

# Restaurant Closing Checklist: COVID-19 Response

Purpose
To provide clear guidance on what actions a restaurant should take to close its restaurant during the COVID-19 restaurant shutdown.

Procedure
Complete the below checklists. Email a photo or scan of the completed document to [Point/Team of Contact email address].

<b>Food Items Checklist</b>		
<b>Contact: Direct all questions &amp; concerns about this checklist to [Point of Contact]</b>		
Category	Tasks	Initials
<b>Proteins, Vegetables, Dairy, and Sauces</b>	Removed from stand-alone refrigeration units and either: <ol style="list-style-type: none"> <li>1. Allow employees to take home</li> <li>2. Donate to approved partners. If no longer in original packaging, pack all raw produce, prepped proteins &amp; cooked foods into catering trays <b>[or any large disposable trays]</b>. All items are labelled with the item name and date.</li> <li>3. Transfer to another restaurant, if the donation partner cannot take particular items.</li> </ol> No perishables left on site, walk-ins left empty except beverages	
<b>Dry Food Products (rice, farro, etc)</b>	Remain in tightly sealed containers. Confirm date/name labels have been added and up to date.	
<b>Beverages</b>	Removed from stand-alone refrigeration and stored in the walk-in. If there is no space in the walk-in, store with dry goods at least 6 inches off the floor.	
<b>Frozen Foods</b>	<b>[Insert process for saving or disposing.]</b>	

<b>[Food Inventory Software] Checklist</b>		
<b>Contact: Direct all questions &amp; concerns about this checklist to [Point of Contact].</b>		
Category	Tasks	Initials
<b>Food Shared with Team</b>	<b>[Insert directions on how to log transfer/waste]</b>	

<b>Members (priority 1)</b>		
<b>Food for Donations or Transfers</b>	[Insert directions on how to log transfer/waste]	
<b>Commissary Orders + Invoices</b>	[If applicable, insert directions on how to close out/approve all invoices]	
<b>Closing Inventory</b>	[Insert directions on how and what to inventory]	

## Tech Checklist

**Contact: Address all questions & concerns about this checklist to [Point of Contact].**

Category	Tasks	Initials
<b>POS</b>	<p>Leave all POS terminals powered on and plugged into a viable power source. Put the display to sleep by [insert directions].</p> <p>Make sure ALL payments have been batched out and any walk-in orders have been closed.</p>	
<b>Online Orders &amp; 3rd Party Delivery</b>	Notify [guest experience team or equivalent] of any unconfirmed orders so that they may cancel and communicate with guests.	
<b>Hardware Transport</b>	In the event you have been instructed to transfer hardware (e.g., 3rd party delivery tablets, printers and wires) to a different restaurant, do so.	
<b>Hardware Security</b>	For anything not being transported to another restaurant, secure in safe, e.g., all laptops, floating tablets, printers and wires.	
<b>Music</b>	Do NOT turn off amps or any sound equipment. Turning these off can cause problems when the restaurant opens back up.	

## Facilities & Food Safety Checklist

**Contact: Direct all questions about this checklist to [Point of Contact].**

Category	Tasks	Initials
<b>HVAC</b>	Keep on; Set to [recommended temperature: 70-72°F].	

<b>Hot Equipment</b>	Turn off Main Gas Valve that feeds cook line  <i>Note: Turn off the gas valve on each individual unit and then the main line. For additional instructions contact [Point of Contact].</i>	
	Turn off all hot equipment (i.e. ovens, grills)	
<b>Refrigeration</b>	Unplug all stand alone refrigerators	
	Once refrigerators are completely defrosted, clean and sanitize units thoroughly to prevent odor and food build up	
<b>Plumbing</b>	<b>[If applicable]</b> Verify the ejector pump is receiving electrical power. Check the outlet or control box. <i>Note: For additional instructions contact your [Point of Contact].</i>	
	Turn off water supply to any leaking faucets/units	
	Clear drains of food debris and clean thoroughly	
<b>Exhaust</b>	If possible manually turn off the exhaust fan via the electrical switch. Otherwise, if the unit is programmed do not touch.	
<b>Electrical</b>	Unplug all non-essential equipment from outlets ( <b>[provide examples]</b> )	
<b>Garbage Room</b>	Deep clean room and bins and turn upside down for drying	
	Deep clean all dining room and kitchen trash bins. Move to the garbage room and turn upside down for drying.	
<b>Floor</b>	Dry all standing water	
	Move all paper goods to 6" above floor	
<b>Green Room</b>	Remove all employee belongings. Any leftover belongings shall be disposed of.	
<b>General</b>	Deep clean the entire restaurant to remove any food debris and standing water in hard-to-reach areas. This includes underneath undercounter dish machines, refrigeration units, etc.	
<b>External</b>	<b>[If applicable]</b> Remove the lockbox from the front door before locking the restaurant.  <i>Note: A manager MUST take home the key in case of emergency.</i>	

<b>FAQs</b>	
<b>Q:</b>	<b>A:</b>
<b>What happens with my restaurant's external preventative maintenance?</b>	The <b>[Facilities Team, or equivalent]</b> will be suspending all preventative maintenance to your restaurant while it is closed.

	This includes exhaust cleanings, grease trap cleanings, fire/life safety, and pest control PM's.
<b>Should I be calling in critical repairs? Should I be calling in non-critical repairs?</b>	[Insert process for critical and non-critical repairs in closed restaurants]
<b>Do I need to notify external parties of my restaurant's closure?</b>	[If yes, provide directions. If no, indicate who from corporate will be responsible for this.]
<b>Who should I contact if I have questions about a checklist?</b>	Each checklist has a designated support member assigned to its tasks. Contact that person.

Gallagher Resources:

- ["Protect your employees from the latest Coronavirus pandemic"](#) (US)
- ["Five Steps to Take to Minimize Business Disruption and Protect Employees During a Pandemic"](#) (US)
- [Tips for avoiding Coronavirus Scams](#)

External Resources

- [World Health Organization \(WHO\)](#)
- <https://www.cdc.gov/>
- <https://www.osha.gov/Publications/OSHA3990.pdf>

**"Gallagher provides insurance, risk management and consultation services for our clients. When providing analysis and recommendations regarding potential insurance coverage, potential claims and/or operational strategy in response to national emergencies (including health crises), we do so from an insurance/risk management perspective, and offer general information about risk mitigation, loss control strategy and potential claim exposures. Any statement or information provided is for informational purposes only and is not intended to be, nor should it be interpreted as, medical, legal or client-specific risk management advice. The general insurance descriptions and other information contained herein does not include complete insurance policy definitions, terms and conditions and should not be relied on for coverage interpretation. Policy-specific terms and conditions dictate whether coverage applies to any particular risk or circumstance, and this information in no way reflects or promises individual client or policy-specific insurance coverage outcomes. "**

**"Gallagher publications may contain links to non-Gallagher websites that are created and controlled by other organizations. Gallagher claims no responsibility for or endorsement of the content of any linked website, as we have no responsibility for information referenced in material owned and controlled by other parties. Gallagher strongly encourages you to review any separate terms of use and privacy policies governing use of these third-party websites and resources."**