



# CHICKIE'S & PETE'S®

**Chickie's and Pete's® has been proudly serving the Philadelphia and New Jersey communities for the past 40 years.** We have continued to keep our Team Members, Guests and communities in our thoughts and prayers during these challenging times. As a company, we pride ourselves on providing a clean and safe environment for our Team Members and Guests. During these uncertain times, we continue to strive to keep our communities as safe as possible. We are committed to maintaining a safe environment for our Team Members and Guests as to-go/delivery options continue in our locations.

As we prepare for the moment when we will be able to resume dine in operations, we will diligently follow all CDC, State, Local and National Restaurant Association guidelines. The following attached documents helped guide our re-opening safety plan and have been, or will be, implemented as we begin to re-open:

- CDC's Restaurants and Bars during the COVID-19 Pandemic Re-opening Decision Tree
- COVID-19 Safety Procedures for Businesses Protecting Customers and Employees Working in the Commonwealth
- National Restaurant Association COVID-19 Re-opening Guidance

Our number one priority is reopening in a manner that makes health and safety the initial focus of everything we do.

In addition, we have been working on our "*Eight Point Safety Plan*" to provide our Team Members and Guests reassurance that we are taking many preventative measures to keep them as safe as possible. As we continue to learn more or as additional guidelines are released by the CDC, State, Local and National Restaurant Association we will move quickly to implement them. We have tremendous confidence that our team is up to the challenge and will deliver the exceptional service and experience that our Guests have come to love us for.

We missed you and cannot wait to see you all soon!

*Pete*

Pete Ciarrocchi  
CEO  
Chickie's and Pete's®

## **Chickie's & Pete's "Eight Point Safety Plan"**

### **Pandemic Safety Officer:**

- In accordance with the requirement established by the Commonwealth of Pennsylvania, all of our locations including our NJ locations will have our General Managers also act as Pandemic Safety Officers. Their responsibility is to strictly adhere to the guidance published by the Department of Health. They also must be available to respond to Team Member questions regarding these requirements.

### **Screening and Temperature Checks:**

- Team Members who are sick must stay home and any Team Member who begins to feel sick while at work will be sent home immediately.
- We are currently working with our scheduling technology provider to implement a short survey that Team Members must complete before coming to work to verify they are symptom free. We will implement this in all locations when it is available.
- Temperature checks for all Team Members will be required and logged as they arrive for work.
- We will continue to emphasize the importance of proper respiratory etiquette outlined by the CDC below:
  - [https://www.cdc.gov/healthywater/hygiene/etiquette/coughing\\_sneezing.html](https://www.cdc.gov/healthywater/hygiene/etiquette/coughing_sneezing.html)

### **Training:**

- All current and returning Team Members will be required to take the Serve Safe online training course Reopening Guidance: COVID-19 Precautions. Topics covered are as follows:
  - Identifying the symptoms of COVID-19
  - Preventing the spread
  - Recognizing actions to reduce employee and Guest risk
  - Keeping Guests and employees safe
  - Guidelines for face coverings, hand washing, hand sanitizer use, and food handling
  - Guidelines for cleaning, sanitizing, and disinfecting
  - Changes to maintain social distancing
- All Team Members will be re-trained, in location, on the proper cleaning, sanitizing, and disinfecting protocols especially for high contact areas such as door handles, restrooms, tables and chairs.
- We will require all Team Members to recognize all of our new and/or existing protocols that have been put in place to stop the spread of COVID-19.



### **Mandatory use of Personal Protective Equipment:**

- All Team Members will be provided and required to wear an approved mask and gloves when working both service and kitchen positions.
- We will also encourage our Guests to wear masks while in our locations, other than when at their table. This would include in common areas, such as leaving a table to use the restroom.

### **Cleaning, Handwashing and Sanitization:**

- We will continue to follow all CDC guidelines. We have already increased the amount of routine cleaning, with a focus on high-touch surfaces in common-areas.
- We will be adding a dedicated Team Member to focus on in-store sanitation, disinfecting and cleanliness during all operating hours.
- We will work with all of our third-party cleaning vendors to ensure they pay additional attention to all high-touch areas.
- In most of our restaurants, hand washing stations are positioned throughout the dining room and bar area for our Guests. We will ensure that no touch soap and paper towel dispensers are available at all hand-washing stations where possible.
- We will continue to emphasize that proper hand hygiene is followed by all Team Members and will add additional signage to remind everyone of the importance of proper hand washing procedures.
- We will also be adding no touch sanitizer stations throughout the dining room and kitchen.
- We will also continue to use our Vectorfog C150+ Fogger and mandate a daily deep cleaning of our establishments using the food safe BioBlast disinfectant
  - <https://www.youtube.com/watch?v=2VT0kYj9UTQ&feature=youtu.be>

### **Reduce "Multiple Touch" Items**

- We will still strive to provide the high level of service and experience our Guests are used to. However, we will reduce the amount of touch points there are between Team Members and Guests during the dining experience to help minimize risk.
- We will encourage Guests to review digital copies of our menu through their own personal devices by providing QR codes in each location. We will also have disposable, paper copies of our menu available upon request.
- We will remove all condiments from tabletops. Ketchup, salt, pepper and other condiments will be available to Guests upon request.
- We will also provide Guests with wrapped plastic cutlery, wrapped straws and disposable cups.
- We will continue to use our regular plating and have verified that dishwashing machines are operating at the required wash, rinse and sanitize temperatures as well as with appropriate detergents and sanitizers.
- We will offer contactless payment options for Guests wherever possible.

## Practice Social Distancing:

- A minimum 6-foot physical distancing policy will be in place between tables as well as additional signage to remind our Team Members and Guests about the importance of social distancing.
- We will implement a system of reservation only for indoor dining to ensure we are able to properly manage the number of Guests in the location.
- We will maximize the use of outside dining space wherever possible.
- Where appropriate, plexiglass barriers will be installed in areas throughout the dining room and bar areas for the safety of our Team Members and Guests.
- Wherever possible separate to-go and delivery service pick-up areas will be established to reduce the number of Guests congregating in any one area of the location.
- Wherever possible we will stagger shifts to limit the number of Team Members in the restaurant or bar at the same time.

## Response Protocols:

- We have developed a comprehensive response plan that we will implement in the unfortunate event that a Team Member becomes sick. This will include a thorough and detailed cleaning of the location and notifying Team Members that have come in close, prolonged contact with the Team Member.

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In addition to our Eight Point Safety Plan we will also ask all Guests to abide by the following guidelines in order to keep other Guests and our Team Members as safe as possible:

- If you are sick, we ask that you stay home. Also, if you have a temperature or if someone in your house is sick, we ask that you stay home.
- Wear a face covering while in the building other than when at your table.
- Wash your hands. Most locations have hand washing stations in the dining room or bar area.
- Sanitizer stations will also be available in our locations.
- Maintain a distance of at least 6 feet from other Guests and Team Members when waiting for a table and when walking throughout the restaurant to the extent possible.
- If you get the urge to sneeze or cough, put on your mask, cover your nose, mouth, and mask with a napkin or handkerchief, wash your hands and face thoroughly.

## RESTAURANTS AND BARS DURING THE COVID-19 PANDEMIC



The purpose of this tool is to assist businesses in the food service industry, such as restaurants and bars, in making (re)opening decisions during the COVID-19 pandemic. It is important to check with state and local health officials and other partners to determine the most appropriate actions while adjusting to meet the unique needs and circumstances of the local community.

### Should you consider opening?

- ✓ Will reopening be consistent with applicable state and local orders?
- ✓ Are you ready to protect employees at higher risk for severe illness?

ANY NO



### Are recommended health and safety actions in place?

- ✓ Promote healthy hygiene practices such as hand washing and employees wearing a cloth face covering, as feasible
- ✓ Intensify cleaning, sanitization, disinfection, and ventilation
- ✓ Encourage social distancing and enhance spacing at establishments including by encouraging drive-through, delivery, curbside pick up, spacing of tables/stools, limiting party sizes and occupancy, avoiding self-serve stations, restricting employee shared spaces, rotating or staggering shifts, if feasible
- ✓ Train all employees on health and safety protocols

ANY NO



### Is ongoing monitoring in place?

- ✓ Develop and implement procedures to check for signs and symptoms of employees daily upon arrival, as feasible
- ✓ Encourage anyone who is sick to stay home
- ✓ Plan for if an employee gets sick
- ✓ Regularly communicate and monitor developments with local authorities and employees
- ✓ Monitor employee absences and have flexible leave policies and practices
- ✓ Be ready to consult with the local health authorities if there are cases in the facility or an increase in cases in the local area

ANY NO



ALL YES

ALL YES

ALL YES

OPEN AND MONITOR



[cdc.gov/coronavirus](https://cdc.gov/coronavirus)

## COVID-19 Safety Procedures for Businesses

### PROTECTING CUSTOMERS AND EMPLOYEES WORKING IN THE COMMONWEALTH

#### Requirements for Businesses Authorized to Continue In-Person Operations:

##### Health and Cleaning

- Provide masks for employees to wear at all times.
- Clean and disinfect the building frequently, especially high-touch areas.
- Make sure employees have access to soap and water, hand sanitizer, and disinfectant wipes.
- Tell employees they should notify their supervisor if they are sick and stay home.

##### Social Distancing

- Prevent large groups from entering or leaving the building at the same time.
- Limit the number of employees in common areas.
- Conduct meetings virtually. For in-person meetings, limit the number of employees to 10 and maintain a distance of six feet.
- Don't allow non-essential visitors.

##### If there is a COVID-19 exposure in your building

- Establish a plan for employee COVID-19 exposure, that includes building cleaning and notifying affected employees. See COVID-19 Safety Guidance at [pa.gov](http://pa.gov) for more details.
  - Secure and clean the exposed areas.
  - Take each employee's temperature before they enter the building and send home those who have a temperature of 100.4°F or higher.
  - Employees should notify their supervisor if they have symptoms and go or stay home.
- Advise sick employees to follow CDC recommended guidance on home isolation.

#### Additional Safety Guidance for Any Retail Operations at Your Location

- Conduct business with the public by appointment only, when possible.
- Limit the number of people inside the building to no more than 50% of the total maximum occupancy.
- Modify business hours so there is enough time to clean and restock.
- Install shields at check-out areas to separate cashiers and customers.
- Provide delivery or pick-up options and encourage online ordering.
- Designate a specific time for people at high risk to use the business at least once a week.
- Require customers to wear masks or face coverings.
- Limit check-out lanes to every other register and rotate every hour to allow for disinfection.
- Schedule handwashing breaks for employees at least every hour.
- Assign an employee to wipe down carts and handbaskets before the customer uses it.

#### Questions or Concerns?

##### Businesses

Contact the Department of Health at 1-877-PA-HEALTH (1-877-724-3258).



##### Employees or Customers

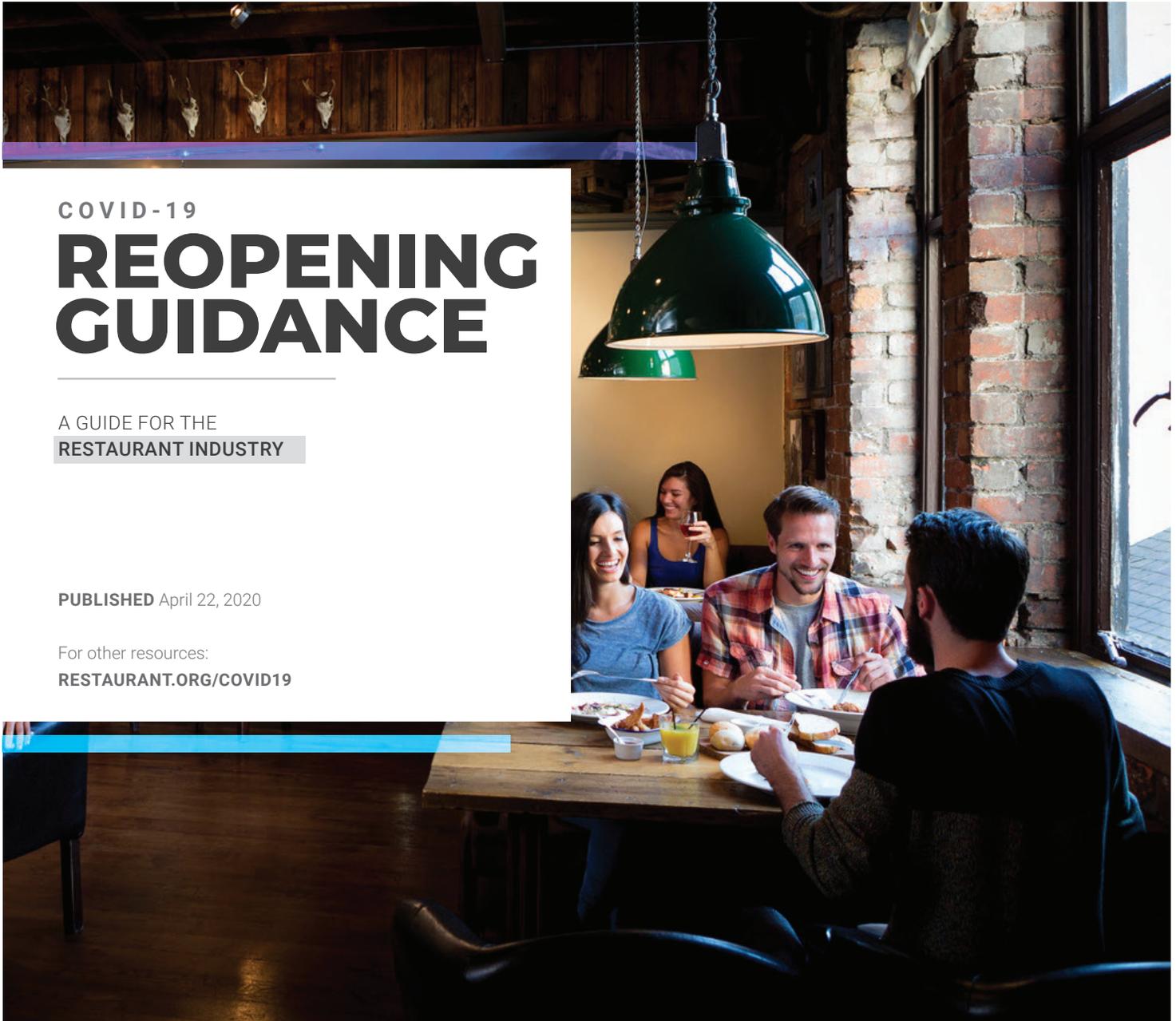
If you feel unsafe at your workplace relative to COVID-19 concerns, file a complaint with:

- A local health department or law enforcement agency.
- The Occupational Safety and Health Administration at [OSHA.gov](http://OSHA.gov).
- The PA Department of Health at [health.pa.gov](http://health.pa.gov).

#### Remember These Important Steps to Stop the Spread of COVID-19

- Maintain a distance of at least 6 feet from other individuals.
- Wash hands with soap and water for at least 20 seconds as frequently as possible, or use hand sanitizer if soap and water are not available.
- Cover coughs or sneezes with a sleeve or elbow.
- Do not shake hands.
- Regularly clean high-contact surface areas.
- When sick, stay at home.
- Do not gather in groups larger than 10 people.





COVID-19

# REOPENING GUIDANCE

A GUIDE FOR THE  
RESTAURANT INDUSTRY

**PUBLISHED** April 22, 2020

For other resources:  
[RESTAURANT.ORG/COVID19](https://www.restaurant.org/COVID19)

## TO RESTAURANT OPERATORS GETTING READY TO REOPEN...

**The purpose of guidance is just that, to offer you direction and provide a framework for best practices as you reopen.**

But as the saying goes, the devil is in the details, and not every restaurant is the same and not every opening scenario will align. We recognize that not everyone has access to guidance, and that is where the National Restaurant Association can provide help.

- Make sure your person-in-charge has an up-to-date ServSafe Food Manager certification. The Food and Drug Administration requires every facility to have a person in charge on site during open hours and also directs that the person in charge should have a food manager certification.
- Provide ServSafe food handler training for your workers. They're your front line; educating them protects them, you and your guests.
- Make technology your friend. Contactless payment systems, automated ordering systems, mobile ordering apps, website updates and simple texts can help you to communicate and conduct business with reduced need for close contact. As you begin to reopen, keep communicating with customers (your hours, menu items, reservations, etc.), and help promote your social distancing and safety efforts.
- And some of the best advice comes from the Food and Drug Administration, which develops the Food Code we all rely on. Its newest guide, *Best Practices for Retail Food Stores, Restaurants, and Food Pick-Up/Delivery Services During the COVID-19 Pandemic*, was just released. You can link to it [here](#).

As we continue to learn more about operating businesses during the COVID-19 pandemic, it's important to share with you the most current direction and advice from the experts at FDA, the Centers for Disease Control and Prevention, the Environmental Protection Agency, and other agencies. These documents will continue to reflect those best practices and will continue to be updated.



### REOPENING GUIDANCE TASK FORCE

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National Restaurant Association

The National Restaurant Association partnered with representatives of the Food and Drug Administration, academia, the Conference for Food Protection, Ecolab, public health officials and industry representatives to develop a set of opening and operating guidelines to help restaurants return to full operation safely when the time comes.

This guidance is designed to provide you with a basic summary of recommended practices that can be used to help mitigate exposure to the COVID-19 virus, including:

- Food safety
- Cleaning and sanitizing
- Employee health monitoring and personal hygiene
- Social distancing

Combine this guidance with your existing policies as well as this new resource from the FDA, *Best Practices for Retail Food Stores, Restaurants, and Food Pick-Up/Delivery Services During the COVID-19 Pandemic*.

Armed with information, ServSafe training and the recommendations of your local health departments, you can help secure a safe opening.

For the most comprehensive and up-to-date COVID-19 resources and information for the restaurant industry, visit [restaurant.org/COVID19](https://www.restaurant.org/COVID19).

RETURNING  
RESTAURANTS  
TO SERVICE

**SAFELY**



**COVID-19**

# RESTAURANT RESPONSE

Food safety has always been a priority for the restaurant industry, for both guests and employees.

The basis of an effective food safety culture is the Food and Drug Administration Food Code, which for decades has served as the foundation for restaurant operating procedures as they relate to safe food handling. The guidance outlined in the Food Code is science-based and is designed to reduce and prevent the incidence of foodborne illness. Food Code requirements related to sanitation and personal hygiene in particular are the most reliable protocols available to combat risks related to the spread of COVID-19.

Local, state and federal regulators use the FDA Food Code as a model to develop or update their own food safety rules and to be consistent with national food regulatory policy.

## AMONG THE REQUIREMENTS OF THE FOOD CODE THAT APPLY TO CORONAVIRUS MITIGATION ARE

- ✓ Prohibiting sick employees in the workplace
- ✓ Strict handwashing practices that include how and when to wash hands
- ✓ Strong procedures and practices to clean and sanitize surfaces
- ✓ Ensuring the person in charge of a foodservice facility is a certified food safety manager
- ✓ Ensuring the person in charge is on site at all times during operating hours



**FOR MORE THAN 30 YEARS, THE NATIONAL RESTAURANT ASSOCIATION'S SERVSAFE PROGRAM HAS PROVIDED FOOD SAFETY TRAINING FOR BOTH MANAGERS AND FOOD HANDLERS.**

ServSafe certifies food safety managers through an independently developed certification exam, which follows standards adopted by the Conference for Food Protection.

The Conference for Food Protection also collaborates with the FDA to develop the Food Code.

### THE PURPOSE OF THIS GUIDANCE IS TO BUILD ON THE ALREADY ESTABLISHED BEST PRACTICES AND REQUIREMENTS AVAILABLE

that address specific health and safety concerns related to the spread of COVID-19, and to put those protocols into practice as state and local officials begin to open communities and businesses.

Operators should make use of these guidelines as they relate to their existing policies and procedures and in conjunction with instructions they receive from authorities during their reopening phase-in.



## REOPENING GUIDANCE FOR EMPLOYERS

State and local officials may tailor the application of opening criteria to local circumstances (e.g., metropolitan areas that have suffered severe COVID outbreaks vs. rural and suburban areas where outbreaks have not occurred or have been mild).

To prepare to comply with opening procedures, operators should update their existing policies and operating procedures in accordance with the latest FDA, Centers for Disease Control and Prevention, and Environmental Protection Agency guidance and in accordance with local and state officials regarding:

- ✓ Social distancing and protective equipment
- ✓ Employee health
- ✓ Cleaning/sanitizing/disinfecting

## ON FOOD SAFETY

- ✓ Discard all food items that are out of date.
- ✓ Where salad bars and buffets are permitted by local/state officials, they must have sneeze guards in place. Change, wash and sanitize utensils frequently and place appropriate barriers in open areas. Alternatively, cafeteria style (worker served) is permissible with appropriate barriers in place.
- ✓ If providing a “grab and go” service, stock coolers to no more than minimum levels.
- ✓ Ensure the person in charge is ServSafe certified and that their certification is up to date, and provide food handler training to refresh employees.

## REOPENING GUIDANCE FOR CLEANING AND SANITIZING

✔ Thoroughly detail-clean and sanitize entire facility, especially if it has been closed. Focus on high-contact areas that would be touched by both employees and guests. Do not overlook seldom-touched surfaces. Follow sanitizing material guidance to ensure it's at effective sanitizing strength and to protect surfaces.

✔ Avoid all food contact surfaces when using disinfectants.

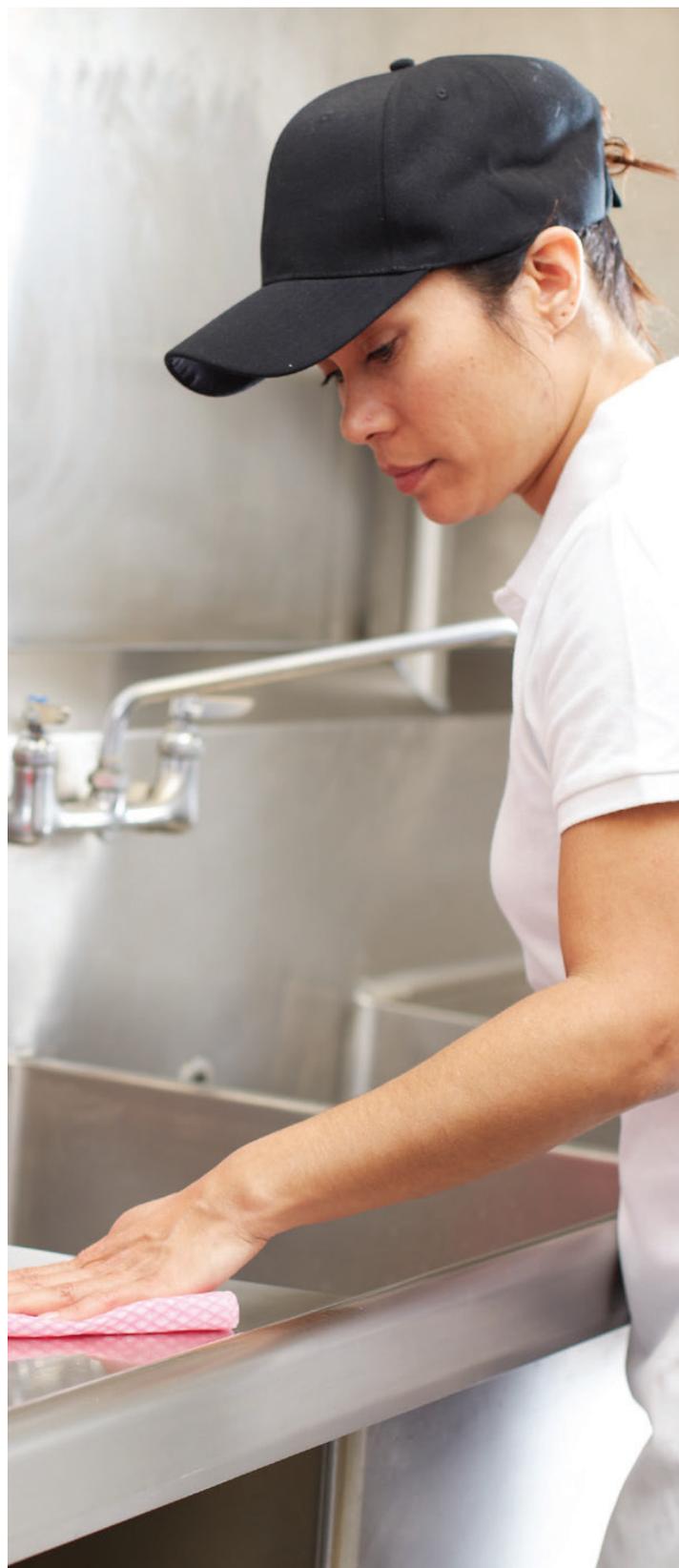
✔ Between seatings, clean and sanitize table condiments, digital ordering devices, check presenters, self-service areas, tabletops, and common touch areas. Single-use items should be discarded. Consider using rolled silverware and eliminating table presets.

✔ Remove lemons and unwrapped straws from self-service drink stations.

✔ Clean and sanitize reusable menus. If you use paper menus, discard them after each customer use. Implement procedures to increase how often you clean and sanitize surfaces in the back-of-house. Avoid all food contact surfaces when using disinfectants.

✔ Check restrooms regularly and clean and sanitize them based on frequency of use.

✔ Make hand sanitizer readily available to guests. Consider touchless hand sanitizing solutions.



**REOPENING  
GUIDANCE****ON  
MONITORING  
EMPLOYEE  
HEALTH &  
PERSONAL  
HYGIENE**

✔ Per existing FDA Food Code requirements, employees who are sick should remain at home.

✔ If an employee becomes ill or presents signs of illness, the operator should identify the signs during a pre-work screening and follow the business's established policies on when the ill employee is allowed to return to work. At a minimum, however, follow CDC guidelines – tell the employee to self-isolate for seven days from the onset of symptoms and be symptom-free for three days without medication.

✔ Taking employees' temperatures is at the operators' discretion. The CDC has not mandated taking an employee's temperature and any operator who chooses to do so should engage health officials first and adopt policies aligned with proper procedures. CDC guidance states the minimum temperature that indicates a fever is 100°F.

✔ Per CDC recommendations, face coverings have been shown to be effective tools to mitigate risk from individuals who show symptoms as well as those who don't, especially in close environments where it's hard for people to maintain a three- to six-foot distance. In some states and local jurisdictions, face coverings are required by government officials; some employers require them, too. In all cases, those coverings worn by employees should be kept clean in accordance with CDC guidance. CDC provides overall cleaning guidance [here](#).

✔ Train all employees on the importance of frequent hand washing, the use of hand sanitizers with at least 60% alcohol content, and give them clear instruction to avoid touching hands to face.



## REOPENING GUIDANCE

# ON SOCIAL DISTANCING

- ✓ Update floor plans for common dining areas, redesigning seating arrangements to ensure at least six feet of separation between table setups. Limit party size at tables to no more than the established “maximums approved” as recommended by CDC or approved by local and state government. Where practical, especially in booth seating, physical barriers are acceptable. Consider a reservations-only business model or call-ahead seating to better space diners.
  - ✓ Any social distancing measures based on square footage should take into account service areas as well as guest areas.
  - ✓ Remind third-party delivery drivers and any suppliers that you have internal distancing requirements.
  - ✓ Post signage at the entrance that states that no one with a fever or symptoms of COVID-19 is to be permitted in the restaurant.
  - ✓ Limit contact between waitstaff and guests. Where face coverings are not mandated, consider requiring waitstaff to wear face coverings (as recommended by the CDC) if they have direct contact with guests.
  - ✓ If practical, physical barriers such as partitions or Plexiglas barriers at registers are acceptable.
  - ✓ Use technology solutions where possible to reduce person-to-person interaction: mobile ordering and menu tablets; text on arrival for seating; contactless payment options.
  - ✓ Provide hand sanitizer for guests to use, including contactless hand sanitizing stations, and post signs reminding guests about social distancing. Thank them for their patience as you work to ensure their safety.
  - ✓ Try not to allow guests to congregate in waiting areas or bar areas. Design a process to ensure guests stay separate while waiting to be seated. The process can include floor markings, outdoor distancing, waiting in cars, etc. Consider an exit from the facility separate from the entrance. Determine ingress/egress to and from restrooms to establish paths that mitigate proximity for guests and staff.
  - ✓ Where possible, workstations should be staggered so employees avoid standing directly opposite one another or next to each other. Where six feet of separation is not possible, consider other options (e.g., face coverings) and increase the frequency of surface cleaning and sanitizing.
- Note:** Face coverings may be required by government officials and/or restaurant operators to mitigate the distancing gap. If not mandated, face coverings are recommended by CDC and, when worn, they should be cleaned daily according to CDC guidance.*
- ✓ Limit the number of employees allowed simultaneously in break rooms.
  - ✓ With larger staffs, use communication boards to or digital messaging to convey pre-shift meeting information.

**FDA U.S. FOOD & DRUG ADMINISTRATION**

# BEST PRACTICES

FOR RETAIL FOOD STORES, RESTAURANTS & FOOD/PICK-UP DELIVERY SERVICES DURING THE COVID-19 PANDEMIC

FDA is sharing information about best practices to operate restaurants, retail food stores and associated pick-up and delivery services during the COVID-19 pandemic to safeguard workers and consumers.

This addresses key considerations for how foods offered can be safely handled and delivered to the public. This is not a comprehensive list. FDA encourages consulting the references and links provided below (by CDC, FDA, EPA, and OSHA) for more detailed information. This will be updated as FDA receives further information and inquiries.

- [Managing Employee Health \(Including Contracted Workers\)](#)
- [Personal Hygiene for Employees](#)
- [Managing Operations in a Foodservice Establishment or Retail Food Store](#)
- [Managing Food Pick-Up and Delivery](#)

**BE HEALTHY, BE CLEAN**



- Employees - Stay home or leave work if sick; consult doctor if sick, and contact supervisor
- Employers - Instruct sick employees to stay home and send home immediately if sick
- Employers - Pre-screen employees exposed to COVID-19 for temperature and other symptoms



- Wash your 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 per CDC
- Avoid touching your eyes, nose, and mouth with unwashed hands
- Wear mask/face covering per [CDC](#) & [FDA](#)



- Never touch Ready-to-Eat foods with bare hands
- Use single service gloves, deli tissue, or suitable utensils
- Wrap food containers to prevent cross contamination
- Follow 4 steps to food safety [Clean, Separate, Cook, and Chill](#)

**CLEAN & DISINFECT**



- Train employees on cleaning and disinfecting procedures, and protective measures, per CDC and FDA
- Have and use cleaning products and supplies
- Follow protective measures



- Disinfect high-touch surfaces frequently
- Use EPA-registered disinfectant
- Ensure food containers and utensils are cleaned and sanitized



- Prepare and use sanitizers according to label instructions
- Offer sanitizers and wipes to customers to clean grocery cart/basket handles, or utilize store personnel to conduct cleaning/sanitizing

**SOCIAL DISTANCE**



- Help educate employees and customers on importance of social distancing:
  - Signs
  - Audio messages
  - Consider using every other check-out lane to aid in distancing



- Avoid displays that may result in customer gatherings; discontinue self-serve buffets and salad bars; discourage employee gatherings
- Place floor markings and signs to encourage social distancing



- Shorten customer time in store by encouraging them to:
  - Use shopping lists
  - Order ahead of time, if offered
- Set up designated pick-up areas inside or outside retail establishments

**PICK-UP & DELIVERY**



- If offering delivery options:
  - Ensure coolers and transport containers are cleaned and sanitized
  - Maintain time and temperature controls
  - Avoid cross contamination; for example, wrap food during transport



- Encourage customers to use "no touch" deliveries
- Notify customers as the delivery is arriving by text message or phone call



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



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