

# Pizza Hut COVID-19 Restaurant Closure & Re-Opening Procedures – Updated 3.24.20

Refer to COVID-19 Restaurant Action Plans on the [COVID-19 Page in Hut Link](#) for details on the decision-making process leading up to closing a restaurant and other resources:

- In addition to closing for a confirmed case of COVID-19 in the restaurant, decision to close could be due to public health order mandating quarantine or closure, or other COVID-19 related circumstances.
- Inform the Pizza Hut Food Safety & Quality (FSQ) team using QA Hotline Online if closure is due to a team member with a confirmed case of Covid-19.
- For any guests claiming to be impacted by the COVID-19, acknowledge and refer the guest to the local health department.

**ACTION:** Above Restaurant Leader (ARL) should work with RGM to ensure the steps below are completed (If ARL or RGM is not available, District Manager/Key Operator should determine replacement). Conversations should take place by phone.

## Closing Procedures

### Notifications

1. ARL should deactivate online ordering and call center (if applicable).
2. Check for future orders and notify customers in a timely manner if they need to be transferred or cancelled (if applicable).
3. ARL or RGM notifies McLane (or other food distributor), Pepsi and other local vendors of temporary closure.
4. Notify the CORE via the [COVID-19 Crisis Temp Closure Registry](#).
5. Notify Team Members (TM):
  - a. Set up a calling chain so all Team Members are notified of the status of the restaurant closing and will be contacted when you have confirmation of a re-opening date.
  - b. Make sure all Team Members know how to get in contact with you or the Above Restaurant Leader (ARL) with questions. Provide cell phone numbers, if available.
  - c. Recommend exposed TMs seek medical attention [following the Covid-19 Action Plan](#).
  - d. Do not allow exposed TMs to work at other [Yum!](#) restaurant locations during closure.
  - e. Remind TMs of Media Policy

### Restaurant

1. ARL reviews the closing procedure steps with the RGM. Conversations regarding closing procedures should take place by phone.
2. Complete end-of-day close procedures:
  - a. Turn off unused equipment that will remain idle during closure (e.g. proofers, ovens, fryers, hot holds, maketable).
  - b. Discard all open food
  - c. For food into thaw - if in sealed original packaging, it can be transferred to another restaurant after a 2-day period following the procedures outlined on the Distribution Center Pick up / Transfers Standard card in Pizzapedia.
3. Remove all shakers from tables, and empty, wash and sanitize the shakers.
4. Remove all service items from the dining room area and place into covered storage.
5. Remove all trash from the restaurant and discard into dumpster.
6. Remove money from the safe using gloves to minimize risk of contamination and deposit it in the bank. Organization should determine if all the money is deposited, or a small amount is left in the safe for a startup change fund.
7. Clean and sanitize all food contact surfaces and high touchpoint surfaces using [approved chemicals](#) and [Cleaning Card](#) procedures:
  - a. Refer to [High Touchpoint Surfaces](#) Cleaning Card
  - b. Continue to follow [Employee Health Standards](#) – Never allow ill Team Members to work or clean/sanitize the restaurant.
  - c. Consider utilizing a professional third-party cleaning service.

# Pizza Hut COVID-19 Restaurant Closure & Re-Opening Procedures – Updated 3.24.20

8. Turn off the outside lights (if on a circuit breaker) or timer, set the alarm, and then depart and lock the restaurant.
9. Post Temporary Closed sign (Available through Hut Link > Resources > COVID-19 > Approved Restaurant Signage).

## While Closed

1. Pest service should continue even though restaurant is closed; contact Pest Management vendor directly to make arrangements.
2. At least daily, confirm coolers and freezers are working correctly either by remote monitoring or asymptomatic manager.
3. At least weekly, conduct pest walk by asymptomatic manager.
4. Discard foods that become expired.
5. Track quantity of product discarded as required by the franchisee organization.

## Opening Requirements

Restaurants may reopen **following the criteria on the Covid-19 Action Plan.**

1. After **thorough cleaning and disinfecting of the restaurant and high touch point areas.**
2. When there are enough unexposed and asymptomatic TMs to operate.
3. And with local health authority approval where required.
4. ARL must complete walk through with RGM to ensure opening procedures have been executed correctly (If ARL or RGM is unable to attend, District Manager/Key Operator should determine replacement).

## Re-Opening Procedures

### Notifications

1. Notify and schedule healthy TMs for work; Stringently follow the [Employee Health Standard](#).
2. Restaurants should contact their DC a minimum of 24 hours prior to needing a food order to reopen and the DCs will work with the restaurant to schedule the delivery.
  - a. If specific products or cleaning materials are not available through McLane, the restaurant should borrow from a neighboring restaurant.
3. Communication: Ensure you have good communication with your ARL. If you do not, contact the Franchise/Corporate office to provide your restaurant status and needs.
4. Remind returning TMs of relevant food safety standards:
  - a. Health Standard
  - b. Hand Hygiene
  - c. [Glove usage](#) (where required)
5. Organization leadership should determine if restaurant is able to fully open or only for certain occasions (i.e. carryout but not delivery due to driver staffing).
6. Reactivate online ordering (and call center if applicable).

### Restaurant

1. A manager who is **non-impacted** should complete dough prep, other essential prep and ensure equipment is working properly the day before opening. Contact any vendors if needed to fix equipment.
2. Inspect products within coolers, freezers, and dry storage. Discard any food in the Temperature Danger Zone. Discard any contaminated or expired food and packaging.
3. Receive food delivery
4. Complete cleaning and disinfection of restaurant prior to starting opening procedures; review [cleaning cards](#) and [High Touch Point](#) cards for detailed information.
5. Use the reader board to let customers know you are open or put a sign on exterior of the restaurant
6. Complete start-of-day opening procedures.
7. Complete [Daily Food Safety checklist](#) and [Ready for Customer checklist](#) to ensure restaurant is “food-safe” before opening.
8. Remove closure signs and open restaurant.
9. Monitor and reinforce all food safety standards.