



COVID-19 OPERATING PLAN

REVISED: March 21, 2020

BOTTOM LINE UP FRONT

- The dine-in part of our restaurant will close on Tuesday, March 17th through April 5th per the State of Massachusetts mandate.
- The safety of our team members, our guests, customers and community are our highest priority. As such, we will maintain all hygienic and sanitary requirements to ensure that your food is prepared safely.
- We will remain open for Takeout and Delivery from **11:00am – 7:30pm (Mon-Fri) and 4:00pm – 7:30pm (Sat & Sun)**. Changes will be posted on our website at www.devensgrill.com
- For any one that needs it and you live within 2 miles of our restaurant, especially elderly guests (65 years and older), we will deliver your meals to your home. **Delivery fees will be waived for all non-Corporate customers and guests. Again, we want to do this for people who really need it.**
- For families that rely on free school lunches due to financial constraints, please call us at the restaurant at 978-862-0060. Depending on the need, we will provide up to four free children's meals per family.
- **PLEASE LOOK TO OUR WEBSITE FOR THE LATEST DEVELOPMENTS.**

TAKE-OUT ORDER – PREFERRED PROCEDURE

- If you are a Corporate customer, please place your orders as you have been, either via email or phone call.
- If you are a non-Corporate customer, we strongly encourage you to place your order on-line and pay for the order online as to avoid more community contact. We will accept call in orders as well as orders on-line that will be paid at the restaurant. **PLEASE PAY BY CREDIT CARD** as much as possible to avoid handling cash.
- Take-out orders will be delivered curbside (preferred). If you choose to come into the restaurant to pick up your order, please cooperate with each other and come in one person at a time, allowing each person to pick up their order and leave the restaurant before you come in.
- We will not provide plastic utensils for your take-out orders (for non-corporate customers), only paper napkins. This is a safety pre-caution and we apologize for any inconvenience.
- Take-out orders will be taken from 9:00am to 10:30am for Corporate customers (Mon-Fri). Non-Corporate guests can place their orders starting at 11:00am (Mon-Fri) and at 4:00pm (Sat & Sun)

SUMMARY

As all of you know, as a small business, this really hurts us pretty bad. Moreover, I'm deeply concerned about our team members. The only avenue for them now is to collect unemployment. On a need basis, we are going to make interest free loans to pay for non-discretionary items like utility bills, rent, etc. if not covered from unemployment benefits.

We strongly believe the ban for large gatherings is the right thing to do to combat the virus and get back to normal life sooner than later. We pray that the brightest minds in the world will come up with a vaccine and more importantly effective treatments to deal with symptoms. We hope you all with take the advice given by the CDC about how to avoid getting infected or spreading the virus.

As Americans, we need to stay together on this, be unselfish and help our neighbors. We plan to do that at the Devens Grill. Please let us know if you see any other way for us to help and if we can, we will.

Sincerely,

Rama & Vivek