“Restaurant” means an establishment that provides seated food service that is prepared on-site and under a Food Service Establishment, for food service establishments that cook, prepare and serve food, intended for immediate consumption, as permitted and issued by a municipal authority pursuant to 105 CMR 590.000. Potato chips, pretzels, and other similar pre-packaged, shelf stable foods, or other food prepared off-site, do not constitute food “prepared on-site.” A restaurant that also serves alcoholic beverages may only do so when providing seated food service prepared on site as explained below.

**SOCIAL DISTANCING & CAPACITY LIMITS**

Ensure >6ft between individuals

- Require face coverings for all customers and workers at all times, except where an individual is unable to wear a face covering due to medical condition or disability
- Customers may only remove face coverings in the actual act of eating and drinking. Face coverings are required at all other times while seated at tables and when waitstaff are present at tables
- While indoor table service is permitted, restaurants are encouraged to structure operations to operate as much as possible through outdoor table service and to strictly limit indoor table service in order to assure effective compliance with social distancing requirements and to limit activities within confined spaces
- Seated table service must be limited for each party to 90 minutes or less
- Restaurants must comply with the following sector specific social distancing rules for providing dining services in all customer seating areas:
  - Tables must be positioned so to maintain at least a 6 foot distance from all other tables and any high foot traffic areas (e.g., routes to bathrooms, entrances, exits); tables may be positioned closer if separated by protective / non-porous barriers (e.g., structural walls or plexi-glass dividers) not less than 6 feet high installed between tables and high foot traffic areas
  - The size of a party seated at a table cannot exceed 6 people
  - Customers should be encouraged to only dine with members of the same household
- Bar seating is permitted provided that either:
  - There are no active work areas or working staff behind the bar at 6 ft away, or
  - There is a physical barrier (e.g. Plexiglas) separating customers from the bar space that is at least 30 inches high and a gap/opening at the bottom of the barrier is allowed for food and drink service as long as the gap/opening is no more than 8 inches high
  - In addition, parties must be seated at bars (no standing customer service) and parties must be spaced at least 6 ft from other parties
  - Subject to any applicable building and fire code requirements, bar areas may be re-configured to accommodate table seating that complies with all spacing and other requirements in these COVID-19 safety standards. Tables must not be placed within 6 feet of the staffed bartending area.
- All customers must be seated; eat-in service to standing customers (e.g., around bar areas) is prohibited
- Restaurants may provide carry-out or delivery service, but all safety standards for table separation, size of party, and hygiene must be maintained for any indoor or outdoor table seating that is available to carry-out patrons.
- Recreation amenities which are allowed to open in Step 1 of Phase III (such as arcade games) may be open if adhering to all safety protocols in the Arcades & Other Indoor & Outdoor Game & Recreation Businesses, including the requirement that active use of pool tables and other games involving patrons not seated at tables is not permitted in areas where food service is provided.
- All other amenities and areas not employed for food and beverage service (e.g., dance floors, playgrounds, etc.) must be closed or removed to prevent gathering of customers.
- Ensure separation of 6 feet or more between all individuals (workers, vendors, and customers) except where this creates a safety hazard due to the nature of the work or the configuration of the workspace
  - Close or reconfigure worker common spaces and high density areas where workers are likely to congregate to allow 6 feet of physical distancing. Employers are encouraged to close break rooms or limit their use. Work stations should be redesigned to ensure physical distancing (e.g., separate tables, stagger workstations on either side of processing lines so workers are not face-to-face, use distance markers to assure spacing including in the kitchen area)
  - Establish directional pathways and passageways for foot traffic if possible, to minimize contact (e.g., one-way entrance and exit to the restaurant). Post clearly visible signage regarding these policies
  - Prohibit lingering in common areas (e.g., waiting areas, bathrooms) and ensure social distancing in common areas by marking 6 feet spacing with tape or paint on the floor and signage
  - All customer-facing workers (e.g., servers, bus staff) must minimize time spent within 6 feet of customers

Additional details on Sector-Specific Protocols can be found at [https://www.mass.gov/info-details/reopening-massachusetts](https://www.mass.gov/info-details/reopening-massachusetts)
SOCKET DISTANCING & CAPACITY LIMITS
Ensure >6ft between individuals
- Designate assigned working areas to workers where possible to limit movement throughout the restaurant and limit contact between workers (e.g., assigning zones to servers)
- Stagger work schedules and staff meal and break times, regulating maximum number of people in one place and ensuring at least 6 feet of physical distancing
- Minimize the use of confined spaces (e.g., elevators, vehicles) by more than one person at a time
- Valet parking operations should be avoided unless necessary due to physical or geographic constraints or in order to accommodate individual guests with disabling conditions
- Valets must be provided with hand sanitizer and should use sanitizer before and after parking vehicles

HYGIENE PROTOCOLS
Apply robust hygiene protocols
- All workers must wash their hands frequently, and table servers must wash their hands or apply hand sanitizer between each table interaction
- Ensure access to handwashing facilities on site, including soap and running water, and allow sufficient break time for workers to wash hands frequently; alcohol-based hand sanitizers with at least 60% alcohol may be used as an alternative
- Alcohol-based hand sanitizers with at least 60% alcohol shall be made available at entrances, exits, and in the dining area
- Supply workers at workplace location with adequate cleaning products (e.g., sanitizer, disinfecting wipes)
- Post visible signage throughout the site to remind workers and customers of hygiene and safety protocols
- Self-serve, unattended buffets, topping bars, drink stations, and other communal serving areas must remain closed
- Condiments and similar products (e.g., salt, pepper, and salad dressing) should not be pre-packaged for single-use; instead use or sanitized after each use; utensils should be rolled or packaged. Tables in customers, restaurants should retain a phone number of someone in the party for possible contact tracing
- Menus must be one of the following: 1) paper, single-use menus disposed after each use, 2) displayed menu (e.g., digital, whiteboard, chalkboard), 3) electronic menus viewed on customers’ phones / mobile devices
- Utensils and place settings must be either single-use or sanitized after each use; utensils should be rolled or packaged. Tables should not be pre-set to reduce opportunity for exposure
- Tables and chairs must be cleaned and sanitized thoroughly between each seating

STAFFING & OPERATIONS
Include safety procedures in the operations
- When possible, reservations or call ahead seating should be encouraged; managers must ensure that customers waiting for tables do not congregate in common areas or form lines
- When taking reservations and when seating walk-in customers, restaurants should retain a phone number of someone in the party for possible contact tracing
- Encourage use of technological solutions where possible to reduce person-to-person interaction (e.g., contactless payment, mobile ordering, text on arrival for seating)
- Restaurants may not provide customers with buzzers or other devices to provide alerts that seating is available or orders are ready; restaurants should instead use no-touch methods such as audio announcements, text messaging, and notices on fixed video screens or blackboards
- Alcoholic beverages may only be served for on-site consumption if accompanied by food prepared on-site. Potato chips, pretzels, and other pre-packaged, shelf stable foods, or other food prepared off-site, do not constitute food “prepared on-site.” For each customer, an item of prepared food must be ordered at the same time as an initial alcoholic beverage(s) order. One or more shareable food item(s) may be ordered, as long as it/they would sufficiently serve the number of people at the table
- Provide training to workers on up-to-date safety information and precautions including hygiene and other measures aimed at reducing disease transmission, including:
  - Social distancing, hand-washing, and requirement and proper use of face coverings
  - Modifying practices for serving in order to minimize time spent within 6 feet of customers
  - Self-screening at home, including temperature or symptom checks
  - Reinforcing that staff shall not come to work if sick
  - When to seek medical attention if symptoms become severe
  - Which underlying health conditions may make individuals more susceptible to contracting and suffering from a severe case of the virus
- Restaurant operators should establish adjusted workplace hours and shifts for workers to minimize contact across workers and reduce congestion at entry points
- Limit visitors and vendors on site; shipping and deliveries should be completed in designated areas

Additional details on Sector-Specific Protocols can be found at https://www.mass.gov/info-details/reopening-massachusetts
Restaurants must screen workers at each shift by ensuring the following:

- Designate the Person in Charge (105 CMR 590) for each shift to oversee implementation of the guidelines in this document.
- Post notice to workers and customers of important health information and relevant safety measures as outlined in the Indoor and Outdoor Events guidance, including the capacity limitations in that guidance.
- Implement procedures to increase cleaning / disinfecting in the back of house.
- Notify workers that they may not work if they test positive for COVID-19.
- In event of a positive case, follow current CDC guidance on cleaning and disinfecting areas when someone has a COVID-19 case to the knowledge of the employer.
- Workers who are particularly high risk to COVID-19 (they should be quarantined at home) or are found to be a close contact of someone with COVID-19 (they should be isolated at home).
- Any performers arriving from outside the state must follow the Commonwealth’s current out-of-state travel order.
- Incorporate robust hygiene protocols

- Clean commonly touched surfaces in restrooms (e.g., toilet seats, doorknobs, stall handles, sinks, paper towel dispensers, soap dispensers) frequently and in accordance with CDC guidelines.
- Keep cleaning logs that include date, time, and scope of cleaning.
- Conduct frequent disinfecting of heavy transit areas and high-touch surfaces (e.g., doorknobs, elevator buttons, staircases).
- Implement procedures to increase cleaning / disinfecting in the back-of-house. Avoid all food contact surfaces when using disinfectants. Food contact surfaces must be cleaned and sanitized before use with a sanitizer approved for food contact surfaces. Non-food contact surfaces must be frequently cleaned.
- In event of a positive case, follow current CDC guidance on cleaning and disinfecting areas when someone has a COVID-19 diagnosis.
- Open windows and doors to increase airflow where possible.