

Grocery Shopping and Physical Distancing Best Practices

How many customers can you safely serve?

- Do you know or can you estimate the shopping time of your customers?
- Calculate the number of customers able to be served through the registers per time interval. For example – 30 customers per 30 minutes on average.

Control your point of entry – Set up a point to manage it.

- Signs and barriers help control entry.
- Tell the customer what's in it for them - better experience, helps the community, etc.
- Find a “people person” in your organization. They can explain best practices to the public upon entry and manage the number of people entering the store.



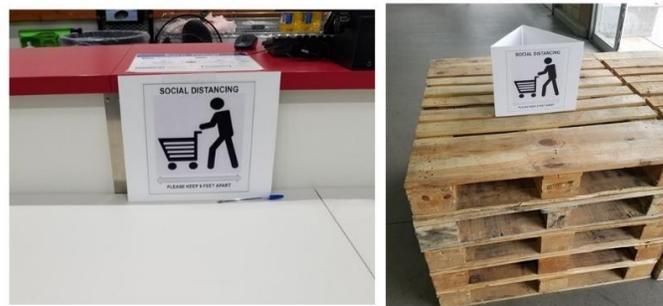
Slowing customers down can allow for communication.

Monitor and communicate during store hours. (store managers/employees with authority)

- Watch and communicate.
- Slow down or stop customers from entering the store until proper space for physical distancing is available.

Direct customers and employees with signs and physical barriers.

- Create physical barriers between employees and customers.
- Use physical barriers such as pallets, tables, etc. to create space by counters and other areas.



Create one way into the store with an improvised reception area. This can be controlled by a few people and may be used as a platform to communicate with a large group. Communicate why this is happening and how it is protecting everyone.

High demand items.

- Isolate high demand items such as toilet paper, hand sanitizer, etc.
- Place limits on high demand items and enforce the limits.
- Have employees distribute high demand items.
- Block aisles and have employees distribute those goods.
- Track hoarding.

Think creatively to make physical distancing feasible.

Don't accept chaos.

- Provide structure.
- Provide direction.
- People are frightened and want to be told what to do.
- Structure and predictability are key!
- This includes your employees. Provide them time to clean their areas with cleaners and sanitizing products, they need to feel safe.



This improvised reception area creates one way in that can be controlled by a few people that can talk with customers.

Recognize when an idea isn't working. Learn from mistakes and innovate!