

## Kelseys Original Roadhouse Clifton Hill Visitor Journey

In accordance with currently available guidelines and best practices from the Chief Medical Officer of Health, Ministry of Health and the Government, the following outlines the visitor journey through Kelseys Original Roadhouse Clifton Hill.

All team members are subject to temperature check and health questionnaire prior to each shift. In addition to the existing attention to and high standards for food safety, cleaning and sanitation practices re-opening will focus heightened awareness due to Covid-19 around cleaning, sanitation, health, personal hygiene and physical distancing measures. Employees must adhere to strict health and safety guidelines throughout their shift including frequent handwashing, the use of proper personal protective equipment, cleaning, sanitizing and disinfection procedures and social distancing measures. Team members must wear face masks at all times.

Quaternary Ammonium (quat sanitizer) and/or commercial disinfectants will be used frequently to clean and sanitize all contact surfaces including point of sale systems, printers, payment card terminals, counters, tables, chairs, equipment, restrooms and food prep areas.

Capacity will be no more than 50% of rated occupancy.

All tables will be spaced so that there is 2 meters of distance from edge to edge and no more than 6 guests can be seated at one table.

Signage will be posted advising guests of physical distancing expectations, including ground markings placed at a distance of 2 meters throughout the restaurant. Where necessary plexiglass dividers will separate

Hand sanitizer will be provided for both visitor and team member use in an easily accessible and visible areas.

### Restaurant Entry

- Visitors will enter from the Clifton Hill doors.
- There will be floor markings designating social distance spacing to queue for the host.
- Service may be refused if symptoms of illness are displayed.
- Host desk will have a plexiglass barrier in place.
- Guests will check in by providing their name and cell number which will allow them to wait remotely and be sent a text message when their table is ready.
- Guests will not be permitted to wait in the waiting area. Host will explain the designated queue process with regards to physical distancing measures
- Visitors may text the restaurant with questions or for updates once checked in.

### Seating

- When seating a host will provide single use menus or access to a QR code to view a mobile version online.
- Menus will have reduced offerings.

- Following social distancing along a one-directional path to assigned table host will guide guest to their table.
- Host will place menus prior to guest sitting to allow for physical distancing.
- Host will explain relevant guidelines for the restaurant such as walkways, restroom use and exits.

#### Service

- Servers will be assigned to sections.
- Server will explain relevant guidelines for the restaurant such as walkways, restroom use and exits.
- While maintaining physical distancing from a predetermined location for safety measures the server will take food and drink orders and provide table maintenance throughout meal.
- Once order is placed the server will provide utensils that have been rolled in a serviette, salt and pepper that has been sanitized between use and single serve condiments.
- Food delivery will be provided by a team member carrying no more than two dishes while wearing single use gloves and maintaining as much physical distance as allowable.
- All drink refills will be delivered in a clean, sanitized glass.
- Plateware will be removed as needed using single use gloves.
- Takeout boxes will be provided to guest to self-package leftovers as desired.
- Guest receipt will be provided. Billfolds will not be in use at this time.
- Payment will be encouraged by credit or debit card. Terminals will be sanitized per use.

#### Bar

- There will not be seating at the bar.
- No service will be available with the exception of takeout orders.

#### Restroom use

- Restrooms will be cleaned and sanitized every 30 minutes.
- Restroom use will be limited to no more than two persons at one time.
- Proper handwashing protocols will be posted.

#### Takeout

- Takeout orders may be placed by phone or in person at the bar in an area designated for orders protected by a plexiglass barrier.
- Payment will be encouraged by credit or debit card. Terminals will be sanitized per use.
- Guests will be advised to wait remotely and can be called or receive an SMS notification when their order is ready.
- Orders will be packaged safely for off-site consumption.

#### Exit

- Guests will be advised to exit through designated doors to maintain physical distancing.