

NCRLA Restaurant Reopening Training

Section 1 — Project Description

The North Carolina Restaurant and Lodging Association has contracted with NCSU Extension Safe Plates Training and Educational Programs to develop a COVID-19 Restaurant Training Program. The voluntary training program is being developed in concert with public health officials and is designed to insure that NC restaurants who complete the training are equipped to deliver the highest standards of public health and safety in order to comply with federal, state, and local guidance as a reopening process begins. Consistent with [The North Carolina Restaurant Promise](#), restaurant owners and operators who complete the training will be recognized for their commitment to protecting their employees and customers and for taking a leadership role in protecting their community.

Training

The proposed training will serve to provide specific guidance to restaurants and food businesses best practices upon reopening using a phased in approach returning to full dine-in after the COVID-19 stay at home order. Each of these short training sessions are designed to be less than 30 minutes long and are delivered online in an engaging and interactive interface. Food employees will be able to immediately apply what they learn.

Recognition Program

Businesses that complete these short courses will be able to display a placard and or menu icon that designates successful completion of the training. This designation will be linked to an online page that allows guests to review the training objectives and learn about how designation is achieved.

Section 2 — Modules and Content Outlines

The following represent the proposed short courses in priority order to be completed and available to the industry. The content will include, but is not limited to the topics listed.

Course 1: Owners and Operators

- Managing Dining Rooms and Patrons
 - Limiting guest volume and physical distancing (tables, waiting areas and lines)
 - Managing menus, bill folders
 - Self-service and on-table condiment cleaning and sanitizing and management
 - Linens and table settings
 - Single use and multiple use utensils

- Standard Operating Procedures (SOPs)
 - PPE (how to use, launder and disposal)
 - Hand hygiene (washing and sanitizer)

- Serving food to patrons
- Employee breaks
- Employee Health
 - Symptoms and reporting
 - Pre-screening
 - Cohorting/labor shift management
 - Handling confirmed diagnosis of COVID-19
- Cleaning, Sanitizing and Disinfection
 - Schedules
 - Compounds and processes
 - Surfaces (laundry, dining areas, self-serve, condiments, doors)
 - Food contact surfaces

Course 2: Front of House Staff

- Physical distancing
 - Distancing with guests
- Standard Operating Procedures (SOPs)
 - PPE including face coverings (how to use, laundry and disposal)
 - Hand hygiene (washing and sanitizer)
 - Delivering food to guests
 - Handling food/ garnishes
 - Breaks
- Employee Health
 - Symptoms and reporting
 - Pre-screen
- Cleaning, Sanitizing and Disinfection
 - Following new schedules
 - How to disinfect surfaces (laundry, dining areas, self-serve, condiments, doors)

Course 3: Back of House Staff

- Physical distancing
 - Distancing with coworkers
- Standard Operating Procedures (SOPs)
 - PPE including face coverings (how to use, laundry and disposal)
 - Hand hygiene (washing and sanitizer)

- Employee Health
 - Symptoms and reporting
 - Pre-screening

- Cleaning, Sanitizing and Disinfection
 - Following new schedules
 - How to disinfect surfaces

Course 4: Cleaning Staff

- Standard Operating Procedures (SOPs)
 - PPE (how to use, laundry and disposal)
- Employee Health
 - Symptoms and reporting
 - Pre-screening
- Cleaning, Sanitizing and Disinfection
 - Differences in cleaning, sanitizing and disinfecting
 - Schedules
 - Compounds and processes
 - Surfaces (laundry, dining areas, self-serve, condiments, doors)

Section 3 — Timeline of Implementation

	April 19-25	April 26 - May 2	May 3-9	May 10-16	May 17-23	May 24-30
Outline course and identify learning management system						
Construct courses 1, 2 & 3						
Release courses 1, 2 & 3						
Construct course 4						
Release course 4						