, including, but may not be limited to: entry and exit procedures, cleaning and disinfecting program, physical distancing and interacting with patrons
- Train all employees on handwashing practices
- Train all employees on required PPE use and how to wear/remove off PPE
- Train all employees on new administrative controls for office personnel
- Train employees on new requirements pertaining to employee dining areas, break areas and locker rooms
- Train or refresh employees on food safety program
- Train or refresh employees on liquor liability controls and program
- Advise any vendors or contractors of all new policies and requirements



## Use of Personal Protective Equipment

- Train employees on any State specific requirements related to COVID-19
- Use of face coverings
- Determine policy for use of protective gloves
- Ensure adequate supplies of all PPE
- Gloves are required for all food handling personnel



## Employee Education and Signage

- All employees must receive training on all new policies, procedures and requirements to include:
  - Entry and exit of building
  - Illness reporting
  - Cleaning and disinfecting protocols
  - Adjustments physical distancing
  - Patron interactions
  - Use of PPE
  - Handwashing and sanitizing policy
- Signage at host stand/entrance indicating any rules or requirements for entry
- Occupancy signage for restrooms
- Occupancy signage for kitchen and back of house areas
- Handwashing signage in all restrooms and employee areas



## Screening

- Completion of health questionnaire for employees, contractors and vendors when entering the property
- Temperature screening of employees, vendors and contractors (if required)
- Employee illness reporting requirements



## Other

- Identify persons responsible (on all shifts) for the implementation of all new programs, policies and procedures
- Has the restaurant interacted with local health authorities prior to opening?
- Has a formal auditing program been implemented to ensure compliance with all COVID related requirements? Compliance includes CDC guidance, local health requirements, brand and industry standards
- Updating of restaurant web site or marketing materials to reflect changes in operations

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