**Outreach to the Restaurant Community**

To our Restaurant Community,

I applaud each of you for re-inventing yourself, and realize some of you have chosen to temporarily close, and many are exploring options for deliver and curbside pick-up.

1. If you are **offering specials** or **curbside service**, **delivery** etc.?
   1. Please send Deserie Ramirez, VP of Operations, an email: [Deserie@MyChamber.org](mailto:Deserie@MyChamber.org)
   2. If you have an ‘image’ created, forward that as well.
   3. The CORONA Chamber will do our best to publish on our Social Media platforms to **promote your business**!
2. Are you adjusting your **hours of operation**? Let us know, and indicate if this is during the COVID-19 timeframe only.

Here are **some tips for you to consider**:

1. **Your phone line** – probably most of you have one or two lines only.
   1. Consider having your staff answering the phone, to obtain the callers’ number, and advise them you will return the call from a cell number (using your personal phone will enable you to have more calls coming in).
   2. Staff taking orders over the phone need to know your timing for cooking, preparing the food, and confirm with caller what time the food will be ready.
   3. Offer callers additional items:

                                                               i.      Would they like dessert? (special baked pie, or similar)

                                                             ii.      Would they like soft drinks, coffee, juices (what size etc.)

1. **Website ordering**:
   1. Start looking into this option, as this has flexibility.
   2. Our Chamber has several web site designers, and we can provide you with a list of them
   3. Please consider listing anticipated cook / preparation times next to your various dishes (as some may be longer to prepare)
2. **Google search updates**
   1. Be sure to adjust times and various specials, and any other information
3. **Moving to pick up or delivery:**
   1. Stocking of supplies – this might include changing your normal take out options for items;

                                                               i.      Ask your supplier for their recommendations. Often they can offer recommendations or provide you with information you might not be thinking about.

* 1. With numerous orders coming in, consider having labels that you can identify each order (especially taking into consideration with allergies or dietary requirements)

                                                               i.      Use the label for identifying the order number or client’s name

                                                             ii.      Perhaps the label could have several items for placing a check mark on it.

* 1. Consider reviewing pricing –

                                                               i.      When people eat inside, they often are impulse purchasing with drink orders, dessert, and when they are ordering to go, their selections are unique and decided.

* + - 1. They cannot see what others ordered, and inquiring about that special plate / menu.

                                                             ii.      Doing 100% as pick up / delivery will change your price points.

* + - 1. Evaluate and consider limiting menu options to the best profit items.
  1. The **various ‘Eats’ or ‘Delivery’ systems are costly**, I have been told up to 30% of the food bill is taken from you.

                                                               i.      Adjusting your pricing, or consider other options for delivery

                                                             ii.      Sysco Foods has a special option for connecting with a delivery service, waiving the initial signup fee (before May 15).

* + - 1. There will still be a charge for the service, be sure to research and choose wisely.

1. **Verify with your insurance agent**
   1. **Workers Comp** – be sure to have a dialog with your insurance agent to ensure the correct Worker’s Comp code is placed on employees that are working:

                                                               i.      Curbside service

                                                             ii.      Drivers, be sure they have a valid driver’s license

                                                           iii.      The vehicle they are driving, be sure it has proper insurance

* + - 1. Ask your agent about liability for personal cars used for business

                                                           iv.      Reimbursement for miles traveled (to and from delivery)

* 1. **Business owner policy**:

                                                               i.      Verify your company’s insurance policy listing of the “main purpose”.

                                                             ii.      Consider filing a claim loss of income, no guarantees, but worth checking into.

1. **Best Practices**
   1. **Protect Yourself**

**i.      Clean Your Hands**

* + - 1. Wash your hands often with soap and water for at least 20 seconds, especially after coughing or sneezing
      2. If soap and water are not available use alcohol-based hand sanitizer.
      3. Avoid touching your face, eyes, nose and mouth with unclean hands.

**ii.      Avoid Close Contact**

* + - 1. Avoid close contact with people who are sick.
      2. Put at least six feet distance between yourself and others.
  1. **Protect Others**

**i.      Stay home**

* + - 1. Stay home if you are sick
      2. Seek medical care if necessary

**ii.      Coughs and Sneezes**

* + - 1. Cover your mouth and nose with a tissue when you cough or sneeze
         1. Or use the inside of your elbow, if a tissue is not available.
      2. Throw away used tissues.
      3. Wash your hands immediately with soap and water for at least 20 seconds.
         1. If soap and water are not available, use hand sanitizer that contains at least 60% alcohol.

**iii.      Facemasks**

* + - 1. If you are sick, wear a facemask when around other people and before entering a healthcare provider’s office
      2. If you are not sick, you do not need to wear a facemask, unless you are caring for someone who is sick.

**iv.      Clean and Disinfect**

* + - 1. Clean and disinfect frequently touched surfaces often.
         1. Including tables, door handles, telephone, light switches, cash register, toilets, faucets, etc.
      2. Use detergent or soap and water before disinfecting.
      3. Most household disinfectants work.
      4. When disinfecting with alcohol solutions, make sure the solution has at least 70% alcohol.
  1. If you need signage for cleaning contact Allegra Print and Mail, [Eugene@AllegraCorona.com](mailto:Eugene@AllegraCorona.com)