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|  |  | **DAY ONE: The Team feels SAFE & INFORMED** |
| □ | 1. | Day One – Conduct some type of Team Huddle (using social distancing) to ready the team for the doors to open. |
| □ | 2. | Treat Day One like the “grand opening” of a new business. Consider a celebratory environment as employees arrive for their shifts. |
| □ | 3. | Ensure leaders are visible to the team and readily available for questions or issues that arise. |
| □ | 4. | Provide any necessary scripts for employees that provide specific messaging to customers (if masks are required, traffic flow for customers, restricted areas, what to say if a customer refuses to comply with a request, etc.) |
| □ | 5. | Provide employees any protocols for customer escalation issues (customer refusals to comply to processes, reported safety concern, etc.) |
| □ | 6. | Personally thank each employee for contributing to a successful first day back in your face-to-face business environment. |

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|  |  | **WEEK ONE: The Team feels SAFE, INFORMED & SUCCESSFUL** |
| □ | 1. | Leaders repeat visibility habits each day – recognizing different employees may work on different days and shifts. |
| □ | 2. | Continue with Daily Huddles – incorporate “what worked well yesterday?”; “what do we need to improve”; what resources do you need?” questions to ensure rapid response and feedback to the team. |
| □ | 3. | Conduct daily leader check-ins at close of day to assess any safety risks; assessment of team (confidence, concerns); and priorities for next steps. |
| □ | 4. | Conduct an end-of-week leader meeting to adjust approach, messaging, etc. for the coming week. |
| □ | 5. | Gather employee feedback on perspectives of the week (what went well, suggestions for changes, customer comments). |
| □ | 6. | Personally thank each employee for contributing to a successful first week back in face-to-face operations. Provide encouragement and thank them for patience as “we” move forward each day. |