



### SAFETY

- ☐ Deep clean store using approved cleaners
- ☐ Deep clean back of house and office area using approved cleaners
- ☐ Evaluate lines/queues for customer spacing
- ☐ Evaluate tables and product placement for customer spacing
- ☐ Install shields for cashiers as appropriate and affix appropriate signs



### OPERATIONS

- ☐ Contact team members with opening date and team meeting schedule
- ☐ Place orders for opening product – think ahead for delivery schedules and lead times
- ☐ Ensure adequate pick up, take out and delivery options. Your customers may still be anxious about crowds
- ☐ Review job skills and processes with team – they may be a little rusty



### SERVICE

- ☐ Prepare team for customers that are standoffish. They may not shake hands or hug like they used to. Don't take it personally
- ☐ Review service skills and expectations with your team
- ☐ Remember that everyone is coming out of a stressful situation and may need a little extra care – both your customers and your team
- ☐ Communicate with your customers that you are glad to have them back and the steps you are taking to keep them safe



### COMMUNICATION

- ☐ Contact your team individually to check in on them
- ☐ Communicate opening date via social media and signage at store location
- ☐ Hold leadership meeting prior to re-opening. This can be virtual or live.
- ☐ Hold all-team live meeting prior to reopening to kick off and inspire