

# COVID-19 | TIPS FOR OPERATORS

Get essential tips & tricks, and recipes to inspire you, from our Food Fanatics® Chefs.

## SANITATION & SAFETY IN THE AGE OF SOCIAL DISTANCING

### CUSTOMER FACING CONSIDERATIONS

Serving customers while keeping your team members safe; and highlighting procedures implemented in a visible and tangible way for your customers.

- All employees should be wearing gloves and masks. Remind staff that should they touch their face with or without a glove, they must remove the gloves immediately, wash hands and put on a new pair
- Team members should be briefed on how to communicate about the sanitation procedures put in place for the customers safety. This will usually happen at first point of contact with the customer and may be via phone or counter service



- Make sure that your social media/website is updated to communicate the steps you are taking to protect your employees and your customers. This information should also be displayed in the physical establishment: signs on front doors and windows. Additionally, if there is a pick-up area location, add a sign large enough for guests to see



- Sanitize customer-facing areas (counters, POS systems, trays, etc.) after every transaction. Consider a system for curbside delivery of pick-up orders, allowing customers to wait in their cars and minimize any contact with others

## SANITATION PRACTICES - GENERAL TIPS

(Refer to CDC website for most up to date information)

- Hard-surface sanitizers must sit on the contact point for no less than five minutes before wiping. Clean surfaces using disinfecting soap and hot water. Set a rigorous routine around cleaning of frequently touched surfaces and high traffic areas
- Wash hands (up to the elbow) very often with soap and hot water for 20 seconds. Hand sanitizer should also be used frequently and readily accessible
- For electronics such as tablets, touch screens and keyboards. Consider putting a wipe-able cover on electronics. Use alcohol-based wipes or sprays containing at least 70% alcohol
- Utilize sanitizing products such as all-purpose cleaner with bleach and hard-surface EZ spray sanitizer. Due to current high demand, there may be some shortages of supply in certain areas and at certain times. Here a few tips using household items that you may have:
  - o Diluted bleach solutions for sanitizing surfaces or equipment - use 1/3<sup>rd</sup> cup liquid bleach per gallon of water. This will be hard on the hands. Wear gloves
  - o Alcohol-based hand sanitizer can also be easily made using three ingredients: Isopropyl (or rubbing) alcohol, Aloe Vera gel and lemon juice. Use a 2:1 ratio of alcohol to aloe, and scent it lightly with lemon juice



**Our team of Food Fanatics® Chefs and Restaurant Operations Consultants are available and working in collaboration with your US Foods® representative to help you design and implement these practices**



## BACK-OF-THE-HOUSE SAFETY



- Make sure team members know not to come to work if they are feeling sick. Check-in with your employees' health often
- Wash hands after touching face, changing gloves, changing tasks, using the restroom, eating, touching garbage, coughing or sneezing
- Consider a limited menu to accommodate a smaller, more spread-out staff. This gives each team member a larger space to work in, helping to maintain the 6-feet-apart rule. Provide masks to your employees if possible. Homemade cloth masks could be used as an alternative
- Heavy traffic areas should be cleaned regularly. Limit employee interaction with touching food and to-go containers with bare hands
- Treat to-go containers as if they are ready-to-eat food, only handled with clean gloves
- Keep stations fully stocked during peak meal hours with the items they need, to limit employees need to leave sanitized areas
- When receiving food deliveries, use social distancing and allow drivers enough space to unload truck. Keep some sanitizer at the back door for comfort and safety during these interactions

**US.** WE HELP YOU  
**FOODS** MAKE IT™