



Restaurant Program Outline & Trainer Guide



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TRAINING TIPS

Below are tips to help you prepare for and perform customer training.

- **Prepare in advance.**

- Practice your presentation with others and ask for feedback. Video your practice session and review for areas to improve.
- Discuss the account in advance with the sales consultant. Review the products currently used and those you plan to recommend. Complete the Restaurant Cleaning Supplies and Equipment Checklist in advance of the training session and have extra copies available.
- Have all handouts, sign in form, etc. printed.

- **Arrive early and survey the area you will use to train.**

- **Introduce yourself.**

- Who you are
- What the training will include and how long it will take
- Why it is important



Note: As the Trainer, it's okay for you to be uncomfortable, but always try to keep the Trainees comfortable.

- **Speak slowly and clearly.** It's a fast-paced environment, but as the Trainer you need to control the pace.

- **Speak in a pleasant tone.** Speak with confidence yet with humility. You are there to help.

- **Have fun.** Not everyone wants to hear the joke you just heard on the radio and this is not a stand-up comedy audition. But having fun, maybe even poking a little fun at yourself (never a trainee) can help to foster relationships.

- **Remember mistakes are okay.** Especially theirs, but so are yours. Just identify them, make the correction and move on.

- **Encourage questions.** If you tell them up front to challenge you if something doesn't add up for them, they'll feel more comfortable asking questions.

- **When teaching a specific task, including using disinfectants, use the Tell, Show, Do, Review method.**

- Tell the process
- Show the process
- Have them Do the process, then
- Have them Review the process to you

- **At conclusion:**

- Recognize the trainee(s) and their efforts
- Reemphasize important or key points (don't rehash the entire session)
- Make sure all questions are answered

RESTAURANT GUIDANCE: Purpose & Scope

The Imperial Dade Cleaning Institute for Restaurants provides information on cleaning, disinfecting, and hygienic practices that are necessary to maintain a healthy and safe restaurant environment.

The guidelines and content may not cover all needs for every operation and health department jurisdictions. Be sure to review and understand all local requirements and include any additional information needed for the individual training sessions.



Be prepared to address the following topics with the customer and their designated cleaning team:

- Important terminology
- CDC and **current** local regulatory guidance
- Review of correct products, including PPE, required
- Correct cleaning and disinfecting procedures, including touch points in:
 - Front of House
 - Back of House
 - Restrooms
- Hand hygiene

KEEPING EMPLOYEES AND GUESTS HEALTHY AND SAFE

Restaurants need healthy employees to keep everyone safe and help avoid disruptions that can lead to temporary closures. One infected employee has the potential to infect everyone in the workplace as well as guests. Some individuals may be asymptomatic so restaurants must implement infection control practices that assume the pathogens that cause illnesses are in the building.

Employee Health

- Employees should not work when they are sick or have been exposed to an individual that is sick. Implement the following health checks:
 - Take and record employee temperatures. They should be under 100°F.
 - Consider having employees take a sense of smell test
 - Ask employees to verify they have not had a cough, sore throat or shortness of breath and have not been in contact with a sick individual
- Require the use of personal protective equipment
 - Facial coverings should be worn and not touched or lowered unless being removed with clean hands
 - If employees are wearing gloves, they should remove the gloves before removing their masks
- Require hand hygiene practices including frequent hand washing
 - Always after coughing, sneezing, or touching used service items
 - At least once every 30 minutes
 - Provide hand sanitizer for use in between hand washing
- Provide an environment that enables social distancing of 6 feet between work stations



Guest Health

- Ensure customer restrooms are always stocked with appropriate handwashing supplies including soap and paper towels, preferably touchless dispensers.
- Offer hand sanitizer stations throughout the restaurant
- Provide an environment that enables social distancing of 6 feet between groups of guests
- Disinfect high touch surfaces frequently and always disinfect tables and seating between guests

INFECTION PREVENTION & CONTROL: Bacteria and Viruses

1 FACTS

Germes are pervasive in our environment and are easily spread through contact with others, surfaces, and inhalation/ingestion. Bacteria and viruses are two types of germes.



COMMON GERMS

- Norovirus
- Influenza
- Coronavirus
- Salmonella
- Hepatitis
- E-coli



TRANSMISSION

- Person to person via droplets through the air
- Bodily fluids (sweat, saliva, blood)
- Touching contaminated surfaces



STATISTICS

- All 50 states and Puerto Rico have reported cases of Novel Coronavirus and community spread to the CDC

The Spaulding Classification System characterizes the difficulty to kill germes with disinfecting agents.

It is generally accepted that:

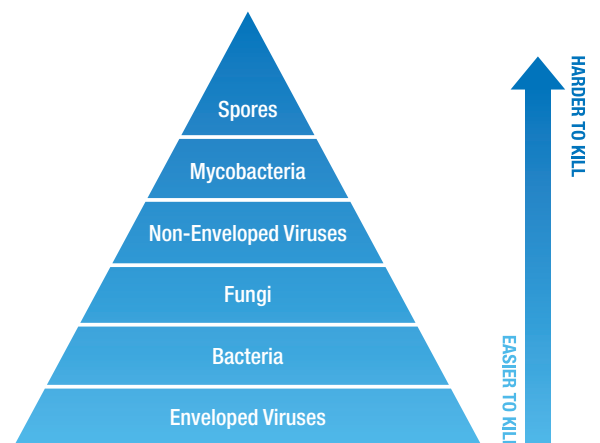
Enveloped viruses are easier to kill

These include: Influenza, Novel Coronavirus and Hepatitis

Non-Enveloped viruses substantially more difficult to kill.

These include: Norovirus, Rotovirus

The Spaulding Classification System



Residual soil can shelter germes

CLEANING...is removing soil from a surface

DISINFECTING...is killing/reducing germes that can cause disease, odors, spoilage.

- Most disinfectants do not effectively remove soil, if at all.
- Cleaning according to product instructions and dwell times:
 - ✓ removes soil where germes are found and can multiply
 - ✓ allows disinfectants to work more effectively

**You must
clean AND
disinfect!**

2 INFECTION PREVENTION

EDUCATE



Train employees and reinforce the importance of staying home when sick



Regularly communicate your sick policies, personal hygiene etiquette, and proper infection control procedures



During an outbreak, **keep close to local and regional guidelines;** execute a plan that allows for business continuity

ENCOURAGE GOOD HABITS



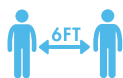
Handwashing **Frequently for at least 20 seconds – put posters up for reminders**



Provide hand **sanitizing stations** to enable ease of use



Cover mouth & nose **when coughing or sneezing**

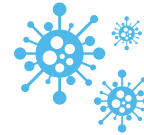


Avoid close contact **Encourage social distancing behaviors**



Use face mask & disposable gloves to mitigate further spread of infection

BREAK THE CONTAMINATION CYCLE



Do not allow germs to travel!



Clean + disinfect **Avoid cross contamination of tools like cleaning wipers**



Prioritize high-touch surfaces



Use EPA registered disinfectant **Follow label instructions**

3 INFECTION CONTROL

PREPARE



Being ready for everyday infection control can help when an outbreak occurs.

- Have a written & posted plan for infection control
- Ensure a stock of cleaning products, tools, and supplies
- Train employees on donning and doffing of PPE and keep supplies available

ESTABLISH



Consistent and frequent cleaning policies & procedures are critical.

- Proper cleaning and disinfecting procedures should be part of **every employee's training plan**
- Managers are the role models – exhibit the behavior you want to see
- Post your policies and make them easily accessible

ENFORCE



Enforcing the “good behavior” of cleaning and disinfection can ensure it's done right.

- Catch your employees cleaning and **reward the actions**
- Have frequent spot checks
- Train by doing – when you notice an improper procedure – correct it by showing the right way

DISINFECTING HIGH-TOUCH SURFACES

FRONT OF HOUSE



TOUCHPOINTS:



Door Handles



Host/Hostess Counter



Telephones



Tablets/PCs



Switches



Tables



Chairs



Ice Scoop



Bar Top



Counters



Menus



Tabletop Smallwares



POS Equipment



Dispensers



Railings

BACK OF HOUSE

TOUCHPOINTS:



Door Handles/
Push Plates



Switches



Food Contact Surfaces



Dispensers



Faucets



Equipment Handles



Large Appliance Handles



Small Appliance Switches



Utensils



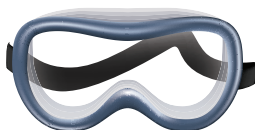
Front-of-House and Back-of-House Best Practices:

- Clean surfaces, removing soil load, before disinfecting.
- Use a disinfectant cleaner on all high-touch surfaces. Follow the product label directions and ensure proper dwell time.
- Use color-coded microfiber cloths or disposable wipers to prevent cross-contamination.
- Use a foodservice sanitizer on food contact surfaces.

PERSONAL PROTECTIVE EQUIPMENT

PPE Best Practices:

- Use PPE compliant with local regulations.
- Gloves should be changed frequently.



RESTROOM

Restroom Cleaning Best Practices:

- Use a disinfectant bowl cleaner in toilet bowls and urinals. Allow dwell time, per instructions, before swabbing, flushing, and rinsing.
- Use a disinfectant cleaner on all high-touch surfaces and sink basin. Follow the product label instructions and ensure proper dwell time.
- Use touchless dispensers, flushers, and faucets.

TOUCHPOINTS:



Door Handles



Toilet Flush Handles



Switches



Faucets



Soap & Towel Dispensers



HAND HYGIENE

Hand Hygiene Best Practices:

- Place hand sanitizing dispensers at entrances and high traffic areas with signage reminding people to use the product.
- Post hand-washing signage in all restrooms and in the kitchen reminding people that handwashing is required.
- Use touchless dispensers for soap, sanitizer, and paper towels.

FLOOR CARE

Floor Care Best Practices:

- Floors require disinfecting.
- Use a color-coded microfiber mopping system to prevent cross-contamination.
- Use a neutral pH quat disinfectant on resilient tile flooring. Apply with a microfiber mopping system and allow proper dwell time. Mop again to pick up any excess solution.
- Post a wet-floor sign during cleaning.
- Mop from the far corner of the room towards the entrance.
- Pay attention to corners and baseboards and be sure to clean crevices where bacteria can collect.





RESTAURANT CLEANING SUPPLIES AND EQUIPMENT CHECKLIST

FRONT AND BACK OF HOUSE

CURRENT

RECOMMENDED

Disinfectant Cleaner		
Foodservice Sanitizer		
Microfiber Cloths		
Sanitizing Wipes		
Paper Wipers		
Chemical Management System		
Register Shields		
Mechanical Sprayer		
Electrostatic Sprayer		

PPE

CURRENT

RECOMMENDED

Gloves		
Masks		
Goggles/Face Shields		
Coveralls		
Thermometers		

RESTROOM

CURRENT

RECOMMENDED

Bowl Cleaner		
Glass Cleaner		
All-Purpose Cleaner		
Odor Control System		
Bath Tissue		
Paper Towels		
Door Tissue		
Bowl Brush		

HAND HYGIENE

CURRENT

RECOMMENDED

Hand Soap		
Hand Sanitizer		

FLOOR CARE

CURRENT

RECOMMENDED

Disinfectant Floor Cleaner		
Microfiber Mop		
Microfiber Mop Pad		
Broom		
Dust Pan		
Matting		

Other Products	
Comments:	



DATE: _____

RESTAURANT: _____

CITY/STATE: _____

TRAINER NAME: _____

[illegible]