COVID Safe Checklist: Food Courts

As at 4:00pm on 17 November 2020

This Checklist outlines how shopping centre managements ensure food courts remain compliant with the Chief Health Officer’s public health directions. A food court is an area that includes tables and seating provided by the shopping centre management either indoors and/or outdoors for use by customers of food outlets.

What you need to do to safely conduct your business

1. **Promote safe practices**
   - Place signage at entry points to instruct customers not to enter if they are unwell or have any COVID-19 symptoms.
   - Staff /tenants directed to stay at home if they are sick or have any COVID-19 symptoms or become unwell.
   - Social distancing signage present in areas where patrons may gather.
   - Liaise with food court and other retail tenants in relation to social distancing, cleaning and sanitation requirements.
   - Security staff to support social distancing requirements where possible, especially during peak times.
   - PA announcements to remind customers of COVID-19 requirements where possible.
   - Promote COVID-19 requirements on website and other advertising to ensure customers are aware of requirements within the centre.

2. **Social distancing**
   - No more than one patron per 2 square metres (inclusive of indoor and outdoor seated areas).
   - Tables are set up for a maximum of 6 patrons.
   - Place tables to ensure that persons seated at different tables are 1.5 meters apart. If tables are fixed in a position that does not allow social distancing, set up every second table and restrict access to tables not to be used.
   - Place floor markings where people may queue.
   - Ensure there is no buffet self-service.
   - Provide separate order and collection counters where possible.
   - Provide physical barriers around counters involving high volume interactions.

3. **Hand hygiene**
   - Make hand sanitiser available free of charge at least at all food court entry/exit points. Sanitiser contains at least 60% ethanol or 70% iso-propanol.
   - Staff practise good hygiene by frequently washing hands, preferably using liquid soap and water.

4. **Frequent environmental cleaning and disinfection**
Provide clearing, cleaning and sanitising on a high rotation, between customers, for food court tables, chairs, benches and trays.

Non-disposable crockery/cutlery/glassware permitted only when cleared after each course and washed using a commercial grade dishwasher or glasswasher. Single use cutlery and containers provided for takeaway food options.

Food court tenants provide single-serve condiments if required. All shared condiments such as sauce bottles removed.

Menus are single-use or laminated so that they can be sanitised between use or use of menu boards only.

Regular cleaning and sanitising of commonly touched surfaces such as EFTPOS equipment, door handles, handrails, elevator buttons, waste bins and tray-return areas and food court ordering/collection counters.

Increased cleaning and sanitising of toilets and bathrooms.

Remove access to children’s play areas.

Regularly clean and sanitise water refill stations or water bubblers or turned off and access removed.

Staff undertaking cleaning have appropriate PPE and cleaning equipment is regularly cleaned and maintained.

5. Review and monitor

☐ Regularly review your systems of work to ensure they are consistent with current directions and advice provided by health authorities.

☐ This checklist is a key part of your COVID Safe Industry Plan, as outlined on the WorkSafe website.

☐ Publicly display this signed checklist as evidence that you are a COVID Safe business.


☐ Employees with a general work-related complaint can call WHS Queensland on 1300 362 128.

☐ Business owners that would like to better understand their WHS duties regarding COVID-19 can call 1300 005 018 or their union or industry association.

☐ Customers who have concerns about whether a business is complying with this checklist can call 134 COVID (13 42 68).

Name of person(s) conducting business or undertaking as defined in the Work Health & Safety Act 2011:

Signature & date: