

HOA MAI

COVID-19 RESTAURANT REOPENING RESPONSE PLAN

Food safety has always been a priority for the restaurant, for both guests and employees. We have a dedicated management team, who is closely monitoring the latest information from the Guam Department of Public Health and the Centers for Disease Control & Prevention (CDC), to stay informed and safe. Effective food safety handling is a crucial foundation for our restaurants operating procedures. Safe food handling, sanitation and personal hygiene in particular are the most reliable protocols available to combat risks related to the spread of COVID-19. We are adhering to social distancing guidelines set forth by the Guam DPHSS.



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EMPLOYEES

- Employees who are sick should remain at home. Employee temperatures will be taken before entering establishment. (CDC) guidance states the minimum temperature that indicates a fever is 100°F. If fever is present employee will be sent home.
- If an employee becomes ill or presents signs of illness, employee will be sent home and should contact health care provider.
- If employee is suspected or confirmed for COVID-19, employee must self-isolate for at least 14 days. After 14 days, employee must be fever free/symptom free for 3 consecutive days without medication before returning to work.
- All employees are required to wear face coverings while interacting with guests. Face shields may be worn in addition to face coverings. Face coverings and face shields should be cleaned or replaced daily.
- Employees will practice frequent handwashing and sanitizing every 20 mins, with the use of hand sanitizers with at least 60% alcohol content. Employees are given clear instruction to avoid touching face.
- Monitor employee health and hygiene.



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CUSTOMERS

- All guests are subject to temperature checks before entering restaurant. A fever of 100°F will not be permitted to enter restaurant. Signs will be posted on entrance.
- All guests must have face mask/coverings before entering restaurant. Signs will be posted on entrance.
- All guest will sanitize hands upon entering restaurant. Hand sanitizers will be made readily available for all guest.
- All guest must sign in. Name, date, time of service and contact number will be recorded. (Pen will be sanitized after each use by person in charge).
- Guest will be seated 6 feet apart. Employee will designate seating arrangement. Signs will be posted to remind guests to social distance.
- Table, chairs and high chairs will be thoroughly sanitized before and after each seating.
- Entrance door knobs, door handles, door frames, push plates, will be sanitized hourly.
- Paper menus will be provided and discarded after each use. Restaurants FB page will also have current menu available for guest online.
- Rolled silverware/tableware are sanitized and only delivered at the time of service. All table presets and self-serve condiments will be eliminated.



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SOCIAL DISTANCING

- Seating arrangements will be redesigned to ensure at least 6 feet of separation from seating to seating.
- Signs will be securely taped to closed tables.
- 6 feet apart signs will be posted along with floor marking to remind guest about social distancing.
- Posted signage at the entrance that states that no one with symptoms of COVID-19 is to be permitted in the restaurant.
- Limit contact between waitstaff and guests through phone orders.
- Kissing on cheeks, high-fiving, handshaking and other unnecessary person to person contact in the workplace is prohibited.
- Restaurant occupancy will be limited.
- Outside distancing floor marks will be marked to prevent guest from congregating while waiting. Guest are also able to wait in their cars.



CLEANING & SANITIZING

How and When to Clean and Sanitize

How to clean and sanitize:



1. Scrape or remove food bits from the surface



2. Wash the surface



3. Rinse the surface



4. Sanitize the surface



5. Allow the surface to air-dry

- All kitchen and prep staffs must wear mask and gloves and discard after each new task.
- All work surfaces, counters and counter tops to be cleaned and sanitized hourly, adhering to CDC standards.
- Thoroughly clean and sanitize entire restaurant, using approved chemicals/disinfectants and cleaning measures following Public Health & CDC guidelines.
- Inform and train all employees on cleaning and sanitizing procedures approved by CDC.
- Avoid all food contact surfaces when using disinfectants.

- Clean and sanitize work station, table service, sinks, work supplies, utensils, knives, cutting boards, pots, pans, trays, containers.
- Clean and sanitize doorknobs, door handles and frames, front service counters hourly.
- Sanitize cash register and phone, remote control for tv will be handled by employees only.
- Clean and sanitize tables, seats, high chairs after each guest use.
- Dish clothes are washed after each use.
- Empty, clean and sanitize trash bins.

How and When to Clean and Sanitize

Food-contact surfaces must be cleaned and sanitized:

- After they are used
- Before working with a different type of food
- Any time a task was interrupted and the items may have been contaminated
- At 4-hour intervals if the items are in constant use



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HANDWASHING

- Handwashing sign will be posted above all sinks for proper guidance.
- All employees must wash and sanitize hands before starting work shift.





RESTROOM CLEANING

- Sign will be posted on restroom door for cleanliness and safety.
- Clean and sanitize from top to bottom.
- Clean from wet to dry.
- Clean from the inside of area and out towards the exit.

RESTROOM CHECKLIST

Ensure that the restroom is clean and sanitary

Acceptable	Needs Attention	Location: _____
		Toilet and toilet seats cleaned, disinfected, wiped dry
		Urinal handles cleaned, disinfected, wiped dry
		Urinal screens cleaned and blocks replaced
		Sinks and fixtures cleaned, disinfected, wiped dry
		Mirrors cleaned
		Door handles, wall switches and other "high contact" areas cleaned, disinfected, wiped dry
		Soap and paper dispensers disinfected and restocked
		Trash cans emptied, new liners put in place
		Floors free of paper and trash
		Feminine hygiene dispensers cleaned, disinfected and restocked, new liners put in place
		Air/odor control systems are filled and operating correctly
		Countertops, ledges, etc. cleaned, disinfected, wiped dry
		Floor drains and drain covers are open and free of debris
		Light bulbs are functioning
		Ceiling wall vents cleaned, disinfected, wiped dry
		Floor has been mopped clean with a proper cleaning or disinfecting solution
		Restroom looks and smells clean

Inspected by: _____ Date: _____



HOURLY CLEANLINESS CHECKLIST

- Cleaning checklist to be used hourly by person in charge for restaurant cleanliness and safety.

HOURLY CLEANLINESS CHECKLIST

DATE: _____		AM MIC: _____		PM MIC: _____	
	Team Member Handwash (in addition to regular required handwashing)	Clean & Sanitize Dining Room	Clean & Sanitize Restrooms, Re- Stock Restrooms	Change Sanitizer Water Buckets	Check & Restock Paper Towels, Soap, and Sanitizer in All Sinks.
10am					
11am					
12pm					
1pm					
2pm					
3pm					
4pm					
5pm					
6pm					
7pm					
8pm					
9pm					

- Utilize this checklist to ensure all standard operating procedures for cleanliness are met each hour.
- MIC to initial as each item is completed.
- This checklist does NOT replace line checks and walkthroughs.

BE HEALTHY, BE CLEAN



CLEAN & DISINFECT



SOCIAL DISTANCE



PICK-UP & DELIVERY



PHYSICAL FACILITY



BE HEALTHY, BE CLEAN



- Employees - Stay home or leave work if sick; consult doctor if sick, and contact supervisor
- Employers - Instruct sick employees to stay home and send home immediately if sick
- Employers - Pre-screen employees exposed to COVID-19 for temperature and other symptoms



- Wash your hands often with soap and water for at least 20 seconds
- If soap and water are not available, use a 60% alcohol-based hand sanitizer per CDC
- Avoid touching your eyes, nose, and mouth with unwashed hands
- Wear mask/face covering per CDC & FDA



- Never touch Ready-to-Eat foods with bare hands
- Use single service gloves, deli tissue, or suitable utensils
- Wrap food containers to prevent cross contamination
- Follow 4 steps to food safety: Clean, Separate, Cook, and Chill

CLEAN & DISINFECT



- Train employees on cleaning and disinfecting procedures, and protective measures, per CDC and FDA
- Have and use cleaning products and supplies
- Follow protective measures



- Disinfect high-touch surfaces frequently
- Use EPA-registered disinfectant
- Ensure food containers and utensils are cleaned and sanitized



- Prepare and use sanitizers according to label instructions
- Offer sanitizers and wipes to customers to clean grocery cart/basket handles, or utilize store personnel to conduct cleaning/sanitizing

SOCIAL DISTANCE



- Help educate employees and customers on importance of social distancing:
 - Signs
 - Audio messages
 - Consider using every other check-out lane to aid in distancing



- Avoid displays that may result in customer gatherings; discontinue self-serve buffets and salad bars; discourage employee gatherings
- Place floor markings and signs to encourage social distancing



- Shorten customer time in store by encouraging them to:
 - Use shopping lists
 - Order ahead of time, if offered
- Set up designated pick-up areas inside or outside retail establishments

PICK-UP & 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



- Encourage customers to use "no touch" deliveries
- Notify customers as the delivery is arriving by text message or phone call



- Establish designated pick-up zones for customers
- Offer curbside pick-up
- Practice social distancing by offering to place orders in vehicle trunks