

# Coming Attractions... Reopening Best Practices for Concessions and Hospitality Venues

An NAC White Paper



## Introduction:

Soon it will be time to reopen concession and hospitality venues and the primary focus will be the health and safety of our employees and guests. The following guidelines are suggested to make every effort to prevent any spread of viruses or bacteria. Sanitation has always been a high priority for NAC members, but as we move forward this principle must be a significant procedure if we are to stay open and continue operating.

Owners and operators must be in compliance with federal, state and local laws during the reopening period. It is suggested that individual members should seek advice from their legal team and insurance providers for any guidance moving forward. It is also suggested to invite local health authorities to tour facility and demonstrate procedures prior to reopening.

## Contents:

Government Oversight	<i>page 2</i>
The Employee Comes First	<i>page 2</i>
The Facility	<i>page 3</i>
The Equipment	<i>page 3</i>
Receiving Supplies	<i>page 3</i>
Concession Areas	<i>page 4</i>
Restrooms	<i>page 4</i>

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## **Governmental Oversight:**

- ▶▶ OSHA will have a general duty to provide a safe work place for all employees. The management and staff must make every attempt to protect their employees against “recognized hazards” which could cause serious injury or death. OSHA will require each employer to create an “Infectious Disease Preparedness Plan” to protect the employees.
- ▶▶ Employee awareness training: Serve Safe has a link that supports that training and it is free of charge. [Click Here to Link](#)
- ▶▶ Measures requiring the issuance of Personal Protect Equipment (PPE) such as face mask, gloves, sanitizers and anti-microbial wipes.
- ▶▶ The ability to report infections and providing medical observation for employees that contract the disease.
- ▶▶ Documented maintenance related to the foregoing actions.
- ▶▶ Confidential preservation of employee medical records – HIPA.
- ▶▶ Mandatory OSHA 300 logs of any occupational hazards, related illnesses, including COVID-19, if contracted on the job.
- ▶▶ Suggested consideration and institution of engineering controls; such as high efficient air filters, proper and safe ventilation, and shields/barriers to separate employees from each other and members of the public.
- ▶▶ Suggested restrictions in place to refrain from employee group meetings, regulated schedules and shifts to reduce the numbers of people congregating at the same time.
- ▶▶ All employers should be aware of the following: Family and Medical Leave Act, Families First Coronavirus Act, Emergency Family Leave Act Expansion.

## **The Employee Comes First:**

- ▶▶ Keep a log of every employee who enters the building. It is suggested that every employee should sign in and have their temperature taken with a digital thermometer to ensure no one comes to work with a fever. Another technique could include brief questionnaire on the employee general health before entering the building.
- ▶▶ Every employee should wash their hands when arriving for work, and every 30 minutes while on duty. Managers and supervisors could set a time on the hour and half hour to make every employee wash their hands.
- ▶▶ Every employee should wear a cloth mask, either their own or one provided to them. If they are required or allowed to bring their own, keep a backup supply on hand to ensure one is available. Managers should observe if these mask are clean and sanitary when the employee checks in for work.
- ▶▶ Every employee should wear Nitrile gloves, these gloves should be discarded when the employee washes his/her hands and a clean set of gloves put on. If at any time the gloves become contaminated with a foreign substance, discard the gloves and put on fresh gloves.
- ▶▶ Suggest that every employee watch the Serve Safe video on proper sanitation. Keep a record of the certificates in your office. [Click Here to Link](#)

## **The Facility:**

- ▶▶ Before reopening the foodservice areas, everything should be sanitized, all tables, including under shelves; all storage racks, anything that comes into contact with air. All surfaces. There are service agents now available that will offer a fog system that will assist in the complete sanitation of surfaces.
- ▶▶ All best by/ expiration dates on current inventory should be checked. It would be wise to use a marker to show the date prominently on the box, or packaging.
- ▶▶ All refrigeration equipment should be sanitized inside and out, then turn the equipment on and run for 24 hours ensuring the temperatures are holding below 40 degrees.
- ▶▶ All freezers should be running and at a temperature below 20 degrees. Viruses cannot live in that environment so you will not be required to sanitize the inside of freezers.
- ▶▶ Popcorn Kettles must be cleaned with mild soap. The areas inside the collection bins need to be wiped down with mild degreaser and rinsed. The oil pumps should be turned on and allowed to heat. Heat above 145 kills bacteria and all viruses. A test batch of corn should be made in each kettle and discarded. Each manufacturer will have a set standard for cleaning kettles, follow the set guidelines by the manufacturer. Oil lines that have gone unused during shut down may have to be replaced.
- ▶▶ Suggest a greeter at each entrance to welcome patrons, physically open the doors if possible and give any instructions. It helps if this person is outgoing, warm and welcoming.

## **The Equipment:**

- ▶▶ All other equipment should be wiped down with sanitizer before any foods are restocked. Turn on all equipment to ensure it reaches its proper temperature. Leave the equipment on for a minimum of four hours.
- ▶▶ Candy should be restocked, remember all employees must wear gloves while restocking and cleaning.
- ▶▶ Fryers, grills and ovens all produce extreme heat therefore they do not require sanitizing but should not have any dirt, grease, oil or foreign substances on them.
- ▶▶ All small wares should be washed, rinsed and soaked in sanitizers for 60 seconds and then allowed to air dry. This includes popcorn scoops, ice scoops, tongs, knives, spoons, etc.

## **Receiving Supplies:**

- ▶▶ When your facility reopens you will be needing to order supplies. These new supplies could be contaminated. You should expect your vendor to use every precaution to deliver safe packages and crates; however it may not be the case.
- ▶▶ It is suggested to not allow any delivery person to enter the building, have all products stacked on the dock where your personnel can move the items to the appropriate places/store rooms. Do not allow any employees to get into any truck or delivery vehicle.
- ▶▶ All packages, boxes, and crates should be sanitized before entering the building, Lysol spray or other disinfectants can fog the exterior boxes.

- ▶▶ Do not use any disinfectants on produce or open containers.
- ▶▶ Do not fog the frozen goods or cooler items.
- ▶▶ Do not fog any drink cans or bottles that may touch the guest mouth. This includes beer cans and bottles.

## **Concession Areas:**

- ▶▶ All contact surfaces the guest or employee might touch must be wiped down every four hours, this includes the face of the concession counters as well as the tops. The Touch Screens (POS) are sensitive to chemicals therefore do not use the sanitizer on the screens, ask your supplier for approved cleaning options for the screens.
- ▶▶ All floors must be kept clean and sanitized to prevent any possible exchange of viruses. Clean floors = Clean shoes.
- ▶▶ It may be mandatory to use the acrylic shields/barriers to separate the employee from the guest when taking food orders. These shields may be portable and can be utilized in multiple locations. Employee stations should make every effort to stay six feet apart including POS stations. (every facility will be slightly unique and have its own distancing policy) It is important to restrict a pass through area for the food items to no more than 14". Some locations will have a slot that should be of a maximum of 18" high and 14" wide.
- ▶▶ Spacing to customer in line is important. You will be required to place floor markers every six feet apart. This includes Box Office Ticketing, Self-Serve Kiosk, Concession Stand Counters, and Doorman Stands.
- ▶▶ Soft drink dispensers and self-serve dispensers will have to be monitored very closely. If you have a "refill" policy a new or fresh vessel should be used and the contaminated vessel discarded. The self-serve dispensers will need to be sanitized frequently and no vessel should be allowed to be used twice; signs should be posted on the self-serve dispenser "see concession stand to trade for a new cup".
- ▶▶ Popcorn refills should be handled identically to the soda refills, only fresh bags or tubs should be used.

## **Restrooms:**

- ▶▶ Guests and employees will be required to share these spaces. Women's restrooms will be easier managed for social distancing than Men's rooms as they have stalls. Hand sinks will need to be operating but of course they are not six feet apart. It is suggested to regulate the numbers patrons in the restrooms and form a line outside the restroom and allow one in for every one out. This may require a dedicated person at each restroom. This employee can wipe down sinks, towel dispensers and other areas frequently touched.
- ▶▶ Visitor corridors should be also managed and sanitized frequently using sanitized wipes to wipe down hand rails and areas that are touched by patrons.