

# COVID-19

# Safety Guidelines for Restaurant Service

## General Guidelines

- Follow [NYCDOHMH](#), [CDC](#), and [WHO](#) guidelines.
- Sign up for **business assistance updates** from NYC Dept of Small Business Services.
- Send out **email blasts** to your guests letting them know about the additional precautions you are taking; offer alternatives to in-house dining, i.e. delivery service/take-out.
- Ensure all **delivery packaging** uses tamper-evident security seals or are stapled closed.
- Reinforce sanitation procedures and **personal hygiene** with your staff. Any staff feeling sick should not come to work and should contact their doctor.

## Additional Precautions

### Social Distancing

Avoid all physical contact with guests - do not shake hands, do not bend, or kneel into your guests' personal space at the table, follow best practice of keeping a 6-foot distance. This can be an opportunity for you to let your guests know about the precautions you are taking to protect them and your employees.

### Tabletops and Chairs

Disinfect surfaces pre-shift and each time tables turn. Consider spacing tables further apart for the safety of your guests and employees.

### Touchscreens

Disinfect regularly; advise staff not to use fingers on touchscreens.

### Menus

Wipe down menu covers with disinfecting wipes after each use. Consider switching to single-use paper menus.

### Check Presenters & Pens for Final Bills

Wipe down presenters & pens with disinfecting wipes after each use.

### Hand Sanitizing Stations

Place hand sanitizers at all POS stations, host stand, bar, kitchen, locker rooms, dry storage areas, and inside and outside restrooms.

### Tissues

Have tissues on hand at restroom doors so guests and employees can use them when opening & closing.

### Employee Safety

In addition to adhering to the [NYC Health Code & Rules](#) the following are recommended:

#### Increased & Proper Use of Disposable Gloves

- Train staff how to properly remove gloves to avoid contaminating the bare hand. (Pull off glove from the cuff so it turns inside out).
- Put on fresh gloves before picking up anything that has been handled by guests (plates, flatware, napkins, etc.).
- Always use gloves when bussing tables; after dishes and utensils have been placed in the dishwashing station, dispose of gloves to avoid cross-contamination.
- If you inadvertently handle anything touched by guests with your bare hands, do not touch your face and immediately sanitize your hands.

- Kitchen staff - Wear gloves as usual, with more frequent changes, to avoid cross-contamination. Setting a timer for a glove change every 20 minutes is advisable.
- Dishwashing Staff – Always wear rubber gloves when handling dirty tableware and do not touch face. Remove gloves prior to handling cleaned/sanitized tableware.

#### Disinfecting with Wipes & Sprays

Sanitize high-touch points more frequently:

- All handles, knobs, and push plates including all refrigerators/freezers, ovens, stoves, and ice machines
- Sink handles in kitchens, waiter stations, and employee and guest restrooms
- Computer keypads and touchscreens
- Telephone receivers and keypads
- Soap dispenser push plates or knobs
- Trash receptacle touch points
- Paper Towel dispensers in kitchen and restrooms
- Ice scoops – stock gloves and sanitizer next to the ice machine; advise staff to use a glove to handle the ice scoop; disinfect the scoop frequently