

Landscaping and Maintenance

Does your restaurant exterior reflect your well maintained interior?

Maintaining an attractive restaurant exterior is your opportunity to make a positive first impression on your customers. Patrons feel at ease when entering restaurants that appear attractive, well-ordered, and safe. A clean, organized restaurant perimeter and parking lot can also reduce the potential for burglaries, robberies, and suspicious “accidents” that could translate to fraudulent claims.

Educate employees as to how you would like the exterior of your restaurant to be maintained in order to create a safe and welcoming environment:

- Assign an employee to remove debris from the parking lot and property perimeter daily to reduce trip and fall hazards.
- Maintain landscaping so that it does not become a nuisance hazard. Ensure that trees, shrubs, and plants are trimmed away from the building and do not block windows, doors, or exterior video surveillance cameras.
- Landscaping that uses small stones should be inspected daily to ensure that stones are not kicked onto the sidewalk. Assign an employee to return loose stones back to the landscaping to reduce a trip and fall hazard.
- Repair pot holes and large cracks throughout the parking lot to prevent customer trips and falls.
- Repair all cracked or uneven surfaces on sidewalks to prevent trip and fall accidents.
- Make certain rebar does not protrude from the parking bumpers. Replace bumpers that are misplaced or broken.
- Restripe faded parking lots to help aid in traffic control.
- Paint parking bumpers, sidewalk curbs, and access ramps with highly visible yellow paint to alert customers to height differences.
- Paint a stripe around all storm sewers and manhole covers with highly visible yellow paint to increase customer awareness.
- Provide adequate lighting to help reduce the potential for trip and falls, burglaries, robberies, or other suspicious activity. Check all exterior lighting weekly and replace burnt out lights immediately.

Daily perimeter inspection

As an owner/manager, walk the parking lot and sidewalks as part of your daily tour to determine whether the recommendations above are carried out.

Winter preparation

Walk through your parking lot with a snow removal contractor prior to the first snowfall. Make sure your expectations are clear, especially in regard to where removed snow should be placed.

Presentation is just as vital outside as it is inside your restaurant. If you don't own your building and property, review your lease to learn whether you or your landlord is responsible for maintenance of the property. If your lease requires you to maintain the exterior premises of your restaurant, you may want to address your maintenance plan with the landlord.

Proper maintenance of your restaurant exterior can help bring in repeat business, prevent accidents, and control your insurance costs.