

Covid-19: MOD Shift Checklist

MOD Name:	KSA Number:	YES	NO
Date:	Shift Time:		
JOB-AIDS / TRAINING CARDS			
All job-aids are posted and in good condition			
TMs deployed at roles aware of SOPs & area able to answer knowledge-check			
MAIN ENTRANCE			
Entrance doors are kept open (to limit contact) depending on operations			
TM is wearing face shield, face mask & hand gloves for additional protection			
TM is deployed at entrance with hand sanitizer spray for customers on entry/exit			
TM is sanitizing all high contact points (when Hygiene hero is not deployed)			
Sanitizer spray & Chux available on tray for use by Delivery riders for bags			
FRONT COUNTER			
Order & Pay (Dine-in /Take-away)			
Sneeze guard and KFC signages (tap to pay etc.) in good condition			
Dedicated cashier(s) is deployed, and no multi-tasking is allowed			
Cashier(s) is wearing hand gloves on both hands & face mask			
Sanitizer pump is available for customers on counter next to POS			
Cash, Card, Voucher is not received in hand			
Customers change, Invoice, card slip are not handed back in customer hand			
Surface sanitizer spray & chux are available near cashiers			
Counter surface area is sanitized after each transaction			
Card machine is sanitized after each customer (if keypad is used)			
Cashier is sanitizing hands after each transaction (If hand gloves are not worn)			
Sneeze guards are sanitized on both sides once every hour			
Order collection (Customers / Aggregator Delivery)			
Dedicated packer is deployed, and no multi-tasking is allowed			
Dedicated collection point is available for customers & delivery collections			
Dedicated presenters are deployed for customers & delivery collections			
Dedicated hand sanitizer pumps are available at collection points			
Packer is placing packed orders on counter near presenter (not giving in hand)			
Presenter is wearing face shield, face mask & hand gloves on both hands			
Presenter(s) verifying order for accuracy prior delivering to customer/rider			
Presenter is placing orders on the counter for collection (not giving in hand)			
Presenter is stepping back 1-2 ft while order collections are in progress			
IR Thermometer available and is working			
Presenter at Delivery collections is monitoring rider body temperatures			
Presenter at Delivery collections is recording temp. sticker and sealing bags along with tamper-proof sticker			
Presenter at customer/delivery collection is sanitizing hands after every transaction (if not wearing hand gloves)			
Surface sanitizer spray is available near collection points			
Presenter are sanitizing surface area & POS as per defined frequency			
KFC own delivery (where applicable)			
Dedicated dispatcher is deployed for managing own delivery process			
Dispatcher is wearing hand gloves & face mask			
Dispatcher is sanitizing delivery bag (inside-out) before packing order			
Delivery driver is sanitizing bike seat, handles and box before each delivery			
Delivery driver is carrying pocket sanitizer & fresh gloves for each order			
Delivery driver has foldable crate/stool			

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	YES	NO
DRIVE THRU		
Order & Pay		
Order/Pay deployment is dedicated (not multi-tasking BOH activities)		
Sanitizer pump available & visible for customers use		
TM is wearing face shield, face mask & hand gloves for protection		
Cash, Card, Voucher are not received by hand (tray used)		
Customers change is not handed to the customer by hand (tray used)		
Card machine sanitized after each customer		
TM is sanitizing hands after each transaction (If hand gloves are not worn)		
TM is sanitizing window ledge & POS as per defined frequency		
Order collection		
Sanitizer pump available for customers		
Presenter is wearing face shield, face mask & hand gloves for protection		
Order & condiments verified by TM before handing out to guest for accuracy		
Order bag is handed over by holding top end corner of bag (no customer contact)		
Beverages are placed in beverage holder		
TM is sanitizing hands after each transaction (If hand gloves are not worn)		
TM is sanitizing window ledge & POS as per defined frequency		
HYGIENE CAPTAIN (**Deployed when customers are permitted inside restaurant lobby)		
Dedicated TM is deployed with protective wear (face mask & hand gloves)		
TM is observed ongoing sanitation of all high contact surface areas (Eg. Q-rails; ledges, dumpster rails, doorknobs, handles, counter, exterior rails etc.)		
SOCIAL DISTANCING		
Front of House		
Dedicated queue points created for customer & delivery rider journey		
Dedicated collection points available for customer & delivery riders		
Floor decals pasted (min 1 meter apart) and in good conditions		
Entrance and important aisles are free of floors decals to ease movement		
Floor decals are extended to exterior depending on store need for peak		
Social distancing signage is in place & in good condition		
Alternate seats in lobby marked with "X" for non-use		
Back of house		
Social distance zoning is in place		
BOH posters are in place to promote social distancing		
TM observed maintaining social distancing at all times		
FAST FORWARD STATION		
TM deployed at fast forward station is wearing hand gloves during shift		

Action plan for each question marked as a "no"		
Opportunity	Owner	Fix By