

## ***Safety and Protection of Associates and the Guests***

- ✓ All associates enter from the front door
- ✓ Take temperature and health assessment for all associates, everyone will be checked before clocking in. Log down in the checklist for record, require both PIC and associate signature
- ✓ Send home anyone who is not feeling well
- ✓ Follow PRG actions on presumptive COVID-19 positive or tested positive associates
- ✓ All FOH and delivery drivers wear gloves, mask, face shield and social distancing tag
- ✓ All BOH wear gloves and mask
- ✓ All FOH wear long sleeve to eliminate skin contact from surfaces one touches
- ✓ Plexiglass at the host/hostess stand
- ✓ COVID sign – Require guests to cover their face before entering store
- ✓ Sanitizer for guests at the front
- ✓ Have gloves available where the guests sign credit card slips
- ✓ Provide training on how to wear face mask, how to take off and how often to switch out/change
- ✓ Each delivery driver has the sanitation package in the car– Mask, gloves, sanitizer, sanitizer wipe

## ***Hand Washing Protocol***

- ✓ All associates must wash hand before clocking in. Wash hand again after clocking in, then put on glove to begin shift
- ✓ Wash hand, change gloves after using the bathroom and after any task that would require a normal hand wash
- ✓ All associates (except hostess)– Minimum hand wash every 30 mins. Change gloves or use sanitizer between tasks
- ✓ Hostess should continue to wash hands and change gloves every 15 mins

## ***Sanitation Practices (Think how we can eliminate the virus from clinging on)***

- ✓ Sanitize pens, phone after each use
- ✓ Set timer for wiping down all door handles, POS screen, computer keyboard after each use, counter surface, delivery tables and plexiglass every 30 mins
- ✓ Delivery drivers to frequently wipe their phones, sanitize their door handles, steering wheel, anything they touch on delivery. Change gloves after each delivery

### ***Contactless Measures (Think how we can avoid direct contact with the guests)***

- ✓ Encourage online ordering and online payment
- ✓ Take credit card payment over the phone– Does not require signature for under \$100
- ✓ Use tray to collect money/credit card, return change and credit card slip
- ✓ ***For Pickup:***
  - ✚ Ask guest to put credit card in paper fold and swipe card and then throw away paper as to not touch the credit card
  - ✚ Hand order using a tray
  - ✚ Curbside service– bring the food to guests. If they have not paid, bring cc machine to them and have them insert card (chip)
- ✓ ***For Delivery order:***
  - ✚ 3<sup>rd</sup> party order placed on front lobby table for driver self-pick up
  - ✚ In house– Leave order on foldable chair, call guest ahead and wait for them to get their food

### ***Social Distancing***

- ✓ Blue tape X – marked on the floor every 6ft to ensure social distancing
- ✓ Maintain the distance from each other when we are working
- ✓ Assign guests to wait in different areas when multiple guests are waiting for orders

### ***Food Handling***

- ✓ Seal To-go bags with sticker