

Dining Room Management Checklist

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The phased-in approach for reopening our dining room requires that we make significant adjustments to our dining room layout, hosting and guest welcome process, wait list handling and service procedures in order to earn the trust of our guests.

Guests must feel assured that we have gone the extra mile to provide a safe and sanitary environment in which they can dine without fear of being infected by our staff or other guests.

The following checklist is to be used as a reference as we create our Dining Room Management Plan.

- Social Distancing
 - Occupancy limits
 - State guidelines
 - Increased with phasing in
 - Floor plan changes
 - Remove seating or,
 - Designate closed tables
 - Table configuration
 - Maximum table size
 - State guidelines
 - Maximum number of guests at 1 table
 - No community seating, only guests within the party
 - Spacing
 - 6-ft. between parties
 - Protective barriers
 - Used for booths when spacing not possible
 - Used to separate dining areas when spacing not possible
 - Host station
 - Protective barriers
 - Menu management
 - Seating procedure
 - Waiting area
 - 6-ft. spacing
 - Wait in car until table ready
 - Designated area
 - Restrooms
 - Limit number at one time
 - Monitoring
 - Designated waiting spaces
 - Sanitizer stands
 - Placed throughout counter, dining and lobby areas, or
 - Brought to table by server
 - Protective wear
 - Staff
 - Customers when not at table?

- Signage
 - Customer notices
 - Customer Promise (not to dine-in if experiencing symptoms)
 - Our Promise (what we are doing to keep staff and guests safe)
 - Floor markings
 - Anywhere that a line can form
 - Takeout pickup, order and payment counters
 - Restroom waiting line
 - Waiting area
 - Designated area when waiting for table
 - Instructional signage
 - Restrooms
 - Limited access
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- Restrooms
 - Signage
 - Monitoring
 - Sanitation
- Lobby
 - Signage
 - Monitoring
 - Sanitation
- Service Areas
 - POS stations
 - Maintain social distancing from seated guests
 - Sanitizing protocol
 - Soft beverage service
 - Maintain social distancing from seated guests
 - Bar beverage service
 - Maintain social distancing from seated guests
 - Self-service
 - Eliminate self-serve
- Table Settings
 - No preset tables
 - Use rollups
 - Deliver condiments as needed
 - Provide sanitary or 1-time use salt & pepper

- Service Procedure
 - Service Teams
 - Consider using service teams to separate handling of food and beverage from table clearing and payment processing
 - Greeting – inform guests of your promise to keep them safe
 - Sanitizer – inform where they can get it or offer it at table
 - Order taker -
 - Handling Food and Beverage
 - Beverage service
 - Food service
 - Table clearing
- Payment
 - Touchless
 - Sanitized equipment and pens
- Table turns
 - Sanitation Steps
 - Menus
 - S&P shakers
 - Condiments
 - Tabletop
 - Chairs