

Reopening for Business: A Checklist for Food and Beverage Operations

With hoteliers preparing to reopen their food and beverage businesses, we'd like to lend a hand by providing a checklist of "to dos" for a restart. But before you get underway, check local business and health regulations regarding key topics such as social distancing, staff and guest safety, and table spacing for dine-in offerings. It's also important to review requirements for sterilization and reuse of cutlery, crockery, glassware, and menus.

Here's our checklist as well as some helpful Symphony user tips:



PREPARE FOR REOPENING BY STARTING WITH THE FUNDAMENTALS:

1. Check inventory
 - Review expiration dates for perishable food products
 - Confirm stocking of appropriate levels of cleaning supplies
 - Meet with service providers and suppliers, regarding inventory, needs and menu changes that may require restock
2. Coordinate with marketing team to attract guests
 - Brainstorm special events and promotions
 - Update information about reopening on all platforms, including: hotel communications, website, social media
3. Update reservation platform
 - Reopen reservations through all in-house and internet channels
 - Adjust availability based on staffing levels and special events
4. Meet with staff to discuss key operating topics such as:
 - Scheduling
 - Upcoming group activity and special events
 - Cleaning procedures and processes
 - Menu and product changes
 - Changes in policies and protocols

USE SIMPHONY FEATURES TO SIMPLIFY REOPENING

- **Effectivity tool** in Symphony EMC configuration can be used to schedule price changes or add new menu items in advance. If you would like to configure menu items ahead of time, please refer to the link below for setup instructions in EMC. System administrators also can use effectivity to create promotions or discounts.
[Learn More](#)
- **User Management:** When reopening, there may be old users in the system who will need to be deactivated. Please reference the below link to deactivate employees. (*Note – We do not recommend permanently deleting employee as explained in the link.)
[Learn More](#)
- **Engagement** in Symphony EMC configuration can be used to schedule price changes or add new menu items in advance. If you would like to configure menu items ahead of time, please refer to the link below for setup instructions. System administrators also can use effectivity to create promotions or discounts.
[Learn More](#)
- **Table Management:** To rearrange floor plan in Table Management, consider the following: Revise the way tables are laid out and their configuration. For instance, a six-top table may be converted into three separate, two-top tables. It also may be necessary to create new tables for the revenue center and remap existing tables to new table classes. Another consideration: add or move tables in Page Design.
[Learn More](#)
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Additional documents available for reference through Oracle Support in MOS:

- Doc ID 2662373.1: Checklist for Reopening Symphony Property After Being Closed for Extended Period
- Doc ID 2660355.1: Checklist for Reopening 9700 POS Property After Being Closed for Extended Period
- Doc ID 2662764.1: 3700 - Checklist for reopening a RES 3700 location after being closed for an extended Period

ANTICIPATE THE NEED FOR CERTAIN “ACTION STEPS”

- **Start of Day Procedure**

Simphony takes care of it automatically running Start of Day in your POS system; reports will be available for you each day.

***If you're one of the few customers that runs manual Start of Day in Simphony, here are the steps to perform SOD from the Enterprise Level:**

1. Select Enterprise Level → Tasks → Run PC Autos sequences
2. Select Increment Business Day and then Choose PC Auto sequence drop-down list, and then click Run

- **How to lock and unlock a workstation**

Operators may have locked workstations to prevent unauthorized access during downtime. When a workstation, transaction, or revenue center is locked, Autofire Checks continue to process. When a workstation sends a check to an order device using the Autofire function, the totals post to Reporting and Analytics Advanced and to the Check Journal Report.

To lock and unlock a workstation, transaction, or revenue center:

1. Sign on to the workstation.
2. Click the Workstation Control function key
3. Click the workstation action you want to perform, click the workstations to receive the action, and then click OK.

MAINTAIN AND SANITIZE WORKSTATIONS

We recommend cleaning and disinfecting workstations regularly. The below procedures are step-by-step directions for proper care of Oracle-MICROS hardware.

1. Wash your hands before cleaning Oracle devices
2. Use eye protection and latex gloves (or nitrile gloves for those with latex allergy)
3. Controlled power down of device (do not unplug workstations and printers instead turn them off using power buttons)
4. Disconnect power cables after device is powered down for energy management
5. Ensure device is on a secure stable surface; disconnect any peripherals
6. It is recommended to use 70% Isopropyl alcohol to disinfect and clean surfaces – this concentration is optimal for killing bacteria and viruses. Here's how to prepare the concentration
 - a. 99% Isopropyl alcohol – available over the counter
 - b. Distilled water – available over the counter
 - c. Prepare a spray bottle by rinsing the inside with distilled water to flush out contaminants
 - d. Mix 7 parts alcohol to 3 parts distilled water
 - e. Gently spray surfaces of hardware devices with the alcohol mix and use a dry nonabrasive cloth or paper towel to wipe

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