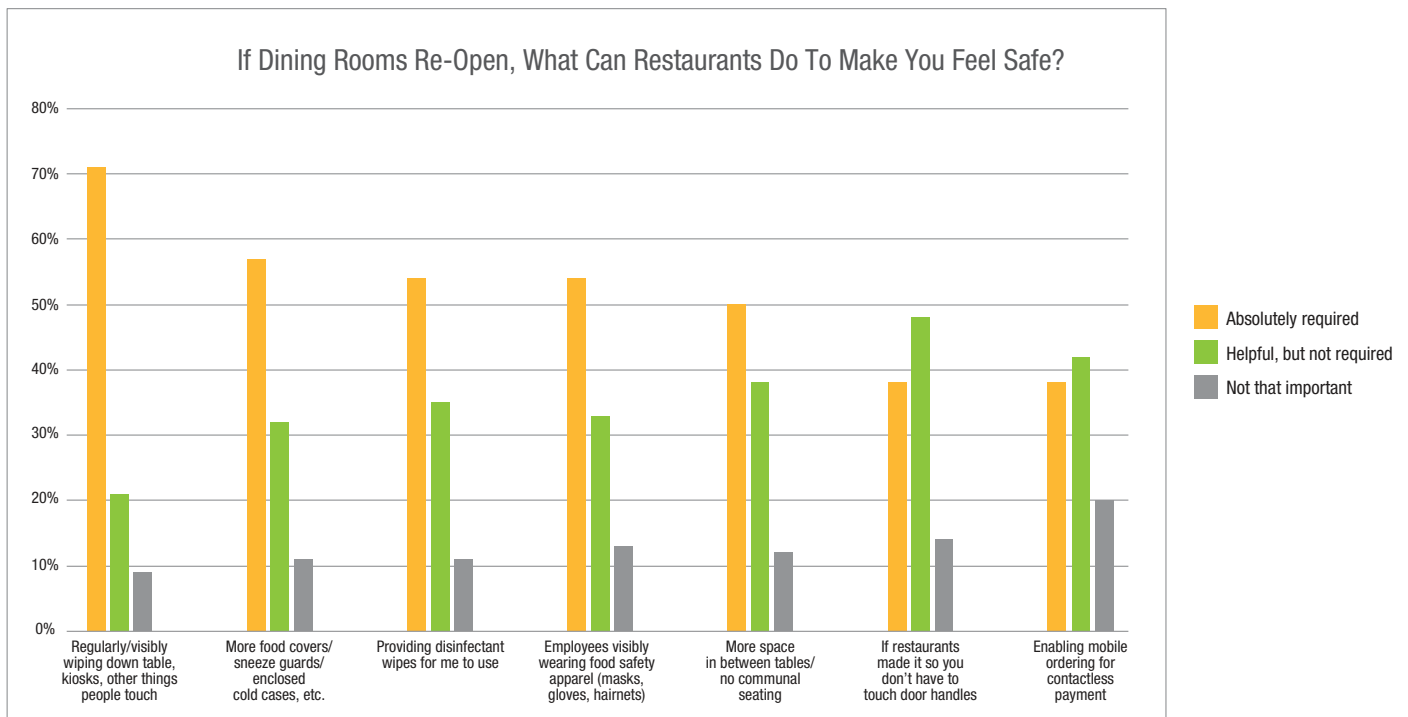




**KITCHENTELLIGENCE**  
FROM SHAMROCK FOODS®

# SANITATION AND SAFETY GUIDELINES

Sanitation is one of the most important factors in ensuring consumers feel comfortable to dine with your establishment. Research indicates that visible sanitation cues and clear social distancing practices are essential.



Datassential, April 2020

## Assuring Healthy Employees

- Communicate to your employees that if they are sick, or have a temperature of 100 degrees or higher, they should remain home. Signage near schedule postings and checking in stations should be posted stating this expectation. Ensure all employees know that if they present signs of illness during their shift, they are expected to communicate this to their manager. Per CDC guidelines, employees should not return to work for at least seven days from the onset of symptoms and be symptom-free for three days without medication.
- Check with your state and local jurisdictions for regulations specific to face coverings. If they are required, or if you have determined to require them for your restaurant, ensure they are kept clean in accordance with CDC guidelines.

continues on back side

## Assuring Healthy Employees *continued*

- Refresh training materials to reinforce the importance of frequent hand washing. Outline specifics regarding handwashing frequency expectations, and the mandated use of hand sanitizers with at least 60% alcohol after all touches at customer tables.
- Consider smaller sub-groups or digital communication for larger staff pre-shift meetings. Place restrictions or rotations on break areas.
- Re-evaluate service approach with guests and minimize the amount of contact guests have with servers, while still maintaining a welcoming atmosphere.
- Communicate expectations and procedures to elevate the frequency and method in which the back of house surfaces are cleaned. Ensure all food contact surfaces are cleaned with proper detergents, and do not have contact with disinfectant chemicals.

For resources to support updated associate training and communication templates, please visit [shamrockfoodservice.com](http://shamrockfoodservice.com)

## Providing A Safe Environment For Guests

- Ensure at least 6 feet between tables and booths by redesigning the floorplan. Take into account waiting areas, distance between service areas and takeout and delivery stations.
- Confirm if local or state regulations have established a maximum party size, and ensure the tables reflect this mandate.
- Consider shifting in-house dining to reservation-only, using an online tool. This will help to alleviate congestion in waiting areas, etc.
- Post clear directions for guests and delivery drivers that are picking up orders or arriving to dine-in. This will limit congregation in entryways and bar areas. The process can include floor markings, outdoor waiting areas, etc.
- Consider glass or plexiglass partitions between seating areas, and at payment and service stations.
- Incorporate low-touch, no-touch options including mobile ordering, digital or one-use menus, electronic reservations, contactless payment.
- Provide readily-available hand sanitizer for guests to use. Individual use, or contactless stations are preferred.
- Remove table top condiments, and limit the use of self-service drink stations.
- Tabletops and digital ordering devices should be cleaned after each guest. If you continue using reusable menus and check covers instead of shifting to digital options, these need to be cleaned with each use, as well. Single-use items should be discarded.
- Try to limit access to self-serve areas, but if this is not possible, frequently change, wash and sanitize utensils.

For the proper cleanser, sanitizer and disinfectant any situation, please follow sanitizing material guidance to ensure it's the most effective strength. For guidelines, low-touch/no-touch solutions, and communication templates that can be used inside your restaurant, please visit [shamrockfoodservice.com](http://shamrockfoodservice.com)

