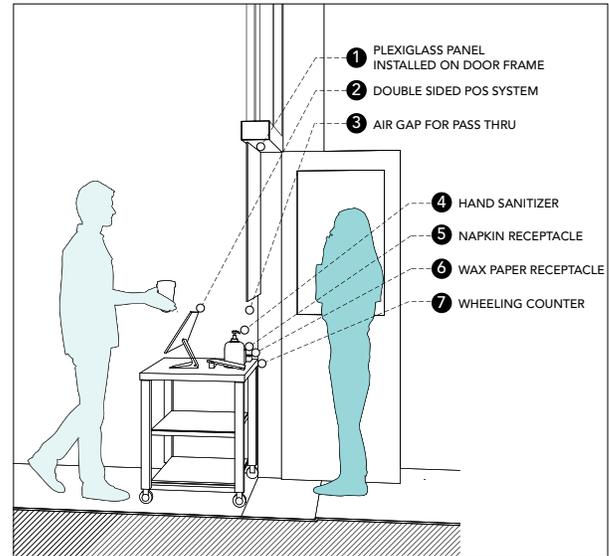


# Reopening Specialty Coffee: Door Service

**Door Service** illustrates a minimal contact strategy for re-opening a cafe following a COVID-19 shutdown. The whole service counter is brought to the entry door of the cafe to limit contact between the customer outside and the staff inside the shop.

## Spatial Separation

1. Reduce air contact between server and customer with plexiglass divider at service counter.
2. Reduce points of contact between server and customer, i.e. place drink on counter for customer to pick up.
3. Reduce points of contact between customer and touchable surfaces:
  - Drink filled with condiments in advance.
  - Straw inserted by server.
  - Separate credit card screen, or all inputs by server.
  - Open trash can outside.

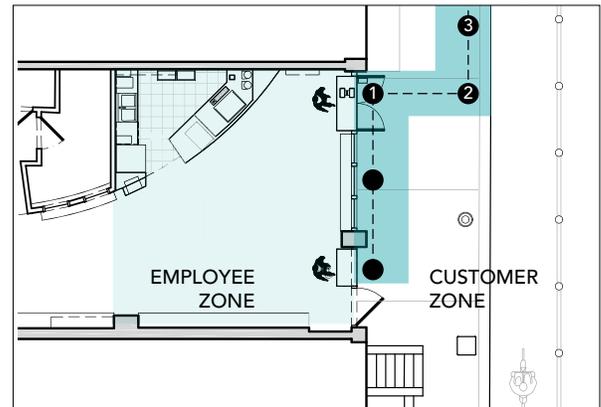


## Sanitizing

Sanitize surfaces and employee hands following CDC guidelines at a minimum. Face coverings recommended in all instances where six foot social distance cannot be maintained.

## Signage

Create and post large, clear signage explaining the new ordering and pick-up system. Staff should be trained to help customers navigate the new system.



Door Service at Everyman Espresso on 13th Street  
There are two service counters; one for ordering and one for pick-up to help space out customers on the sidewalk.

## Sidewalk Traffic

Manage sidewalk traffic with place markers on the ground so that customers maintain six foot social distance between each other and with passers by.

## References

- <https://www.wreckingballcoffee.com/blogs/news/covid-19-update>
- <https://medium.com/@nickcho/we-turned-into-a-walk-up-window-cafe-9c29c5416e33>
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