



# Restaurant Risk Best Practices

## Food Safety & Sanitation

- Implement HACCP protocols (Hazard Analysis Critical Control Point)
- Regular staff training on proper food handling, temps, and hygiene
- Documented cleaning and sanitation schedules
- Vendor vetting for food quality and safety standards
- Pest control contracts and regular inspections
- Complete PIC and Food Manager training

## Fire & Kitchen Safety

- Fire suppression systems inspected semi-annually
- Hood and duct cleaning done quarterly or per usage volume
- Grease traps cleaned regularly
- Staff trained in emergency evacuation procedures
- Equipment maintenance log and proper storage of flammable materials

## Employee Practices

- Written employee handbook with clear conduct policies
- Regular anti-harassment and discrimination training
- Formal onboarding, including safe kitchen practices and knife safety
- Clear documentation and incident reporting procedures

## Liquor Liability

- Staff trained in responsible alcohol service (TIPS/ASK)
- Policies for checking ID and refusing service

## Property & Physical Premises

- Slip/trip/fall prevention: non-slip mats, clearly marked hazards
- Snow/ice removal documented during winter months
- Video surveillance and secure cash handling procedures
- Alarm system and secure locks for after-hours
- Proper lighting in all areas, especially parking lots

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## Cyber & Payment Security

- Secure POS system with end-to-end encryption
- Staff trained on phishing and scam detection
- Regular software updates and data backups
- Breach response plan in place

## Reputation & Brand Protection

- Active social media monitoring and rapid complaint response
- Health inspections posted publicly and framed inside
- Online review policies and PR crisis plan
- Documented response plan for foodborne illness reports

## Legal & Regulatory Compliance

- Up-to-date business licenses and health department certifications
- Tip pooling and wage policies compliant with state labor laws
- ADA compliance (bathrooms, entry, and seating)
- Vendor contracts reviewed for liability transfer

## Supply Chain Risk

- Backup vendors identified for key ingredients
- Pricing volatility contracts for high-cost items (e.g. seafood, meat)
- Food storage contingency plan (freezer failure, power outage)