

REOPENING FOR AZ A Restaurant Guide



This guide is based on collected best practices and is not meant to be exhaustive or meet any licensing, inspection, permitting or credentialing requirements. It's one of many key resources to help you map out the reopening of your restaurant.



Come on in

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OPEN

Introduction

We're all eager to start welcoming guests back into our restaurants, cafes, bars and other hospitality businesses. Like you, we're excited to enjoy all of the wonderful elements of warm hospitality and spending time with family and friends in a social setting. However, it goes without saying that this is a very unique time.

The events of the past few months have created new threats and dangers to public health, individual well-being, and everyone involved in both the guest and staff/service provider sides of Arizona's hospitality industry.

So, as we move forward these next few months and continue to navigate this evolving and global situation, delivering memorable experiences and a high level of hospitality while prioritizing guest and staff safety will involve a balancing act. This guide is meant to act as a starting point for all restaurants and bars within the hospitality industry, providing intel as to the minimum safety practices restaurants must uphold to ensure the safety of their staff and guests. However, we recommend that you adapt, expand upon and customize it in accordance with your unique dining environment and experience – and your local guidelines.

Luckily, there are many tools and resources available through Local First Arizona and our friends at KIND Hospitality to help you do so. These resources can help you answer questions about how to make your business as safe and hospitable as possible as we embark on the first of many steps in the reopening process.

We recommend that you dedicate time to building a reopening plan of your own while pulling and highlighting areas of this guide and identifying gaps that are unique to your business. That way, you can check all of your boxes and otherwise fully prepare to reopen your doors and take the first steps toward creating a new, safe and inviting dining experience for your guests when the day comes. So, to initiate the process, we recommend making the following efforts.



1. Make A Plan With Your Leadership Team

- Create a thorough, detailed reopening plan to reference.
- Adopt the leadership role.
- Follow these guidelines, but adapt them and make them your own.

After reviewing this guide, it's important to take an extraordinary amount of time to truly think about your unique operations, menu, dining experience and your possibly newly sized staff to develop a reopening plan - and it should be called that – a reopening plan. Having a plan in place not only helps you devote ample time to ensuring the safety of your guests and staff, but it also gives assurance to your team members, who may have concerns about returning to the workforce.

The fact that you have a plan in place shows that you dedicated time, not only to opening doors and reordering products, but also to developing a strategy outlining the first steps of a completely new business model and service style. Your team is looking to you for leadership, and you taking time to develop a plan is a great first step. We recommend fully copying and pasting as much as you like from this pdf while making it your own - and then distributing it to front-of-house and back-of-house leadership so they can help identify any gaps or areas you need to cover and prioritize them accordingly.

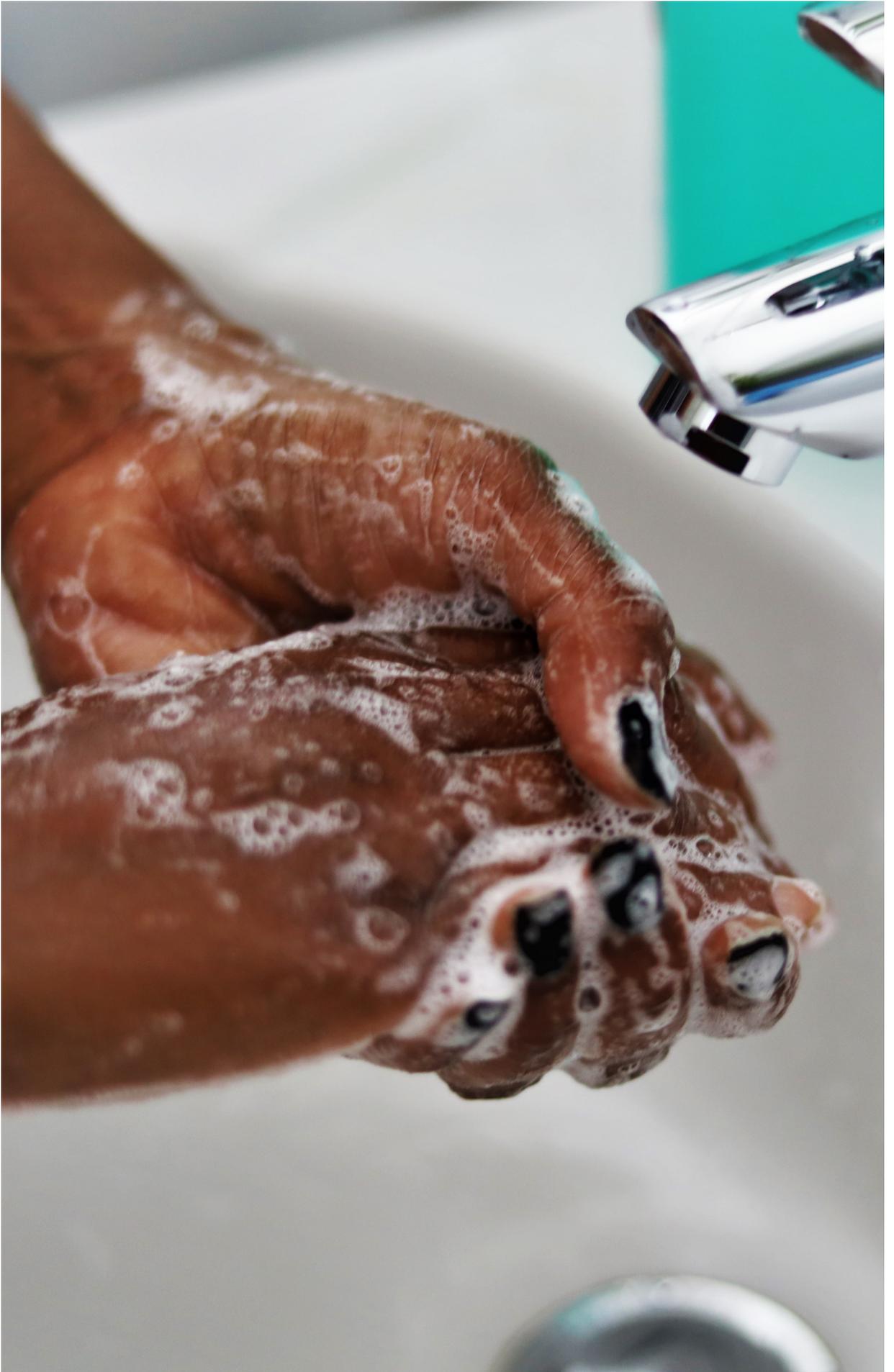
This is your team, and they most likely want to participate in the planning to help ensure the safety of guests and staff. Utilize your staff resources internally, but provide them guidance and leadership with a draft of this document.

2. Recognize The Reality Of Reopening

- Don't expect things to be "business as usual."
- Envision a new look and feel with new seating arrangements, new hand sanitizer stations and similar safety protocols in place.
- Prepare to conduct operations with limited staff.

It's important to close your eyes and imagine your dining space as it existed prior to closing – and then reopen your eyes and imagine it with a completely new look and feel. You'll have to imagine diners arriving with masks on, and you might envision your servers wearing masks, too.

Think about hand-sanitizing stations and rearranging décor and seating to accommodate social distancing flow (and perhaps designating separate entrance and exit doors for guests). Think about re-designating bathrooms to minimize social interactions, and adapting to having fewer staff members per shift in FOH and BOH roles.



An important part of this process as a restaurant operator is to come to terms with the fact that our industry will be forever changed by this. Coming to terms with this sooner, rather than later, will only help you prepare and provide great leadership to your staff and team as you implement your customized reopening plan.

3. Use ALL of Your Resources

- Stay current on all evolving safety regulations and guidelines.
- Utilize resources made available by Local First Arizona, KIND Hospitality and other partners.
- Update your reopening guidelines and practices as needed in response to new information.

Although there's a lot of uncertainty around reopening during this time, there are plenty of resources to guide you through the process. We fully recommend continuing to follow the FDA's website and guidance with regard to the most up-to-date food and safety handling practices and protocols, and be sure to stay current with your county's health inspector's updates and recommendations, as well. These guidelines will undergo near-constant change, so it's every restaurant operator's responsibility to check these resources, as they may not make their way to your inbox otherwise.

Local First Arizona has an incredible list of resources for all things COVID-19-related and lots of counseling programs available, and the Arizona Restaurant Association will soon release additional resources and guidelines, too. So, this guide serves as a firm structure as to how to get started, but as you can guess, the information surrounding this constantly evolving situation changes day-by-day and hour-by-hour.

It's up to you, as a restaurant operator, to stay as up to date as possible. We recommend carving out time each day to refresh these links and check for updated information. That way, you aren't reacting to a particular situation, but rather, helping get ahead of it while experiencing minimal disruptions in your place of business along the way.

4. Maintain A Clean, Sanitized Environment At All Times

- Clean and sanitize the entire business.
- Clean and sanitize everything on guest tables between seatings.
- Transition to disposable paper menus when possible.
- Rely on touchless technologies and payment systems when possible and clean hands immediately after handling money.
- Make contact-free hand sanitizer available for staff and guests.



In accordance with the guidelines set by the Centers for Disease Control and Prevention, clean and sanitize every inch of your eatery at regular intervals (or hire professionals to do so, if budget allows!), taking care to devote attention to both high-traffic and lower-traffic areas. After each seating, clean and sanitize all condiments, table tents, tablecloths, check presenters, digital ordering platforms and menus, but consider transitioning to touchless payment systems and paper menus you can toss after each use whenever possible. Disinfect pens, countertops and other hard surfaces between uses.

If operating a drive-thru, thoroughly clean and sanitize the area in its entirety, including all employee headsets. During cleaning and sanitizing efforts, use EPA-recommended disinfectants, but avoid using them on any surfaces where food preparation or food storage takes place. Take extra care when sanitizing POS systems and similar high-contact areas.

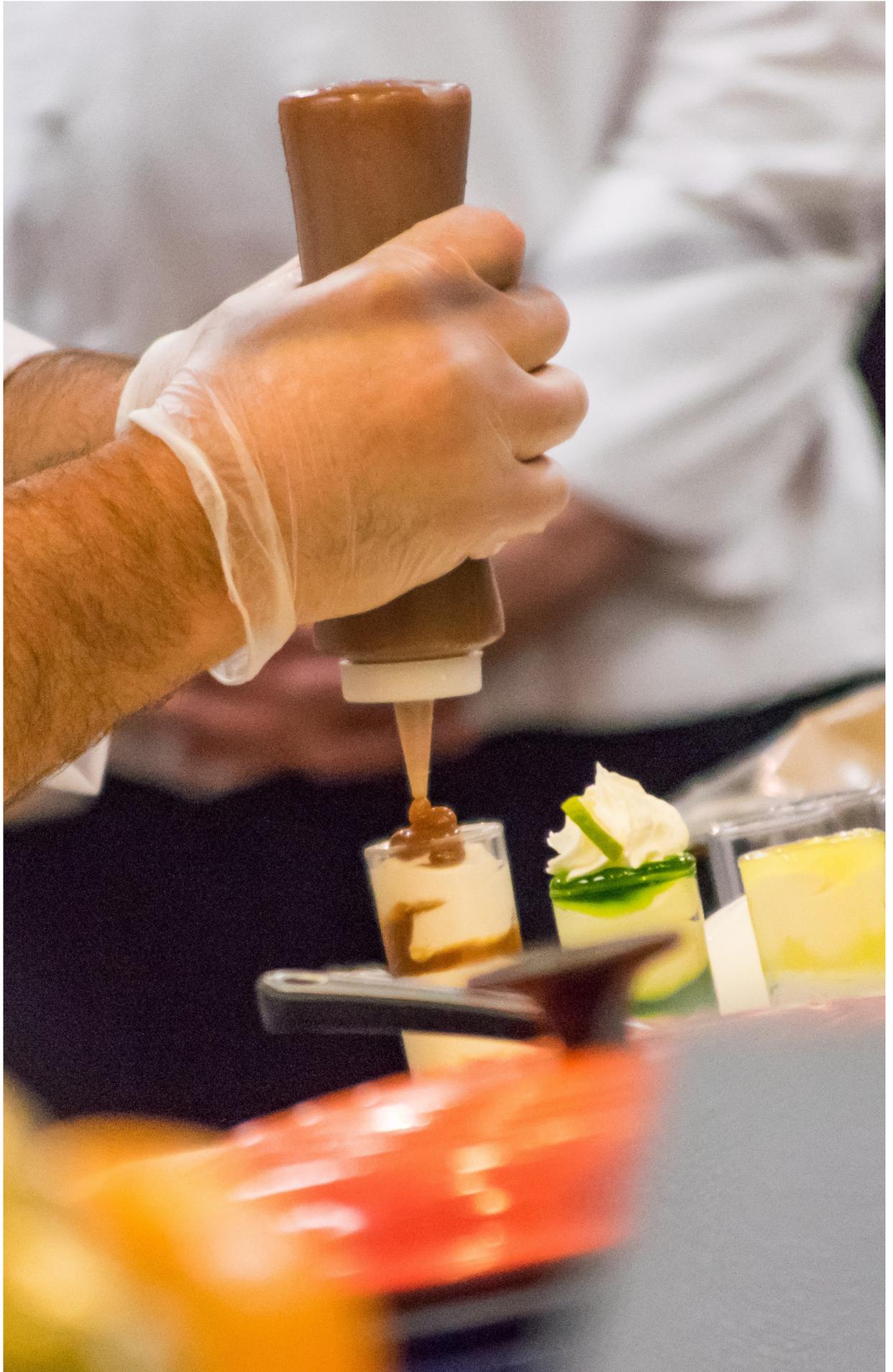
Have contact-free hand sanitizer (make sure it is at least 60% alcohol) on-hand for guests and staff members, and task one or more staff members with maintaining an adequate supply of soap and towels throughout a shift.

5. Maintain Proper Social Distancing Guidelines At All Times

- Reconfigure dining areas to accommodate social distancing and limit party sizes to 10 or fewer.
- Encourage reservations and call-ahead seating.
- Post clear signage barring entry for individuals exhibiting signs of illness or COVID-19 exposure.
- Take all necessary efforts to encourage social distancing, from staggering employee workstations to using floor markings to separate waiting guests.
- Consider offering masks to wait staff and hosts

Reconfigure dining areas so that guests can remain six feet apart in accordance with social distancing guidelines, or add dividers or protective barriers between tables whenever possible. Limit party sizes to no more than 10, and encourage reservations and call-ahead seating to help you better comply with distancing guidelines.

Post clear signage at your entrances dictating that no one with a fever or COVID-19 symptoms may enter, and make sure all vendors and suppliers are aware of your social distancing procedures and requirements.



To the fullest extent possible, stagger employee workstations to reduce contact, limit the number of employees in break rooms and make efforts to prevent guests from congregating in waiting areas or near your hostess desk during busy shifts. Consider using floor markings, buzzers that guests can take back to their cars and similar resources to do so.

6. Prioritize The Health, Wellness And Hygiene of Your Staff Members

- Do not allow ill employees to come to work.
- Ensure that anyone with possible COVID-19 exposure self-isolates for recommended timelines.
- Follow all hand-washing and mask and glove-wearing guidelines at all times.
- Consider implementing contact-free temperature checks.

All employees exhibiting signs of illness must stay home. Any workers who may have undergone exposure to COVID-19 must self-isolate for at least seven days and remain symptom-free for at least three days prior to returning to work.

Require all employees to wash hands vigorously and regularly using the guidelines set by the CDC, and consider conducting contact-free temperature checks of all FOH and BOH employees prior to shifts. Anyone with a fever higher than 100 degrees should not enter your place of business. Your customers are understandably fearful about who is preparing their food, and having such practices in place should help instill confidence among guests.

7. Get Ahead of The Game When It Comes To Reordering Food Products And General Supplies

- Contact vendors early on in anticipation of possible supply delays.
- Have alternative plans in place in the event of product shortages or delays.
- Consider adjusting supply contracts to accommodate decreased demand.

Because most area restaurants plan to open their doors at approximately the same time, your food and other vendors may experience shortages or shipping delays. Make sure to give them plenty of time to provide you with products and supplies, and consider having alternative plans in place, should you need them.

Because you may be seating only a fraction of your normal patrons to start, you may, too, want to consider adjusting your supply contracts temporarily in accordance with demand.



8. Take Every Available Precaution With Regard To Food Safety

- Make sure all managers hold food-safety certifications and that someone certified remains onsite at all times.
- Discontinue use of buffets and salad bars, and have to-go options readily available.
- Train all employees providing curbside/to-go services in safe-handling and -packaging practices.

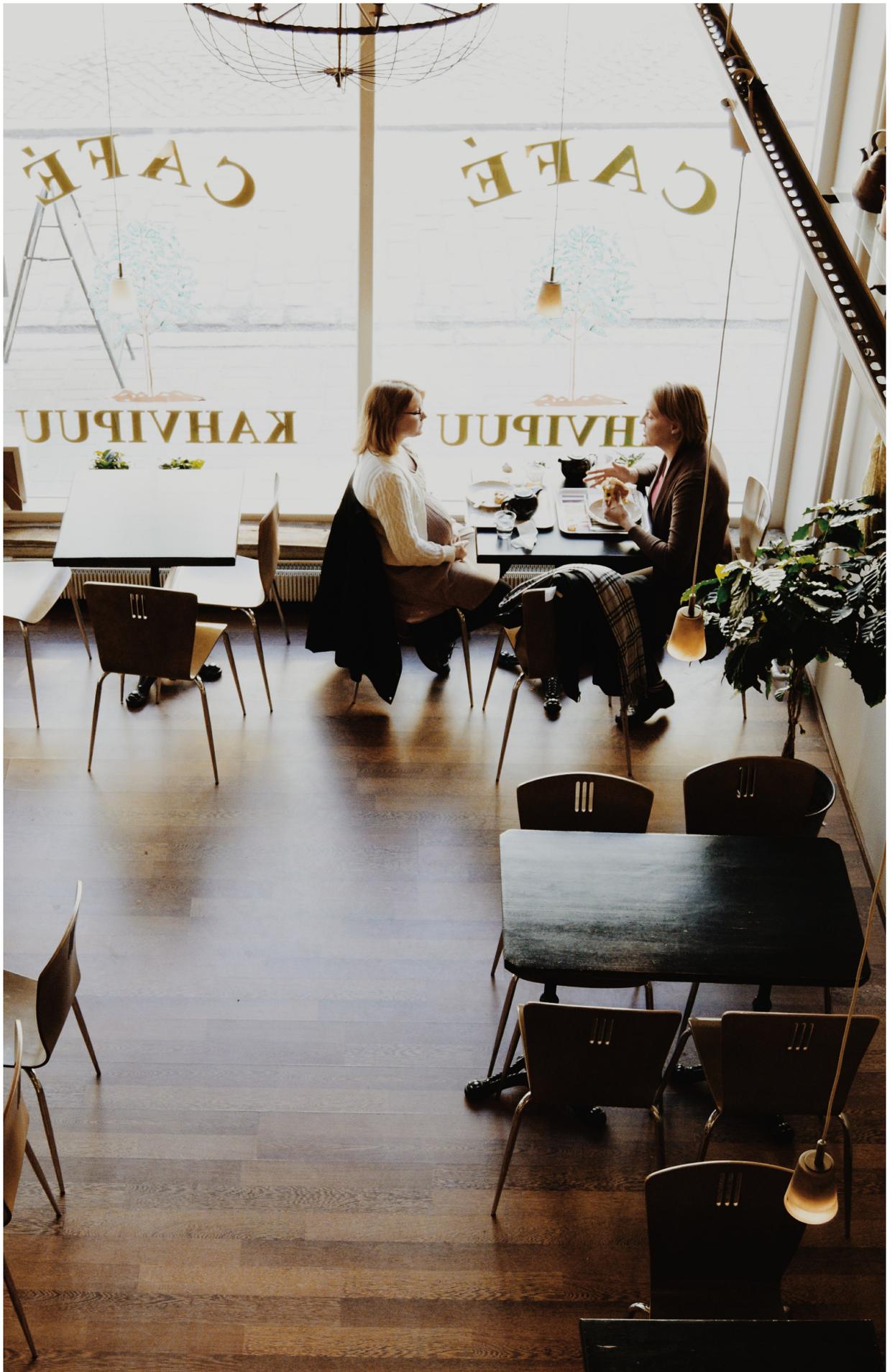
Always err on the side of caution when it comes to food safety. FOH and BOH managers should have ServSafe or similar food-safety certifications indicating they have undergone extensive training with regard to food safety, food storage, cross-contamination, time and temperature, personal hygiene and all related areas, and a certified employee must remain onsite during all shifts.

Discontinue any and all use of buffets and salad bars. If providing grab-and-go services, take care to stock coolers only to their minimum levels. Have any employees providing curbside or to-go services wear masks, and if they use gloves, make sure that they change those gloves with every customer interaction. Because of concerns regarding gloves tearing, or the wearing of gloves reducing hand-washing among employees, only encourage glove use when employees can follow strict compliance standards and are engaging in particularly high-risk activities, such as handling cash.

9. Familiarize Yourself With Suggested Customized Guidelines For Your Specific Type of Restaurant

A) Drive-up or to-go counter

- Drive-Thru
- Employees with face mask and gloves at all times
- Wash hands after every cash transaction and put on a new glove.
- A temporary acrylic barrier for the safety of the employee
- Use the elevation of height difference between the employee and the guest in the vehicle.
- Do not lean out of the window.



B) Fast-Casual Restaurants

- Employees with face mask and gloves at all times
- Stay at least 6 feet away from others while dining.
- When dining in, consider dining during off-peak hours (for example, early morning, mid-afternoon, or late night).
- If you are at higher risk for severe illness, continue to use takeout and delivery and avoid dine-in services at restaurants. People at higher risk for severe illness include adults 65 or older and people of any age who have serious underlying medical conditions.
- Do not touch your eyes, nose, or mouth.
- If possible, use touchless payment (pay without touching money, a card, or a keypad).
- If you must handle money, a card, or use a keypad, use hand sanitizer immediately after.
- Wash your hands with soap and water or use an alcohol-based hand sanitizer before you eat and again when you are finished.
- After leaving the restaurant, use hand sanitizer. When you get home, wash your hands with soap and water for at least 20 seconds.

C) Fine-Dining Restaurants

- Employees with face mask and gloves at all times
- Do not touch eyes, nose, or mouth
- Wash hands thoroughly for 20 seconds every 30 minutes or after each cash transaction
- Sanitize the restaurant thoroughly
- All guests should be kept 6 feet apart if not in party
- When serving guests, try and extend away from the body as much as possible and always away from guest
- When opening a bottle of wine at the table, please ensure gloves are being used
- Bread and oil dishes should not be placed on table

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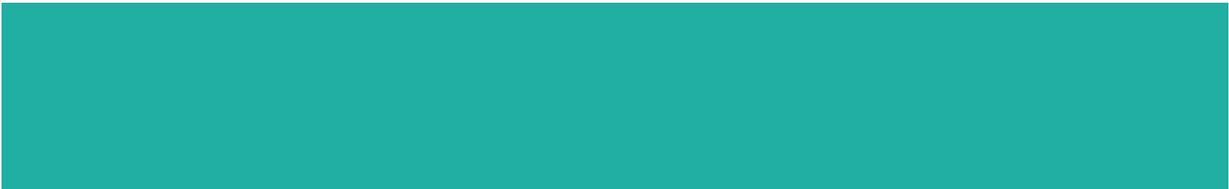
COFFEE HOUSE

ESPRESSO DRINKS		TEA DRINKS	
DOUBLE ESPRESSO	2.29	HOT TEA	2.29
AMERICANO	2.79	CHAI TEA LATTE	4.29
CAPPUCCINO	3.49	GREEN TEA LATTE	4.29
LATTE	3.79	LONDON FOG	4.29
VANILLA/MOCHA LATTE	4.29		
JIRANI JUNCTION	4.29	MORE	
CARAMEL MACCHIATO	4.49	LEMONADE/ICED TEA ...	REG 2.29 LRG 3.29
ESPRESSO CON PANNA	2.99	ITALIAN SODA	2.89 3.89
		SMOOTHIE	4.89 -
		TRAIN FREEZE	4.89 -
		HOT CHOCOLATE	3.29 4.29
BREWED		EXTRAS 75¢	
DRIP/ICED COFFEE	REG 2.29 LRG 3.29	SYRUP	
CAFÉ CON LECHE	2.59 3.59	ALMOND MILK	
POUR OVER	4.29 -	WHIPPED CREAM	
COLD BREW	3.49 4.49		
NITRO	3.99 -		



thank you

Alfzato
ice cream espresso \$4.29

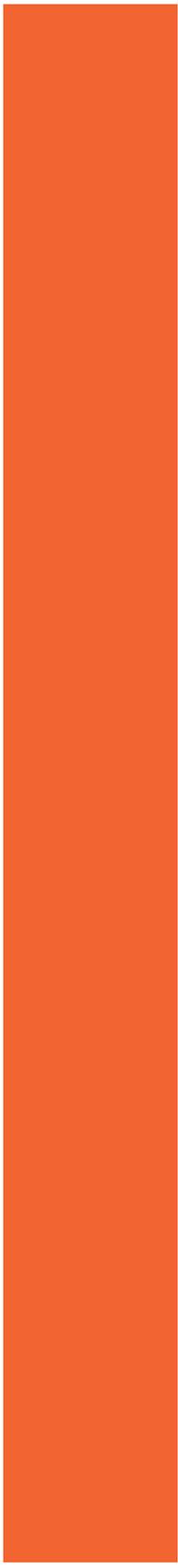


D) High-Traffic Concessionaires/Kiosks

- Employees with face mask and gloves at all times
- Stay home when you are sick.
- Wash your hands thoroughly with soap and warm water for 20 seconds upon first arriving to work, after using the restroom, before and after eating and frequently throughout the day. Avoid touching your eyes, nose or mouth
- Provide alcohol based (60%) hand sanitizers for use for both employees and customers by placing them at convenient/accessible locations.
- Use sanitizing solution (i.e., one teaspoon of unscented household bleach in a gallon of cool water) to frequently sanitize commonly touched surfaces and objects such as electronics, door knobs, faucet handles, counter tops, cash machine keypads, dining tables frequently throughout the day. Change the sanitizing solution at least once every four hours.
- Stop self-serve style operations, including salad bars, buffets and dispensers.
- Implement social distancing by ensuring employees and customers maintain social distancing of at least 6ft and reduce duration of close contacts.
- Ensure dishwasher and/or three –compartment sinks are used properly and have the appropriate level of sanitizer for final rinse (50-100 PPM chlorine based sanitizer, follow product label for other approved sanitizers).
- Ensure sneeze guards are in place where required.

E) Bars

- Employees with face mask and gloves at all times
- Staff must maintain safe distances from patrons
- All glassware must be thoroughly sanitized for all use
- Continue sanitation within the bar every 30 minutes
- When bussing tables or serving food, please ensure safe distances from each other as much as possible
- Do not congregate in server alleys or at service bar
- Menus sanitized after every use



10. Prep The Restaurant, Itself, For Reopening

- Flush all water and beer lines.
- Test all cooking, heating and cooling equipment to ensure proper operation.
- Make sure all servers and food handlers hold proper and current licensure.
- Ensure an adequate supply of soap, toilet paper, hand towels and cleaning supplies.

In addition to thoroughly cleaning and sanitizing your restaurant and all touchpoints prior to reopening, you'll want to make sure that all infrastructure is functioning properly and safe for use. Flush all water and draft beer lines and deep clean and prep them for use as necessary. Deep-clean ice machines and ensure all cooking equipment is functioning and heating or cooling appropriately, and make sure all servers and food handlers hold proper and current licensure. Maintain an excess of toilet paper, hand soap and cleaning supplies to accommodate increased needs.

Remember - this is a constantly evolving situation, and the safety recommendations made today may look entirely different tomorrow. To stay current on the most up-to-the-minute COVID-19 information available, check the following links prior to opening each day and update your staff accordingly.

This guide is brought to you by the unique partnership of the small business advocates and hospitality experts below.

About Local First Arizona

Founded in 2003 by Kimber Lanning, Local First Arizona (LFA) is a community and economic development organization working to strengthen local economies. LFA educates consumers about the interconnectedness of the economy, trains small businesses to be more effective and more competitive, helps larger Arizona businesses and institutions tell their story as champions of Arizona, and creates programs and events that make it fun and easy to discover local businesses and buy local. Visit www.localfirstaz.com for more information and a directory of more than 3,000 locally owned businesses.

About KIND Hospitality

Whether guests are seeking a spot for a quick lunch during a layover or are more focused on filling their stomachs before a cross-country flight or an outdoor adventure, KIND Hospitality's eateries offer streamlined customer service, a reasonable price point and superior-quality food that challenges everything travelers think they know about airport and fast-casual fare.

KIND Hospitality's well-known brands include Panera Bread, NYPD Pizza, Macayo's and Copper Plate, and their guests return time and time again thanks to their consistently high performance, continued reliance on premium ingredients and the close and considerable attention they devote to the overall guest experience

About Awe Collective

Notorious for audacious ideas and clear-cut results, Awe Collective delivers branding, advertising, public relations, digital strategy, content marketing, social media, video and photography at its highest level for a wide landscape of industries. Our work is seen (and never forgotten) across the nation with charismatic brands that have the courage to stand out. Discover more at AWEcollective.com.

More Resources

Find up-to-date resources, guides and information on how to best approach your reopening by visiting Localfirstaz.com.

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