Before you are open

Checklist for business owners/managers

**WHAT YOU NEED TO DO TO SAFELY RE-OPEN YOUR HOSPITALITY BUSINESS**

The following measures must be in place before re-opening:

- Deep cleaning of premises
- Venue set up for appropriate number of people and physical distancing
- Signage, menus and record keeping
- Staff and management policies, practices and training.

**Deep cleaning of premises**


☐ Conduct a deep clean of all contact surfaces and objects, e.g. counters, tables, doors, handles, keyboards, taps, chairs, tables, handrails, tills, phones, vending machines, terminals.

☐ Thoroughly clean and sanitise all areas and surfaces used for food preparation and serving as well as ensuring utensils are cleaned and sanitised before use to ensure there is no risk to food safety.

☐ Check all stocks of food packaging materials, such as takeaway containers, are clean.

☐ Have air conditioning systems serviced according to manufacturer’s instructions and ensure they are fully functional. Where possible fresh air flow should be maximised in indoor venues.

**Venue set up for appropriate number of people and physical distancing**


☐ Ensure venue is set up to adhere to patron and table size limits, and physical distancing of dining groups of:
  a) a limit of 20 patrons per separate dining space (not including staff);
  b) a density quotient of 1 patron per 4 square metres of the floor space accessible to patrons; and
  c) all tables have a maximum of 6 patrons and are spaced 1.5 metres apart.

☐ Optimise physical distancing in the layout by reviewing entry and exit points, flow of staff and patrons, location of hand sanitiser.

☐ Place tables so that any diners on a neighbouring table remain 1.5 metres apart when seated. A maximum of 6 patrons may be seated at any table.
Remove waiting area seating, or space each seat in the waiting area at least 1.5 metres apart.

Place hand sanitiser at entry and exit points so staff and customers can use it when arriving and leaving.

Consider reducing the number of touch points for staff. For example, leave internal access doors open where appropriate.

Remove, or prevent access to, any self-service buffet-style food service areas and communal condiment and drink stations. Drinking water should be supplied free via table service.

Signage, menus and record keeping


Signage should include:

- a sign at the entrance to your venue that advises patrons of the maximum number of patrons allowed at any time
- information about the symptoms of coronavirus (COVID-19) and the need to stay home when unwell
- hygiene and physical distancing practices.

Display a poster at the venue confirming that staff have reviewed the guidelines, including evidence that at least one staff member at your venue has completed the Victorian Government online coronavirus (COVID-19) training.

Promote physical distancing by placing floor or wall markings or signs to identify 1.5 metres distance between persons for queues and waiting areas and using physical barriers where possible.

Place physical barriers or use floor signage to maintain 1.5 metres physical distancing between cashiers and patrons. Consider installation of sneeze guards.

Ensure menus are laminated and sanitised after each use OR use general non-contact signage to display your menu OR have single use paper menus available.

Display menus for takeaway services outside your venue and introduce online ordering wherever possible.

Set up a system for recording patron contact details (first name and a contact phone number) to support contact tracing. Whether this is a paper-based approach or electronic approach your system needs to minimise the number of people who touch the surface; and retain patron contact details securely for at least 28 days after the patron has visited your venue.

Set up a record keeping folder for Staff Coronavirus (COVID-19) Health Questionnaires which are encouraged to be completed before starting any shift.
Staff and management policies, practices and training

- Victorian Government online coronavirus (COVID-19) training will be available from 1 June. It is the Government’s expectation that:
  - at least one staff member at every venue will have completed the training;
  - all staff should make themselves familiar with the Hospitality Industry Guidelines for coronavirus (COVID-19); and
  - posters be displayed at the venue confirming that staff have reviewed the guidelines and completed the training as required.

- Distribute the Hospitality Industry Guidelines for coronavirus (COVID-19) to staff and ensure that they are familiar with the guidance information.

- Ensure you as the operator or manager understand your obligations under the Occupational Health and Safety Act and have reviewed the coronavirus (COVID-19) guidance from WorkSafe Victoria available at www.worksafe.vic.gov.au/resources/preparing-pandemic-guide-employers.

- Establish new processes and schedules for cleaning and sanitising to maintain good hygiene at your venue, including frequent cleaning of high touch points such as doors, handles, chairs and handrails. (see our Cleaning and Sanitising Fact Sheet www.business.vic.gov.au/disputes-disasters-and-succession-planning/coronavirus-covid-19/hospitality-industry-guidelines-for-coronavirus-covid-19).

- All current staff should complete infection prevention and control training. Any new staff being engaged also need to complete this training.

- Plan to have an inhouse session with your staff every three months to refresh their knowledge of relevant training.

- Consult with staff on measures you have put in place to make this a safe workplace and provide them with the information and education necessary for them to perform their work in a safe manner including information about the changes to work practices such as cleaning and sanitising. The Occupational Health and Safety Act places certain obligations on employers regarding when and how to consult with staff about the identification of hazards or risks and determining how they will be controlled (refer to WorkSafe for more information).

- Encourage all staff to download the COVIDSafe App before returning to work to assist contact tracing.

- Consider appointing a staff member to be your coronavirus (COVID-19) Response Officer. This person would be responsible for ensuring that your policies and practices are being followed, that staff are trained, and records are being kept appropriately.