



Food & Product Delivery Best Practices

We encourage all of our members to follow these best practices when offering delivery services.

- All drivers must have a valid driver's license. A current MVR should be reviewed to verify a favorable driving record.
- Proof of coverage should be verified with minimum liability limits of at least \$300,000
- Obey all posted speed limits and traffic control devices
- No use of hand-held devices except for those with hands-free capability
- All driving is to customers' destinations only; no side trips that are not connected to the restaurant's business
- No driving while under the influence of alcohol, cannabis, or other intoxicants
- No smoking, drinking, or eating while driving
- Headlights on at all times
- Items to be delivered shall be securely and safely stowed in the vehicle

Beer and Wine Pick-Up or Delivery

- Ensure that all employees observe appropriate health-safety guidelines around COVID-19
- Always check IDs for anyone who appears to be under 30 years of age
- Deliveries must be made by employees 21 years of age or older
- Regulations regarding serving patrons who are visibly intoxicated apply to delivery and pick up
- All containers must be factory sealed

Keep records

- Keep a log behind the bar and instruct employees to note any incidents.

Give employees tools to succeed

- Ensure that training occurs within 30 days of employment with state certified facilitators (like ServSafe in Washington).
- Require annual server training—and discuss expectations during regular safety meetings.

Set expectations with all employees

- Make sure that every employee knows and understands the company policy. Make sure the policy is documented and discussed at meetings.
- Set a culture of staff support and empowerment to help avoid over serving customers.

COVID-19 Safety Considerations

Offer and encourage contact-free delivery or pick-up

- For delivery:
 - Drivers knock, call, or text when they arrive and leave the food at the door
- For takeout:
 - If space allows, encourage customers to pick up their prepaid orders from a designated area (i.e. a counter), avoiding contact with restaurant employees

When contact-free delivery is not an option:

- Equip drivers with masks, disinfectants, gloves, wipes, and/or hand sanitizers (with at least 60% alcohol)
- Accept or encourage credit card payments only to avoid physically handling cash
- When ID checks are required, encourage customers to display their identification so that driver's aren't required to physically touch or hold the identification.