

# RESUMING FOODSERVICE OPERATIONS IN A COVID-19 ERA



# PREPARE YOUR OPERATION TO REOPEN

In these unprecedented times, many businesses that previously suspended operations partially or fully to comply with government regulation or due to operational disruption are now reopening. This guidance is intended to provide steps to restart your operation, safely clean and disinfect your property, and take care of your employees and guests.

Supporting resources available:

- Ecolab's [Foodservice Reopening Checklist](#)
- Ecolab's [Foodservice Reopening Procedures](#)

For additional resources, refer to Ecolab's [Coronavirus Preparation and Response Portal](#).

Contact your Ecolab Representative for any additional support you may require during this reopening phase.



WE ARE HERE TO PARTNER WITH YOU IN

# POWERING YOUR PERFORMANCE

BY DELIVERING



## DELIGHTED GUESTS



Ecolab partners with you to ensure a clean front-of-house and shining wares that literally set the table for an outstanding guest experience



## PROTECTED REPUTATIONS



We equip you with a comprehensive program, ongoing service, and expertise to help you serve safe food and keep guests coming back



## OPTIMIZED OPERATIONS



We apply our deep industry expertise to help you boost your bottom line through improved labor utilization, reduced utilities, and streamlined programs



# STEP TO PREPARE FOR A SUCCESSFUL REOPENING

- ▶▶▶ Clean Environments Start with your Team
- ▶▶▶ Maintaining Safety and Guest Confidence in Public Spaces
- ▶▶▶ Safe Hands Everywhere you Need Them
- ▶▶▶ Keep your Most Valuable Resources Safe-Your People
- ▶▶▶ Protect your Properties and Set your Hotels up for Success
- ▶▶▶ Create a Communication Plan to Instill Confidence in your Guests

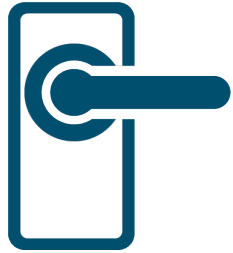


# CLEAN ENVIRONMENTS START WITH YOUR TEAM

## TAKE ACTION



Follow heightened procedures and process to keep your customers and staff safe



Identify heightened high-touch point disinfection procedures and create processes and expectations by role



Hold trainings for both new hire and experienced employees. Create audit processes to ensure proper adherence.



Cross-Train staff where applicable to use labor more efficiently and allow for just-in-time cleaning.



Build out schedules for regular and routine cleaning of your busiest spaces

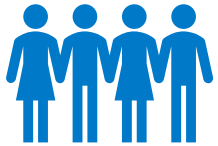


# MAINTAINING SAFETY AND GUEST CONFIDENCE IN PUBLIC SPACES

## TAKE ACTION



Use this guidance to protect your customers and staff



Build capacity policies that will help ensure the safety of your staff and customers



Monitor capacity in and move furniture to create adequate social distancing



Where hand washing with warm water is not available, provide hand sanitizer for guests and staff



Post guidance of public space cleaning standards and behaviors for guests



# SAFE HANDS EVERYWHERE YOU NEED THEM

## TAKE ACTION

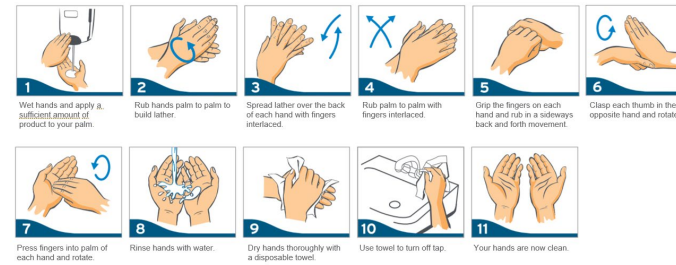
Build out and communicate your hand hygiene protocol



Provide guidelines and stress importance of increasing frequency of hand washing



Where hand soap and warm water is not available, provide alcohol-based hand sanitizer



Set up wall charts and hand washing reminder signs in staff break rooms and restrooms



Encourage customers to follow safe hand hygiene practices

# KEEP YOUR MOST VALUABLE RESOURCES SAFE- YOUR PEOPLE

## TAKE ACTION



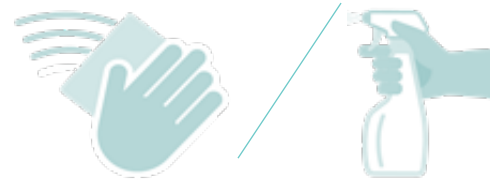
Build out and communicate your employee safety protocols



Encourage social distancing across all roles in the restaurant (Host Staff, Wait Staff, Line Cooks, Chef, and Dishwashers)



If social distancing is not possible, in line with public health regulations consider adding PPE for associates



Create safety guidance for staff on when and how to safely front of house, back of house and employee break spaces



Communicate sick time policy for staff. Encourage your staff to stay home if unwell



# PROTECT YOUR RESTAURANTS AND SET YOUR STAFF UP FOR SUCCESS

## TAKE ACTION



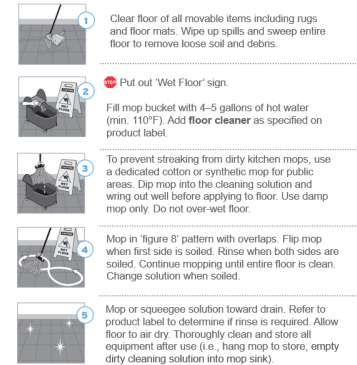
Equip your restaurants with the right tools and products



Provide reopening checklists to ensure operation is ready to reopen



Advise staff to set up consultations with equipment and chemical providers to ensure it is properly working



Provide management staff with detailed procedures for all aspects of the restaurant



Equip staff with the correct products to use across all areas of the restaurant

# INSTILL CONFIDENCE IN YOUR CUSTOMERS

## TAKE ACTION



Create a communication plan that builds assurance and confidence with your customers



Provide communication on new cleanliness standards and safety practices through loyalty programs, email, and digital advertisements



Supply resources in menus and restrooms explaining your cleaning protocols



Create procedures to clean public spaces and menus more frequently during public hours



Provide transparency on remediation protocol if a customer or staff member were to be diagnosed with Covid-19



**For more information contact your:**

Ecolab Representative or call 1-800-352-5326

Ecolab Pest Representative or call 1-800-325-1671

Nalco Water Representative or call 1-800-288-0897

or visit **[ecolab.com/coronavirus](https://www.ecolab.com/coronavirus)**