

BUSINESS CONTINUITY QUICK START GUIDE AND TEMPLATE

Try Smartsheet for FREE

If you need a business continuity plan right now to respond to a disruption or an unfamiliar situation, gather your key decision-makers, and follow these steps. Keep the formatting simple, such as in a Word document in a shared folder. Later, you can take time to build a thorough business continuity plan. You can also incorporate any learnings and best practices derived from using this short plan. We've filled out the first template as an example for a small restaurant. *Blank Template begins on page 4.*



1 ESSENTIAL FUNCTIONS

List 3-5 essential functions that must continue. Examples include accounts receivable, payroll, or production of critical products.

2 SOLUTIONS

Brainstorm how you will ensure these functions continue. Consider how long you expect operations to be altered. Document the steps for keeping each plan running.

ESSENTIAL FUNCTION	SOLUTION
#1 Paying electricity, phone, suppliers, and lease.	Step 1 Track online notices of bills as they come due. Step 2 Notify accounts if payments will be late because of poor cash flow, and negotiate terms. Step 3 Continue selling food. Step 4 Update website and Twitter to tell customers we're still here, cooking. Step 5 Contact bank to confirm line of credit, if we need it.
#2 Paying staff.	
#3 Ordering and receiving food and supplies.	
#4 Cooking great food for delivery and pickup.	
#5 Additional Essential Function	

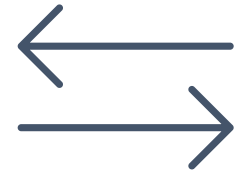
3 DAILY ROUTINES

Determine which daily routines will change or stay the same.



4 CHANGES

Document how each new daily routine will change.



ROUTINE	DESCRIPTION OF CHANGE
Employee and Customer Safety	Everyone wears a mask. Wash with soap and water all food packaging and produce.
Table Service	No table service. Only take away and pick-up.
Daily Cleaning	Implement extra cleaning. Clean all surfaces in kitchen and in public area hourly.
Delivery Intake	Wipe surface of all packaging with cloth and spray sanitizer. Delivery drivers must be masked and gloved, or we can't accept deliveries.
Customer Interaction	Customer stands on spot indicated on floor. Cashier places pick-up bags on table, and holds out POS device for cards. Cashier uses sanitizer and a cloth to wipe off POS buttons after the transaction completes.

5 NOTIFICATION OF CHANGES

List internal and external parties that need to be alerted to changes.

6 COMMUNICATION

Note how you will communicate with them and what your message is.



INTERNAL PARTIES	EXTERNAL PARTIES	NOTIFICATION METHOD
All kitchen and floor staff.		Posted signage. Email details of changes. Provide link to updated handbook.
	Vendors	Send email to owner, and delivery manager and sales representative to describe our mask and glove protocol. Call points of contact to confirm receipt of email and / or mail. Message: We are doing this for our own and everyone else's safety.
	General Public	Call local paper to tell them we're still here and have a protocol.

7 RECOVERY

Prepare for recovery. Consider what full operations entail.



SOLUTIONS + OUTLOOK

- Make repairs.
- Establish an elevator protocol to limit passengers.
- Leverage a backup supplier.
- Outside only dining.
- Quarter capacity inside.
- Continued frequent cleaning.

BUSINESS CONTINUITY QUICK START TEMPLATE



1 ESSENTIAL FUNCTIONS

List 3-5 essential functions that must continue. Examples include accounts receivable, payroll, or production of critical products.

2 SOLUTIONS

Brainstorm how you will ensure these functions continue. Consider how long you expect operations to be altered. Document the steps for keeping each plan running.

ESSENTIAL FUNCTION	SOLUTION

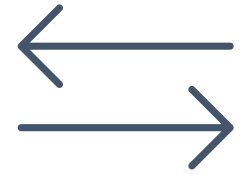
3 DAILY ROUTINES

Determine which daily routines will change or stay the same.



4 CHANGES

Document how each new daily routine will change.



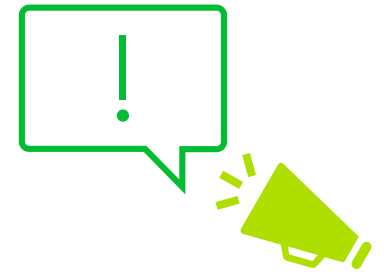
ROUTINE	DESCRIPTION OF CHANGE

5 NOTIFICATION OF CHANGES

List internal and external parties that need to be alerted to changes.

6 COMMUNICATION

Note how you will communicate with them and what your message is.



INTERNAL PARTIES	EXTERNAL PARTIES	NOTIFICATION METHOD

7 RECOVERY

Prepare for recovery. Consider what full operations entail.



SOLUTIONS + OUTLOOK

A large, empty rectangular box with a thin grey border, intended for writing solutions and outlook.



DISCLAIMER

Any articles, templates, or information provided by Smartsheet on the website are for reference only. While we strive to keep the information up to date and correct, we make no representations or warranties of any kind, express or implied, about the completeness, accuracy, reliability, suitability, or availability with respect to the website or the information, articles, templates, or related graphics contained on the website. Any reliance you place on such information is therefore strictly at your own risk.