

Trust20 Certification Checklist

This document contains the inspection checklist and resources that cover the four major categories of Trust20: Employee Health & Safety, Cleaning and Sanitizing, Social Distancing, Diner Health & Safety.

This guide specifically pertains to American audiences. If you are conducting an audit, please look up your local state and city's "Minimum Standard Health Protocols" for Restaurant Re-Opening. As things change over time and geography, reviewing your local municipality's rules and regulations will be helpful in navigating this audit with a customer.

Last Updated: October 1, 2020

* Required

1. Email address *

Introduction

Restaurant Information

Please fill in the details about the restaurant getting certified.

2. Restaurant Name *

3. Restaurant Contact (First and Last Name) *

4. Restaurant Address *

Employee Health & Safety

5. Has operator purchased and provided face masks for employees? *

1 point

Mark only one oval.

- Yes
- Yes, with adjustments recommended
- No, but operator has valid reason
- No

6. Recommended Adjustments & Notes

7. Has operator printed or posted expectations about how, when, and where masks are required to be worn? * 1 point

Mark only one oval.

- Yes
- Yes, with adjustments recommended
- No, but operator has a valid reason
- No

8. Recommended Adjustments & Notes

9. Has operator adjusted workstations to provide additional space for employees? *

1 point

Mark only one oval.

- Yes
- Yes, with adjustments recommended
- No, but operator has a valid reason
- No

10. Recommended Adjustments & Notes

11. Has operator implemented a staggered schedule? If not, is there a valid reason that prevented the owner from doing so? * 1 point

Mark only one oval.

- Yes
- Yes, with adjustments recommended
- No, but operator has a valid reason
- No

12. Recommended Adjustments & Notes

13. Has operator implemented a mandatory hand-washing procedures in-between tasks? *

1 point

Mark only one oval.

- Yes
- Yes, with adjustments recommended
- No, but operator has a valid reason
- No

14. Recommended Adjustments & Notes

15. Does operator have a stocked supply of hand soap and paper towels? *

1 point

Mark only one oval.

- Yes
- Yes, with adjustments recommended
- No, but operator has a valid reason
- No

16. Recommended Adjustments & Notes

17. Has operator posted materials or communicated to staff about the importance of handwashing? * 1 point

Mark only one oval.

- Yes
- Yes, with adjustments recommended
- No, but operator has a valid reason
- No

18. Recommended Adjustments & Notes

19. Has operator implemented daily employee health screenings? Is this documented and filed? *

1 point

Mark only one oval.

- Yes
- Yes – with adjustments recommended
- No, but operator has a valid reason
- No

20. Recommended Adjustments & Notes

21. Has operator purchased a touchless forehead thermometer? *

1 point

Mark only one oval.

- Yes
- Yes, with adjustments recommended
- No, but operator has a valid reason
- No

22. Recommended Adjustments & Notes

23. Has the operator established a health + safety point person for each shift? *

1 point

Mark only one oval.

- Yes
- Yes, with adjustments recommended
- No, but operator has valid reason
- No

24. Recommended Adjustments & Notes

25. Has the operator updated and/or communicated their sick leave policy to staff? *

1 point

Mark only one oval.

- Yes
- Yes, with adjustments recommended
- No, but operator has a valid reason
- No

26. Recommended Adjustments & Notes

Cleaning & Sanitizing

27. Are the restaurant health inspection and certificates of occupancy posted and up-to-date? *

1 point

Mark only one oval.

- Yes
- Yes, with adjustments recommended
- No, but operator has a valid reason
- No

28. Recommended Adjustments & Notes

29. Are all staffs' ServSafe (or other Food Service Sanitation) certifications up to date? *

1 point

Mark only one oval.

- Yes
- Yes, with adjustments recommended
- No, but operator has a valid reason
- No

30. Recommended Adjustments & Notes

31. Does operator have a daily restaurant cleaning schedule posted? *

1 point

Mark only one oval.

- Yes
- Yes, with adjustments recommended
- No, but operator has a valid reason
- No

32. Recommended Adjustments & Notes

33. Does operator have an hourly bathroom cleaning schedule posted? *

1 point

Mark only one oval.

- Yes
- Yes, with adjustments recommended
- No, but operator has a valid reason
- No

34. Recommended Adjustments & Notes

35. Has operator purchased the correct chemicals and cleaning products for deep cleaning, disinfecting, and sanitization? * 1 point

Mark only one oval.

- Yes
- Yes, with adjustments recommended
- No, but operator has a valid reason
- No

36. Recommended Adjustments & Notes

37. Has operator documented and reviewed sanitization expectations and routines with staff? *

1 point

Mark only one oval.

- Yes
- Yes, with adjustments recommended
- No, but operator has a valid reason
- No

38. Recommended Adjustments & Notes

39. If using a chemical dispensing system, has owner/operator tested the efficacy or strength of their sanitizers? *

1 point

Mark only one oval.

- Yes
- Yes, with adjustments recommended
- No, but operator has a valid reason
- No

40. Recommended Adjustments & Notes

41. Has owner/operator reviewed disinfecting expectations and routines with their staff? *

1 point

Mark only one oval.

- Yes
- Yes, with adjustments recommended
- No, but operator has a valid reason
- No

42. Recommended Adjustments & Notes

43. Has operator reviewed their current HVAC set up and made any necessary adjustments? *

1 point

Mark only one oval.

- Yes
- Yes, with adjustments recommended
- No, but operator has a valid reason
- No

44. Recommended Adjustments & Notes

45. Does owner/operator have evidence of scheduled maintenance for HVAC? *

1 point

Mark only one oval.

- Yes
- Yes, with adjustments recommended
- No, but operator has a valid reason
- No

46. Recommended Adjustments & Notes

Social Distancing

47. Is the operator following local, city, and/or state governance about restaurant capacity for indoor and outdoor seating, customer group size limits, distance measures (e.g. 6 ft between tables), and physical barriers? *

1 point

Mark only one oval.

- Yes
- Yes, with adjustments recommended
- No, but operator has a valid reason
- No

48. Recommended Adjustments & Notes

49. Has operator adjusted their waiting area (indoors and/or outdoors) to accommodate for social distancing? 1 point

*

Mark only one oval.

- Yes
- Yes, with adjustments recommended
- No, but operator has a valid reason
- No

50. Recommended Adjustments & Notes

51. Has operator implemented a reservation system or digital waiting list? *

1 point

Mark only one oval.

- Yes
- Yes, with adjustments recommended
- No, but operator has a valid reason
- No

52. Recommended Adjustments & Notes

53. Has operator created separate paths for guests to enter and exit? *

1 point

Mark only one oval.

- Yes
- Yes, with adjustments recommended
- No, but operator has a valid reason
- No

54. Recommended Adjustments & Notes

55. Has operator discontinued self-service areas? *

1 point

Mark only one oval.

- Yes
- Yes, with adjustments recommended
- No, but operator has a valid reason
- No

56. Recommended Adjustments & Notes

57. Has operator implemented pre-rolled silverware and individual condiment packages? *

1 point

Mark only one oval.

- Yes
- Yes, with adjustments recommended
- No, but operator has a valid reason
- No

58. Recommended Adjustments & Notes

59. Has operator made adjustments to restrooms to minimize surface contacts? *

1 point

Mark only one oval.

- Yes
- Yes, with adjustments recommended
- No, but operator has a valid reason
- No

60. Recommended Adjustments & Notes

61. Has operator discontinued use of or adjusted protocols for reusable containers? *

1 point

Mark only one oval.

- Yes
- Yes, with adjustments recommended
- No, but operator has a valid reason
- No

62. Recommended Adjustments & Notes

63. Has operator set up a contactless ordering option for customers? *

1 point

Mark only one oval.

- Yes
- Yes, with adjustments recommended
- No, but operator has a valid reason
- No

64. Recommended Adjustments & Notes

65. Has operator set up a contactless payment option for customers? *

1 point

Mark only one oval.

- Yes
- Yes, with adjustments recommended
- No, but operator has a valid reason
- No

66. Recommended Adjustments & Notes

67. Has operator set up a contactless solution for customer pick-up in restaurant with relevant signage, wayfinding? *

1 point

Mark only one oval.

- Yes
- Yes, with adjustments recommended
- No, but operator has a valid reason
- No

68. Recommended Adjustments & Notes

69. Has operator set up contactless pickup and delivery areas for in-house delivery and third party delivery? * 1 point

Mark only one oval.

- Yes
- Yes, with adjustments recommended
- No, but operator has a valid reason
- No

70. Recommended Adjustments & Notes

Diner Health & Safety

71. Has operator communicated to staff about how to handle various customers (healthy vs. visibly sick, co-operative vs. disruptive)? * 1 point

Mark only one oval.

- Yes
- Yes, with adjustments recommended
- No, but operator has a valid reason
- No

72. Recommended Adjustments & Notes

73. Has operator communicated to staff about diner health and safety protocols? (e.g. masks, hand sanitizer, social distancing, and/or temperature checks) * 1 point

Mark only one oval.

- Yes
- Yes, with adjustments recommended
- No, but operator has a valid reason
- No

74. Recommended Adjustments & Notes

75. Has operator communicated health and safety protocols to diners through online and physical materials? (e.g. hand sanitizing, masks, social distancing, and/or temperature checks) * 1 point

Mark only one oval.

- Yes
- Yes, with adjustments recommended
- No, but operator has a valid reason
- No

76. Recommended Adjustments & Notes

77. Has operator communicated their new restaurant experience to diners through online and physical materials? (e.g. ordering, payment, delivery/takeout, and indoor/outdoor dining) *

1 point

Mark only one oval.

- Yes
- Yes, with adjustments recommended
- No, but operator has a valid reason
- No

78. Recommended Adjustments & Notes

79. Has operator adjusted processes to increase awareness of diners entering the restaurant's space? *

1 point

Mark only one oval.

- Yes
- Yes, with adjustments recommended
- No, but operator has a valid reason
- No

80. Recommended Adjustments & Notes

Optional Notes

Please include any additional summary notes here (optional).

81. Notes

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