Take-Out and Curbside Pick-Up Guidelines

To reduce the spread of COVID-19 and comply with Governor Sisolak’s Executive Order, food establishments shall cease on-site dining and only serve customers through take-out, drive-through, curbside pick-up, or delivery during Phased Reopening. The following public health practices are recommended:

**Guidelines**

1. **DO** take customer orders online, by phone, or in-person.
   - Customers may stand in line if staff can monitor the line to maintain 6-foot social distancing. It’s also recommended to place signs.
   - Ask as much information as possible for curbside pick-up to help identify customer’s cars for easier hand off.
2. **DO** follow current guidelines about limiting number of customers inside the facility.
3. **DO** encourage online payments and receipts to minimize social contact and wait times during pick-up.
4. **DO** ensure that a safe distance is maintained when taking payments, if payment is made on site.
5. **DO** designate specific staff for take-out and curbside pick-up and provide proper training regarding order taking and proper handling of orders.
6. **DO** provide allocated parking spaces that are closer to the facility for curbside pick-up.
7. **DO** practice social distancing when handing over orders, at least 6 feet should be maintained. Limit person to person interaction by:
   - Using a text message or email to let your customer know when to come inside to get their order.
   - Providing an area outside to place orders for curbside pick-up.
   - Placing food into unoccupied seat of a customer’s car through an open window.
   - Wearing cloth face coverings following CDC recommendations.
8. **DO** clean and disinfect commonly touched surfaces including pens, doorknobs, handles, and tablets.
   - Consider having separate containers for cleaned and used pens.
9. **DO** remove single-use items from the customer self-service area.
10. **DO NOT** allow sick employees to work.
11. **DO NOT** allow bare-hand contact with ready-to-eat foods.
12. **DO NOT** shake hands, high-five, or fist bump with customers. Limit physical contact.
13. **DO NOT** touch mouth, nose or eyes.
14. **DO NOT** open orders for confirmation. When possible, provide secure packaging for orders.
   - Mark orders with customer or menu item names.
   - Clear lids may be used to identify orders.
15. **DO NOT** allow customers to use their personal containers.
16. **DO NOT** allow customers to consume food on site including outdoor seating areas.

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