



# THE WISCONSIN RESTAURANT PROMISE

## Supporting Guidance

### Section 1 – Introduction

#### *What is the Wisconsin Restaurant Promise?*

In partnership with the Wisconsin Restaurant Association, health officials across the State, and national experts in food safety, restaurant owners and operators make a set of commitments to their employees and customers and earn the endorsement of the Wisconsin Restaurant Promise during the COVID-19 recovery period. When customers see this endorsement, they can be certain that the restaurant is taking all necessary steps to protect their employees and customers and that they are taking a leadership role in protecting their community. It helps to instill confidence that the facility is as safe as possible for them and their families. The Wisconsin Restaurant Promise also empowers customers to learn what they can do to help keep everyone safe. With restaurants and customers working together, we can make the restaurant industry as vibrant as it was prior to the impact of COVID-19. For more information, please visit [www.wirerestaurant.org](http://www.wirerestaurant.org).

#### *Who can participate in the Wisconsin Restaurant Promise?*

Any restaurant or foodservice establishment that is reopening its dining room and other full-service areas.

#### *How long will this program last?*

Throughout the duration of the COVID-19 recovery efforts. Over time, these efforts should help customers regain trust and comfort while dining in restaurants.

### Section 2 – Restaurant Responsibilities & Obligations

#### *How do restaurants participate in the Wisconsin Restaurant Promise?*

Restaurants must agree to the following commitments to protect their employees and customers:

- We will continue to be a leader in food safety and sanitation practices where all of our team is trained in safe food handling practices and a Certified Food Protection Manager is scheduled for 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 cleaned and sanitized after every use. Silverware will be wrapped in a napkin for protection.
- We will post the Wisconsin Restaurant Promise at our entrances so everyone understands the steps we must all take to keep our communities safe.



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

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 Wisconsin Restaurant 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:

- Designate a single employee per shift, ideally with a clearly identifiable uniform or badge for customers to recognize, to oversee safety and sanitation measures.
- Allow or require certain employees to wear gloves and/or masks and other protective equipment in keeping with public health guidelines related to preventing cross-contamination.
- Limit tables to 6 or fewer guests.
- When able, use physical barriers to separate tables, booths, and bar stools.
- For tables that are unable to be moved, physically block off and/or remove seats so they are clearly not in use.
- Use signage and/or floor markings to help customers comply with social distance guidelines in common areas.
- Encourage contactless payment options like credit cards or online ordering.
- When exchanging paper and coin money, ask customers to place cash on the counter rather than directly into your hand. Clean counter and hands after each customer at checkout.
- Temporarily close buffets, topping bars, and other communal serving areas.
- Have each staff member complete a health survey prior to their shift\*

*What kinds of questions should a restaurant ask its employees to perform health screenings before each shift?*

Yes or no questions/statements like these can help strike the balance between obtaining the necessary health information and respecting privacy concerns. Recommendation is to have all employees complete a simple pre-shift screening that includes answering questions like:

- Do you have any of these symptoms: fever, aches, cough, shortness of breath?
- Have you come in contact with anyone diagnosed with COVID-19?
- Are you currently waiting for the results of a COVID-19 test?
- Have you traveled outside Wisconsin over the last 14 days?
- I understand my responsibility to not come to work if I have symptoms of COVID-19 or have recently come into contact with someone who has COVID-19.
- I understand my responsibility to comply with [the restaurant's] health and sanitation standards.

*How should participating restaurants communicate the commitments of the Wisconsin Restaurant Promise?*

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



### Section 3 – Customer Responsibilities & Obligations

*Why are customers included within the Wisconsin Restaurant Promise?*

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

What commitments does the Wisconsin Restaurant 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 using our contactless delivery options.
- If you have underlying health conditions or are otherwise concerned about contracting COVID-19, please feel free to use our contactless delivery options.
- While waiting and dining, you will follow and comply with the appropriate social distancing guidelines.
- If you have any questions about the Wisconsin Restaurant Promise, or our practices, please ask for a manager who will be happy to assist you.

*What can restaurants do to help customers meet these responsibilities & obligations? (From the Section 3 heading)*

Restaurants are encouraged to maximize the use of contactless delivery options and advertise those options to potential customers. Publicizing information about the Wisconsin Restaurant Promise should also increase customers' compliance. More about the Wisconsin Restaurant Promise: [www.wirerestaurant.org](http://www.wirerestaurant.org)

### Section 4 – Additional Resources & Next Steps

*What resources and support are available related to the Wisconsin Restaurant Promise?*

WRA will share information about the Wisconsin Restaurant Promise with elected officials, the public, allied groups, and the media to assure the public and policymakers that Wisconsin restaurants stand ready to reopen safely in keeping with these commitments. WRA 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](#)
- [ServSafe Reopening Guidance Video](#)



Supporting documents included in this document:

- Wisconsin Restaurant Industry at a Glance
- Handwashing and Hand Sanitizer Use (source: CDC)
- Proper Use of Gloves (source: Public Health Madison & Dane County)
- National Restaurant Association Reopening Guidance