

Everyone loves a good **COMEBACK** story



rethink



reopen



rebound

The Lake Houston Area Chamber of Commerce is here to help support your efforts to safely reopen your business and help our area's economy recover.

Below is a series of questions to help you RETHINK how to REOPEN in order to safely & successfully REBOUND.

With [Governor Abbott's Report to Open Texas](#), examine the elements of Operations, Manpower & Customers as you plan your path to reopen.

CREATE YOUR ULTIMATE COMEBACK STORY

OPERATIONS:

- ▶ Is it profitable to re-open at 25% or 50%?
- ▶ Are your external suppliers able to deliver?
- ▶ Will you have signage explaining required operating conditions for both employees and customers?
- ▶ Which hours of operation fit? From prep time to actual hours open, what makes sense for your business and will that meet customer needs?
- ▶ Do you have a plan to regularly and frequently clean and disinfect any regularly touched surfaces such as doorknobs, tables, chairs, restrooms, counters, etc.?
- ▶ Are you prepared to disinfect items customers and employees frequently contact?
- ▶ Can you make hand sanitizer, disinfecting wipes, soap and water, or similar disinfectants readily available for your customers and employees?
- ▶ Do you have signage promoting best hygiene practices?
- ▶ Do you have floor markers to indicate six feet spacing?
- ▶ Do you have policies in place to protect your employees and customers?
- ▶ Have you performed a comprehensive inventory?
- ▶ Will you be adjusting prices?

MANPOWER:

- ▶ How many employees do you need to open? At which intervals will you need them?
- ▶ Are you prepared to train all employees on appropriate cleaning, disinfection, hand hygiene & respiratory etiquette? Will any additional training be necessary?
- ▶ Do you have a graduated plan to bring back staff as business increases and as government orders allow?
- ▶ Are you prepared to screen employees before entering the business each day?
- ▶ Do you have enough space for employees to be six feet apart while working?
- ▶ Will you require employees to wear face mask coverings and/or gloves? Will you provide these or will the employees need to provide them?

CUSTOMERS:

- ▶ Have your customers' buying habits changed?
- ▶ How will you communicate hours of operations?
- ▶ Will you request/require customers wear face coverings and/or use hand sanitizer upon entering your business?
- ▶ Will you limit or modify any previously normal customer/employee interaction?