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just doing what I love!

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Re: CLOSING A RESTAURANT CHECKLIST

As the reality of the Corona Virus and it's detrimental effect on businesses starts to grip, more and more restaurants, hotels and bars are considering the option of closing or the possible enforcement from government.

Although I can assure you that people are working tirelessly behind the scenes to ensure this does not happen, it does remain a reality.

My suggestion to all owners is that without causing alarm or panic you do some scenario planning to ensure you are as prepared as possible for any outcomes.

I have prepared a check list that may help guide you through some very difficult decisions

Customers

Prepare Customer Notification Plan

- determine best time to announce closing plans
- Prepare a social media strategy around this
- ensure your website is updated with all relevant information
- cancel future reservations

Employees

Prepare Employee Notification Plan

- determine best time to announce closing plans
- consult with your labour attorney to ensure all notifications are legal
- communicate as much as possible with your staff, these are unsettling times for everyone
- try and give them as much detail as possible around your future plans and hopes for the future
- prepare payroll and ensure funds are available
- your staff may require letters etc from you in order to claim UIF or notification for people they may have accounts with, please ensure this is available to them
- ensure you have a way to communicate with ALL your staff during this time to keep them notified of changes and decisions to reopen

Landlord

Prepare Landlord Notification Plans

- ensure you fully understand your lease and contractual obligations
- meet with your landlord earlier rather than later
- discuss the ramifications this may have on your current and future lease agreements
- explain your decision as well as your reasons behind it
- ensure he is aware of all plans

Suppliers

Prepare Supplier Notification Plans

- notify all your suppliers of your intentions
- ensure all future ongoing deliveries are cancelled
- have an open and honest discussion regarding outstanding balances and your future plans

Stock Management

Prepare a stock management plan

- do a full stock take of all items in stock
- check expiry date on all perishable products
- remove all perishable products from the restaurant and make alternative storage plans
- consider sharing the perishable stock out amongst your staff
- lock all stock away in store rooms, do not leave visible stock in the restaurant or bar

Additional Action Steps To Consider

Point Of Sale

- run a complete end of day as well as end of month
- back up all records and data bases
- consult with your POS supplier as to how they can assist you in this

Banks

- notify the bank of your intentions to close
- run consolidation on all credit card machines and remove them from the restaurant

DSTV and Music

- ensure this is all switched off and consider suspending your subscription if possible

Gas, Electricity and Water

- ensure all are switched off that are not absolutely necessary

Insurance

- notify your insurer of your intention to close and ensure you are covered during this time
- ask then if there are any steps that need to be taken to ensure your cover remains in place while closed

Pest Control

- ensure adequate pest control measures have been taken and put in place

Armed Response

- notify your armed response team of your closing and ensure that the contact details they have for you are relevant and up to date

Refrigeration and Freezers

- ensure they are left on and in good running order
- empty where possible
- investigate a temperature notification system if possible
- you need to check your freezers every second day, set up a roster to ensure this is done

Laundry

- cancel laundry service where necessary
- ensure all laundry is carefully stored and sealed

Keys

- ensure you are in possession of all keys for your establishment ie collect from management
- consider adding or changing key locks if necessary

Yours Sincerely

Michael Said