



**CORONAVIRUS / COVID-19**

**SAMPLE PLANNING CHECKLIST**

**SUGGESTION AS A WORKING TOOL FOR GASTRONOMY FACILITIES  
IN SHOPPING CENTERS AND CITY CENTERS**

**Part of the Sample Handbook on Hygiene and Safety Measures for Gastronomy and Gym Facilities** as a working tool for gastronomy facilities in shopping centers and city centers as well as for gym facilities – for the orientation of local authorities, official decision-makers, owners, and tenants.

The use of a checklist adapted to your specific situation ensures effective working methods, is systematic, provides documentation, and ensures quality standards. This checklist is purely exemplary, is in no way comprehensive, and is to be adapted to the respective individual circumstances.

Use of the extensive number of checklists, applications, and communication materials provided by DEHOGA, which has a branch in every federal state, is recommended.

The following links are to the DEHOGA Berlin/Brandenburg and the DEHOGA Bavaria branches:

<https://www.dehoga-berlin.de/brancheninfos/corona-virus/merkblaetter-und-checklisten/>

<https://www.dehoga-bayern.de/coronavirus/wiederhochfahren/muster-aushaenge-checklisten/>

Your operational checklist should not be regarded as a definitive list, but should be adapted in line with the development of the pandemic. In the example presented here, the three phases of development described in the handbook form the basis of the checklist. When working with checklists, actively involving your staff members will ensure that they consciously identify with the process and assume responsibility.

<b>1. General / Important Contacts, Document Reference</b>	
<b>1.1. Contacts</b>	
<b>Competent Local Health Authority</b>	<b>U</b>
➤ Responsible employee	<input type="text"/>
➤ Name	<input type="text"/>
➤ Phone number	<input type="text"/>
➤ Email address	<input type="text"/>
<b>Competent Local Public Order Office</b>	<b>U</b>
➤ Responsible employee	<input type="text"/>
➤ Name	<input type="text"/>
➤ Phone number	<input type="text"/>
➤ Email address	<input type="text"/>
<b>Federal Center for Health Education</b>	<b>U</b>
➤ Website	<input type="text" value="WWW.BZGA.DE"/>



<b>☞ Landlord</b>	<b>U</b>
☞ Name	<input type="text"/>
☞ Phone number	<input type="text"/>
☞ Email address	<input type="text"/>
<b>☞ Center Management</b>	<b>U</b>
☞ Name	<input type="text"/>
☞ Phone number	<input type="text"/>
☞ Email address	<input type="text"/>
<b>☞ Advertising Association</b>	<b>U</b>
☞ Executive Board	<input type="text"/>
☞ Phone number	<input type="text"/>
☞ Email address	<input type="text"/>
<b>☞ German Council of Shopping Places</b>	<b>U</b>
☞ Authorized Representative	INGMAR BEHRENS
☞ Phone number	0049 (0) 171 / 513 92 39
☞ Business office	BAHNHOFSTRASSE 29, D-71638 LUDWIGSBURG
☞ Phone number	0049 (0) 71 41 / 38 80 83
☞ Email address	IBEHRENS@GCSC.DE
<b>☞ Police Department</b>	<b>U</b>
☞ Permanent contact (if applicable)	<input type="text"/>
☞ Phone number	<input type="text"/>
<b>☞ Tax Consultant</b>	<b>U</b>
☞ Phone number	<input type="text"/>
☞ Email address	<input type="text"/>
<b>☞ Tax Authority</b>	<b>U</b>
☞ Case handler	<input type="text"/>
☞ Phone number	<input type="text"/>
☞ Email address	<input type="text"/>



<b>☞ Employment Agency</b>	<b>U</b>
☞ Permanent contact (if necessary)	<input type="text"/>
☞ Phone number	<input type="text"/>
☞ Email address	<input type="text"/>
<b>☞ Insurance</b>	<b>U</b>
☞ Case handler	<input type="text"/>
☞ Phone number	<input type="text"/>
☞ Email address	<input type="text"/>
<b>☞ Employer's Liability Insurance Assoc.</b>	<b>U</b>
☞ Phone number	<input type="text"/>
☞ Email address	<input type="text"/>
<b>☞ Bank/Credit Institution</b>	<b>U</b>
☞ Case handler	<input type="text"/>
☞ Phone number	<input type="text"/>
☞ Email address	<input type="text"/>
<b>☞ Energy Provider</b>	<b>U</b>
☞ Phone number	<input type="text"/>
☞ Email address	<input type="text"/>
<b>☞ CHAMBER OF INDUSTRY AND COMMERCE in particular, securing of training positions</b>	<b>D</b>
☞ Phone number	<input type="text"/>
☞ Email address	<input type="text"/>
<b>☞ Coronavirus Assistance for Gastronomic Establishments / Gastro Pirates</b>	<b>U</b>
☞ Phone number	<input type="text"/>
☞ Email address	<input type="text"/>
☞ Website	<a href="http://WWW.GASTRO-PIRATEN.DE">WWW.GASTRO-PIRATEN.DE</a>

	When	Who	Status O.K. / not O.K.		Measures	Control
<b>1.2. Important Document Reference</b>						
<b>Infection Protection Law</b> Article 32, Sentence 1 of the Infection Protection Law, dated 20 July 2000 (German Federal Law Gazette), last amended by Article 3, dated 27 March 2020		U				
<b>Security Handbook for Terrorist Attacks and Amok Situations</b> of the GCSP for the shopping center and retail real estate industry		U				
<b>Employer's Liability Insurance Assoc. Risk Assessment</b> Pandemic Plan		U				
<b>Emergency Tax Measures</b> Federal Ministry of Finance dated 24 April 2020		U				
<b>Sample Sheet Reduction</b> VAT rate as of 1 July 2020 Last updated on 2 July 2020		D				
<b>Application for Liquidity Assistance</b> to the responsible bank, e.g., Investitionsbank Bln. at the request of DEHOGA		U				
<b>Short-time Work Allowance Leaflet</b> Last updated on 11 August 2020		U				
<b>Other Important Documents</b> Application forms: DEHOGA website of the respective federal state		U D				
<b>1.3. Service Contracts</b>						
<b>Service Contracts</b> incl. duration (1, 2, etc.)	●	U				
<b>Supplier Contracts</b> in particular, beverages and food	●	U				
<b>General Maintenance Contracts</b>	●	U				
<b>Maintenance of Dispensing Systems</b>	●	D				U
<b>Maintenance of Ventilation Systems</b>	●	D				U
<b>Association Memberships</b>	●	U				



	When	Who	Status O.K. / not O.K.		Measures	Control
<b>2. Operation Fundamentals</b>						
<b>2.1. Review of Current Pandemic Developments and Country-specific Rules of Conduct</b>	<input type="checkbox"/>	<input type="text" value="U"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>	<input type="text"/>
<b>2.2. Up-to-date Communication of the Rules of Conduct to Guests Prior to Their Visits Via Websites, Social Media, Screens, and Print</b>	<input type="checkbox"/>	<input type="text" value="D"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>	<input type="text" value="U"/>
<b>2.3. Planning and Arrangement of the Guest Area</b>	<input type="checkbox"/>	<input type="text" value="D"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>	<input type="text" value="U"/>
<b>Planning Limitation of Seating Areas</b>	<input type="checkbox"/>	<input type="text" value="D"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>	<input type="text" value="U"/>
<b>Limitation of Individuals in the Guest Area and at the tables</b>	<input type="checkbox"/>	<input type="text" value="D"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>	<input type="text" value="U"/>
<b>Definition of walking directions establishment of one-way routes, floor markings</b>	<input type="checkbox"/>	<input type="text" value="D"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>	<input type="text" value="U"/>
<b>Disinfectant Dispensers</b>	<input type="checkbox"/>	<input type="text" value="D"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>	<input type="text" value="U"/>
<b>Communication of Hygiene Rules</b>	<input type="checkbox"/>	<input type="text" value="D"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>	<input type="text" value="U"/>
<b>3. Organization of Processes in the Guest Area</b>						
<b>3.1. Compliance with Minimum Distance Requirements</b>	<input type="checkbox"/>	<input type="text" value="D"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>	<input type="text" value="U"/>
<b>Reduction of Tables and Seats</b>	<input type="checkbox"/>	<input type="text" value="D"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>	<input type="text" value="U"/>
<b>3.2. Contact Minimization</b>	<input type="checkbox"/>	<input type="text" value="D"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>	<input type="text" value="U"/>
<b>Express Line for Guests with Children</b>	<input type="checkbox"/>	<input type="text" value="D"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>	<input type="text" value="U"/>
<b>Family Tables</b>	<input type="checkbox"/>	<input type="text" value="D"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>	<input type="text" value="U"/>
<b>Parking Space for Strollers near the tables</b>	<input type="checkbox"/>	<input type="text" value="D"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>	<input type="text" value="U"/>
<b>Controlling of and Assignment to Seating Areas</b>	<input type="checkbox"/>	<input type="text" value="D"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>	<input type="text" value="U"/>


















	When	Who	Status O.K. / not O.K.		Measures	Control
<b>3.3. Hygiene Measures</b>						
<b>Communication of AHA Rules</b> in the guest area	●	D				U
<b>Disinfectant Dispensers</b> in front of and in the guest area	●	D				U
<b>Disinfection of Tables</b> directly following the change of guests	●	D				U
<b>Tableware and Cutlery Logistics</b> no self-service for cutlery and tableware	●	D				U
<b>Disinfection of Menus</b> use of disposable menus, if applicable	●	D				U
<b>Increased Cleaning Frequency</b>	●	D				U
<b>Avoidance of Unnecessary Objects</b> on tables / decoration	●	D				U
<b>No Playgrounds for Children</b>	●	D				U
<b>Disinfection of Highchairs</b>	●	D				U
<b>Indication of Diaper-changing / Nursing Rooms</b>	●	D				U
<b>3.4. Behavior of Staff</b>						
<b>No Physical Contact with Guests</b>	●	D				U
<b>Communication at a Distance</b>	●	D				U
<b>Use of Mouth-nose Protection</b>	●	D				U
<b>Frequent Hand Washing</b>	●	D				
<b>Training of Staff</b> on the new code of conduct	●	U				
<b>Preferential Service for Guests with Children</b>	●	D				U



	When	Who	Status O.K. / not O.K.		Measures	Control
<b>3.5. Expected Behavior of Guests</b>						
<b>Entry of Only Healthy Guests into the Guest Area</b>	●	D				U
<b>Advance Reservations</b>	●	D				U
<b>Use of Masks When Away from the Table</b>	●	D				U
<b>Cashless Payment If Possible</b>	●	D				U
<b>Acceptance of Limitation of Guests in the Guest Area / at the Buffet</b>	●	D				U
<b>Children Accompanied to the Toilet by Parents</b>	●	D				U
<b>Limitation of the Length of Stay</b>	●	D				U
<b>4. Outdoor Gastronomy</b>						
<b>Ensuring of Minimum Distance</b> spacious arrangement of tables	●	D				U
<b>No Self-service for Cutlery and Tableware</b>	●	D				U
<b>Route Guidance for One-way Paths</b>	●	D				U
<b>Marking of Minimum Distance</b>	●	D				U
<b>No Self-service Counters</b>	●	D			acc. to local conditions	U
<b>Prevention of Queue Formation</b>	●	D				U
<b>Disposable Menus</b>	●	D				U
<b>Blackboards to List Food Offers</b>	●	D				U
<b>Limitation of Opening Hours</b>	●	D			acc. to local conditions	U

	When	Who	Status O.K. / not O.K.		Measures	Control
<b>5. Takeaway Orders</b>						
Telephone and Online Reservation Suggestions	<input type="checkbox"/>	<input type="checkbox"/> D	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> U
Setting of a Time Slot for Collection	<input type="checkbox"/>	<input type="checkbox"/> D	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> U
Definition of and Communication Regarding Waiting Areas	<input type="checkbox"/>	<input type="checkbox"/> D	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Review	<input type="checkbox"/> U
Floor Markings to Indicate Minimum Distance in the waiting area	<input type="checkbox"/>	<input type="checkbox"/> D	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Review	<input type="checkbox"/> U
Communication of Hygiene Rules in the waiting area	<input type="checkbox"/>	<input type="checkbox"/> D	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Review	<input type="checkbox"/> U
Disinfectant in the waiting area	<input type="checkbox"/>	<input type="checkbox"/> D	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> U
Cashless Payment Transactions preferred	<input type="checkbox"/>	<input type="checkbox"/> D	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> U
Masks for Staff and Customers	<input type="checkbox"/>	<input type="checkbox"/> D	<input checked="" type="checkbox"/>	<input type="checkbox"/>	acc. to local conditions	<input type="checkbox"/> U
Only 1 Person permitted on Delivery by Car	<input type="checkbox"/>	<input type="checkbox"/> D	<input checked="" type="checkbox"/>	<input type="checkbox"/>	acc. to local conditions	<input type="checkbox"/> U
Equipping of Vehicles with Hygiene Products, Disinfectants / Hand Hygiene	<input type="checkbox"/>	<input type="checkbox"/> D	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> U
Maintaining of Minimum Distance from Customers During Deliveries	<input type="checkbox"/>	<input type="checkbox"/> D	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> U
Training and Instruction of Staff Members	<input type="checkbox"/>	<input type="checkbox"/> U	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Use of Contactless Payment During Deliveries	<input type="checkbox"/>	<input type="checkbox"/> D	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> U
<b>6. Parking Area Management</b>						
Separate Parking Areas for Guests and Tenants	<input type="checkbox"/>	<input type="checkbox"/> D	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> U
Adjustment/Limitation of Parking Areas to the permitted footfall within the object	<input type="checkbox"/>	<input type="checkbox"/> D	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> U
Marking of Blocked-off Parking Areas	<input type="checkbox"/>	<input type="checkbox"/> D	<input checked="" type="checkbox"/>	<input type="checkbox"/>	check periodically	<input type="checkbox"/> U
One-way System for Walking Paths define and communicate	<input type="checkbox"/>	<input type="checkbox"/> D	<input checked="" type="checkbox"/>	<input type="checkbox"/>	check periodically	<input type="checkbox"/> U



	When	Who	Status O.K. / not O.K.		Measures	Control
 <b>Communication of Hygiene Rules in the Parking Area</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	check periodically	<input type="checkbox"/>
 <b>Separation of the Entry and Exit Areas of malls</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	check periodically	<input type="checkbox"/>
<b>7. Hygiene and Protective Measures</b>						
 <b>Up-to-date Food Hygiene Training</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>
 <b>Training on HACCP Principles documentation</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>
 <b>Self-monitoring of Hygiene Rules according to HACCP</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>
<b>8. Production / Kitchen / Staff</b>						
 <b>Equalizing of Work Areas</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>
 <b>Ensuring of / Training on Minimum Distance in Production wearing of masks or Plexiglass visors</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>
 <b>Checking of Work Processes</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>
 <b>Redefinition of Work Division Distance Criterion</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>
 <b>Redefinition of Kitchen/Production Walkways</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>
 <b>Adjustment of the Number of Staff According to Footfall</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>
 <b>Staggered Breaks and Working Hours</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>
 <b>Minimum Distance for Breaks</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>
 <b>Mandatory Individual Use of Elevators</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>
 <b>Strict Adherence to Hygiene Rules in break room / changing room / restroom</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>
 <b>Informing of Staff with Regard to the Current Situation</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>
 <b>Staff Meetings Regarding Compliance with Minimum Distance Requirements</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>

	When	Who	Status O.K. / not O.K.	Measures	Control
<b>Setting of the Rules of Conduct</b> documentation of training	●	U			
<b>Obligation of Staff Members to Report Signs of an Illness</b>	●	D			U
<b>Carpooling Prohibition</b>	●	D			U
<b>Mandatory Use of Masks When Using Public Transport</b>	●	D			U
<b>Provision of Sufficient Hygienic Material</b> gloves / masks / disinfectant	●	D			U
<b>Frequent Change of Work Clothes</b>	●	D			U
<b>Separation of Street Clothes and Work Clothes in the Changing Rooms</b>	●	D			U
<b>Eating and Drinking in Approved Areas Only</b>	●	D			U
<b>Wearing of Head Coverings in the Kitchen</b>	● <small>permanently</small>	D			U
<b>Long Hair Gathered/Tied Together</b>	●	D			U
<b>Covering of Wounds with Bandages</b>	●	D			U
<b>Touching of Finished Food and Tableware with Gloves Only</b>	●	D			U
<b>No Smoking in the Production Area</b>	●	D			U
<b>Staff Involvement in Hazard Analysis and Finding of Solutions</b>	●	U			
<b>Development of a Pandemic Plan</b> in Accordance with Employer's Liability Insurance Association Requirements	●	U			
<b>Consistent Use, Updating, and Adaptation</b> of the in-house hygiene checklist	●	U			
<b>Training on and Monitoring of Compliance</b> with the Food Hygiene Ordinance	●	D			U
<b>Control / Compliance with regard to Kitchen Equipment</b> in accordance with the Food Hygiene Ordinance	●	D			U



	When	Who	Status O.K. / not O.K.		Measures	Control
<b>9. Dealing with Suppliers and Service Providers</b>						
<b>Handling and Personal Contact is to Be Kept to a Minimum</b>	<input type="checkbox"/>	<input type="text" value="D"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>	<input type="text" value="U"/>
<b>Provision of Contact Persons with Binding Instructions Regarding Measures to be Taken to Prevent Infection</b>	<input type="checkbox"/>	<input type="text" value="U"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>	<input type="text"/>
<b>Documentation of all Property Entries and Exits</b>	<input type="checkbox"/>	<input type="text" value="D"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>	<input type="text" value="U"/>
<b>Setting of Time Slots and Appointments</b>	<input type="checkbox"/>	<input type="text" value="D"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>	<input type="text" value="U"/>
<b>Selection of a Staff Member for Supplier Contact</b>	<input type="checkbox"/>	<input type="text" value="D"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>	<input type="text" value="U"/>
<b>Transfer of Goods and Services in Accordance with Valid Hygiene Rules according to the Federal Center for Health Education</b>	<input type="checkbox"/>	<input type="text" value="D"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>	<input type="text" value="U"/>
<b>Incoming Goods Inspection</b> temperature, cold chain, BBD, visual inspection of packaging, smell, taste	<input type="checkbox"/>	<input type="text" value="D"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>	<input type="text" value="U"/>

**Legend:**  Long-term |  Periodic |  Weekly |  Contractor |  Delegate/employee

Last updated: 17 September 2020 | There is no claim to comprehensiveness.

**Publisher**

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