

March 15, 2020

HEALTH AND SAFETY RECOMMENDATIONS FOR GROCERY STORES

The City of Long Beach's All Hazard Incident Management Team is working hard to keep our community safe during the COVID-19 pandemic. We recognize that we are dealing with unique issues during unprecedented times and want to work in partnership with our local grocery stores to ensure that customers are able to acquire necessary food and products while maintaining public health and safety.

We recognize that each business is unique, and that communication channels and resources vary from store to store. However, we are offering the following recommendations in an effort to provide suggestions and guidance in managing the high volume of customer demand:

- Consider providing appointment times and/or drive-up or pick-up service.
- Establish a check-in/reception station at the store entrance. This allows store employees to manage and control the number of customers entering the store, encourages social distancing, and helps prevent line cutting.
- Update the check-in list as customers exit the store to keep track of total time in store (see suggested reward program below).
- Provide an estimated waiting time. Always under promise and over deliver. If the expected wait time is 30 minutes, suggest it will be 45 minutes. A customer who waits less time than expected will be more satisfied, rather than a customer waiting more time than promised.
- If customers become violent or disruptive, please call 9-1-1 so that local law enforcement can respond.
- Use a list to call customers to the store when it is their time to enter. Customers waiting in their cars are less fatigued from standing in long line, wait time is more comfortable, and are following social distancing guidelines.
- Post signage to inform customers of low stock or out of stock items to prevent customer dissatisfaction once they are inside the store. If possible, provide updates to waiting customers if products become unavailable.
- Impose limits on items routinely seen as "high demand" products.
- Consider a reward program for customers who do not over buy and exit the store in a timely manner. Rewards can take whatever form you see fit -- stickers, balloons, a manager's coupon for future purchases... there is no limit except your imagination.

We recognize that many of you may have already implemented some or all of these measures, and we appreciate your efforts to help ensure a safe and healthy experience for your customers and employees.

For more information on the City's efforts to address COVID-19, please visit www.longbeach.gov/COVID19, or call (562) 570-INFO (4636).

