



Subject :	<b>TAKEOUT STEPS OF SERVICE</b>		
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### **Purpose**

The purpose of this policy is to outline necessary operating procedures for take-out and food delivery to ensure that precautions are being taken to eliminate any chance of contamination between vendors, guests and staff.

### **Policy**

1. The process of picking up orders for take-out or to be delivered should be executed with minimal contact and while complying with social distancing guidelines.
2. Orders should be placed with advance notice and pickup times designated to avoid crowding of pickup areas.
3. Staff are required to wear safety equipment & maintain social distancing standards inside and outside of the establishment.
4. All staff are expected to be trained to comply with the health code as it pertains to normal food safety and take additional steps necessary to prevent the risk of spreading COVID-19.

### **Equipment/Tools Needed**

Consider new equipment/changes to the physical space that may need to be procured, such as:

- Warming Cabinets and Low Boys for holding orders pending pick-up
- Table(s) and space for safe order exchange with guest
- Premade stickers or label printer sheets to label containers & seal takeout bags
- Packing cards with blank space for operators to include safe handling, reheating, and "prepared by" information
- Platform for taking orders online and contact free payment
- EPA-approved disinfectants and disinfecting wipes or spray at the packing station

### **Procedure**

1. Processing Orders
  - a. Upon staff arrival hands should be immediately washed and all high-touch hard surfaces/ food prep stations should be disinfected and sanitized.
  - b. BOH employees should be spaced apart at different areas in the kitchen to adhere to social distancing measures.



- i. Menus should be modified to be conducive to this type of structure in the kitchen.
    - ii. Stations should be stocked ahead of time with all necessary packaging and labels to ensure that cooks can execute and package dishes assigned to their stations completely.
  - c. All orders for the day will be reviewed, printed and posted in advance. All necessary mise should be gathered and placed on stations ahead of time as scheduled by Manager on Duty, or otherwise items will be distributed by the Kitchen Runner.
  - d. Orders will be fired to the kitchen as prep time allows. Any pre-prepared items should be stored in an appropriate warming cabinet or fridge that only the order Packager will access to complete orders.
  - e. Any add on items or beverages will be highlighted on each order and packaged ahead of time, labeled, sanitized and placed near the final packaging station for direct access without additional employee contact.
  - f. A note/marking should be made on any order involving the sale of alcohol to signify that the employee handing off the order must check for ID to confirm legal drinking age of 21.
2. Preparing Orders
  - a. All employees are required to wear gloves to avoid direct bare-hand contact with ready to consume foods or food contact surfaces.
  - b. To the greatest extent possible, cooks should be able to execute to-go dishes from start to finish at one station, boxing with the mise at their station before it is passed off for bagging.
    - i. Only finished sealed food should move on to the checking and bagging station.
    - ii. Boxed food that has been sealed by cooks should not be reopened again for any reason.
  - c. Cooks should place food ready to be packed in a designated window where it is able to be picked up by the Packager (typically the Expeditor). Discourage cooks directly handing food to the Packager, maintain social distancing standards between staff to the greatest possible extent.
3. Packaging, Bagging & Checking Order
  - a. Packaging Order Items:
    - i. Pre-printed labels for each menu item should be available on the station of the cook who is responsible for preparing and boxing up those items. As soon as each item is packaged, the sticker should be applied to signify the dish is complete. At this point the container should not be reopened.
      1. Any modifications should have stickers available that should be applied by the cook to confirm appropriate modifications or substitutions have been made.



- ii. Once the components of an order are packaged and sealed, the items leave the kitchen station and move to the packaging and order checking station. All individual boxed and sealed components are checked by designated Packager against the order, given a final wipe down with a towel with disinfectant, and placed into the appropriately labeled/numbered to-go bag for pick up.
    - 1. All take-out orders will have the order confirmation # and the guest last name clearly displayed to avoid any confusion or need to reopen any package and check that it is the correct order.
    - 2. Any documents including instructions on safe handling, reheating, transferring plating to guest owned plates or tupperware, or other information should also be included in the order before it is sealed and marked as complete.
  - iii. To-go bags will be stapled closed by Packager with all order information visible and clearly facing outwards for efficient retrieval of orders.
    - 1. If necessary, keep an additional warming cabinet available for completely packaged orders that can be held warm should the pick-up window be delayed by the guest. Only the Packager should be able to place orders in the cabinet and retrieve them when the guest has arrived.
  - iv. If any add-on items are to be included in the order, such as beverages, they should be organized and packaged ahead of time and placed, labeled with additional copy of order attached, in the low-boy or walk-in nearest to where the final order packaging is taking place. This will allow the Packager to retrieve additional items easily without opening a package to complete any order or travel through unnecessary space.
    - 1. These orders should follow the same food packaging protocol of being disinfected, placed in a bag, sealed and labeled with order information to clearly identify each order.
- b. Document who prepared each meal.
- i. A card will be included in every take-out order with a template to be filled out. The card will have restaurant designed messaging, as well as a space for the name of the Cook(s) who prepared the items, the Packager who assembled the order, the date & time the order was packaged, and any reheating instructions. The card should have a manager note/stamp saying the employees working have been assessed as in good health and able to work by management. This card will be included along with the full order receipt in the take-out bag/box.



- ii. A duplicate of the take-out order will be signed off on by the same Packager with his/her name, Cook(s) name(s), time & date. All orders for the day will be logged for record keeping purposes.
- 4. Line Management
  - a. Venue should assign a rigid pick up time when the order is placed online. Give a grace period between pick up times to avoid any overlap.
    - i. Discourage taking orders in person to avoid crowds.
  - b. When guests arrive for pick up, there should be a clearly marked space for guests to wait for their order. Markings or signs should be placed outside the entry, 6 feet apart so that if more than one guest is present, they can practice safe distancing.
  - c. To avoid forming a line, call, text, or email your guest to notify them that their order is ready and to come to the set pick up location.
    - i. Food should not be held longer than 4 hours when waiting to be picked up. If held for longer than 4 hours, the order must be discarded.
    - ii. Make sure to not message several guests at once unless you have clear markers in place for safe distancing while guests wait for their order.
    - iii. If you notice crowding, intervene. Politely ask guests to respect CDC and government guidelines. Maintain open communication with guests to eliminate confusion or crowding.
- 5. Handoff to Guests/Couriers
  - a. Instructions for pick up practices should be communicated to guests at the time the order is placed via confirmation email or through the ordering platform.
    - i. Additional postings should be made on your website or social media page outlining take-out instructions and procedures.
    - ii. Notify guests that safety precautions such as masks are required in order to receive service. Guests must be wearing face coverings when not seated at their dining table.
    - iii. Hand sanitizer should be easily accessible for guests in all restaurants at the point of pick-up
  - b. Offer both in-store pickup and curbside delivery (*i.e.* employees wearing safety equipment will deliver bagged items curbside to customers/couriers and place directly into trunks) where possible.
  - c. A table or barrier should be placed at the restaurant entrance where the line is marked to keep people from entering the space. Any door where the barrier is placed should be propped open to avoid anyone touching a door handle.
  - d. Checking ID for Alcohol Purchases
    - i. For any order involving the sale of alcohol as highlighted on the order slip, the employee should ask the guest to place his or her ID



on the table (or hold it out with their arm extended). After the guest has stepped back, the employee can approach with the order, check the ID for legal drinking age without touching it, and leave both the ID and order on the table for the guest to retrieve.

#### 6. Payment Process

- a. Contactless payment should be enforced whenever possible.
  - i. If existing systems permit, credit card information should be safely secured when the order is placed to be processed online in advance or once the order has been completed to avoid the need for a payment transaction on site.
  - ii. A copy of the payment process should be provided in the form of a receipt emailed to the guest or included in the order.
- b. If online payment transactions are not possible, a chip processor should be placed at point of order pickup that is guest facing to avoid the employee handling guest payment. The employee processing payment should have the total rung up before instructing the guest to step forward to insert their payment so that an appropriate 6 feet distance can be kept.
  - i. The employee should be wearing gloves to handle any payment.
  - ii. Any payment stations should be wiped down and disinfected before and after each use.
  - iii. If signatures are required for CC payment, provide guests with pens that have been cleaned and disinfected. There should be a marked cup for clean vs. dirty pens to ensure pens are not reused between signatures.
  - iv. Restaurant operators should encourage guests to use cashless and contactless payment methods. In the event that a guest prefers to pay with cash, use a designated tray to instruct guests to place cash onto. Once the guest has stepped away to a safe distance, the employee can collect the cash and confirm payment is correct or create change as needed to be placed back onto the cash tray.
    1. Cash tray should be clearly labeled and sanitized after each use.
    2. Once cash has been handled, the employee must take off their gloves, wash their hands, and put on a new pair of gloves before retrieving the guest's order and placing it at the designated pickup station for the guest to take.

#### **Supporting Materials (Logs, Signage, Training & Locations, etc)**

- Labels and stickers for item labeling
- Cards for guest orders that relay safety best practices & accountability details
- Take Out Orders Log for record keeping (order #, employees, date/time)



- Signage for guest pick up instructions to ensure sure safe distancing
- Predetermined location(s) in dining room, entryway, or curbside where orders will be picked up by guests
- Contactless payment through third party processor or Authorization Form

**Accountability (how the SOP will be enforced/managed)**

- Safety Manager is responsible for enforcing all standard operating procedures and offering assistance where needed to make sure standards are being met.
- All employees are expected to know the outlined procedures and are responsible for adhering to them. Appropriate disciplinary actions will be carried out by management if employees are caught deviating from policy.
- Employees must sign off to confirm that they have received the appropriate safety training.

**Sources:**

- [LA County DOH Recommendations for Food Facilities](#)
- [CDC Guidance for Small Businesses](#)
- [FDA Best Practices for Restaurants Take-Out/Delivery Services](#)
- [OSHA.gov Preparing Workplaces for COVID-19](#)
- [SNHD COVID-19 Guidance](#)