# 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.

## Clean and Disinfect

- 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.

## Social Distance

- Educate employees and customers on the importance of social distancing via signs at entrances.
- Consider using every other checkout 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.

## Pick-Up and Delivery

- 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.

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

## Delivery

- 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.

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- 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).

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## Delivery

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

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