

Restroom Safety

For the safety and health of your customers and employees, it is important to ensure that your restrooms are properly maintained. The condition of your restrooms is a good indicator of your restaurant's overall housekeeping standards. Also, surveys show that restroom cleanliness is a top consideration in overall customer satisfaction and loyalty, especially for women.

Restrooms should be inspected hourly every day using an inspection checklist as documentation. The checklist can be used as evidence of your maintenance in the event of a restroom accident that results in a claim. Assign a person on each shift to monitor the condition of the restrooms. Train your employees to properly inspect and clean the restrooms and to correctly fill out the inspection checklist, which includes documenting the actual time the inspection is completed.

Inspections, Housekeeping, and Cleanliness

- Check the floors and clean up trash and wet spots immediately.
- Check for leaking plumbing and cracked leaking sinks and toilet fixtures, and immediately repair them.
- Empty trash cans regularly to prevent paper towels and other debris from overflowing.
- Inspect toilet seats to ensure that they are not broken and are properly secured to the toilet.
- Keep all chemicals and cleaners in approved and properly labeled safety containers. Storage for all cleaning products should be secured and accessible *only* to employees.

Maintenance

- Install non-skid flooring and keep it in good condition.
- Adjust restroom doors so they will not strike and possibly injure customers.
- Make sure door knobs are working properly and do not have any sharp edges that could cause a cut or laceration.
- Mark all restrooms with gender signs.
- Ensure that lighting is adequate. Replace burnt out lights immediately.
- Regulate the temperature of the hot water, so that it will not scald or burn.
- Remove graffiti immediately in order to maintain an orderly, professional appearance.
- Properly secure diaper changing stations to the wall. Make sure the hydraulic arm works as intended and the restraining straps are attached and capable of locking together.
- Ensure that restrooms comply with applicable ADA guidelines.

When maintenance or housekeeping is required, post a sign warning that the restroom is "temporarily out of service." Do not allow customers or employees to use the restrooms while they are being serviced. Place "Caution Wet Floor" signs in front of the doors when the floors are being mopped, and do not remove the signs or allow use of the restroom until the floor is completely dry. Retain each restroom inspection checklist for a period of at least two years.

Consistency is key in keeping your restrooms up to standards and making the inspection checklist meaningful.