



# RETAIL FOOD SERVICE | Summary of Best Practices During the COVID-19 Pandemic

## BE HEALTHY, BE CLEAN



- Train employees on the social/physical distancing and sanitation protocol.
- Instruct sick employees to stay home. If sick, recommend they consult a doctor if they have COVID-19 symptoms.
- Monitor employees for signs of COVID-19 symptoms before each shift.



- Ensure hands are washed often with soap and warm water for at least 20 seconds.
- Provide a 60% alcohol-based hand sanitizer for customers and employees to use.
- Avoid touching your eyes, nose, and mouth with unwashed hands.
- Follow CalCode Food Safety practices and procedures.



- Post signage not to enter the facility if sick with COVID-19 symptoms.
- Ask people to wear face coverings if unable to maintain 6 feet separation.
- Designate early shopping times or offer delivery for at risk populations.
- Discontinue pre-setting tables and pre-roll utensils in napkins when provided.

## CLEAN AND DISINFECT



- Train employees on cleaning and disinfecting procedures, and protective measures.
- Have and use cleaning supplies and use EPA registered disinfectant products according to their labels.
- Clean and sanitize dining tables/counters between each customer.



- Assign staff to disinfect high-touch "Nonfood" contact surfaces frequently with an EPA-registered disinfectant.
- Clean and sanitize "Food" contact surfaces per CalCode standards.
- Utilize on-line ordering, menu boards, or menus that can be sanitized between uses.



- Offer disinfecting wipes or other disinfection measure (i.e. store personnel) to clean shopping carts and baskets.
- Use touch free payment systems or sanitize POS systems regularly.
- Restrict use of refillable containers. Provide cups, lids, stir sticks, etc. over the counter in lieu of self-service.

## SOCIAL DISTANCE



- Educate employees and customers on the importance of social distancing via signs at entrances.
- Consider using every other check-out lane and stagger seating or counter use to aid in distancing.
- Separate dining tables or restrict table or counter use to keep separated by at least 6 feet
- Bar areas should remain closed until approved to open.



- Discontinue self-serve buffets; salad bars; beverage stations; and sampling that require use of common utensils or dispensers.
- Implement foot traffic directional patterns (one way) with floor markings in higher volume areas.
- Designate a foot traffic control monitor to ensure social distancing and occupancy limitations.



- Encourage online ordering or reservations.
- Separate order and delivery areas.
- Consider use of physical barriers for employees that normally have close interaction with customers at cashier stands or at food or beverage counters (i.e., Plexiglass or other easily cleanable material).

## PICK-UP AND



- If offering delivery options:
  - Ensure coolers and transport containers are cleaned and sanitized.
  - Maintain time and temperature controls.
  - Avoid cross contamination; for example, wrap food during transport.

## DELIVERY



- Set up designated pick-up areas inside or outside retail establishments.
- Encourage customers to use "no touch" deliveries.
- Offer curb-side pick-up



- Practice social distancing by offering to place orders in vehicle trunks
- Notify customers as the delivery is arriving by text message or phone call.