# Restaurant Ramp Up Checklist

**Communication:**

## Internal

* Inform all former employees of your intent to reopen and their anticipated return-to-work date
  + *If you do not have a staff communication tool, check out* [**Homebase**](https://www.checkbusinesstools.com/services/details/simplify-staffing/team-management-and-staffing/Homebase/Homebase)***,*** *US Foods’ preferred partner for team communication*
* Contact all of your Sales Reps to update them on your reopening plans and coordinate first delivery date

**External**

* Update voicemail and any recorded messaging

## Digital

* Update Google My Business profiles with hours of operation
* Update website with opening date and hours of operation
* Update third-party applications with menu revisions and hours of operation
* Update any reservation platforms with new reservation counts and hours
* Launch social campaign around reopening
  + Promote menu changes, revised health and safety policies

**Staffing:**

* Evaluate staffing levels and determine voids
* Hold “refresh” training for servers, bartenders
* New menu item training for kitchen and front-of-house staff members

**Facilities:**

## General

* Check fire extinguishers, smoke detectors
* Consider adding plexiglass barriers for all hostess and cash stations
* Check status and schedule maintenance services
* Test HVAC systems, replace filters
* Contact and reactivate all utility services well in advance of reopening
* Check with local authority for possible reinspection by Health, Fire or Liquor Control departments

## Washrooms

* Clean toilets and flush, wash sinks, clean mirrors
* Wipe down all surfaces and dispensers, sweep floor
* Upgrade hand sinks with hands-free hardware. Increase quantity of hand sinks

## Exterior

* Parking lot free of trash and debris
* Refresh landscaping
* Lighting in working condition
* Change sign messaging as required
* Remove awnings or umbrellas from storage and reinstall (if applicable)
* Return any benches, furniture and tables to their places
* Plants and planters are returned to their places
* Power-wash patio and outdoor furniture, sanitize tabletops
* Clean and sanitize outdoor service stations

## Temperature Control

* Set appropriate temperature controls for business hours

## Lighting

* (Re)set timer for lights

## Doors and Security System

* Enable any automatic programming that may have been in place during a closure
* If zone reporting had been adjusted prior to closing, adjust back
* Make any necessary changes to contact list for designated alarm respondent(s)

**Inventory:**

* Evaluate current fresh and frozen food inventory to determine opening food order

**Equipment:**

## General

* Plug in any portable and fixed appliances that had been unplugged prior to closing
* Reactivate cancelled contracts

## Bar Coolers/Ice Bins

* Stock ice bins
* Restock beer and wine

## Under Counter Coolers

* Plug-in (if applicable)
* Restock

## Vents/Hoods

* Adjust vents for prolonged closure (check manufacturer instructions)
* Vacuum/clean

## Fryers

* Fill with clean oil

## Ice Machine

* Turn on water
* Turn on electric

**Front of House:**

### Dining Room/Bar

* Set up dining room, patio tables, and bar seating
  + Consider accommodating social distancing requirements and how they may impact your prior floorplan
* Wipe down and sanitize tabletops, seating and bar tops
* Clean table bases and level tables as needed
* Clean and sanitize mats and carpeting
* Clean and sanitize hi-chairs and booster seats
* Clean trays and tray jacks
* Add hand sanitizer station to entryway of restaurant
* Sanitize vinyl menus and menu holders
* Print new menus if needed
  + Consider using single-use, disposable menus or a digital menu for sanitation purposes
* Clean and/or dust windows and windowsills, plants, décor items, light fixtures
* Inventory and wash all china, flatware, serving pieces – reorder as needed
* Dust and refill candle holders/votive lights
* Clean and sanitize server station
* Stock server station with glassware, water pitchers, all items as needed
* Refill all tabletop settings like salt and pepper shakers

### Bar/Beverage Service

* Evaluate liquor, beer, and wine inventory and place order
* Check and replace pour spouts as needed
* Dust all bottles and shelves
* Clean and sanitize bar ice bins
* Refill bar ice bins
* Run plain water through coffee and tea machines, check filters and replace as needed
* Clean, sanitize and restart frozen beverage machines (if applicable)
* Assess inventory of glassware, place order as needed
* Restock bar caddies with napkins, stirrers, straws
* Clean and sanitize all soda lines, run several servings to clear lines
* Clean and fill fruit caddies
* Re-engage the couplers on beer taps
* Get draft lines cleaned again before serving resumes, run product through to clear lines
* Turn on CO2

#### Back of House:

**Refrigeration/Freezers/Walk-Ins**

* Empty ice machines, clean bins, run sanitizing cycle as directed by manufacturer
* Replace ice machine in-line filters, check water lines
* Wipe down exterior and tops of ice machines/bins
* Check to ensure working thermometers are in each refrigeration unit
* Clean condensers, replace filters if applicable
* Wipe down and sanitize all sandwich/prep units including cutting boards
* Check expiration dates of all product, discard product past expiration date

### Hot Line

* Initiate start-ups and/or performance checks on gas equipment per manufacturer’s instructions
* Restock fryer filter pads and media
* Clean and sanitize broilers, griddles, ovens and other cooking equipment
* Clean, sanitize and clear toasters, warmer drawers and conveyor ovens of crumbs
* Clean and check for proper operation of hoods, filters, ductwork, fans, belts and fire suppression systems
* Clean and/or replace hood filters as needed
* Check pilots and burners for proper operation. Adjust if necessary
* Calibrate ovens
* Inspect, repair or replace electric cords and plugs

**Prep and Storage**

* Clean and sanitize all worktables, under-shelves, utensil racks and serving lines
* Slicer: fully clean, sharpen blade, oil maintenance points
* Inventory, clean, sanitize and restock utensils, cutting boards, knives, mixers, blenders, food storage containers, day dots and bags
* Inventory miscellaneous replacement parts for equipment, food processor blades, blender containers, can opener gears and blades – reorder as needed
* Inspect, clean and sanitize can openers. Replace knife and gear if necessary
* Inspect, clean and sanitize portion-control scales. Check for accuracy and recalibrate if necessary
* Inventory, inspect and discard dry storage products as needed. Wipe down and/or replace/refill storage container
* Clean and sanitize shelving units and ingredient bins
* Inventory all food items and place orders with suppliers. Take into consideration any new menu items/changes

**Dish Pit, Maintenance and Janitorial**

* Make sure grease traps and floor drains are operational (add water)
* Confirm dish machine functioning/heating to temp
* Inventory and restock janitorial supplies: fresh mop heads, green pads, trash bags, brooms, toilet paper, paper towels, cleaners and sanitizers
* Clean and sanitize mop sinks and mop buckets
* Consider additional or mobile handwashing sinks, sanitizing stations, touchless dispensers and a designated disinfector policy
* Dust, clean and or replace stained ceiling tiles throughout the facility
* Add additional hand sanitizing stations at exit/entry points
* Power wash kitchen mats

**Business Administration Tasks:**

## General

* Assess any outstanding invoices from vendors
* Replenish safe
* Evaluate cash flow and break-even numbers
* Inform landlord of reopening date
* Inventory and replenish any necessary office supplies
* Schedule meeting with USF Restaurant Operations Consultant
* Review US Foods webinars for relevant information

## Point-of-Sale

* Bring POS systems up to date to reflect menu and/or pricing changes
* Replenish cash drawers
* Confirm credit card system is online

**Consider Process and Procedure Changes:**

## Take-Out and Delivery

* Inventory and order takeout containers, bags, tamper-proof labels, growlers, cups
* Investigate purchase of hot holding cabinets as takeaway business increases
* Set up to-go procedures for deliveries and pick-ups

## Staffing

* Revise or implement training programs
  + Sanitation practices
  + Hygiene policies
  + Uniform changes/PPE procedures
* Recruitment
  + Host a hiring event
* Evaluate benefit offerings
* Develop a weekly labor schedule

## Menus

* Consider using single-use, disposable menus or a digital menu for sanitation purposes

## Cleaning and Sanitation

* Institute a cleaning schedule
* Order and inventory worker PPE supplies
* Install hand sanitizer stations throughout operation
* Hourly cleaning and sanitizing checklists
  + To help build this habit, try setting a timer to clean the dining room every 30-60 minutes