

CHECKLIST

Managing Business Through Temporary Closure

In light of the safety of your customers and in these unprecedented times many of you are considering or indeed may already have closed your hotel, restaurant, bar or visitor attraction for a short period. You are taking these measures to protect the welfare of your people, customers and suppliers. The following is a checklist of items to consider implementing when closing a business on a temporary basis.

Building Security	✓
Properly secure the building. Ensure all windows and entrances are closed and locked	
Nominate one entrance only for available access	
An onsite security presence should be in place to protect the asset, 24 hours per day, where possible	
All cash should be removed from the property	
Ensure security has a list of key support contacts – General Manager, Maintenance Manager, local Garda and Fire Service	
Secure all alcohol particularly spirits in a locked store	
Ensure that the CCTV system is in good working order and recording correctly	
Ensure that the CCTV system is monitored by onsite security	
Have a map of the locations of shut off valves and mains water valves to hand for the security staff or fire service	
Get security checks and fire walks of the building completed daily	
Light the façade of your building at nighttime	

Fire Safety	✓
Maintain and service all fire safety systems such as fire detection and alarm system as per normal operations	
Maintain and service all fire extinguishers including kitchen suppression systems as per normal operations	
Close all passive systems such as fire doors in order to secure proper compartmentation throughout the property	

General Maintenance	✓
Ensure that the Pest Control contract is maintained during the closure period	
Ensure that grease trap maintenance is continued for the duration of closure	
Complete a full test of the fire alarm and smoke detector test in advance of closing	
Complete a test of emergency lighting in advance of closing	
Ensure that external terrace furniture is placed in storage. If applicable, take flags down	
Remove all refuse from the property and ensure that it is collected	
Complete any generator maintenance checks in advance of closing	
Ensure that the building façade, garden and grounds are maintained throughout the closure	
Put together a maintenance list as a result of checking all bedrooms and ground floor areas during the closing procedure.	

Kitchen	✓
In advance of closing complete a full stock take of food on the premises - dry store, freezer and perishable	
Empty and clean all fridges and remove perishable food from the building	
Consider offering the surplus perishable food to Food Cloud or a local charity	
Leave empty fridge doors open to air	
Ensure all freezers are in correct working order and properly calibrated	
Secure dry stores and remove items with short sell by dates	
Complete a deep clean of the all kitchen surfaces, storage areas, walls and floors. This should include the filters from the kitchen extraction fans unit	
Complete a deep clean of back of house areas prior to closure	
Turn off all kitchen equipment that can be turned off.	

Ground Floor - Restaurant and Lobby areas	✓
Remove table settings from tables and table linen where applicable. Take stock of these and store appropriately	
Dispose of condiments - sugar, salt, pepper and sauces. Wash empty sugar bowls and other containers	
Clean and sanitise all tabletops	
Store crockery, cutlery and glassware carefully, again taking stock of these	
Pack away candles, menus, vases etc.	
Take stock of wines which are in storage in the restaurant and secure these back to the cellar or wine store. Store at appropriate temperatures and dispose of any open bottles	
Complete a deep clean of the entire restaurant area	
Plug out anything that can be turned off, toaster, POS machine, coffee machine	
Secure the restaurant and ensure that all windows are closed.	

Bar Area	✓
Complete a stocktake of the entire contents of the bar	
Where possible, remove beverages back to the stock room in particular spirits and high value beverages	
Ensure that the ullage from the beer lines is removed and that the beer lines are cleaned down	
Ensure that all fridges are calibrated at the appropriate temperature	
Remove any perishable food from the bar - fruit for dressing drinks, bar snacks	
Pack cutlery and crockery away after doing a stock-take (add to numbers of restaurant stock-take if cutlery is the same)	
Complete a deep clean of the bar and lounge areas. Clean and sanitise tabletops and bar surfaces	
Empty and clean all drip trays behind the bar	
Ensure that all glasses are washed and stored correctly	
Turn off all equipment – blender, POS, water boiler, coffee machine	
Secure the bar area and ensure that all windows are closed	

Front Office	✓
Contact all pending reservations and future business to advise of the closure and postpone or cancel the reservation. Refund credit card deposits where appropriate	
Close out channel managers, brand.com and OTA sites to reflect the period of closure	
Change voicemail on phones to advise of closure. Ask guests to leave a message and reassure that messages will be checked daily	
Make a sign for the front door with details of closure	
Secure and store reception desk files and back office files in the back office	
Complete a deep clean of the front office area and reception desk	
Complete a backup of systems on a portable hard drive and remove from the premises	
Automate the night audit function	

Put arrangements in place to monitor the info@ and reservations@ email addresses during the period of closure	
Put away any items in the reception area, lobby or public areas – candles, books, photos etc.	

Meetings and Events	✓
Contact all pending meeting reservations and future business to advise of the closure and postpone or cancel the booking	
Clear down all meeting spaces in the. Store furniture appropriately	
Complete a deep cleaning of all meeting rooms – sanitise surfaces.	
Store banqueting cloths appropriately	
Ensure that stock related to meetings and events is secured - mineral water, teas, coffees. Hoover and ensure rooms are left spotlessly clean	
Ensure that devices and equipment are plugged out for example projectors and TV screens	
Secure each of the meeting rooms and ensure that all windows are closed.	

Accommodation	✓
Remove linen from the beds and bathrooms and return to the linen room	
Bedrooms should be cleaned and hoovered	
Put tea/coffee, remote control, any in-room information, glasses, etc. into the wardrobe or press	
Switch off and plug out electrical appliances	
Switch off bedside lights and main lights	
Switch off the air conditioning is switched off	
Return room amenities from the bedrooms to stock where appropriate	
Remove all soiled linen from the premises and send back to linen supplier	
Complete a linen and cleaning materials stock take in advance of closing	
Secure each of the bedrooms and ensure that all bedroom windows are closed	

Once rooms are cleaned, empty all chemicals and amenities from the trolleys. Make sure trolleys are cleaned out, restocked and stored away.	
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Leisure Centre and Spa	✓
Ensure that a deep clean and sanitisation of the gym area, changing rooms and public areas is completed	
Deep clean and sanitise all treatment rooms and plinths	
Remove all towels from the area and store in the linen room	
Issue a note to private members of the leisure centre to give details of closing and request that they empty all lockers	
Prepare all leisure centre amenities for closing - pool, sauna, steam rooms	
The swimming pool should be covered (if a pool cover is in place)	
Ensure that all electrical equipment is unplugged	
Secure the leisure centre / spa area and ensure that all windows are closed.	

Accounts	✓
Complete closing stocktakes in each department – food, beverage, linen and cleaning materials	
Complete payroll and agree on payments to be made to staff during closure	
Advise all suppliers and key financial contacts of the closure	
Debtors and creditors should be dealt with appropriately	
Review/cancel standing orders where appropriate. For example, refuse collection, linen supplies	
A closing P&L should be prepared	
Revise forecasts for the year once the business closes and revisit this once the business re-opens.	

Human Resources	✓
The steps required in this area are covered in separate webinar on the Fáilte Ireland website.	

Utilities	✓
Water: All taps should be turned off. Staff and or security on duty should be familiar with the location of the main shut off valve in case the supply requires to be shut down.	
Gas: Staff and / or security on duty should be familiar with the location of the main shut off valve in case the supply requires to be shut off	
Electricity: All electrical items not in use should be switched off and plugged out. Only a competent electrician should carry out maintenance work on the electrical system.	

All the above measures should be taken in consultation with insurance advisors