Retail Reopen

Suggestions from the St. Pete Chamber’s Retail Affinity Group

The St. Pete Chamber’s Retail Affinity group held a virtual meeting on May 1st to discuss reopening best practices to consider while protecting the safety of their employees and customers. Some of their suggestions were:

**Clean Facilities**

- Sanitize before opening
- Wipe down daily/hourly/regularly
- Create signage on your cleaning process so customers know what you do daily

**Hours of Operation**

- Vary hours to offer:
  - Open hours
    - Limiting # of customers (maybe allow one to enter at a time)
  - Reservation hours
    - Allow customers to make reservations to shop (i.e., “We offer reservations from noon -2!”)

**Social Distancing**

- Promote the words "We practice social distancing"
- Signage everywhere reminding customers of your expectations

**PPEs at Door**

- Many retailers will require wearing a mask
- Therefore, they will offer disposable masks at door, hand sanitizer, and now maybe even booties
- Hand sanitizers can be branded as giveaways too
Exposed Pricing

• If you want customers to feel comfortable not touching everything - make pricing and sizing VERY VISIBLE

Curbside Pickup

• Customers may not want to come in - offer curbside pickup

Employee Care

• Prior to each shift, employees should be screened and documented of screening
  o Some will automate the questions at their POS sign-in terminals
  o Some will create a log
  o A series of questions need to be created
    ▪ Have you traveled within the last two weeks?
    ▪ Do you have a fever/symptoms of flu?
    ▪ Etc.
• Prior to first shift
  o Train on new procedures
  o Document new procedures
    ▪ Employees must wash hands regularly and practice social distancing at all times
    ▪ Wear masks at all times
    ▪ Etc
• Sign off on new procedures to ensure safety
• Create teams for alternate days
• If one employee contracts COVID-19 - entire team gets tested and isolated, but store can stay open with the other shift/team

Vendor/Supplier

• Schedule door drops/deliveries to keep vendors/packages away from clean environments

These suggestions are provided for informational purposes only. Please consult with your trusted advisors and legal counsel before making decisions that are specific to your business.

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