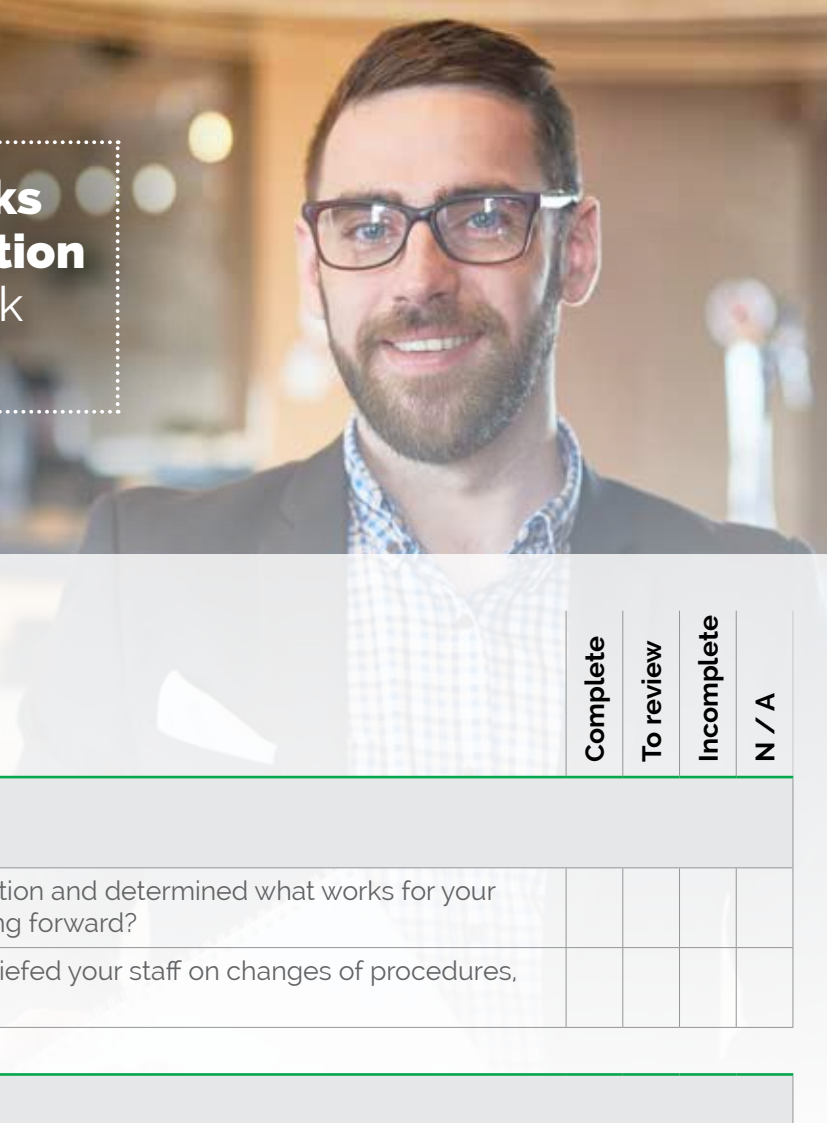




NAFDA
FOODSERVICE
**RECOVERY
CHECKLIST**

Determine what works for your specific operation or could possibly work going forward



Business 101

Complete	To review	Incomplete	N / A
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Member purchases

Have you reviewed all aspects of your operation and determined what works for your specific business or could possibly work going forward?

Have you documented any new rules and briefed your staff on changes of procedures, responsibilities and expectations?

Finance

Have you requested loans and sought out other funding options?

Have you asked your landlord for rent deferral or renegotiations?

Have you reviewed your equipment leases and negotiated a better deal?

Have you sought payment options or deferrals on utilities and other expenses where applicable?

Have you reached out or petitioned to your local/state government regarding sales tax deferments, etc.?

Have you filed a business interruption claim and renegotiated insurance premiums?

Have you applied for support under the JobKeeper scheme?

If you have cut down your labor force, have you reduced worker's compensation premiums?

Do you leverage on rewards programs such as NAFDA Foodservice's *Best of the Best*?

Labour

Have you determined your staffing needs for now and in the near future?

Are you supportive of your staff and offer them information about and access to health care professionals, such as R U OK?, Black Dog Institute, Lifeline, Suicide Call Back Service, Grief Line and Beyond Blue?

Follow all government and health department guidance on food safety and handling.

Safety and physical distancing

	Complete	To review	Incomplete	N / A
Operations				
Are you adhering to the food safety requirements in the Australia and New Zealand Food Standards Code?				
Are you keeping up to date and do you comply with health and safety guidelines and requirements issued by the health department, your state government and local council?				
Have you adjusted your venue layout to ensure physical distancing principles can be followed for different sized groups?				
Are you utilising outdoor areas available to you, to spread guests and reduce contact within indoor locations?				
Have you expanded your waiting area or considered moving it outside if possible?				
Staff				
Are you strictly monitoring staff health and hygiene (e.g. by checking their temperature prior to each shift) and sending sick team members home?				
Does staff understand that they must not come to work if they show symptoms of COVID-19 or have been in contact with an infected person?				
If there are times when staff need to be closer than 1.5 metres apart, are you ensuring the time is minimised and less than 15 minutes face to face?				
Guests				
Are you demonstrating to guests that you care about their safety and that you provide a safe environment (e.g. by clearly stating your safety measures and new expectations on your website and in the venue)?				
Are you displaying the number of customers on the entrance door to clearly advise of the number of people that can safely be in your venue at any one time, while adhering to physical distancing?				
Have you considered limiting the time customers can dine in your venue?				
Are you advising guests not to enter if they have symptoms of COVID-19?				
Are you using signage, physical barriers, plastic shields and/or barrier tape to encourage and maintain physical distance between people or where the public is in close proximity to food?				
Are you discouraging queuing where possible (e.g. by using one-way traffic flow such as dedicated entrances and exits to assist with managing congestion.				
Where people do queue, are you providing clear markings on the floor, 1.5m apart, to show people where they should stand?				

Hygiene and sanitation

Complete	To review	Incomplete	N / A
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Staff

Have all employees, management and owners taken and passed COVID-19 infection control training, available from the Australian Department of Health (www.health.gov.au/resources/apps-and-tools/covid-19-infection-control-training)?				
Are you ensuring that your teams are washing and sanitising their hands frequently and properly and avoid touching eyes, mouth and nose, as well as personal mobile phones?				
Are you providing your team easy access to anti-viral sanitisers?				
Are you limiting access to your kitchen to only approved staff and suppliers?				
If your staff is using gloves, are they changed regularly between activities and are hands washed thoroughly between glove changing to prevent contamination.				

Guests

Consider using your booking system and other means to record diner details to allow health authorities to track and trace someone how is infected or might be involved in an infection.				
Have you set up sanitiser stations for your guests, in particular at the entrance and outside of restrooms?				
Have you implemented measures to create a touch free environment for you guests (e.g. temporary closing self-service areas and bar service, offering cashless payment options such as tap and go, PayPal and Apple pay and removing condiments, napkins and other 'shared surface' items from tables)?				

Facilities and equipment

Are you carrying out heightened cleaning and disinfection regimes throughout the business (including facilities, equipment, incoming goods and transport vehicles)? Consider whether aspects of the Australian Government cleaning advice will add anything to your cleaning and disinfecting procedures.				
Are you using a disinfectant that kills viruses according to manufacturer claims (e.g. chlorine-based (bleach) disinfectants)?				
Are you ensuring that tables and chairs are cleaned between each guest and shared surfaces at least twice a day (including handles, bathrooms, service counters and EFTPOS keypads)?				
Are you making sure rest rooms are always clean, using and posting a cleaning schedule check sheet?				
Are you using disposable menus, menus that are available via the customer's mobile device or laminated menus that are cleaned and sanitised after each use?				

Remind customers that there is currently **no evidence** of COVID-19 being transmitted through food

Menu

	Complete	To review	Incomplete	N / A
Have you simplified your menu so that you can execute it flawlessly? (e.g. by reducing slow moving high labor items and by considering what ingredients can be used in multiple dishes?)				
Have you considered using modern scratch instead of full scratch, pre-portion instead of cutting in house, as well as pre-washed and processed produce?				
Have you considered what meals hold up or travel well for takeaway or delivery?				
Have you considered selling grocery items, beer and wine you stock or specialty items customers can only get from you?				

Takeaway

	Complete	To review	Incomplete	N / A
Is your business registered with Environmental Health and complies with the requirements of the Australia New Zealand Food Standards Code (this includes appropriate packaging, hygiene practices, food transport vehicles and temperature controlled food delivery)?				
Have you carefully considered how much takeaway you can handle, to avoid hurting dine-in guests and their service expectations?				
Have you considered the options you give your customers to place orders, such as takeaway, call ahead and on-line ordering?				
Do you have convenient pick-up parking, entrances and processes?				
Do you have dedicated takeaway staff and if possible a separate area from dine-in, where takeaway orders are assembled?				
Do you have the proper takeaway packaging (e.g. good quality, spill proof and with safety seals or wrappers)?				
Do you have cashless payment in place for home deliveries?				
Are deliveries placed at the door of customers and is your staff stepping back when the customer collects the food?				
Are you informing your customers that takeaway food should be consumed immediately or refrigerated and not left out of temperature control?				



Service your customers well
and they will come back

Service excellence

	Complete	To review	Incomplete	N / A
Are you delivering an experience...the right experience for each guest since everyone's expectation may be different?				
Is your business always clean and well organised?				
Is your staff well trained and happy to be there?				
Do you greet your guests as they arrive, if possible by name?				
Do you explain the 'new normal' and stress key points you want guests to know?				
Do you capture information about any dietary restrictions and preferences, before orders are placed?				
Do you ask guests whether they are celebrating anything, when orders are placed? Do you include a free dessert or offer wine pairing to help create the special occasion?				
If you use a third party such as Uber Eats, Menulog, etc. have you tested that they meet your service expectations?				
Do you give your guests a sincere 'Thank You!' for visiting your venue?				
Do you follow the 5C's? <ul style="list-style-type: none"> • Care: Care about your guest • Customise: Everyone is different and will engage in their own way • Courtesy: Use your manners, smile • Cleanliness: Enough said! • Communication: Greet, engage, introduce and say goodbye. Always be polite. 				

To get people back into your business, you need to **demonstrate that you care about their safety** and that you provide a safe environment.



Marketing and promotion

	Complete	To review	Incomplete	N / A
Have you made sure that your local signage stands out?				
Do you communicate with your regulars and other guest from your database to inform them what's happening?				
Are you taking into account that your customer base may have changed over the last months? Do you know whom best to target and the situation your guests might be in (e.g. are they still working from home)?				
Are you using online orders to collect as many emails as possible to build your database?				
Do you offer your customers a rewards program to create loyalty intention with incentives?				
Are you capitalising on the 'family' connection by offering kids a free meal or dessert?				
Do you create daily specials, package deals, bundles, kits, key staples to add on to your order like eggs, milk, bread, etc. to increase your overall ring?				
Have you considered cross merchandising with other local businesses that compliment yours (e.g. bring your movie ticket or hairdresser receipt to get a drink)?				
Can you offer DIY cooking kits, recipe tips and 'How Tos' or even a chef cooking class?				
Have you made sure that you have a good website that is up to date in terms of menu, operating hours and contact information?				
Do you use social media and other platforms available to you to promote, update and/or share what your business is doing, what precautions you are taking to manage the current environment and what makes your business unique?				
Have you considered promoting a customer campaign in local TV, radio and magazines or to leverage local food writers and bloggers?				



Now more than ever,
**our industry is
 changing daily.**

Suppliers

	Complete	To review	Incomplete	N / A
Do you have resourceful, reliable and local partners to support you during this time?				
Have your suppliers appropriate food handling practices in place for the current circumstances (NAFDA FS Distributors follow all health department guidance on food safety, sanitation and distribution)?				
Have you determined whether you can order more instead of more frequently? Have you spoken to your NAFDA FS Distributor to find out whether he can assist you with products that others are currently supplying to streamline your supply chain?				
Have you checked with your NAFDA FS Distributor for any new terms?				
Are you keeping your NAFDA FS Distributor informed in terms of pre-orders, your requirements and overall needs, so that he can ensure they have the items you require and offer you the support you need?				

Community and council

	Complete	To review	Incomplete	N / A
Are you building your network, talking to other business nearby and strengthening your engagement with the local community?				
Are you engaging with your local council to stay connected? Do you use your voice as a business person to influence government to support the industry?				
Do you source locally with the assistance of your NAFDA FS Distributor?				
Do you offer meeting catering or staff lunches to local businesses?				
Do you participate in social responsibility/community programs? Have you considered sponsoring first responders, health care, etc. with donations or meals?				



More information

More information is available under the following resources (click to view)



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