



COVID-19 PLAYBOOK

INTRODUCTION

The COVID-19 pandemic is unprecedented and unlike any crisis we, as a hospitality industry, have had to face before. This is a manual on how we are attempting to get on top of the situation, stay ahead of the curve and come out the other end of it as a team with our values intact. Above all, we will strive to keep our employees safe while offering top-notch food, drink and service to the community we love.

A well-put statement by world-renowned Hong Kong restaurant Black Sheep:

“Prepare for criticism because no matter what you do, it will come. But if you are doing what you believe in your heart of hearts is right, the negativity tends not to pierce as deeply. We are conflicted every day about whether we are doing the right thing by keeping the restaurants open; even with the strictest protocols in place, we know we are exposing our teams and possibly being part of the problem. For now, we are living day to day, and every day that our team stays healthy and the restaurants stay open is a win for us. If the situation declines and government mandates a shutdown, we will be the first to get behind it.”

EMPLOYEES

Screening

Effective Tuesday, May 19, 2020, all employees reporting to work will be screened for respiratory symptoms and have their body temperature taken as a precautionary measure to reduce the spread of COVID-19. Every employee will be screened, including having his or her temperature taken, when reporting to work. Employees should report to the front entrance upon arrival to work and prior to entering any other areas of the Odette property. Each employee will be screened privately using a touchless forehead/ temporal artery thermometer. The employee's temperature and answers to respiratory symptom questions will be documented, and the record will be maintained as a private medical record.

An employee who has a fever at or above 100.4 degrees Fahrenheit or who is experiencing coughing or shortness of breath will be sent home. The employee should monitor his or her symptoms and call a doctor or use telemedicine if concerned about the symptoms.

If you feel sick or if you are experiencing any symptoms of COVID-19 (fever, cough, difficulty breathing, chills, headache, muscle pain, sore throat, or new loss of taste or smell), let your supervisor know, go home immediately, and contact your healthcare provider for additional guidance.

To get the most benefits from a face covering:

- Make sure it completely covers your nose and mouth.
- Read the directions for use (if provided).
- Wash your hands before and after removing it.
- Try not to touch your face when you adjust it throughout the day.
- Keep cloth coverings clean by washing daily, or more often if contamination occurs.
- Don't let others wear your face covering.
- Keep it away from machinery that it could get caught in.
- If using disposable face coverings, do not reuse them, and throw them away in appropriate trash receptacles.
- Don't lay your face covering on any surface that may contaminate either the covering or the surface.
- Don't use it if it's damaged or has holes, unless it is the only face covering you have access to.
- Wash reusable face masks between use.

Uniform

Guests are very sensitive to hygiene and anything that even looks messy will translate to unclean in their minds. Therefore, everyone's uniforms, aprons, hair, nails, etc. need to be spotless, pressed and tidy, now more than ever.

Social Distancing

Physical contact will be prohibited in the workplace (no handshakes, high fives, fist bumps or hugs). While the constraints of our work spaces will not always allow a six-foot distance, this rule of thumb should be observed whenever possible. The server station should only be used for necessary activities; otherwise, staff should station themselves throughout the dining room and maintain a professional stance. Do not congregate at the host stand. Maintaining distance will create a safer work environment; not doing so will be noticed by guests and may make them uneasy.

Stopping the Spread of Germs

- COVER YOUR MOUTH AND NOSE WHEN YOU SNEEZE OR COUGH.
- CLEAN YOUR HANDS OFTEN.

Wash your hands with soap and water, vigorously rubbing together front and back for 20 seconds. Or use alcohol-based hand sanitizers, rubbing hands until they are dry.

- AVOID TOUCHING YOUR EYES, NOSE OR MOUTH.

Germs need an entry point, and the average adult touches his or her face once every three or four minutes. If you touch, wash your hands.

- **KEEP CELL PHONE USE TO AN ABSOLUTE MINIMUM**

Cell phones are germ magnets. If you use your phone, you must immediately wash your hands. Failure to do so may result in disciplinary documentation. Please do not use your cell phone during your shift. Have friend and family members call the restaurant in case of emergency. Charge your phone before work—**CHARGERS WILL NOT BE ALLOWED** and cell phones should not be laid on any public surfaces.

Breaks

Employees should eat before or after their shift unless otherwise approved by management. Personal food items should be left with your personal belongings in the hallway and not in the server station or kitchen. Please bring your own drinking vessel with a lid—no open beverage containers will be allowed. Smoke breaks will not be permitted from the hours of 5-9pm. Social distancing should be maintained during breaks at all times.

Parking

The City has asked that employees refrain from parking on Court and Mobile Streets to open up parking for customers and encourage them to re-frequent downtown. This has also been a long-standing Odette policy. Failure to comply to these parking guidelines will be subject to disciplinary documentation.

DINING ROOM

Guests

Guests will be asked to designate one person to check in for their reservation and have others wait outside until we have confirmed their table is ready. Each guest will be scanned with a touch-free thermometer upon arrival. If guests have a fever at or above 100.4 degrees Fahrenheit, they will kindly be turned away. This will also apply to delivery people and anyone else entering the facility.

Verbiage: “Do you mind if I check your temperature?” If answer is no, “I’m sorry, but out of protection for our customers and staff, we are not allowing anyone in the restaurant without confirming that they are fever-free.” If they have fever, “I’m sorry, but this scan is indicating that your temperature is registering at or above 100.4 degrees. With fever being the number one symptom of the COVID-19 virus, we will unfortunately not be able to allow you to dine with us.”

Guests will receive a notice when they make their reservation asking them to practice social distancing with diners who are not part of their party. This will be posted on the front door as well.

The floors will be taped off in certain areas to bring awareness to six-foot distancing. If you notice that anyone is in violation of this, always approach a situation calmly and treat everyone with respect. Inform the guest, *“I apologize for any inconvenience, but to help keep everyone safe, we would like all our guests to maintain a safe distance of six feet from other diners and our staff.”*

Servers will obviously have to break this six-foot barrier in order to approach their tables and collect orders. Please try to be as brief as possible when visiting tables and not linger too long. Keep a close eye on your tables from a distance and be keen to pick up on their needs from afar. And remember, they will not be able to see under your mask, so be sure to speak clearly and to smile with your eyes and voice inflection.

Reservations

We are now accepting reservations for parties of eight or less. They are not required, but are strongly recommended. They may be made by calling, or preferably by using the Resy app or accessing the link on our website. If you are making a reservation for someone, please adhere to the available time slots and do not reserve the timeslot for more than the available seats.

Sanitation

A staff member will be dedicated to cleaning public space during all hours that are open to the public. High-contact areas will be wiped with a disinfectant cleaner after each use or multiple times an hour. These areas include doorknobs/handles, POS stations, phones, light switches and faucet handles. Bathrooms are to be cleaned a minimum of every 30 minutes. Staff is to wear gloves at all times and change them frequently. Tables will be wiped with a sanitized towel, then sprayed with sanitizer and wiped a second time with a dry towel.

Table Service

Tables will be left bare and spaced six feet apart. Hosts will deliver the appropriate amount of rolled silverware to each table when they seat it. Servers will fill water glasses in the server station and greet the tables with them, then leave a carafe at the table for guests to refill their own water glasses. Ensure that carafe is replaced throughout the meal, and wash each carafe after use.

Salt, pepper and hot sauce will be available upon request, and should be sanitized after each use. To go boxes should be taken to the table and guests allowed to box their own food.

Small trays should be used only for running drinks or delivering items to a table. Large trays should be used to bus items from a table and should be sanitized after each use.

Use gloves when bussing tables and take soiled linens directly to the linen bin. Do not place soiled linens under your arms or on trays; walk them to the linen bags with gloved hands and press them into the bag so that it is not overflowing. **DO NOT PUT LOOSE LINENS OR TOWELS INTO THE LINEN CART OUTSIDE – EVERYTHING MUST GO IN A BAG.**

Menus

Menus will be printed on disposable paper and are to be left on the table until the end of the meal. This menu will list desserts alongside the dinner menu and the typical alcoholic beverage selections on the back as well as non-alcoholic selections, and can serve as a reference for guests throughout their meal. Laminated wine by the bottle menus and spirits menus will be available upon request and must be sanitized after each use.

Payment Exchange

We have added a “Pay at the Table” option to guest checks. This allows guests to pay at the table without having to hand over their credit cards. Sample verbiage when dropping the check:

“Thank you so much for dining with us today! I've taken the liberty of printing your check here. [Places on table]. There is a QR code at the bottom of the receipt that when scanned using your phone's camera, will direct you to complete your payment right here at the table. If you any questions, please don't hesitate to let me know!”

If a guest does not wish to use Pay at the Table, scan their card like your normally would and dispose of your gloves or wash your hands *immediately* after returning it to the table. There will be jars of alcohol at each POS to store pens in between each use (ink side up so that it's not submerged). If a guest places a to go order over the phone, please attempt to obtain payment over the phone in order to minimize contact.

Takeout Orders

All takeout orders are to be rang under ID# 8080. When taking a to go order, use the following verbiage after obtaining the order:

“If you'd like to utilize our curbside or alley service, please give the restaurant a call when you arrive and we will bring your order to your car. I can take payment over the phone for you now in order to minimize contact...Would you like to leave any gratuity?... Thank you.” Enter payment directly into the POS, or if writing down, shred at the host stand immediately after transaction completion. Servers will bag takeout orders and place in designated area. The host or MOD will deliver curbside orders to cars. When guests call to say they have arrived, please ask what kind of car they are in and where they are parked, then relay this info to the host or MOD.

Vendors

All vendors will be asked to use the back entrance and to wear a mask. Their temperature will be taken upon arrival and if registering at or about 100.4, the delivery will be denied.

SOCIAL RESPONSIBILITY

Beyond Odette

It is important to remember that your responsibilities in keeping your team and customers safe extends beyond the restaurant walls. We strongly encourage you to exhibit the safe practices that are required while on the clock to your personal lives as well, minimizing your social contact and maximizing safe and sanitary habits. Travel is strongly discouraged for the time being.

I have read and agree to abide by the policies and procedures laid out in the Odette COVID-19 Playbook.

Print Name _____ Date _____

Signature _____