



## SAFETY TIPS

### for Take-Out and Delivery During the COVID-19 Pandemic

As restaurants have been forced to halt business as usual in order to help prevent the further spread of COVID-19, there is a need for businesses to learn how to best adapt to these changing times, all the while ensuring that their customers and employees are kept safe.

The following guide provides recommendations for best practices that can be implemented at restaurants that are providing take-out and delivery options during this time and how to communicate these efforts to customers.

#### SCHEDULE AND ARRANGE PICK-UPS FOR TAKE-OUT AND DELIVERY ORDERS TO LIMIT SOCIAL CONTACT

- When accepting orders, space them out so that only one delivery driver or one customer is entering the space at a time.
- Place items for pick-up on a clean, sanitized area, at least ten feet from any employee. Consider using tape to create boundaries.
- Provide customers/delivery drivers with a number to call/text upon arrival and instruct them to open their trunk or car door. Employees can take out the order and place it directly in the car, limiting social contact.

#### TAKE PAYMENTS ONLINE OR BY PHONE, NOT IN-HOUSE

Accepting payments online or by phone limits social interaction and potential contact with infected surfaces.

#### SANITIZE BETWEEN PICKUPS

Between each customer pickup or pickups for delivery, sanitize all contact surfaces (e.g. door knobs, handrails, etc.)

#### LIMIT CELL PHONE USAGE BY EMPLOYEES

Cell phones are notorious for spreading germs. Consider dedicating a small space as a sanitizing area for cell phones that includes wipes or spray cleaner and sanitizer to protect employees and guests and limit usage while on the clock.

#### ENCOURAGE AND ENFORCE PROPER HANDWASHING, AND WASHING OFTEN

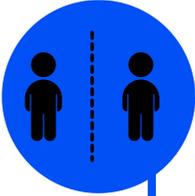
This is obvious, but important to discuss. After each touch of the cell phone, each customer/driver interaction, etc, encourage and enforce proper hand washing techniques. This is THE most important and useful way to help prevent the spread of the virus.





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### ENCOURAGE AND ENFORCE SIX FEET OF PHYSICAL DISTANCING WITH EMPLOYEES

It can be hard to remember to properly physically distance from one another since it's something new that we're not used to. Simple human nature dictates that we want to be with others and restaurants are the best spaces to share that love, laughter, and camaraderie.

Remind employees of the importance of maintaining a safe physical distance from each other and limit staff per shift as much as possible in order to maintain safety protocol.

### KEEP STAFF IN DEDICATED POSITIONS

If you're accepting payments on location, keep one dedicated staff person to run the register/POS system.

By keeping them in dedicated roles, you're keeping both staff and customers safe by minimizing contact and the spread of the virus.

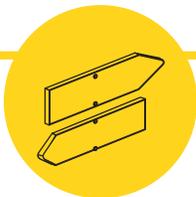


### WEAR MASKS

Under a new order by Governor Wolf, customers and employees of all businesses in Pennsylvania are now required to wear masks. Furthermore, as operators of essential businesses providing food, you are required to offer safe, alternative options for customers, such as pick-up or delivery, as opposed to having customers enter through your doors.

### HAVE SIGNAGE SHARING NEW POLICIES

Use signage at your entrances to remind customers and delivery drivers of the efforts you have in place and instructions for pickup.



### COMMUNICATE YOUR EFFORTS

Communicate your diligent efforts to customers through your website and social media channels. Give them confidence that they can order delicious food from your business and still be kept safe.



*...and remember, we're all eating at home right now, so skip placing that plastic cutlery in the bag or take an offer-first approach.*