

# THE IOWA HOSPITALITY PROMISE

In partnership with the Iowa Restaurant Association and health officials across the State, restaurant and bar owners and managers make the commitments below to earn this endorsement during the COVID-19 recovery period. When customers see this endorsement, they can be confident the establishment is taking the necessary steps to protect their employees and customers and is committed to playing a leadership role in protecting our communities. For more information, please visit [www.restaurantiowa.com/WelcomeBack](http://www.restaurantiowa.com/WelcomeBack)

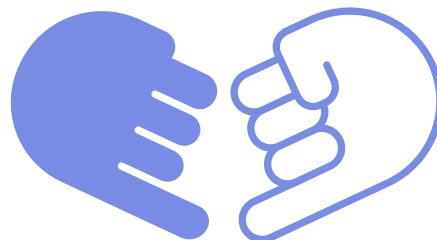
The Hospitality industry has an outstanding track record of protecting our employees and guests. To ensure everyone's safety as we welcome you back into our dining rooms, we ask that we make the following promises to each other:

## OUR PROMISE TO YOU

- We will continue to be a leader in safe sanitation practices ensuring every location has a Certified Food Protection Manager who has put protocols in place emphasizing your safety and well-being.
- Ensure all staff members are feeling healthy and symptom free prior to every shift.
- All indoor and outdoor seating options will comply with the appropriate social distancing guidelines.
- Hand sanitizer is available upon entry and exit.
- We will clean and sanitize all common areas regularly.
- All tables and chairs will be cleaned and sanitized after every use.
- Place settings, utensils, menus, and condiments will either be single-use or will be cleaned and sanitized after every use.
- We will post the Iowa Hospitality Promise at our entrances so everyone understands the steps we must all take to keep our communities safe.

## YOUR PROMISE TO US

- If you have been exposed to COVID-19 recently or have symptoms of COVID-19 (including a fever, cough, or shortness of breath), please help us keep everyone safe by staying home.
- If you have underlying health conditions or are otherwise concerned about contracting COVID-19, please use our contactless delivery options.
- If you have any questions about the Iowa Hospitality Promise, please ask for a manager who will be happy to assist you.



# WHAT IS THE IOWA HOSPITALITY PROMISE?

In partnership with the Iowa Restaurant Association and health officials across the State, restaurant and bar owners and operators make a set of commitments to their employees and customers and earn the Iowa Hospitality Promise endorsement during the COVID-19 recovery period. When customers see this endorsement, they can be confident the establishment is taking all necessary steps to protect their employees and customers and they are taking a leadership role in protecting their community. The Iowa Hospitality Promise also empowers customers to learn what they can do to help keep everyone safe. When restaurants, bars, and customers work together, we can make the hospitality industry as vibrant as it was prior to the impact of COVID-19.

For more information, please visit [www.restaurantiowa.com/WelcomeBack](http://www.restaurantiowa.com/WelcomeBack)

## *Who can participate in the Iowa Hospitality Promise?*

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Any restaurant, foodservice, or drinking establishment willing to implement the mandated steps, as well as deploy as many best practice guidelines as is feasibly possible in their establishment.

## *How long will this program last?*

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Throughout the duration of the COVID-19 recovery efforts. Overtime, these efforts should help customers feel safe and confident dining in restaurants.

## **HOSPITALITY RESPONSIBILITIES AND OPTIONS**

### *How do hospitality operators participate in the Iowa Hospitality Promise?*

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*Hospitality Operators must agree to the following commitments to protect their employees and customers:*

- We will continue to be a leader in safe sanitation practices with all team members certified in safe food handling and a certified manager on every shift.
- All staff will pass a health check or complete a health survey prior to each shift.
- All indoor and outdoor seating options will comply with the appropriate social distancing guidelines.
- Hand sanitizer or hand washing stations will be available upon entry and exit.
- We will clean and sanitize common areas and surfaces regularly.
- All tables and chairs will be cleaned and sanitized after every use.
- Place settings, utensils, menus, and condiments will either be single-use or will be cleaned and disinfected after every use.
- We will post the Iowa Hospitality Promise at our entrances so everyone understands the steps we must all take to keep our communities safe.

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## Supporting Guidance

### CUSTOMER RESPONSIBILITIES & OPTIONS

#### Why are customers included within the Iowa Hospitality Promise?

Customers are included because we all have a responsibility to follow the guidance of public health officials to prevent the spread of COVID-19. By partnering we can keep everyone safe.

#### What commitments does the Iowa Hospitality Promise ask customers to make to restaurants?

- If you have been exposed to COVID-19 recently or have symptoms of COVID-19 (including a fever, cough, or shortness of breath), please help us keep everyone safe by staying home.
- If you have underlying health conditions or are otherwise concerned about contracting COVID-19, please use our contactless delivery options.
- If you have any questions about the Iowa Hospitality Promise, please ask for a manager who will be happy to assist you.

#### What can hospitality establishments do to help customers meet these obligations?

Hospitality operators are encouraged to maximize the use of contactless delivery options and advertise those options to potential customers. Publicizing information about the Iowa Hospitality Promise should also increase customers' compliance. More about the Iowa Hospitality Promise can be found at [www.restaurantlowa.com/WelcomeBack](http://www.restaurantlowa.com/WelcomeBack)

### ADDITIONAL RESOURCES & NEXT STEPS

#### What resources and support are available related to the Iowa Hospitality Promise?

The IRA will share information about the Iowa Hospitality Promise with elected officials, the public, allied groups, and the media to assure the public and policy makers that Iowa restaurants stand ready to reopen safely in keeping with these commitments. The IRA will also be available to help answer questions and provide support to restaurants as they reopen their dining and other full-service spaces.

Also, the National Restaurant Association has made its ServSafe Food Handler Program available to all restaurants free of charge through April 30. These trainings can be found at:

ServSafe Takeout: COVID-19 Precautions

ServSafe Delivery: COVID-19 Precautions

ServSafe Food Handler

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## Supporting Guidance

### *What are some best practices restaurants can, but are not specifically required to follow, in order to comply with the commitments in the Iowa Hospitality Promise?*

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Importantly, restaurants are already experts in safe food handling and sanitation, and so many of their routine practices will go a long way towards fulfilling the commitments in the Iowa Hospitality Promise.

Different strategies will be appropriate for different restaurants at different times, but the following are ideas that can be implemented or adapted to fit a restaurant's needs:

#### **GENERAL**

- ALL STAFF NOT FEELING WELL WILL NOT BE ALLOWED TO WORK.
- Tables that will not be used due to table separation must be visibly marked as RESERVED or NON-OCCUPIABLE.
- Floor plans need to be revised to accommodate ½ capacity per room, and tables arranged to provide separation.
- Storage boxes will be maintained and labeled “Non-sanitized” to place menus in after they have been pulled from the tables.
- Those menus would then get sanitized by host using a CDC approved sanitizer and placed into storage box labeled “Sanitized”.
- All tables, chairs, booths and other flat surfaces shall be cleaned with a CDC approved sanitizer.
- Countertops in bar and server stations need to be sanitized with a CDC approved sanitizer every 30 min.
- Bar counter tops and all visible work spaces will be cleaned immediately after a guest leaves or on every hour. This is to include cooler handles, POS terminal screens, cooler doors, serving counters, TV remotes, phones, light switches, thermostats, and writing utensils, etc.
- Seating at bar needs to be separated by 6’ per family or group.
- Sanitize every 30 Minutes.
  - Door Handles - Front doors, bathroom entrance doors, bathroom door latches, sink faucets
  - Host desk/counter
  - Telephones
  - Pagers/if being used
  - Open table tablets
- Stay socially distanced from guest/guests when walking to the table.
- Take the most direct, but least congested route to the table.
- When on a wait use pagers or cell phone texts while encouraging guests to wait in their car.
- Immediately after handling payment transactions staff must use hand sanitizer of 60% or greater alcohol content located near each POS terminal .
- Make Hand Sanitizer/Hand Wipes available at all entrances/multiple locations in the wait area.

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## Supporting Guidance

### Table Service

- Do not pre-set tables.
- No water pitchers on tables. Bring water upon request, just like any other beverage.
- No salt & pepper shakers on the tables. Serve individual packets upon request.
- No condiments on tables. Serve individual packets upon request.
- No sugar containers on tables. Serve individual packets upon request
- Once served to a table, ALL packets must be thrown away. DO NOT serve to another table.

### Hygiene

- Establish mandatory hand washing time protocols and requirements –
  - Hand washing conducted at the same time in 30 minute intervals.
  - Recommended kitchen sets timers, work stops, and staff washes.
- Switch gloves to blue nitriles for food handling.
- Establish glove wearing procedures.
  - Require all employees handling pre-consumed food to wear gloves
  - All bar backs will be required to wear gloves while behind the bar
  - If possible, all employees wear gloves
  - Dish deck wear mid forearm gloves
- Use hand sanitizer/sanitizer wipes to sanitize hands between seating each guest/guests.
- Do not touch your face with your hands, etc.
- Follow normal rules of no beverages or food at the host area/desk.
- Change gloves after finishing task at hand. (after washing barware before making and serving drinks; after each group that came together is served, etc.)
- Side work charts to include:
  - Mandatory station sanitation
  - Wiping down and sanitation of equipment
  - Wash and sanitize food and contact surface on an increased basis
  - Change out utensils that are in direct food contact on a frequent basis
- Ensure all hand sinks are easily accessible, stocked with warm water, soap and paper towels.
- Wash, rinse and sanitize, disinfect handles on equipment, coolers and other pieces of equipment on a timely basis.
- Ensure all cleaners need to meet or exceed the recommended CDC guidelines

### Training

- Perform training highlighting sanitation procedures and reinforce sanitizing, cleaning and disinfecting procedures.
- Ensure all employees are trained in proper handwashing procedure and monitored regularly.
- Remind employees to avoid face, eye and mouth contact verbally and with signage.

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## Supporting Guidance

### **Food and Beverage Handling**

- Require food handler certification of all employees.
- Rinse fruit and vegetables before cutting or eating. Rinse raw agricultural products such as heads of lettuce in running water prior to serving. Bagged food items such as lettuce do not require washing.
- All bartenders while making a drink need to wear gloves and eliminate hand to glass contact.
- All fruit garnishes will now be served on a fruit pick or placed in drink with the use of a small tong, need to eliminate hand to food contact.
- All drinks will be served without a straw. If guest requests a straw, locations need to have pre-wrapped straws available upon request.
- All fruit will be cut while wearing gloves. (kitchen and bar)
- All beer bottles/wine bottles/liquor bottles will be opened with a gloved hand.

### **Dish/Glassware**

- All restocking of dish and glassware shall be handled by a gloved hand.
- All glassware that is cleaned behind the bar must be handled by a gloved hand after the final rinse/dry period.
- In order to avoid cross contamination all mixed drinks/glasses of wine will be refilled using the same original glassware, without making hand contact in front of the guest. Draft beer will be served in a new glass, being served by an employee with a gloved hand each time.

### **Guest Relations**

- Inform guests of all mitigation efforts over the phone before they arrive.
- Use signage outside (sandwich boards, etc.) and in the gift shop, restrooms to explain mitigation efforts.
- Position a host outdoors so guests wait outside of entry.
- During peak times when a wait list is required, use texting system so guest can wait in their car, or exercise appropriate social distancing.

### **Restrooms**

- Make and enforce a 15-30 min ongoing schedule for cleaning and sanitizing.
- Place sanitizer wipes on counter.
- Mount (where it works) foot handles or kick plates to assist with opening door.
- Have maintenance/cleaning crew spray a sanitizing solution on all surfaces using a pump sprayer.
- Install disposable paper towel dispensers where they are not already installed.
- Place trash can outside of door so people can use a paper towel to open/close door and have place to put paper towel after.

### **How should participating restaurants communicate the commitments of the Iowa Hospitality Promise?**

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It's vital that restaurants communicate the commitments directly to their staff and monitor compliance. Restaurants and bars should also take steps to communicate their enrollment in the Iowa Hospitality Promise by posting the required notice at entrances, and if the restaurant uses a website or social media, through those channels as well.

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## Supporting Guidance



# BEST PRACTICES

## FOR RETAIL FOOD STORES, RESTAURANTS & FOOD/PICK-UP DELIVERY SERVICES DURING THE COVID-19 PANDEMIC

FDA is sharing information about best practices to operate restaurants, retail food stores and associated pick-up and delivery services during the COVID-19 pandemic to safeguard workers and consumers.

This addresses key considerations for how foods offered can be safely handled and delivered to the public. This is not a comprehensive list. FDA encourages consulting the references and links provided below (by CDC, FDA, EPA, and OSHA) for more detailed information. This will be updated as FDA receives further information and inquiries.

- [Managing Employee Health \(Including Contracted Workers\)](#)
- [Personal Hygiene for Employees](#)
- [Managing Operations in a Foodservice Establishment or Retail Food Store](#)
- [Managing Food Pick-Up and Delivery](#)

### BE HEALTHY, BE CLEAN



- Employees - Stay home or leave work if sick; consult doctor if sick, and contact supervisor
- Employers - Instruct sick employees to stay home and send home immediately if sick
- Employers - Pre-screen employees exposed to COVID-19 for temperature and other symptoms



- Wash your hands often with soap and water for at least 20 seconds
- If soap and water are not available, use a 60% alcohol-based hand sanitizer per CDC
- Avoid touching your eyes, nose, and mouth with unwashed hands
- Wear mask/face covering per [CDC & FDA](#)



- Never touch Ready-to-Eat foods with bare hands
- Use single service gloves, deli tissue, or suitable utensils
- Wrap food containers to prevent cross contamination
- Follow 4 steps to food safety [Clean, Separate, Cook, and Chill](#)

### CLEAN & DISINFECT



- Train employees on cleaning and disinfecting procedures, and protective measures, per CDC and FDA
- Have and use cleaning products and supplies
- Follow protective measures



- Disinfect high-touch surfaces frequently
- Use EPA-registered disinfectant
- Ensure food containers and utensils are cleaned and sanitized



- Prepare and use sanitizers according to label instructions
- Offer sanitizers and wipes to customers to clean grocery cart/basket handles, or utilize store personnel to conduct cleaning/sanitizing

### SOCIAL DISTANCE



- Help educate employees and customers on importance of social distancing:
  - Signs
  - Audio messages
  - Consider using every other check-out lane to aid in distancing



- Avoid displays that may result in customer gatherings; discontinue self-serve buffets and salad bars; discourage employee gatherings
- Place floor markings and signs to encourage social distancing



- Shorten customer time in store by encouraging them to:
  - Use shopping lists
  - Order ahead of time, if offered
- Set up designated pick-up areas inside or outside retail establishments

### PICK-UP & DELIVERY



- If offering delivery options:
  - Ensure coolers and transport containers are cleaned and sanitized
  - Maintain time and temperature controls
  - Avoid cross contamination; for example, wrap food during transport



- Encourage customers to use "no touch" deliveries
- Notify customers as the delivery is arriving by text message or phone call



- Establish designated pick-up zones for customers
- Offer curbside pick-up
- Practice social distancing by offering to place orders in vehicle trunks

# THE IOWA HOSPITALITY PROMISE

*Supporting Guidance*

## IOWA RESTAURANT INDUSTRY AT A GLANCE

Restaurants are a driving force in Iowa's economy. They provide jobs and build careers for thousands of people, and play a vital role in local communities throughout the state.



**\$4.4  
BILLION**  
in annual  
restaurant  
sales

# 152,500

Restaurant and foodservice  
jobs in Iowa in 2019 = 9% of  
employment in the state.

# 10.2%

Expected growth rate in  
restaurant and foodservice  
jobs over the next decade  
(net increase 15,600+)

**HOW DOES THE  
RESTAURANT INDUSTRY  
IMPACT THE  
IOWA ECONOMY**

Every dollar spent in the tableservice segment  
contributes \$1.71 to the state economy.

Every dollar spent in the limited-service segment  
contributes \$1.54 to the state economy.



FOR MORE INFORMATION: [Restaurant.org](http://Restaurant.org) • [RestaurantIowa.com](http://RestaurantIowa.com)

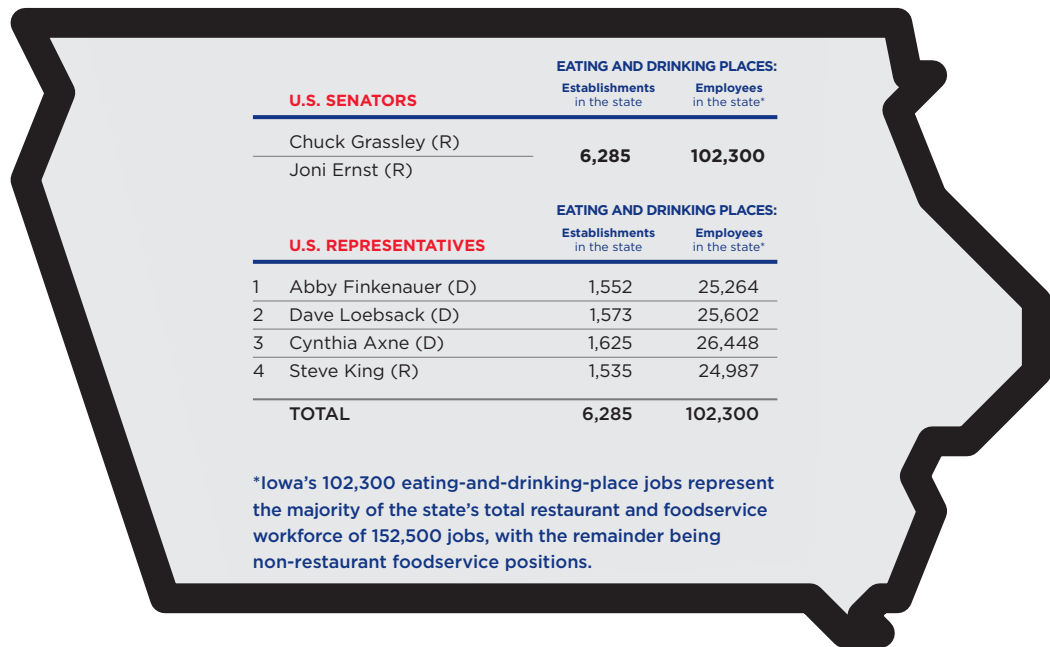


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## Supporting Guidance

# IOWA'S RESTAURANTS

**JOBS AND ENTREPRENEURIAL OPPORTUNITIES IN EVERY COMMUNITY**



**FOR MORE INFORMATION:** [Restaurant.org](https://www.restaurant.org) • [RestaurantIowa.com](https://www.restaurantlowa.com)

Source: National Restaurant Association, based on data from the Bureau of Labor Statistics & U.S. Census Bureau, 2018