

Subject :	DINE-IN SERVICE		
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Purpose

The purpose of this policy is to outline necessary operating procedures for dine-in to ensure we are working by the best safety practices and ensuring a safe space for our guests, employees and vendors. Dine-in service may only begin once it is safe to do so - check with your local and state governments on reopening guidance.

Outline

1. General Health and Safety Guidelines
 - a. Safety Equipment & Cleaning Supplies
2. Dine-In Policies
3. Dine-In Tableside Service Model
4. Bar Service
5. Dine-In Quick Service Model (Full Social Distancing)
6. Guest Relations & FAQ

Policy

1. General Health & Safety Guidelines
 - a. Safety Equipment & Cleaning
 - i. All employees are required to wear face masks and gloves throughout the duration of their shift.
 1. Please review the procedure for wearing safety equipment in the [Starting Your Shift SOP](#).
 - ii. For dining rooms, bars, and other areas frequented by guests, use single-use paper towels or approved disposable wipes for cleaning before, during and after service.
 - a. High touch surfaces and guest tables should be cleaned after each use.
 2. Please check with the management team for a list of approved cleaning chemicals to use on surfaces.
 3. Please review procedures for cleaning dining room and work areas in the [Cleaning, Sanitizing, Disinfecting SOP](#).
2. Dine-In Policies
 - a. Limited Capacity & Modified Floor Plans
 - i. Capacity (Including Staff)

1. Establish guest capacity based on governmental social distancing guidelines (both percentages and capability while following safe distancing practices).
 2. Establish staff capacity based on measured considerations (adjusted sections, job requirements, etc.)
- ii. Floor Plan
1. Refer to [Social Distancing SOP](#) for best social distancing practices for staff and guests.
 2. Reconfigure floor plan to ensure a distance of 6 feet between tables & guest seating.
 3. Reconfigure table inventory to accommodate parties up to a recommended maximum party size based on local government regulations.
 4. Avoid positioning tables in the paths of air flow.
 5. Consider table dividers for communal tables/counters.
 6. Eliminate or tape off chairs and tables based on adjusted floor plans if they cannot be removed. Have polite and clear messages on taped off seating.
 7. Remove seating in congested or high traffic areas (such as entrance, waiting area, bar, restroom area, pass, etc.).
 8. Consider weather and seasonal accommodations as needed (fans, vents, heaters and other equipment).
 9. Share new floor plan PDF that includes table numbers, traffic flow patterns, and critical points to watch out for with staff.
- iii. Establish guest check-in point
1. Ideally this will be a glass or plexiglass enclosed area with an outlet or microphone to facilitate communication.
 2. If an enclosed space or walk-up window is not possible, mark places for guests to stand and wait at a safe distance from Host to be checked in from afar. You may also use barriers such as tables, etc. to create distance.
 3. Guest and/or staff pick-up points for to-go orders should be clearly marked at a separate designated place than guests coming in to dine (see [Take Out Steps of Service SOP](#)).
- b. Traffic Flow:
- i. Clear signage should be posted outside the restaurant and at guest check-in to explain proper flow of traffic within the restaurant space for guests and staff.
 - ii. Facilitate safe communication and avoid guest crowding by using digital notifications and messaging to check guests in and alert them when their table is ready.

1. Clearly mark places for individuals to wait outside the restaurant at safe distances. Establish capacities for lines and have a plan to avoid congestion on sidewalks where applicable.
 - iii. Stay to the right within designated walking paths and follow right-of-way policies to avoid confusion or collisions. When giving someone else the right of way, make sure to maintain a safe distance.
 1. Always yield to guests.
 2. Staff yield to hot food, full hands, etc
 - iv. Establish a bathroom pathway that best utilizes confined spaces. Post signage alerting guests to be respectful of keeping distances and waiting for other guests to leave the bathroom area as needed before entering.
 - v. Keep music at an appropriate level so that staff can easily hear guests from a distance.
- c. Staffing:
- i. It is important to minimize the number of staff on the floor for safe distancing purposes. For 10 tables, the projected model herein recommends*:
 1. 1 x host (guest management)
 2. 1 x server (service and sanitization duties)
 3. 1 x runner (food service and sanitation enforcement)
 4. 1 x busser (bussing and sanitization duties)
 - ii. **Ratio of staff to tables, and the rational overlap of positions, should be adjusted according to the venue and its modified floor plan and business needs*
- d. Guest Expectations:
- i. Host will encourage guests to read the "Guest Expectations" signage, which will be posted in the entrance/waiting area and accessible via QR code/restaurant's website.
 - ii. This information specifies what guests must consent to -- including temperature checks and acceptance of "maintenance upon request" style of service-- for entry and service.
 1. Guests must wear face masks upon arrival.
 2. Any guests experiencing or showing symptoms of COVID-19 are not permitted to enter the restaurant.
 3. Party sizes are restricted to recommended four or fewer guests per table.
 4. All tables are spaced out to follow social distancing guidelines. All guests are asked to respect distancing

protocols in place and the space given to other guests and employees.

5. Upon entry, a trained restaurant employee will administer a temperature check using a no-contact thermometer. Any guest showing a temperature of over 100.4°F (38°C) will be asked to leave the restaurant.
 - a. Remember to check manufacturer directions on checking guest temperatures. Some infrared guns require adding 5°F to the surface temperature for an accurate reading.
 6. The style of service has been modified to limit contact points, and some services may be upon request only.
 7. Guests are encouraged to hold onto their personal belongings to minimize checking in coats.
 8. Encourage contactless payment options such as pre-ordering and pre-paying, providing payment authorization online in advance, or using Apple/Google Pay where possible.
- e. Guest Check In & Seating:
- i. Guests will be responsible for their personal belongings.
 1. If electing to offer coat check services, operators should create a designated area to allow guests to safely pass their belongings to employees from a safe distance.
 2. Hosts or greeters may use plastic coverings to hold each guest item.
 - ii. Seating Strategy:
 1. Seating priority will go to guests with reservations. To begin, dining at all restaurants should be by reservation only.
 2. Develop strategy for seating guests to best enforce social distancing based on your dining room configuration (ex: seating from the back of the dining room to reduce passing interactions).
 3. Provide a receptacle (e.g a paper bag) for guests to store their own PPE while eating, as to avoid used masks or gloves being placed on the table or an empty seat.
- f. Table Service:
- i. Servers must modify their pre-COVID tableside conduct to minimize contact with guests and surfaces.
 1. Do not touch anything at the table unnecessarily. If anything is touched, servers must change gloves and wash hands.

2. All employees must avoid touching their safety equipment, faces or other parts of their body, including to the extent possible their safety equipment.
 3. Employees should be instructed on where to stand relative to the table to facilitate communication while maintaining a safe distance.
- ii. Dominant Hand Service
 1. All staff should be trained in dominant-hand-best-practice:
 - a. Where possible, the dominant hand is used for handling non-contaminated items while the non-dominant hand is used to handle potentially contaminated or cross-contaminated items.
 2. Staff should avoid passing off any items to another employee in the dining room.
- g. Bar Service
 - i. General Cleanliness
 1. Bar Equipment must be disinfected after every use and at least every 30 minutes.
 2. Bar stations and surfaces must be cleaned and disinfected every hour.
 3. No glassware or flatware should be preset awaiting the guest.
 4. Each Bartender must make all drinks at the same well to reduce the number of contact surfaces encountered by the bartender.
 5. Bar staff may not share bar equipment and tools.
 - ii. Social Distancing
 1. Refer to [Social Distancing SOP](#) for best social distancing practices for staff and guests.
 2. If bar seating is permitted with local health departments, bar seating must be 6 feet apart from the closest bartender station and 6 feet from surrounding guests.
 3. If carding guests, have the guest hold up their ID for employee inspection without having to physically handle the ID.
 - iii. Bottle Touches
 1. Cocktails should be batched into individual pint delis or containers to avoid additional bottle touches.
 - iv. Pour Spouts
 1. The use of pour spouts in liquor bottles should be discontinued.

2. Pour spouts should be eliminated wherever possible. Any liquids or juices still using pour spouts must be kept in a closed fridge.
- v. Glassware Storage:
 1. Glassware should be stored inverted and in shelves that have a cleanable surface.
 2. For stemware that cannot be inverted, store in covered shelves away from guests or traffic ways. Lower shelves closer to guests can be display-only glassware which can be removed, washed, rinsed, sanitized, polished, then put into service during busier times.
- h. Payment Methods
 - i. Eliminate the use of check presenters that are handled by guests.
 - ii. Use contactless payment methods whenever possible.
 - iii. All contact surfaces and items must be disinfected after use. If a guest must sign a check, provide a disinfected pen and re-disinfect after each guest use.
 - iv. Cash handling should be avoided. If cash is handled, proper glove wearing and handwashing steps must be followed.
3. Guest Restroom Usage
 - a. Restrooms will be made available and maintained as sanitary environments.
 - i. If guests inquire about safety procedures, Manager should produce the Restroom Log to assure guests of a regular cleaning schedule.
 - b. All staff should be aware of where the public restroom is located, and walk guests in the general direction as business levels and space permits, maintaining 6 foot distancing.
 - c. See [Bathroom Usage SOP](#) for further guidance on best practices.

Procedure

Dine-In Tableside Service Model

1. Reservation Strategy:
 - a. Carefully determine reservation intervals to allow time for proper disinfecting between parties and to avoid table wait times.
 - b. Stagger reservation times according to staff-to-guests ratio to avoid double seating.
 - c. If the reservation system allows for the feature, encourage guests to pre-order while placing a reservation in order to reduce their time in the restaurant and avoid additional points of contact
2. Line Management

- a. Ensure that a designated waiting area can be safely accommodated. This area should be used to allow guests to wait as their temperatures normalize, read any posted signs, review necessary protocols, etc.
 - b. Marked waiting spots spaced 6 feet apart, or in a line, will remain as part of initial dine-in procedures.
3. Guest Check In
- a. Guests with Reservations:
 - i. Guests will notify the host/greeter of their arrival by texting the restaurant's designated text number.
 - 1. If the guest does not have access to text, he/she may alert the Host at the host stand, maintaining a safe distance with an appropriately spaced marking on the floor.
 - ii. Host will reply with instructions on how to proceed. Guests may be directed to enter or be provided a wait time.
 - iii. When prompted to enter, guests will check in with the host to provide their contact info and to take their temperature, following Guest Screening protocols listed below.
 - 1. Check with local jurisdiction regarding requiring guests to provide their contact information.
 - b. Walk-In Guests
 - i. Clearly post signage outside the restaurant instructing guests how to be added to the waitlist.
 - 1. Option 1: Use a reservation system that supports mobile waitlists.
 - 2. Option 2: Text a designated number with name and party size.
 - 3. Option 3: If no mobile waitlist is available, the guest may check in at the host stand from a safe distance and the Host will manually place them on the waitlist.
 - 4. For guests without mobile connection (such as international guests), offer a wifi access code and instruct these guests to access the wifi and add their names to a designated online waitlist.
 - 5. Guests should practice social distancing while waiting at designated spots outside.
 - ii. "Out-by" time will be quoted to guests to ensure compliance with capacity restrictions and ensure sufficient time to clean the table before the next reservation arrives.
 - iii. When prompted to enter, guests will check in with the host to provide their name and phone number and undergo a temperature check, following Guest Screening protocols listed below.

1. Check with local jurisdiction regarding requiring guests to provide their contact information.
 - c. Guest Screening
 - i. A trained restaurant employee will take the guests' temperatures. Any guest with a temperature over 100.4°F (38°C) will be asked to leave the restaurant and encouraged to make a reservation for another time in the future. Review the thermometer's manufacturer's instructions on operating the thermometer to account for any temperature differences.
 - ii. All guests who pass the temperature check may continue to wait in line for their table to be available or be seated by the Host.
 - d. Seating Guests
 - i. When the table is ready, the host will direct guests to their disinfected table and distribute single-use menus.
 1. The host must receive confirmation that the table has been thoroughly disinfected before seating guests.
 2. When walking guests to the table, the host should avoid contact with other employees and guests.
 - e. Menus
 - i. Menu/menu cards should clearly communicate the following modifications to service (Guest Expectations):
 1. Unnecessary contact has been minimized.
 2. The server will be around to take your complete food and beverage order and answer any menu questions.
 3. Guests should signal to the server if additional service is requested.
3. At the table:
 - a. Initial Encounter: Greet and Take Order
 - i. After guests settle in and review menus, server greets table with the universal pack (retrieved from a centralized location) that contains:
 1. Share plates
 2. Individually packaged disposable napkins
 3. Individually packaged universal silverware handled with tongs
 - ii. Answer any menu questions and take all orders together.
 - iii. Water Service is by request:
 1. Reference Water Service protocol below.
 - iv. Leave menus with guests for additional orders and to avoid cross contamination until the table is cleared.
 - v. If menu cards are used, they are retrieved along with pens.
 - vi. Server enters the guest order in the POS (if possible, assign server-designated POS).

- vii. Menu cards should be placed into a lined recycling bin located next to POS (dispose in sanitary fashion along with other recycled items at the end of each day).
 - viii. Pens go into "To be disinfected" receptacle by the POS, which will be disinfected every hour.
 - ix. Disinfect POS screen according to the [Cleaning, Sanitizing, Disinfecting SOP](#).
 - x. Server should change gloves and wash hands after handling menus and the POS screen.
- b. Beverage service
- i. Water Service
 1. Water bottles to be filled from the in house water system or tap ahead of time and stored in a reach-in refrigerator.
 2. When guests indicate that they would like water (still, sparkling, or tap), they are given water glasses which will be stored inverted on the highest shelf or as far away from activity as possible.
 3. The full water bottle is visibly wiped down with sanitizer before given to guests. Peroxide disinfectant will need a 2 minute contact time.
 4. Guests pour their own water throughout their experience. Should they require another bottle, the same procedure is followed again with a new bottle.
 5. Water glasses and bottles stay at the table until guests are gone and the table is ready to be cleaned and disinfected.
 - ii. Wine Bottle Service
 1. Bottle is wiped with a sanitizing solution then opened and brought to the guest with the corresponding number of clean wine glasses.
 2. Guests will pour their own wines once received at the table. The only time a wine is to be tasted by an employee is if the table thinks that it may be flawed. If the bottle is flawed, open a second bottle of the same wine. If it is not flawed, make an alternative recommendation.
 - iii. Wine Glass Service
 1. Wines are pre-poured into glasses at the bar by the bartender and brought to the table. A new glass should be brought for all repeat orders.
 - iv. Beer and Soda Service
 1. Unopened bottles and cans are to be served to guests with glass (ice if necessary) on the side. Guests are to open and

- pour their own beverages. Open bottles with bottle opener if necessary to assist the guest.
2. A venue-specific SOP pertaining to restocking will need to be created. Restock items will need to be disinfected en masse, wiped down, then stocked. All single-serve beverages stocked in refrigerators will be disinfected before retrieved for service. All stocking should be done sufficiently before service to avoid unnecessary points of contact and traffic in service.
- v. On a venue by venue basis, use coasters as you had previously, but make sure they are thrown away after every use and never reused. If you normally use wine coasters, consider switching to disposable for those as well.
 - vi. When a beverage order is completed by the bartender and ready to be served to the guest, a venue-specific pass alert will be activated. This can be a verbal or visual cue, such as a bell or light, to signal the drinks need to be run to avoid staff congregating and waiting for beverages top be prepared.
- c. Second Encounter: Beverages are delivered to the table by runner or next available staff.
- i. Runner SOP modifications:
 1. Disinfect running trays every 30 minutes.
 2. Trays should be used for food and beverage running whenever possible. If food cannot be carried with a tray, limit to a two plate carry to ensure contact with gloves only and avoid plates from touching staff forearms or clothing.
 3. Only use designated disinfected writing tools at the pass.
 4. Plate wipes will be single-use only.
 5. Wash hands and change gloves with new tasks.
 6. Drop food and beverages at the table then step away and deliver drop lines.
 7. Modify any learned steps of service in order to not violate safe distancing stipulations.
- d. Third Encounter: Appetizers
- i. Activate pass alert for food courses when ready.
 - ii. Establish a venue-appropriate system for identifying table destination for orders when ready to be run.
 - iii. Designated disinfected marker for use in marking tickets at the pass.
 - iv. Runner brings all dishes in a full course to the table together.
- e. Fourth Encounter: Clearing
- i. If necessary, Busser will clear first courses.

- ii. Items will be cleared to the dishpit according to the [Cleaning, Sanitization, and Disinfecting SOP](#).
 - iii. Busser should change gloves and wash hands after bringing plates to the dishpit.
 - iv. Server will put down universal packs for the next course if needed.
- f. Fifth Encounter: Main Course
 - i. Chef/Expo will determine course timing to eliminate additional touch points or extended waits.
 - ii. As above, Runner delivers the main course to the table.
- g. Maintenance upon request
 - i. Any crumbing or other table maintenance will be by request only.
 - ii. Spillage & Crumbing Protocol:
 1. Server brings over paper napkins to absorb excess liquids/crums.
 2. Holding a small plate in the other hand, crumbs or spills should be cleared off the table and onto the plate.
 3. Soiled napkins should be carefully disposed of in garbage.
 4. Crumbing plate should be brought to the dishpit after each use.
 5. Gloves should be removed, hands washed, and new gloves replaced.
- h. Packing Leftovers
 - i. If guests indicate to their server that they would like to pack certain items to go, the server should bring the appropriate to-go containers to the table.
 - ii. Guests will be instructed to self-pack their leftovers. If they are uncomfortable with the process, the server can complete it.
 - iii. Server changes gloves after tasks, if applicable.
- i. Sixth Encounter: Dessert
 - i. If guests are moving on to dessert, Server should inform guests of dessert choices and take the order, full clearing any food items still left on the table.
 - ii. Order is entered as previously done.
 - iii. Universal dessert packs dropped off at the table.
- j. Seventh Encounter: Check & Payment
 - i. Server observes visual cues indicating end of the meal, or responds to guest's request to settle check, whichever comes first.
 - ii. Server checks in with guests if they need any additional items then proceeds to payment protocols
- k. Payment:
 - i. Printed check is brought over to table affixed to a hard stock card with a paperclip acting as a check presenter.

1. Place the check near the edge of the table to maintain distance. Ask the guest to replace the check at the edge of the table so that payment can be safely collected.
2. Check with your POS system to see if a QR code can print on the check to allow the guest to pay from their phone at the table.
 - ii. Guest puts credit card on the check presenter when ready.
 - iii. Server collects items with non-dominant hand.
 - iv. Server disinfects all items retrieved from table.
 - v. Once disinfected, payment should be processed and returned to the table with a disinfected pen.
 - vi. If cash payment, the server must be wearing gloves and wash hands, applying new gloves once cash handling is complete.
- I. Final Clear and Disinfection
 - i. Busser clears all items from the table following proper protocol.
 - ii. Busser cleans and disinfects relevant dining surfaces and area following the [Cleaning, Sanitizing, and Disinfecting SOP](#):
 1. Table top and 6" in on the underside of table top
 2. Any hooks
 3. Chairs and adjacent area that might have been used
 4. Timers can be purchased to monitor proper sanitation times.
 5. New sanitization time stamp card listing both actual sanitization time and sanitization readiness time should be signed off and displayed on the table. Sanitization card can also be printed with new sanitization protocols on the flipside for guest information.

Dine-In Bar & Counter Service

Check with local health departments to confirm whether or not bar and counter seating are permitted.

1. Menus
 - a. Where possible, menus are to be presented on a large board/wall where all can see.
 - b. If not possible, single use paper menus are to be placed at the setting when guests are seated and discarded after use, as above.
2. First Encounter: Greet and Take Order
 - a. Bartender will greet guests from a safe distance, maintaining six feet of space as often as possible. Water will be offered upon request, to be served following Beverage Service SOP (see Beverage Service SOP steps above).

- b. Bartender answers any menu questions and takes the full food and beverage order, ringing everything into the POS before changing gloves and washing hands to make drinks.
 - c. Wipe down and disinfect the POS after each use.
- 3. Making Drinks & Beverage Drop:
 - a. Before making drinks, the bartender should wash their hands and put on a fresh pair of gloves.
 - b. Bartenders should make all drinks out of a single well and avoid borrowing equipment from other stations.
 - c. Drinks will be poured into glasses that either come from a glass freezer or designated glassware storage.
 - d. Drinks are served to guests while maintaining as much distance as possible. The finished drink can be placed further from the guest at an arm's distance where the guest can reach the glass and bring it closer.
- 4. Delivering Food:
 - a. Bartender should set the counter with universal packs in front of guests before food arrives.
 - b. Food run from the kitchen is served from inside the bar to avoid having to reach around guests' backs to maintain distance.
 - i. The Bartender should step to the side as a Runner approaches to maintain safe distancing.
 - c. When guests are done with their plates, they should be encouraged to push them forward to the edge of the bar.
 - d. Plates are to be cleared straight to the dishpit.
- 5. Payment:
 - a. Payment will be processed using contactless payment strategies.
 - b. If no contactless payment strategies are available, the bartender should follow the same above payment handling steps for dine-in service with sanitizing products stationed behind the bar.
- 6. Bar Reset
 - a. Bartender should put on a clean pair of gloves before clearing the counter.
 - b. Bartenders cleans and disinfects bar and guest surfaces following the [Cleaning, Sanitizing, and Disinfecting SOP](#).

Dine-In Quick Service Model (Full Social Distancing)

This is a recommended service model that complies with social distancing guidelines entirely by eliminating tableside service. This may be considered for the initial phase of reopening and describes an ideal scenario.

- 1. Guest App for Quick Service
 - a. Reservation Time Slots

- i. Walk-ins should not be taken. Instruct any walk-ins to consult the app for availability if they arrive at the restaurant and do not have an existing reservation time.
 - ii. Exceptions can be made on case-by-case availability (ex: if a guest is not able to use the app) and sorted at the check-in counter.
 - iii. Offer specific time slots that have both a start time and stipulated end time.
 - b. Built-in Menu & Ordering
 - i. Include helpful menu explanations and notes of allergens.
 - ii. Consider the extent of menu modification permitted.
 - iii. Ordering and prepayment encouraged at least an hour before start time.
 - iv. Ordering and payment can be made at the check-in counter if not able to be completed through the app.
 - 1. Safe distancing measures should be put in place. Refer to Check-In steps below.
 - c. Table Seating
 - i. A table is assigned and the order is tied to the table assignment.
 - ii. Restaurant can send a check-in notification text 10 minutes prior to the table being ready with instructions on how to proceed.
 - iii. Check-in ready notification to be sent instructing the guest to enter and be seated.
 - iv. Guests should be sent a courtesy notification 10 minutes prior to the end of their allotted reservation time.
 - d. Late Guests
 - i. Have a policy in place for how to handle late guests. Consider what an appropriate cut-off time is that will still allow the guest to dine and get out in time.
 - e. Cancellations
 - i. Have a policy in place with how you want to handle cancellations and refunds.
 - ii. Make sure your terms and this policy are clearly stated on your online platform where guests are booking.
 - f. Consider guest WIFI provision if not already installed.
 - g. Have a QR code link on display to easily direct guests to your site/app.
- 2. No App Quick Service
 - a. Use a single use paper menu order form for the guest to write down/mark their order to give to the Server, or have the menu clearly displayed on a large board or wall where guests can view it from a safe distance without having to handle a physical menu.

- b. Order should be given at check-in using safe distancing protocols and limiting any exchange of items.
 - c. Payment will be made up front at the time of check-in and order.
 - i. Implement contactless payment where possible. Refer to Check-In steps below.
 - d. Disinfect pens or any other items used at check-in after each use with appropriate sanitization supplies.
3. Check-in Counter
- a. Upon guest arrival at check-in, the Host will take temperatures of all guests and collect any additional contact information.
 - b. Ideally, the guest's order has been placed and paid for ahead of time.
 - c. Once the order is verified, guests are directed to an assigned table and given disinfectant sachets (recommended two per person).
4. Tables & Seating
- a. A table number assigned to a guest order will be placed on the counter for the guest to take and display visibly at a cleaned table.
 - i. Make sure table numbers are attached to a vertical stand that makes it easy for staff to identify table numbers from a safe distance.
 - b. Tables should be cleared except for the time-stamp sanitization sticker/card, signifying the table has been properly cleaned and that a guest may sit there.
 - c. Table capacities should be limited to four guests, with exceptions made for single home family units. Any families larger than four should be identified through additional questions during the check-in process. Adjust with changing ordinances.
 - d. Make sure that ADA compliant seating is available for guests that may require it.
5. Beverage Service & Dining
- a. Beverages will be loaded onto a disinfected tray near check-in for guests to take prior to seating.
 - i. Beverage reorders will be placed online through the app and will either be delivered to the table or picked up at a designated beverage pick-up point when the guest is notified they are ready.
 - ii. Bottled water should be offered on the menu. Tap water should be on request only and offered in a lidded, single-use cup.
 - b. Any post check-in communication will be via the in-app texting function.
 - c. Use notifications or an in-app buzzer to alert guests that their food is ready for pick-up from the designated pick up window or counter.
 - i. Alternately, food will be run out on trays to the table.
 - ii. Individually wrapped utensils and napkin or tissue packs should be included on each tray.

- d. Food should be served on clean, single serving plates only. Plates should not be brought back to the kitchen for any reason.
 - i. If all items are not prepared and put up together, guests will be notified when to come back to pick up the rest of the order, or a runner will offer to bring it to the table.
6. Table Etiquette
- a. "Gliding Susan": Guests should be instructed to push plates aside and as far away as possible when finished.
 - b. If there is any spillage at the table, additional napkins and wipes should be provided to the guest and cleared away after the spillage has been cleared. Address potential spillage based on guest need and severity.
 - c. In-app instructions on etiquette may suggest guests leave their finished items on the table once they are done as they have prepaid for everything. Guests can also change their status to "completed" in the app once they are done and no longer need their table to alert staff.
 - d. Once the guest has left, staff will clear any items on the table, disinfect the table following protocols, and place a new sanitization sticker on the table for next use.
7. Packing Leftovers
- a. If the food has not been served in a disposable container that can be closed, guests can request to-go containers and self pack any leftovers at the table.
 - b. Staff should wear fresh gloves and prepare necessary containers & to-go bags to bring the guest to package the food.
 - c. If staff is packaging to-go food for a guest, staff should put on new gloves to pack up the food in a designated station away from tables/traffic paths before returning dishes to the dish pit.
8. Payment Processing
- a. Digital or Online Payment Processing
 - i. Ideally, all payment can be made ahead of time or at time of order through an online application on the guest's computer or phone.
 - 1. Prepayment online or through authorization form
 - 2. In-app payment processing
 - ii. Exceptions can be made where a guest cannot access the necessary technology, in which all payment processing and collection should be consolidated to a single secure location, ideally at the time order is placed.
 - b. Contactless In-Person Payment
 - i. If an online payment is not possible, consider contactless options. These may require additional processing technology:
 - 1. Apple pay

- 2. Venmo
 - 3. Other tap & go technologies
- ii. Bill to be provided upon request.
- c. Credit Card Payment with POS Device
 - i. Entire POS devices are to be disinfected before and after each guest use.
 - ii. Bill should be displayed on screen and prepared for processing before the guest approaches.
 - iii. Guests approaches to swipe card, enter tip and sign on screen that was disinfected in front of them.
 - 1. Prompts from team member should be given to guide guest through the process.
 - iv. Alcohol wipes should be provided for the guest's credit card before & after use.
- d. Traditional Credit Card Processing
 - i. See payment instructions above under Dine-In Model (pg 11).
- e. Consider going cashless with laxed enforcement for cases where not possible.
- f. Provide UV disinfectant for cash, receipts and other payment items if possible.
- g. Gift card processing
 - i. Physical cards should be processed same way as credit cards
 - ii. Digital gift cards should be printed or held out by the guest for the numbers to be viewed & written down without handling the guest phone.

Guest Relations, Enforcing Policies & Frequently Asked Questions

- 1. Guests Refusing to Follow Safety Guidelines & Procedures
 - a. If a guest refuses to abide by the Company's modified safety procedures, the team should utilize a multi-step approach. The goal is to find a middle ground with the guest while insisting that our priority is the safety of our guests and our teams.
 - b. First, the staff member should explain to the guest that "we are following up to date health and safety guidelines set forth by the CDC and our local government."
 - c. If the guest is dissatisfied with that response, the staff member should offer to get a Manager. The Manager should do their best to listen to the guest's concerns while maintaining the integrity of the operation. We cannot compromise the safety of all guests and employees in the dining room. The Manager should use the following approach:
 - i. Empathize with the guest:

1. Communicate to the guest that you have listened to their concerns. Language like “that’s understandable” and “we greatly appreciate feedback” are useful to make a guest feel heard.
 - ii. Inform the guest:
 1. Explain why we are enacting the policy in question. “We are following health and safety guidelines using the recommendations of the CDC and other health organizations to provide a safe dining experience.”
 - iii. Offer a solution:
 1. Suggest a course of action that makes the guest feel listened to, but still maintains safety standards within the restaurant. “We are unable to have a party of 8 within the restaurant, but we are happy to seat you as two tables of 4 people, 6 feet from one another.”
 - iv. Show the guest appreciation:
 1. Thank the guest for feeling comfortable sharing their perspective with you. You never want a guest to feel neglected or ignored. However, safety and health standards must be maintained for the collective guests and the staff in the restaurant.
 - d. If a guest still refuses to adhere to a policy, please notify them that the next step would be asking them to leave the restaurant. Remember that these protocols were put in place by governing authorities and ultimate enforcement of protocols is with the law.
2. If a Guest Feels Heightened Anxiety
- a. Empathize with the guest:
 - i. Guests have likely never had a months long pause in their dining out routine and culture. This is a difficult time for people worldwide. Assure the guest that you understand their concerns and thank them for choosing your establishment: “I completely understand that coming here all of a sudden feels unfamiliar. We take your safety and the health of our staff very seriously and will continue to do everything we can to make you feel comfortable here. Thank you so much for choosing us, we’re excited to show you what we’ve been working on.”
 - b. Inform the guest:
 - i. Explain that you are open for in house dining again because your local government thinks it is safe enough to do so. “We are following protocols set by the CDC and our local government to ensure adequate distance and proper sanitizing between guests, as well as checking in on the health of our staff prior to their arrival.

We have implemented numerous other measures to make sure your dining experience is safe from start to finish."

- c. Offer peace of mind:
 - i. Suggest a course of action that puts your guest at ease. Show them materials you've created, but make sure to maintain the privacy of your staff and guests. "I'm happy to share the health logs we've implemented for our staff. You can view a detailed breakdown of all new policies relating to preventing the spread of COVID-19 on our website. I can also show you to the restroom where you can wash your hands while we disinfect and sanitize your table if you would like."
 - d. Show the guest appreciation:
 - i. Thank the guest again for feeling comfortable sharing their perspective with you. You never want a guest to feel like you don't care or aren't taking their concerns seriously.
3. Additional Guest Scenarios to Consider
- a. Guest party arrives larger than expected
 - i. If your table inventory allows for the additional guests to be accommodated at another table at an appropriate social distance, accommodate the guests with the clear understanding that all policies must be abided by for the protection of other guests and the staff.
 - ii. All payment or changes to an order must be made in advance before the parties are seated.
 - iii. If additional guests cannot be accommodated without violating any safety policies, inform the guests politely that they cannot be accommodated at the moment and offer an alternative time for the party to dine when they can be accommodated safely.
 - b. Arrived guest whose temperature indicates a fever
 - c. Guests showing other visible symptoms throughout the meal
 - d. Guests who complain about other guests showing symptoms (what if they aren't actually showing symptoms?)
4. Guest Tracing
- a. Collecting Guest Information
 - i. All guests are expected to have provided the restaurant with contact information (either phone number or email) with their reservation. If a guest is a walk-in, the restaurant is expected to collect contact information from a member of that party.
 - ii. Guest contact information is collected in the case Management needs to contact them with any health or safety updates, or in the case of a possible contamination risk.
 - b. Notifying Guests

- i. Management is notified that a guest/staff member is presenting symptoms, or has tested positive for COVID-19, that may have come into contact with others in the restaurant.
 - ii. Management sends an email to their Management team and bcc's all reservations from the night in question:
 1. "Hello, Thank you so much for dining at (insert name of restaurant). Unfortunately we have been notified that someone in our restaurant on (insert date) has tested positive for COVID-19. We wanted to notify you so that you could take the appropriate steps necessary for your personal health and safety. Also, please let the other members of your party know, as only your information was listed on the reservation. If you have any questions, please do not hesitate to contact our team at (insert restaurant email). We look forward to your return to (insert restaurant name)."
 - iii. Check with local state guidelines for contact tracing procedures. Some health departments may ask the restaurant to provide the list of all employees and guests dining during the contact period.
- c. Notifying Staff
- i. All staff contact information should be on file with Management.
 - ii. Management is notified that a guest/staff member is presenting symptoms, or has tested positive for COVID-19.
 - iii. Management sends an email to their Management team bcc's all staff that worked on the night in question:
 1. "Hello. As your health is very important to us, we wanted to provide you an update relating to potential COVID-19 exposure. Unfortunately, we have been notified that someone in the restaurant on (insert date) tested positive for COVID-19. You worked a shift on that day so we wanted to notify you and provide guidance on next steps to take. As a reminder, you are not to work if you experience X symptoms for X amount of days. If you have any questions, please let us know. Sincerely, Management."

Supporting Materials (Logs, Signage, Training & Locations, etc)

- Single use menus or large board/wall menu signage
- Disposable Check Presenter Postcards
- Signage for guest instructions to ensure social distancing & safety protocols
- Contactless payment through third party processor or Authorization Forms

Accountability (how the SOP will be enforced/managed)



- Safety Manager is responsible for enforcing all standard operating procedures and offering assistance where needed to make sure standards are being met.
- All employees are expected to know the outlined procedures and are responsible for adhering to them. Appropriate disciplinary actions will be carried out by management if employees are caught deviating from policy.

Sources:

- [Considerations for Restaurants and Bars | COVID-19](#)
- [FDA Guidance on Food Safety](#)
- [Dine-In Restaurants](#)
- [Safer LA: Toolkits for Businesses | COVID-19: Keeping Los Angeles Safe](#)