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# DINE-IN REOPENING PLAN

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OUR SECRET RECIPE TO THE “NEW NORMAL”



FRANK CRUZ  
OPERATIONS



**SAFETY IS #1.**

**FOR BOTH OUR TEAM MEMBERS & GUESTS**



**THIS WILL BE A JOURNEY.**

**REQUIRING BOTH SHORT-TERM &  
LONG-TERM SOLUTIONS**



# DINE-IN REOPENING PLAN INCLUDES

**1. STRATEGIC APPROACH**

**2. TWO-PHASED EXECUTION PLAN**

PHASE I: PREPARATION

PHASE II: READY TO OPEN

**3. THE *NEW* DINE-IN GUEST EXPERIENCE**



# WHAT DO OUR GUESTS WANT?

## SAFETY

*Show me that your safe  
Cleanliness that I can trust*

## LIMITED CONTACT

*Don't touch me or my food*

## MAKE IT EASY

*Easy to order  
Delivery & Carry-Out*

**IT'S A NEW WORLD.**

**BUT THIS IS OPPORTUNITY  
TO BUILD BRAND TRUST & LOVE.**

**THE *NEW* GUEST EXPERIENCE  
WILL BE BUILT ON  
A SAFE & THOUGHTFUL  
EXPERIENCE.**



**TEAM MEMBER  
HEALTH & SAFETY**



**CLEANING & SANITIZING**



**SOCIAL DISTANCING**



**FOOD SAFETY  
HOT & FRESH PRODUCTS!**



# GUIDING PRINCIPLES



**RED CARPET  
WELCOME**



**SIGNAL  
SAFETY**



**LIMITED  
CONTACT**



# **DO NOT RUSH TO REOPENING DINING ROOMS!**

**AT THIS TIME, WE DO NOT RECOMMEND REOPENING DINING AREAS.  
HOWEVER, YOU CAN START PREPARING.**





# OUR SECRET RECIPE TO THE *NEW* DINE-IN EXPERIENCE



**PHASE I: PREPARATION**



**PHASE II: READY TO OPEN**



# PHASE I: PREPARATION

*GET YOUR RESTAURANTS READY!*



# REVIEW FEDERAL, STATE AND LOCAL REGULATIONS.

IT'S **EXTREMELY** IMPORTANT  
YOU UNDERSTAND & FOLLOW  
ALL MANDATES.

## Healthy at Work PHASE 1 REOPENING

TEAM  
KENTUCKY

VERSION 1.0 - Effective May 11, 2020

### Minimum Requirements for All Businesses

*All businesses that are currently closed will remain closed until it is determined it is safe for their sector to begin reopening.*

**Closed Businesses Reopening.** Each business must meet the following minimum requirements before they can reopen. If any business in a sector being reopened cannot comply with the minimum requirements set out below, they must wait to reopen until they are able to do so or until some or all of these restrictions are lifted.

**Businesses That Have Remained Open.** For those businesses that have been deemed life-sustaining and remained operating, they will be expected to meet the following minimum requirements no later than May 11, 2020.

1. **Continue telework where possible.** Businesses should operate via phone or Internet to the greatest extent practicable. Employees who are able to perform their job duties via telework (phone or Internet) must continue to telework.
2. **Phased return to work.** Businesses are encouraged to implement a phased return to work, including generous telework, sick leave, and family leave policies for those employees who are not able to come into work due to illness, taking care of a family member(s), or lack of childcare options.
3. **Enforce social distancing.** Businesses must ensure that employees who are not able to telework and must be physically present at the office remain a minimum of six (6) feet away from all other employees and customers unless closer interaction is absolutely required to perform their job duties (e.g., health care examinations).
4. **Limit face-to-face interaction.** Businesses must ensure that employees minimize face-to-face contact with one another and with customers to the greatest extent practicable. Meetings should be conducted via telephone or Internet if possible.
5. **Universal masks and any other necessary PPE.**

**Universal Employee Masks:** Businesses must ensure, to the greatest extent practicable, that their employees wear a cloth mask (a surgical or N95 mask is not required). A business need not require an employee to wear a mask when masking would create a serious health or safety hazard to the employee or when the employee is working alone in an enclosed space. Employers shall



# A RED CARPET WELCOME!

## DEEP CLEANING OF THE EXTERIOR & INTERIOR OF THE RESTAURANT

Follow the **Guest Point Checklist** to ensure the dining room and exterior surroundings are in top shape.

- Clean parking lot
- Power washed side walks
- Freshly striped parking lot
- Fresh Landscaping
- Windows Cleaned
- Lobby Clean-Up
  - Thresholds
  - Door Handles
  - Base Boards
  - Front Counter
  - Garbage Bins
- ALL items should be removed from tables
- Deep cleaning of bathroom
  - Replace mirror if damaged
  - Long term:
    - Wall mounted sanitizer
    - Seat Covers
    - Remove Check list
    - Open/Close Door Pull
- Conduct a merchandising & asset artwork clean-up





# TEAM MEMBER SAFETY



- **TEAM MEMBER PPE**

- Masks
- Gloves
- Temperature Checks

- **FOOD SAFETY TRAINING**

Ensure every staff member is trained in food safety, with a certified manager on duty for each shift.

- **COVID TRAINING**

Every team member should review all Covid Learning Nuggets auto assigned in the Learning Zone.

*\*Encourage employees who are sick to stay home. If employees become sick during work, send home straight away.*



# VISIBLE SAFETY MEASURES

## LOBBY SANITIZER

Short Term: Cardboard Stand

Long Term:

- Wall mounted at entry door and restrooms
- KFC Branded Wipes (disinfect wet nap)

## COUNTER SHIELD

Located at each open register

## SOCIAL DISTANCING

- 6ft distance in queue & pickup
- Close tables to keep 6ft distance in dining room
- Parties of 6 or less at each table
- Designation of clear paths

## SEPARATE ENTER & EXIT DOORS

If possible, use one door for guests to enter and another for guests to exit.

## DOOR SIGNAGE

- Clean up all signage on the door to important information only!
- Signs: Covid Safety, Capacity, Hours, Compliance with local orders





# LIMITED CONTACT



## **PAYMENT**

- Cash (short term): use disposable packaging  
Long term: payment tray or portfolio
- Credit Card = use pin pad and clean every 30 minutes

Note: Some jurisdictions require pin pads between each use (review cleaning procedures)

## **NO SELF-SERVICE ITEMS**

- No self-service items, all condiments behind counter



# GUEST SAFETY TEAM MEMBER

## ASSIGN A NEW GUEST SAFETY TEAM MEMBER

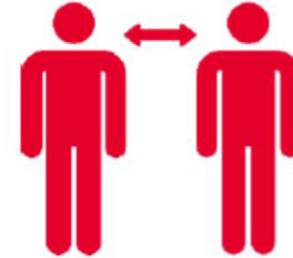
- Tables, Booths and Chairs will need to be cleaned after EVERY use!
- Assign a designated person in the dining room to clean, provide social distancing assistance to guests and Colonel.
- This position allows a designated team member to closely monitor safety and cleanliness and to keep our guests and teams protected.
- Note: This is not required but this position may be mandated in some states.

### Cleaning Dining Rooms



- Clean table, chairs, stools, and/or booths after **every use**.
- Clean high-frequency touch points **every 30 minutes**, including door handles, front counter, pin pads, top of garbage bins.
- Monitor dining room and clean anything additional, as needed.

### Social Distancing Direction



- Ensure that guests are adhering to social distancing practices and provide direction when necessary.
- Assist guests as needed with where to sit since some tables are closed.

### Coloneling with Guests



- Assist with maximum capacity guidelines and direct guests when necessary.
- Check in with guests (from a safe 6-foot distance) to ensure they are having a great experience dining in.





# MERCHANDISING SUPPORT



# TABLE GRAPHICS



## TABLE OPEN

Material is durable and easy to clean  
Placed on table by TM after cleaned.



## TABLE CLOSED STICKER

Placed on all closed tables to promote social distancing.



# FLOOR GRAPHICS



Floor decals placed 6ft apart to promote social distancing.



# FOUNTAIN SIGNS



\*Counter Card to display @ drink station

\*Follow local mandates for drink machine, all self-service items should be behind the counter.



# DOOR DECALS



- Do not enter if you have a cough, fever, or shortness of breath.
- Maintain 6 Foot physical distance.
- Limit Physical contact.

If possible, use one door for guests to enter and another for guests to exit.



# INTERIOR STANDEE

Side 1: Fries

Side 2: Safety!

**NEW**

## TENDERS & FRIES BUCKETS

**\$10** **6PC. BUCKET**  
• 6pc. Tenders  
• **NEW** Fries (12 oz.)  
• 2 Dipping Sauces

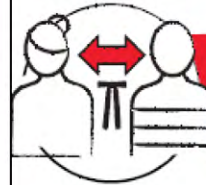
**\$15** **9PC. BUCKET**  
• 9pc. Tenders  
• **NEW** Fries (18 oz.)  
• 3 Dipping Sauces

**\$20** **12PC. BUCKET**  
• 12pc. Tenders  
• **NEW** Fries (24 oz.)  
• 4 Dipping Sauces



## SAFETY THE COLONEL'S WAY

ONCE OUR CHICKEN LEAVES THE FRYER, THE ONLY HANDS THAT TOUCH IT ARE YOURS



WE ASK THAT YOU KEEP GOOD SOCIAL DISTANCE - 6FT APART

INDUSTRY-LEADING SANITATION & HAND-WASHING POLICIES ARE IN PLACE



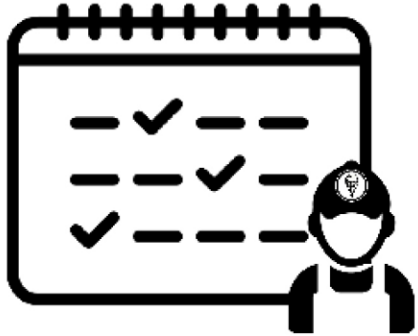
COVID-19 TRAINING REQUIRED FOR ALL TEAM MEMBERS



# PHASE II: READY TO OPEN



# MINIMUM REQUIREMENTS



- Contact your Franchisee Business Coach
- Review and comply with all local government mandates
- Complete all the items on the Reopening Checklist
- Team Member PPE: Gloves, Masks, Temperature Checks
- Team Members review ALL COVID training videos
- Sanitizer Station in Lobby
- Front counter shield at each open lobby register
- Prewrapped Cutlery
- Social distancing protocols (Queue Line & Dining Room)
- NO Self Serve items in lobby
- Ensure all merchandising signage is in place





# **THE *NEW* DINE-IN GUEST EXPERIENCE**



# THE *NEW* DINE-IN GUEST EXPERIENCE

## GUEST DINE-IN EXPERIENCE

1. Guest places order at front counter
2. Meal served in to go packaging from TM
3. Guest would select table by seeing a “clean table” sign  
Guest Safety TM could seat guests at opposite ends of the restaurant to maximize distance
4. Guest will throw away trash
5. Guest Safety TM to sanitize tables, chairs, stools and booth seating after EVERY use.

## WHAT WILL THE GUEST SEE

- Visible social distancing in queue line
- Visible social distancing in dining room
- Sanitizer Station available
- Tables should have “clean table” sign to indicate the table is ready for use
- Team members wearing PPE
- Counter Shield at register
- Guest Safety TM cleaning regularly, including:
  - Sanitizing door handles
  - Sanitizing tables, chairs, stools and booth seating after EVERY use.
- Clean Bathroom (cleaned every 30mins)



**THANK YOU**