Produced in collaboration with
West Palm Beach Downtown Development Authority,
the City of West Palm Beach, and the
West Palm Beach Community Redevelopment Agency
About The Project

Due to impacts of the COVID-19 pandemic, restaurants have been limited to utilizing a percentage of their interior capacity under the State-mandated re-opening plan that requires physical distancing. In response to these public health restrictions, the West Palm Beach Downtown Development Authority (DDA), the West Palm Beach Community Redevelopment Agency (CRA) and the City of West Palm Beach collaborated to launch ‘Dining on the Spot’ which effectively creates an extension of premises for restaurants by allowing food service areas to extend beyond the traditional café seating footprint by spilling out into Downtown streets, parking lots, and alleyways for pedestrians and patrons to enjoy.

Dining Out is the most frequently cited main reason for visiting Downtown West Palm Beach

To read press release: [Click Here]
To read about program preparations: [Click Here]
To read about program updates: [Click Here]
Best Practices: Program Recommendations

Help keep our community safe and support responsible re-opening. The following guidelines are meant to keep both staff and guests safe!

- Businesses are strongly encouraged to test employees. Call the Testing Hotline for an appointment: (561) 642-1000.
- Per existing FDA Food Code requirements, employees who are sick should remain at home.
- Maintain a minimum of 6 ft. between parties.
- 6 ft. separation required from backs of chairs.
- Parties of 10 or fewer people are allowed.
- Bar counters are closed to seating.
- Alcoholic drinks will not be permitted outside dining area.
- Face coverings required for all staff.
- Reservations strongly encouraged to reduce crowding outside of establishment.
- Smoking is prohibited in all temporary outside spaces.
- Seating is for customers only
- 90-minute time limit suggested.
- Provide easily accessible sanitizer for patrons and employees.
Best Practices: Food & Beverage Recommendations

First and foremost, we recommend following [CDC](https://www.cdc.gov) and the [Occupational Safety and Health Administration (OSHA)](https://www.osha.gov) guidance for reducing workplace exposure for all employees.

Cleaning & Sanitizing

- Thoroughly detail-clean and sanitize entire facility, especially if it has been closed. Focus on high-contact areas that would be touched by both employees and guests. Do not overlook seldom touched surfaces. Follow sanitizing material guidance to ensure it is at effective sanitizing strength and to protect surfaces.
- Avoid all food contact surfaces when using disinfectants.
- Between customer seatings, clean and sanitize table condiments, digital ordering devices, check presenters, self-service areas, tabletops, and common touch areas. Single-use items should be discarded. Consider using rolled silverware and eliminating table presets.
- Remove shareable food and unwrapped straws from self-service drink stations.
- Clean and sanitize reusable menus. If you use paper menus, discard them after each customer use. Implement procedures to increase how often you clean and sanitize surfaces in the back-of-house. Avoid all food contact surfaces when using disinfectants.
- Check restrooms regularly and clean and sanitize them based on frequency of use.
- Make hand sanitizer readily available to guests. Consider touchless hand sanitizing solutions.

Cont...
Best Practices: Food & Beverage Recommendations

**Physical Distancing**

- Limit party size at tables to no more than the established “maximums approved” as recommended by CDC or approved by local and state government.
- Consider a reservations-only business model or call-ahead seating to better space patrons.
- Post signage at the entrance that states that no one with a fever or symptoms of COVID-19 is to be permitted in the restaurant.
- Limit contact between waitstaff and guests. While face coverings are not mandated, consider requiring waitstaff to wear face coverings (as recommended by the CDC).
- Install physical barriers, such as sneeze guards and partitions at cash registers, bars, host stands, and other areas where maintaining physical distance of six feet is difficult.
- If possible, use technology solutions where possible to reduce person-to-person interaction: mobile ordering and menu tablets; text on arrival for seating; contactless payment options.
- Provide hand sanitizer for guests to use, including contactless hand sanitizing stations, and post signs reminding guests about social distancing.
- Provide physical guides, such as tape on floors or sidewalks and signage on walls to ensure that customers remain at least six feet apart in lines or waiting for seating.
- Avoid offering any self-serve food or drink options, such as buffets, salad bars, and drink stations.
- Limit the number of employees in shared spaces, including kitchens, break rooms, and offices to maintain at least a six-foot distance between people.
Customizable Resources

We encourage you to use the below resources to spread the word about Dining On The Spot.

Guidelines Template
Remind your customers of the steps you are taking to keep them safe with this guideline.
Click Here

Door Decal Template
Customize this graphic by adding your information and place on your window/door.
Click Here

Download All Files
Click Here

This document is created by the West Palm Beach Downtown Development Authority
Spread The Word

Use your channels to amplify ways locals can enjoy the new dining experience in DowntownWPB! Incorporate #DiningOnTheSpot and #DowntownWPB into your social channels.

Your outdoor dining experience has been enhanced! Enjoy your meal at #DiningOnTheSpot. For more information, visit DowntownWPB.com/DiningOnTheSpot.

Order to-go at (BUSINESS NAME) and dine al fresco in #DowntownWPB! For more information, visit DowntownWPB.com/DiningOnTheSpot.

Order to-go at (BUSINESS NAME) and enjoy the comforts of dining outdoors with friends and family at #DiningOnTheSpot locations in #DowntownWPB. For more information, visit DowntownWPB.com/DiningOnTheSpot.
Across the country people are hunkered down and communication can be tough. The good news is, there's still social media so you can talk and engage with them.

- Update your social media profiles.
- Share real-time updates.
- Create a social media calendar.
- Share helpful content and videos.
- Engage and build community through asking and answering questions.
- Respond to reviews, good or bad.
Resources

It is very important to check state and local health department notices daily about spread of COVID-19 in the area and adjust operations accordingly.

Centers for Disease Control and Prevention
Attain health considerations and tools for operating during COVID-19
Info: cdc.gov/coronavirus/2019-ncov

Florida Health
Stay up to date on what you need to know now about COVID-19 in Florida.
Info: floridahealthcovid19.gov  24/7 Hotline: (866) 779-6121

Palm Beach County
Read the latest updates, view live feeds, attaining testing site information and more. Info: discover.pbcgov.org/coronavirus

National Restaurant Association
Offering restaurant operators direction and provide a framework for best practices for reopening. Info: restaurant.org

Occupational Safety and Health Administration
Provides information for workers and employers about the evolving coronavirus pandemic. Info: osha.gov/SLTC/covid-19

For more information email info@DowntownWPB.com

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