

GUESTS RELATIONS & SERVICE

Guests, team members, and the general public will be looking for guidance and a sense of safety and security as they resume their day-to-day lives. Communication efforts must be focused on educating the guest on measures that the business is taking to protect them, outlining options available to them, and highlighting experiences that they have been missing. We will be communicating our interim operating and dining protocols via reservation email conformation, our website, e-blast, storefront signage and QR code at the table.

The pandemic has been unprecedented and traumatizing for all of us. We intend to approach each person in our community with extra love and empathy as we navigate these times. Let's be sure to greet guests with warmth and kindness, as they will not be able see your entire face. Also, lets be sensitive when giving guidance or "reminders" to follow the rules. Lets try using physical gestures first, and then words. For example, physical gestures that remind guests about wearing masks is more gentle than using words.

GUEST ARRIVAL

- Greet guests with our commitment to experience script, "We are happy that we are now able to give our guests an enjoyable experience while making some temporary changes to do so safely. Are you aware of interim hours, policies, and operational changes? These are directed by health order to minimize time and contact with others. If you are interested, you can find them in your reservation confirmation, our website, or via QR code at the table. We have a print copy as well."
- Communicate the key temporary changes. Maintain a positive, friendly, and transparent stance and actively communicate key guidelines for groups (no more than 6 in LA county) and occupancy (60% of capacity).
 - Face covering are not required while seated, but are everywhere else. (Only individuals with chronic respiratory conditions or other medical conditions that make the use of a face covering hazardous are exempted from this requirement.)
 - We ask that you view our menu via your mobile device. You can access this with a QR code at the table or via our website. We do have a disinfected hard copy available if needed.
 - All members of the party must be present before seating and greeters must bring the entire party to the table at one time to minimize time spent in the restaurant. as directed by health order.
 - You may see some temporary service changes directed by health order to minimize time and contact.
- Guests will arrive, check-in outside, and then be directed to their table through the front entrance with doors that are propped open (this will be evaluated for approval based on overall vermin exposure).

- Guests will wait outside the restaurant and will be notified when their table is ready. We will only take reservations or online wait-list. We will not have guests wait inside the restaurant.
- Ask guests to wait in their cars away from the establishment and alert them that their table is ready through their mobile phones.
- Show parties to their tables one party at a time.
- Seating system will be that the greeter will inform the guests of where their table is and then have the person leaving the menus put their hand up so they know where to go. Then, they can take two steps back and let the guests sit at the table.
- Encourage reservations to allow for time to disinfect restaurant areas and provide guidance via digital platforms if possible to guests for physical distancing while at the restaurant.
- Guests arriving at the site with children must ensure that their children stay next to a parent, avoid touching any other person or any item that does not belong to them, and are wearing face coverings if age permits.

GUEST SERVICE

Guest perception and reaction are key. As we have always practiced, messy areas will be perceived as unclean and contaminated. Keep all visible areas tidy to help guests feel more secure and safe. Personal appearance of the team should be carefully practiced. Any team member that comes in site of a guest should be properly groomed and attired. Clean uniforms as well as a neat and tidy appearance are a must during these times. Hair should be neatly groomed and tied back.

Guests should be able to see team members participating in our new health and safety procedures: washing hands, wiping restrooms and surfaces, cleaning service areas, cleaning and re-setting tables, etc. Let's be model citizens for our guests.

- All guests should be greeted with warmth and kindness, as they will not be able to see your entire face.
- Greet them with the essentials
 - Place settings
 - QR Code
 - Envelope for mask
 - Inform guests of some temporary changes to service.
 - As much as we feel naturally inclined, we will set your cocktails, wine and water on the table and have you take them and refill.
 - We are to minimize our time at the table, so I will be overseeing your progress from a social distance as much as possible, but here at all times in spirit. Smile.
 - Tableside food preparation and presentation will be temporarily discontinued. This means we will not be serving the bone marrow at the table.
 - We ask that you keep your silverware throughout the duration of the meal, but can bring more if needed. We also will minimize the changing of plates. Last,

we will try to make as few trips to clear your table as possible without leaving your table feeling messy.

- Guests may remove cloth face coverings while seated. Guests must wear face coverings unless seated at a table.
- Tables will no longer be preset. Silverware and share spoons will be wrapped in linen napkins. A designated food team member is assigned the task of wrapping silverware prior to providing to the guest, rather than multiple team members handling uncovered silverware prior to guest use. Guests are asked to keep their silverware.
- When delivering food and drinks, DO NOT reach over the guest to set the food or drink down. Walk around the table.
- Takeout containers are filled by guests and available only upon request. Do not pack doggy bags for guests. Please bring boxes to the guest and have them pack it themselves.
- Servers, SA's, and other team members moving items used by guests (dirty cups, plates, napkins, etc.) or handling trash bags use disposable gloves (wash hands before putting gloves on and after removing them) and are provided aprons, which they must change frequently.
- Reusable menus are cleaned and disinfected between guests. If using paper menus, discard after each guest use. Alternatives such as stationary menu boards, electronic menus, or mobile device downloadable menus should be considered. We will be encouraging guests to use their mobile devices for menu viewing.
- Guest seating areas are cleaned and sanitized after each use. Seating, tables and other items on table must be single-use or cleaned/sanitized between guests. Each table has either a top cloth replaced between guests or a hard-non-porous surface, which is sanitized between guests.
- Pre-roll utensils in napkins prior to use by guests and store in a clean container. No flatware, glassware, dishware, menus, condiments or any other tabletop item is present on tables prior to the seating of guests. All such items are fully sanitized between seat changes and stored during nonuse in a location that prohibits potential contamination.
 - Pre-roll utensils in napkins prior to use by guests. Team members must wash hands before pre-rolling utensils in napkins. The pre-roll should then be stored in a clean container. After guests are seated, the pre-roll should be put on the table by a team member who recently washed their hands.
 - Roll-up will include a fork, knife and a serving spoon. Additional serving spoons will need to be delivered wrapped.
 - If you need to bring additional silverware, wear a glove and deliver it in a clean glass and set it on the table.
- Wipe every credit card, pen, check presenter after single use
- Each server is responsible for his / her own pens. No communal pens.
- If printed menus are used, do not pick them up. A greeter or SA will.
- We prefer no cash and contactless payments. Provide the guest with the QR code for their check. Guests are enabled to swipe their own credit/debit cards, and card readers are fully sanitized between each guest use. Drop the QR code for the check. If a guest does not want to use this method, we will not use check presenters.
- Sterilize each decanter after each use

- Clear tables with gloves.
- Supply shared condiments only as needed or supply single serve containers. Give sweetener and tea choices.
- Provide takeout containers as needed and guests are to pack their own leftovers.
- Do not put clean utensils on the dirty linen can.
- Thoroughly clean and disinfect each guest dining location after each use.
- Reusable guest items including utensils, food ware, etc., must be properly washed, rinsed, and sanitized. Cleaned flatware, stemware, dishware, etc., must be properly stored away from guests and personnel until ready for use. Use disposable items if proper cleaning of reusable items is infeasible.
- Avoid touching guests and minimize all shared surfaces.
- Thoroughly clean each guest dining location after every use. This will include disinfecting tables, chairs, booster seats, highchairs, booths, etc. and allowing adequate time for proper disinfection, following product instructions. Many EPA-approved disinfectants require minimal contact time (seconds to one minute) against human coronavirus.
- Discontinue use of shared entertainment items such as board games, pool tables, arcade games, vending machines, etc. Close game and entertainment areas where guests may share items such as bowling alleys, etc. This doesn't apply to us, but just in case.
- Continue to follow existing codes regarding requirements for sanitizing (rather than disinfecting) food contact surfaces.