



Sysco
At the heart of
food and service

Stay Informed **CHECKLIST**



Perception IS Reality! Suggestions to make sure your guests feel comfortable when they walk in the door.

Entrance:

Remove candy/mint jars from communal areas (offer at the tables & to go)

Provide alcohol-based hand sanitizer (dispensers or wipes) at all entrances, registers, kiosks, workstations, counters, etc.

At the Table:

Remove the tabletop items, condiments, promos, kiosks, etc. If keeping, sanitize properly in front of the guests so they keep comfortable

Offer sanitizer wipes on each table patrons can use if they choose

Consider plate covers for food going from the kitchen to tables

Attempt to seat tables 6 ft apart at minimum; try to create distance between tables

Transition Salad Bars & Buffet areas to prepackaged & to go items

Keeping the Buffet? Include a sanitizing station, ask parents to serve children, offer beverage napkins to “hold” the serving utensils and change utensils often

Add a table tent encouraging guests to wash their hands. Use a hashtag like #noscrubnogrub to #soapisdope and help lighten the energy

Bathroom:

Ensure bathrooms are well stocked with supplies: paper towels, TP, soap, sanitizer and check back frequently

Place trash cans by the door so guests can dispose of the towel on their way out

Add/ install the foot opener “Toe Pull” on your bathroom doors

Sanitation:

Increase the frequency of cleaning customer facing areas like the bathroom & dining room

Extra emphasis on “high touch areas” (I.e. door handles, bathrooms, credit card terminals)

All staff wearing disposable gloves & sanitizing tables between customer visits

Eliminate the reusable towels to disinfect tables, use disposable wipes or disposable towels with sanitizing spray

Be aware of which staff members are bussing & serving, no misconception of cross contamination between tables

Increase the frequency of outside cleaning services used at your location

Ensure your linen service uses equipment & procedures that ensure bacteria are eliminated in the cleaning cycle

Going Disposable:

Remove all table top items, move to portion cups, packets, or disposable items delivered with food from the kitchen (ie: condiment packets or portion cups, cutlery kits, salt & pepper packets, individually wrapped straws, etc.)

Consider using your paper to go menus instead of traditional menus and discard with each use

Keeping the main menu? Make sure and wipe them down thoroughly where customers can see you

Amend your drink refill policy to a new cup with each refill, no personal or reusable cups, always bring a fresh clean glass to the table

Keeping linen napkins? Offer paper napkins or additional linen for guests who want a “barrier” to lay their silverware on the table

Swap out reusable serving baskets & trays for paper food trays & containers

It Starts with your Staff:

Be able to explain what you are doing to ensure safety to your patrons

Educating them on how to talk to the tables & not to offer their personal opinions or gossip but be good listeners

Reinforce health & food safety protocols with staff on a shift by shift bases

Reinforce hygiene and instruct all staff to follow the CDC's best practices here

Utilize CDC recommendations for safety & sanitation, in person training, clearly posted BOH & FOH

Daily tracking of sanitation items to ensure adequate stock & minimize shrink

Per CDC recommendations, employees who have traveled to high risk locations or have been exposed to others who have traveled to such locations to self-quarantine for 14 days

Encourage your employees to monitor their own health and stay home if they feel sick, enforce a strict “we do NOT work sick” policy

Delivery

Communicate with your suppliers, know their safety protocol, and set expectations

Post on your delivery entrance what and how deliveries are expected. Include a contacts & cell phone number for questions from delivery drivers and your staff

Utilize your social media channels, email distributions lists, & websites to communicate with your customers

Promote the steps you have taken to ensure sanitation and safety in your restaurant & with staff so your customers are aware

Post the improvements or changes on your websites, social, signage, menu, etc

Encourage guests, "if they see something, say something!" to management

Reservations? Ask for cancellations to avoid no shows & additional labor that costs you

Online Order, To Go, Catering, Delivery

If you do not offer one of these programs NOW is the time start!

Have carry out? Offer Curb Side pick up

Catering? Also offer boxed to go options

Dine in only? Start offering carry out

No online order? Set one up ASAP or start offering call ahead ordering

NOW is the time to consider 3rd Party Delivery services as an option such as:

<https://www.ubereats.com> / <http://www.grubhub.com> / <http://www.doordash.com>

Consider selling frozen meals or prepped meals that can be cooked at home

Loyalty Programs, Gift Cards, Coupons

If you do not offer one of these programs NOW is the time start!

Bundle Selling like Free App or Dessert with Purchase OR on next purchase

Gift Card Promo: \$15 for \$20 gift card, money now & brings patrons back later

Loyalty Program, those who want to go out can be repeat business and your new weekly regulars

Loyalty Programs, Gift Cards, Coupons

Encourage your social fan base & To Go customers who are opting to "distance" to go online and give your business a review: Google, Yelp, Trip Advisor, Facebook, etc

Struggling?

Insource projects to staff when business is slow OR those who can't come to work (ie: selfquarantine, precautionary, no childcare, etc.)

Scheduling, food cost, menu cost, design work, promo ideas, social

Use your Sysco Marketing Associate to leverage our tools to help transition workload

Have a plan for a scaled down menu in the event you become short staffed. So you can execute & reduce your chance of spoilage.

Start conversations now about terms & payment plan options with your partners, make sure you have your contingency plan in place.

Info to apply for a loan

<https://www.sba.gov/funding-programs/disaster-assistance>

Disaster unemployment assistance

<https://www.benefits.gov/benefit/597>

National Restaurant Association

<https://www.restaurant.org/Covid19>

CDC

<https://www.cdc.gov/coronavirus/2019-ncov/community/guidance-business-response.html>

WHO

[World Health Organization \(WHO\) 2019 Novel Coronavirus](#)

Dining Out During Coronavirus

<https://www.eater.com/2020/3/12/21177140/dining-out-at-restaurants-during-coronavirus-covid-19-explainer>

Grubhub Is Suspending Commission Fees For Independent Restaurants

<https://www.cnn.com/2020/03/13/grubhub-is-suspending-commission-fees-for-independent-restaurants.html>

Keystone Cleaning Products

<https://www.cleanwithkeystone.com/news-and-insights/2019-novel-coronavirus>

Ecolab Short Video On Training And Prevention

[Coronavirus: Reducing the risk of infections](#)

