

Venue Reopening Procedures

Checklist

Please Check off as Completed

Estimated time to reopen successfully: 4-5 days (subject to change based on staffing needs). Follow the below instructions in detail.

Most tasks should be completed simultaneously so read this checklist top to bottom at the beginning and end of each day.

- 1. **Mandatory Manager Meeting:** Schedule an immediate mandatory manager meeting to discuss all reopening procedures. You should have a prepared manager schedule and task list to go with the set agenda.
- 2. **Inviting Staff Back:** Reach out to your staff per the communication provided by *Human Resources*. Confirming the head count of staff returning will determine if a Job Fair is needed for staffing. Make sure to have dates and times handy.
- 3. **Welcome Back “Family Meal” Dinner:** Schedule a fun “Welcome Back” dinner for all returning staff. This should be lighthearted and welcoming. We are happy to have are team back and reopen our doors. Work with your *Regionals* for approvals.
- 4. **Job Fair (if needed):** Work with your Recruiting Manager to advertise for a Job Fair. Pick appropriate days and times. Follow the instructions per HR on preparation and hiring instructions. Be prepared to onboard immediately. Communicate with your Training Manager on your orientation and training scheduling needs. Ask for guidance as needed. **Every Staff Member MUST Be Scheduled in Hot Schedules**

Training Schedule: This will blend into your live setting. Account for what DTs you have available and communicate to them the venue’s training expectations. Conduct classroom style training until “go live” is available. Work with your Training Manager to orchestrate a proper plan. *A tentative training plan will be available and sent out. New Menu Training will be mandatory for all staff members.

- Kitchen:** Schedule staff right away – rewashing all serviceware, glasses, etc. and New Menu Food Training
Create a limited schedule for prep cooks 2 days prior to opening
Once you have created a schedule in Hot Schedules, contact the hourly cooks/dishwashers via a phone call to make sure they are aware of opening date

- **5. Inventory:** An opening inventory **MUST** be completed prior to placing any new orders. This is mandatory. This is for BOTH food and liquor as well as dry goods, to go's, and merchandise.

Kitchen: Take inventory of product to determine what is needed to open and establish an order sheet and prep sheets.

- Eliminate any product that has spoiled and enter it into the waste log

- **6. Place Orders:** Place orders for product needed. Be mindful not to over order. Work with your Regional in discussing pars based on business expectations.

(Note for Kitchen: Orders should be placed at least **three days prior** to the opening date for next day delivery to ensure product is in house for prep.)

- **7. Deep Cleaning / Building Walk Thru:** Contact Cleaners to schedule a detailed cleaning **one day prior** to staff arrival. Make sure to conduct a complete walk-thru afterwards to validate the work. Please use the *Cleaning Crew Checklist and the Manager Opening/Mid/Closing Checklist* as a guide.

Bar:

- Fully restock all bars
- Wash all glassware that was left out and not covered
- Make sure all coolers are plugged in and turned on
- Check temps of all coolers
- Make sure drinks are being routed correctly to the bar. Ring up sample checks
- Deep cleaning of bar must be completed

Kitchen:

- Sanitized wipe down of all stainless steel and coolers
- Plug in all warmers and coolers
- Make sure temps are being reached on all coolers and warmers
- Test dishwasher and make sure it is running correctly
- Wash all dish ware, cooking utensils, pans, pots, plates, etc.
- Chefs: Check all product to ensure proper freshness and taste. Nothing is spoiled. If so log on waste sheet
- Make sure food is routed correctly to the kitchen line. Ring up sample checks
- Wash and plug in ice machine. Make sure it is full of ice prior to opening
- Make sure all food temps are correct prior to opening
- Line checks must be completed
- Deep cleaning of kitchen must be completed
- Remove all product needed for service from freezer and place in walk-in cooler for proper defrost
- Send copies of all prep lists and order sheets to chef.

Venue Exterior:

- Windows must be washed
- Exterior of building needs to be cleaned. Any vandalism, if any, needs to be removed
- All trash must be swept and picked up and from planters including cigarettes
- Make sure all stanchions are wiped down and cleaned. Any old signage must be replaced and made new
- Exterior lights must be working

Lobby:

- Fully clean and swept
- Restrooms deep cleaned and fully stocked
- All lighting must be working. Replace any bulbs that are out.
- Podium must be clean and stocked with updated flyers

Dining room:

- Schedule a carpet cleaning
- Make sure all tables and chairs are in good condition. Not wobbly.
- Make sure repairs are done as needed
- Make sure all side stations are fully stocked and set up
- Sidework binder is up to date
- Make sure condiments are stocked and not spoiled. If so, throw them away.
- Fully stock thermal paper

Schedule the following Services: Pest Control Service, Water Softener, Window Cleaning, CO2, Towel Service, Knife Sharpening, Hood Inspection, Linens

- 8. Vendors:** Contact all vendors immediately to inform them that we are reopening. Confirm delivery schedules and discuss any delays they may be experiencing. Have them commit to a schedule so you can adjust as needed. Confirm product availability. Validate account status currently. No Surprises! Vendor Reminders: Direct TV, Spectrum, Valet, etc. **This is a GM/KM task. DO NOT DELIGATE TO OTHERS.**
- 9. Contact Landlord / Leasing Office:** Let your landlord and/or leasing office know that we are back in the building and our plans for reopening. They may be able to assist with job fair, reopening communications, and marketing efforts. Work through our **Marketing Dept.** for guidance. Make sure Property Management/Security knows that we are in the building and our reopening plan.

- **10. Timers & POS Equipment:** Turn on all necessary items. Confirm they are all in proper working order. Check light timers and change to remain at proper settings according to your venue needs. Set thermostat to proper venue settings.
POS: Work with Mike Miller for proper POS rebooting. Test prior to staff arrival.
 - Confirm Handhelds are 100% charged
 - Confirm Scanners are 100% charged

- **11. Alarm System:** Conduct an alarm audit and confirm all doors are locked prior to leaving the property each day.

- **12. Accounting and Admin:** Confirm all the below has been completed, payroll has been process (if needed), and there are no outstanding administrative tasks. Always scan accordingly.
 - Make sure all inventories are entered and correct. This will start your new beginning inventory.
 - All invoices are up to date and processed
 - All New Hire onboarding is complete
 - **The Safe:** Do a full vault count. Make sure everything matches from the last one. Any discrepancies must be addressed immediately. Follow any instructions requested by Finance.

Once completed, please sign below and email the follow to your Regional, Director, and Vice President of Operations.

- **This Checklist**
- **Inventory**
- **Count Sheets**

Send the following information to your Training Manager and Regional.

- **Family Meal – Date and Time**
- **Orientation Schedule – Date and Time**
- **Number of new hires and the position they will be training in**