

Department of Tourism
Office of Tourism Standards and Regulation



SELF- ASSESSMENT CHECKLISTS
Restaurant

NAME OF RESTAURANT: _____

BUSINESS ADDRESS: _____

TELEPHONE NO. : _____ FAX NO.: _____

GENERAL MANAGER/OWNER : _____

Please check on the appropriate box. Do not leave blank boxes.

A. LOCATION	YES	NO	REMARK/S
1. Is the restaurant accessible to any of the following: Shopping center or commercial center (characterized by commercial center facilities such as: taxi stand, bus stop, parking area, shop mart, movie house, eateries, etc.) Heavily traversed thoroughfare Pleasant environment			
2. Is the restaurant with adequate ingress and egress?			
3. Entrance to the restaurant Clean Tidy Free of obstruction Adequately illuminated at night			
4. Does the facade/ building exterior No cracks No paint peel Uncluttered design			
5. Is the facade/building exterior appropriately designed			
B. PARKING SPACE	YES	NO	REMARK/S
1. Adequate parking space			
2. Presence of a security guard			

3. Presence of parking attendant			
C. RECEPTION	YES	NO	REMARK/S
1. Is there waiting lounge?			
2. Adequate seating facilities provided?			
3. Is there a telephone for public use?			
4. Is there a receptionist to usher in guests?			
5. Is the manager/receptionist Personable Courteous Well-trained			
D. DINING ROOM	YES	NO	REMARK/S
1. Furnishing Attractive Clean Well-maintained Appropriate flooring material			
2. Is the atmosphere pleasant?			
3. Food (Cuisine) Attractively presented Properly cooked Appetizing in appearance			
4. Is the menu card Clean Presentable Easy to read Descriptive of restaurant theme			
5. Is a prices list available Are there no erasures or cancellations on prices of items? Are prices printed?			
6. Are checks itemized and legible? With restaurant logo/letterhead?			
7. Service station Clean Strategically located Adequate (One for every 20 seats)			
8. Does the table setting appear correct and complete?			
8-a. Table linen and (cloth) napkins are they Clean Properly folded Color coordinated Not frayed If not table linens and cloth napkins, table provisions are there			

8-b.Cutlery Polished In good condition Of good quality			
8-c. Glassware Clean Unshipped			
8-d.Chinaware Clean Unchipped Not Cracked Appropriate to the class motif of the restaurant			
E. SERVICE STAFF	YES	NO	REMARK/S
1. Restaurant staff and employees Good grooming Courteous Well-trained			
2. On uniforms Properly fitted Not torn Clean			
3. On Shoes Well polished In good condition Appropriate to work area			
F. BAR/COCKTAIL LOUNGE	YES	NO	REMARK/S
1. Is a bar available? Well-ventilated Well-maintained Well-stocked			
2. Bar Glassware Unshipped Clean			
3. Does the bartender use a measure to pour drinks?			
G. COMFORT ROOMS	YES	NO	REMARK/S
1. Do you find the comfort room Clean and well-maintained Provided with hot/cold running water Walls and floors of impervious material Free of offensive odour Properly ventilated With fittings of good quality			
2. Is there a mirror? Is the mirror clean and in good condition?			
3. Does the toilet flush properly?			
4. Are there separate comfort rooms for			

male and female			
5. Supplies Soap Toilet paper Paper towel/hand dryer available Is there a trash can?			
H. KITCHEN	YES	NO	REMARK/S
a. Size Is the area adequate?			
b. Sanitation c. Floors and walls No cracks and holes Cleaned and disinfected No stagnant water on the floors d. Work area No damp areas Wood surfaces carefully scraped after use Kitchen doors and windows properly screened cleaned Outside doors self-closing Exhaust hood, fans and ducts clean Sink for hand washing equipped with (paper) No overhead pipes that might leak into food and equipment e. Equipment and Kitchenware Chillers and refrigerators clean In good condition Separate refrigeration/freezer for sea food and meat products Stainless steel table top and shelves clean and good condition Storages of utensils kitchenware and equipment in clean dry place at Sufficient height (at least 1 ft.) from the floor, protected from the flies Dust and other contamination Dishwashing area with hot/cold running water Wiping cloth is good condition Sinks clean and unclogged			

3. Water and Ice Supply Water accessible to all areas in which food is prepared of utensils washed			
4. Storerooms Clean Free from mustiness and odor			
5. Staffs Hygiene a. Health Certificate for kitchen staff Are the following included in the house rules for staff hygiene? Fingernails well trimmed Shoes, socks and hats worn at all times Towels and aprons clean Locker rooms clean and proper			
I. LIGHTING ARRANGEMENTS AND FIXTURES	YES	NO	REMARK/S
Adequate at all times			
Well maintained			
Attractive			
Appropriate			
J. AIR-CONDITIONING/VENTILATION	YES	NO	REMARK/S
Are the kitchen and work areas adequately and Functionally ventilated?			
Is dining room adequately and functionally ventilated?			
Are the public rooms adequately and functionally ventilated?			
K. SECURITY	YES	NO	REMARK/S
Are security guards available?			
L. FIRE FIGHTING FACILITIES	YES	NO	REMARK/S
1. Are fire extinguishers available?			
2. Are they properly located?			
3. Are they well maintained?			
4. Fire exits free from obstruction?			
5. Are they properly marked?			
M. CARPETING/ APPROPRIATE FLOORING MATERIAL	YES	NO	REMARK/S

Well-kept			
Clean			
Color coordinated			
Of good quality			

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SIGNATURE OVER PRINTED NAME
OWNER/ GENERAL MANAGER

DATE

THE NEW NORMAL STANDARDS ON DOT-ACCREDITED RESTAURANTS					
INDICATOR		REQUIREMENT	YES	NO	REMARKS
MANDATORY REQUIREMENTS - RESTAURANT MANAGEMENT					
1	Restaurant proprietor ensures that employees fill out a Health Declaration Form prior to every duty	* Health Declaration Form			
2	Restaurant proprietor ensures the monitoring of body temperature of all employees every time they report to work	* Thermal Scanner/ Thermometer Gun * Enforcing Personnel			
3	Restaurant proprietor provides all its employees with at least the following Food Safety Apparel while they are on duty: *Hairnets *Face masks *Face shields *Gloves *Apron *Shoe Cover	* Hairnets * Face masks * Face shields * Gloves * Apron - readily available * Shoe Cover - readily available			
4	Restaurant employees are trained and regularly updated on health concerns and other related information	* Bulletin Boards * IEC Materials and other notices on health and safety * Interview employees on their knowledge of safety and preventive measures * Photos during the Briefing * Documented policies and processes			
5	Restaurant premises are clean, including the kitchen, storage, back areas, and parking	* Inspection of the business premises			
6	Restaurant proprietor ensures that all employees undergo annual health check up	* Employees' Health Certificate / Medical records			
7	A maximum customer capacity at 50% of the total seating/venue capacity of the establishment is set	* Seat markers/ * Carrying capacity plan			

THE NEW NORMAL STANDARDS ON DOT-ACCREDITED RESTAURANTS					
INDICATOR		REQUIREMENT	YES	NO	REMARKS
MANDATORY REQUIREMENTS - RESTAURANT CONFIGURATION AND SET-UP					
1	Disinfectant mats are installed at the entrance of the establishment	* Disinfectant Mats			
2	The restaurant seating capacity allows at least one (1) meter spacing between customers	* Tables and seats rearrangement * Observation on the dining area			
3	Dining tables that can accommodate ten (10) guests, accommodate only five (5)	* Table rearrangement * Observation on the dining area			
4	Tables are arranged such that the distance from the back of one chair to the back of another chair shall be more than one (1) meter apart and the guests face each other from a distance of at least one (1) meter. If seats are fixed, alternate seats are marked out	* Seat markers * Tables and seats rearrangement			
5	Transparent dividers (e.g. acrylic plastic, plexiglass, sneeze guards, etc.) are installed, if face-to-face seating is implemented.	* Transparent dividers			
6	Menus are displayed on the counter or other conspicuous area. Handheld menus are dispensed with	* Menus on the counter or other conspicuous area			
7	Signage or notices are installed in conspicuous areas reminding customers to wash their hands with soap and water or disinfect with 70% solution alcohol or alcohol-based hand sanitizer upon entering and leaving the restaurant	* Reminder Signage or notices * Infographic posters			
8	Self-service stations like do-it-yourself customer refill and condiment stations are non-operational	* Inspection of the dining area			
9	Buffet service and salad bars are non-operational	* Inspection of the dining area			
10	Designated pick-up or take away zones are established for customers whose orders are for take-out	* Designated pick-up/take-out counter/zone			

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INDICATOR		REQUIREMENT	YES	NO	REMARKS
MANDATORY REQUIREMENTS - RESTAURANT CONFIGURATION AND SET-UP					
11	Queue lines are clearly demarcated and signage are in place to ensure that guests queuing to order or pick-up food observe physical distancing	* Stanchions or other forms of dividers/barriers * Signages * Clearly demarcated queue lines			
12	Operation of ancillary leisure facilities and amenities, such as in-house play areas, libraries, karaoke machines, etc., if any, are temporarily suspended	* Roped of leisure facilities * Signages or notices			
OPTIONAL REQUIREMENTS - RESTAURANT CONFIGURATION AND SET-UP					
1	Floor markings in queuing areas may be installed	* Floor markers			
2	Alarm system may be installed in a strategic location to remind employees to wash their hands for at least 20 seconds every 20 minutes. If soap and water are not readily available, 70% solution alcohol/alcohol-based hand sanitizer are used as an alternative	* Alarm system * Water and soap / alcohol or hand sanitizer			
MANDATORY REQUIREMENTS - EMPLOYEES					
1	Employees observe proper hygiene and good grooming	* Observation on the physical appearance of the employees			
2	Employees are not wearing jewelries (e.g. rings, bracelets, watches, earrings, and exposed body piercings, etc.) while working	* Observation on the physical appearance of the employees			
3	Employees' personal effects are placed in plastic bags and stored in an area inaccessible to customers	* Storage area/lockers for employees' personal belongings			
4	Employees are wearing the following Food Safety Apparel while on duty: *Hairnets *Face masks *Face shields *Gloves *Apron *Shoe Cover	* Employees wearing Hairnets, Face masks and Face shields.. Gloves, Apron and Shoe Cover are worn when necessary			

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INDICATOR		REQUIREMENT	YES	NO	REMARKS
MANDATORY REQUIREMENTS - EMPLOYEES					
5	Employees observe Physical Distancing of at least one (1) meter from one another while working	* Observation on the working premises/presence of floor markers			
6	Food attendants and kitchen personnel wash their hands with soap and water before preparing and after handling food	* Observation on the hands of the food attendants and kitchen personnel * Availability of water and soap			
7	Employees avoid touching with their bare hands ready-to-eat foods. Instead, they use appropriate utensils such as spatulas, tongs, single use gloves, or dispensing equipment. If the task requires direct contact with ready-to-eat foods, employees wash their hands and the exposed portions of the arms for 20 seconds prior to donning gloves and before touching food or food-contact surfaces. Hands are washed immediately after removing gloves	* Observation on the hands of the employees * Availability of Utensils (e.g. spatulas, tongs, gloves or dispensing equipment) * Water and soap			
8	Client-Facing employees such as waiters, cashier, or bussers, wash their hands frequently with soap and water at least every 20 minutes	* Observation on the hands of the employees who face clients * Water and soap / sanitizer or alcohol			
9	Employees practice the "Clean As You Go" policy by keeping the work area clean and tidy continually throughout the working day	* Workplace inspection			
10	Staff break and meal times are done on shifting schedules. During their break or meal time, employees dine at the designated discreet areas where physical distancing of at least one (1) meter apart is observed	* Workplace inspection * Designated dining area for employees			

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MANDATORY REQUIREMENTS - EMPLOYEES					
11	Employees do not loiter in other areas outside of their work stations and do not engage in unnecessary close interactions irrelevant to work	* Workplace inspection			
12	Employees do not spit on any surface in the restaurant	* Workplace inspection			
MANDATORY REQUIREMENTS - CUSTOMERS					
1	Customers not wearing masks are not allowed to enter the restaurant. Customers are required to wear facemasks properly at all times except when eating and drinking	* Observation on the customers * Documented restaurant policy on the mandatory wearing of face mask/notices/reminders			
2	Body temperature checking using a thermal scanner or thermometer gun is administered to all customers upon entry at the restaurant.	* Thermal Scanner/ Thermometer Gun * Observation on the personnel administering the body temperature check			
3	Customers observe physical distancing of at least one (1) meter from one another in communal areas, such as dining areas, toilets, and queueing areas	* Observation on the conduct of customers in the communal areas			
4	Customers sanitize their footwear using sanitizing mats and drying pads installed at the entrance of the restaurant before entering the establishment	* Sanitizing mats * Drying pads			
5	Customers provide their names and contact details in a contact tracing log sheet for contact tracing purposes	* Contact tracing log book / sheet/customers' record			
6	Customers fill out a Health Declaration Form upon entry to the restaurant	* Health Declaration Form			

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INDICATOR		REQUIREMENT	YES	NO	REMARKS
MANDATORY REQUIREMENTS - SERVICE AND OTHER PROCEDURE					
1	Single-use items like napkins, fork and spoon, other utensils and condiments are dispensed with by the staff directly to the clients by wrapping them with biodegradable packaging	* Biodegradable wrapper * Manner of dispensing utensils and other items to the customers			
2	Food attendants who prepared the meals ensure that the food is properly covered before being served by another staff to the customer	* Food cover			
3	Employees handle and receive cash on a small tray	* Small tray for cash handling and payments			
OPTIONAL REQUIREMENTS - SERVICE AND OTHER PROCEDURES					
1	Cashless methods of payment with the use of money transfer applications is encouraged.	* Online payment applications * Internet connection			
2	Pay-as-you-order policy is encouraged.	* Policy signage			
MANDATORY REQUIREMENTS - DELIVERY					
1	Delivery personnel wear face masks properly and frequently wash or sanitize their hands with alcohol/hand sanitizer while conducting deliveries	* Facemasks * Water and soap/alcohol/sanitizer			
2	Physical distancing of at least one (1) meter between the delivery personnel and the customer is observed	* Observation on the delivery personnel and customer, if possible			
3	Hot and cold foods are delivered through properly functioning insulated cases, storage boxes, or appropriate transport vessels	* Food storage boxes			
4	Raw foods are separated from cooked and ready-to-eat foods at all times.	* Food storage			

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MANDATORY REQUIREMENTS - DELIVERY					
5	All wrapping and packaging used for food transport are done properly to prevent food contamination	* Wrapping and packaging supplies/Check Restaurant Policies or procedures for food transport/Interview staff			
6	Coolers, insulation cases, and other delivery boxes used to deliver foods are cleaned and sanitized frequently	* Inspection of coolers, insulation cases and other delivery boxes/Check Restaurant Sanitation Policies or procedures for delivery boxes/Interview staff			
7	Delivery personnel handle and receive cash on a small tray	* Small tray			
OPTIONAL REQUIREMENTS - DELIVERY					
1	Tie-ups or partnerships with online platforms that provide delivery service is encouraged	* Written agreements/contracts with delivery service providers			
2	Cashless methods of payment with the use of money transfer applications is encouraged.	* Online payment applications * Internet connection			
MANDATORY REQUIREMENTS - SANITATION, DISINFECTION, SAFETY MEASURE AND OTHERS					
1	Deep cleaning, proper disinfection, and sanitation within the restaurant's premises are done regularly	* Disinfection materials and supplies * Inspection of the Restaurant premises			
2	Frequent sanitation and disinfection of high-touch surface such as bars, kitchen and counter tops, cashiers, menu, tables, chairs, condiment containers, toilet fixtures, etc., are conducted at all times	* Disinfection materials and supplies * Inspection of the Restaurant premises			Restaurants are encouraged to invest in modern equipment to enhance the washing and disinfection of dishes, silverwares, and glassware

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MANDATORY REQUIREMENTS - SANITATION, DISINFECTION, SAFETY MEASURE AND OTHERS					
3	Food contact surfaces, dishware, utensils, and beverage equipment are washed, rinsed and sanitized before and after use	* Disinfection materials * Inspection of the food contact surfaces, dishware, utensils, and beverage equipment			
4	All dishes, silverware, and glassware are washed and disinfected including items that have not been used.	* Disinfection materials * Inspection of the dishes, silverwares and glasswares			
5	Toilets are cleaned and sanitized every two (2) hours	* Check toilet cleanliness			
6	Gloves are used for cleaning and sanitizing surfaces	* Availability of gloves			
7	Instructions on the proper use of disinfectant wipes are strictly followed. Wipes are not being used to disinfect multiple surfaces	* Interview staff on the restaurant policy regarding the use of disinfectant wipes			
8	Used reusable gloves are properly brought to a laundering area for immediate washing	* Laundry Equipment / Materials for reusable gloves * Check condition of reusable gloves			
9	Used disposable gloves, disinfecting wipes, and disposable facemasks are thrown in the designated container (with cover), and are disposed in accordance with the special instructions relating to the material concerned	* Trash bin with lid for used disposable gloves, disinfecting wipes, and disposable facemasks/Interview staff regarding the restaurant policy on the disposable gloves, disinfecting wipes, and disposable facemasks			
10	All used linens and fabrics are bagged or properly contained when transported to a laundering area	* Sealable trash bags / containers for used linens/fabrics			

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MANDATORY REQUIREMENTS - SANITATION, DISINFECTION, SAFETY MEASURE AND OTHERS					
11	Staff are equipped with masks and disposable gloves or tongs to pick up soiled laundry	* Facemasks * Gloves * Tongs			
12	Regular pest control activities in the restaurant are implemented	* Schedule of pest control activities * Contract with Pest control service provider, if any			
13	Porous pieces of furniture and surfaces, such as walls made of pumice stone, tables and chairs made of untreated wood, posters made of paper, etc., are covered with plastic sheets	* Plastic covers on the porous pieces of furniture and surfaces			
14	Availability of 70% solution alcohol or alcohol-based hand sanitizer and tissue paper or table napkins in close proximity with high-touch areas and in the prominent areas inside the restaurant	* Check location of Alcohol dispensers * Tissue paper dispensers			
15	Availability of Information, Education, and Communication (IEC) materials on proper handwashing, respiratory etiquette, proper use of facemask and physical distancing are displayed in conspicuous areas of the restaurant.	* Signages/Infographic posters/Visual (e.g. TV) / Audio (e.g. Audio players) aids on health and safety measures			
16	Location of handwashing areas is posted	* Directional signage			
17	Hand-washing sinks and toilet flushing facilities are functional at all times	* Functional handwashing sinks and toilet-flushing facilities			
18	Handwashing sinks and toilet facilities are adequately supplied with soap and toilet paper or paper towels	* Liquid soap * Toilet paper / paper towels			
19	A designated handwashing basin for kitchen staff separate from the dishwashing sink is provided	* Handwashing basin separate from the dishwashing sink * Liquid soap * Toilet paper / paper towels			
20	Kitchen floors are installed with directional arrows according to flow of work processes to facilitate crowd control and physical distancing	* Floor markers on kitchen floors			
21	Food preparation areas are strictly off-limits to all other restaurant employees whose work has no relevance to food preparation	* Reminder signage * Restriction barriers			

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INDICATOR		REQUIREMENT	YES	NO	REMARKS
22	Sufficient ventilation (air conditioning, air ducts, exhaust, fresh air supply) is provided	* Air conditioning/ Air ducts/Open windows / doors (with screen or as long as food safty is not compromised)			
23	Restaurant wastes are properly segregated and disposed of regularly	* Segregated trash bins * Schedule of waste disposal			
OWNER/ GENERAL MANAGER					

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