



COVID-19 Guidelines: Take-Out, Delivery and Room Service

Personal Hygiene

1. Employees must ensure proper hand washing practices are followed:
 - Wash hands often with soap and warm water for at least 20 seconds, paying special attention to in between fingers and underneath nails
 - Hand sanitizer should not be used in place of hand washing. If hand sanitizer is used after hand washing, allow time for it to dry completely prior to touching any surfaces or food products
 - No Bare-hand contact should occur with ready to eat food. Ensure gloves are worn at all times, follow proper glove usage protocols
 - (1) Gloves should be single use ONLY
 - (2) Hands must be washed prior to placing gloves on
 - (3) Ensure the proper size of glove is available at all times
 - (4) Gloves should be changed when:
 - i) Gloves become dirty
 - ii) Before beginning a different task
 - iii) After an interruption, such as taking a phone call
 - iv) After handling raw meat, seafood, or poultry and before handling ready to eat food
 - v) After four hours of continuous use

2. When should hands be washed?
 - (1) When entering the establishment
 - (2) For take-out, before and after each guest interaction
 - (3) After handling money, credit cards or dirty dishes
 - (4) After touching eyes, nose or mouth
 - (5) After using the restroom
 - (6) When switching tasks
 - (7) When switching gloves
 - (8) Anytime a task is interrupted

3. Any employee that feels ill or is showing any symptoms of being ill should be sent home and/or told not to come in to work until symptoms have subsided.

Curbside/ Off Site Delivery

1. Do not require credit card signatures in order to avoid close proximity
2. Reduce cash handling whenever possible (use google pay, venmo, apple pay, etc)
3. Ensure all food is placed in containers to avoid mixing, spilling, leaking
4. All food items should be properly labeled to prevent potential allergic reactions
5. Monitor food to ensure time/temperature guidelines are followed
6. To limit person-to-person interaction, delivery drivers are encouraged to drop-off food deliveries at a customer's front door, or in the lobby of their building. The goal is to maintain a distance of at least 6 feet from one another during the delivery transaction.
7. Businesses should also review their current insurance coverage to ensure that they are covered for "hired non-owned auto policies" if they are going to be conducting their deliveries with their staff as opposed to using a third party delivery service.

Take-Out

1. Encourage patrons to stay in their cars using curb-side pick up
2. Bring food outside to patrons picking up to go orders
3. Do not require credit card signatures to avoid close proximity
4. Establishments should use single-use, pre-wrapped utensils to reduce the risk of contamination
5. Condiments being provided should be single use products
6. Clear lids: Being able to see the food after it's packed keeps employees from opening to verify what is packed and helps keep orders straight. This also reduces deterioration and contamination risk. Using sticker systems can help identify orders without reopening packages as well.
7. Bags need to be sealed in some way. There are bags that have stick seals for safe delivery, or use the old faithful and staple the bag shut. This helps ensure the driver cannot tamper with the food.

Room Service

1. Do not require credit card/room charge signatures in order to avoid close proximity
2. Let your guest know the approximate time food will be arriving and leave it outside the room for guest to pick up

Disinfecting with Wipes & Sprays

1. Sanitize high-touch points more frequently:
2. All handles, knobs, and push plates including all refrigerators/freezers, ovens, stoves, and ice machines
3. Sink handles in kitchens, waiter stations, and employee and guest restrooms
4. Computer keypads and touchscreens • Telephone receivers and keypads
5. Soap dispenser push plates or knobs • Trash receptacle touch points
6. Paper Towel dispensers in kitchen and restrooms
7. Ice scoops – stock gloves and sanitizer next to the ice machine; advise staff to use a glove to handle the ice scoop; disinfect the scoop frequently