



FOOD SERVICE FAQ

Food Preparation

Are there any additional requirements I need to follow to prepare for delivery?

No. Just follow general food safety practices when preparing food. Keep cars clean, limit interactions with customers and remind them to wash their hands before eating. The goal should be “contact-less delivery” to protect employees and customers.

Should I wear a mask when preparing food?

No, masks should only be worn for people experiencing symptoms. If you are experiencing symptoms, you should not be at work.

Should food services be following strict, no bare-hand contact of prepared ready-to-eat foods?

Food services should limit as much bare-hand contact as possible with ready-to-eat foods.

Takeout & Delivery

What are acceptable takeout and grab-and-go methods?

- You can take customer orders by phone or in-person.
- Customers may stand in line as long as staff can monitor the line to maintain 6-foot social distancing. It’s also recommended you place signs.
- All beverages must be filled by employees. No self-service beverages or customer refills.
- Give single-use items like napkins and condiments directly to the customer instead of putting them in a self-service area.

Can customers walk through the dining room to get a to-go order? Or should a table be set up near the door?

Customers can come into the facility but may not consume food on site.

Does the prohibition of eating food inside the facility apply to outdoor seating areas as well?

Yes. Customers cannot order takeout food and sit in outdoor seating areas and eat the food. It must be consumed off the premises.

Can a customer pay with cash? Yes.

Can a customer buy a beer or soda and drink it while waiting for their food?

You can only sell food and drinks for takeout. Customers can come into the facility but may not consume drinks on site.

Can a customer order food from inside their car at a drive-in?

Yes, this is considered food delivery.

Should the facility only have individually wrapped straws available for customers?

Limiting all interactions from customers with all single-service items should be encouraged. This could be through wrapped products or by having employees dispense them instead of putting single-service items and utensils out for customers.

Can Styrofoam containers be used for takeout during the emergency?

Establishments should not use Styrofoam containers for takeout.

For more information on COVID-19 go to [buncombecounty.org/bcready](https://www.buncombecounty.org/bcready)

