

Food and Beverage Playbook

COVID 19- Reset and
Refocus Guide



Table of Contents

Overview - Welcome Back

Physical Distancing- How this will impact us

Your Commitment to the New Norm

Staff Arrival To Work

Safety- Sanitation and Cleanliness

The New Service Style

Restaurant Flow

Guest Behavior

Take Out and Room Service

Breaks

Overview- Welcome Back

We are excited to welcome you back to work to the Food and Beverage team at Four Points by Sheraton. We have appreciated your patience and understanding of how things drastically changed over the past few months. We hope that the worst is behind us and that we can start to embrace and understand our New Normal.

It has been a whirlwind of a few months and how the world has changed. COVID-19 has changed our industry and how we can and will be able to welcome/accommodate both those employees and guests at our resorts and restaurants. Through this playbook we intend to outline the new expectations and guidelines that will keep you and our guests safe. Understand that these new guidelines on how we achieve this have been outlined and approved by Worksafe BC and will be strictly followed and enforced by Argus Hospitality. These practices are nonnegotiable and are in place to ensure the safety and security to you as the employee and those guests that we welcome to our resorts.

You may hear the term- “**New Normal**” a lot as we reopen our doors. The items that are included as the “New Normal” are industry recommended best practices from when dine-in service open until a vaccine and/or herd immunity have been established. Understand there will be new changes to what is our New Normal as we reopen and learn from our industry partners and ourselves.

You may have also heard about Phase 1, Phase 2 etc....Here is what that means to you-

Phase 1- The items that are included as Phase 1 are the strictest controls to implement only for the initial period immediately after restaurants are permitted to reopen dine-in.

Phase 2- The items that are included as Phase 1 + 2 are industry recommended best practices are recommended to be in effect from when restaurants are permitted to reopen for dine-in service through the first phase of easing of protocols. Based on other markets, this could be 6-8 weeks in all.

You as a Food and Beverage employee are the frontline workers of hospitality. You are in contact with customers, each other, and other workers regularly. As we reopen our dine-in operations, the health and safety of our staff is essential to the success of all industry operations and to ensuring an industry-leading guest experience.

Part of our commitment to enhance employee health and safety is to educate employees on how to protect themselves, and what is expected of them in terms of their responsibilities to the business and public well-being. Our industry operates within a strong regulatory framework that has always put food and guest safety at the forefront. Refreshing staff on existing health and safety protocols combined with training on the new normal will ensure that we exceed guest expectations and achieve enhanced public trust.

Physical Distancing

Physical distancing will be part of our new normal as we reopen our operations to our employees and guests. Physical distancing is the most critical component of the fight against COVID-19.

Here is what we are doing to ensure proper social distancing is in place at our resort:

- Our new floor plan has been arranged such that the distance from the back of one chair to the back of another chair is meeting the Work Safe requirements of 1m or 3ft apart
- For our fixed tables (booths and benches) we will seat every other table and have put a number of tables throughout the restaurant out of service (indicated with stickers) to avoid any confusion.
- Our host stands will have plexiglass dividers installed due to the fact that physical distance will not be possible when greeting guests.
- Capacity for guests dining inside/outside will be temporarily reduced to less than 50% provided that physical distancing measures.
- We will prevent guests from lingering in our physical waiting areas- we will also be removing furniture in those areas and encourage those waiting for a table to wait outside when applicable- 2 meters- 6 feet apart
- We have floor decals to mark required physical distancing of 2m or 6ft
- We will provide directional floor decals for paths for both employees and guests
- We will follow the guidelines set out by Work Safe BC and allow up to 6 guests total on one table

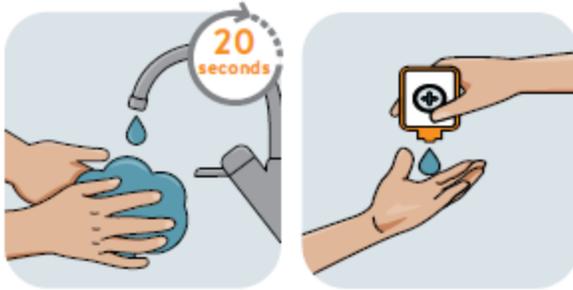
Your Commitment

Our employee's safety and security are our top priority. We want to ensure that our employees feel that all safety measures are being met to make them feel comfortable coming to work. As an employee, there is also an expectation that we need from you to ensure your own safety, the safety of our co-workers and those guests that we are serving.

Employee Expectations

- If you are not feeling well, have any of the COVID-19 symptoms- we ask that you stay home. These symptoms include fever, sore throat, runny nose, dry cough
- If you have been in contact with anyone that has or has any symptoms of COVID-19, we ask that you stay home
- If you have travelled outside of Canada for any reason, we ask that upon your return, you self-quarantine for 14 days before returning to work
- Please wash your hands continuously throughout your shift. Expectation is that you wash your hands every 15 minutes in the designated hand washing stations throughout our operation
- Avoid touching your face
- Sanitation will be provided for you while on shift. We ask that you keep your hands sanitized throughout your shift
- Keep your distance from other employees that you are working with
- Keep your distance from guests
- Proper PPE will be provided for you. We ask that you are wearing that PPE when required- this includes gloves when polishing glassware, china and silver, running food, sanitizing (shift)
- We ask that you only enter and exit from work through our employee entrances. Please refrain from using any other guest entrance or public restrooms
- Do not shake hands, fist pump or elbow punch any guest or co- worker. This also includes hugging. Also do not sit down with any guest at tables

Help prevent the spread of COVID-19



Wash your hands often with soap and water for 20 seconds. If soap and water aren't available, use an alcohol-based hand sanitizer.

Wash your hands:

- When you arrive at work
- Before and after going on a break
- After using the washroom
- After handling cash or other materials that have come into contact with the public
- Before and after handling shared tools and equipment
- Before and after using masks or other personal protective equipment

Safety and Sanitation

Our commitment to Safety and Sanitation is our #1 priority is the safety and wellbeing of our employees and guests.

Here is how we are committed to keeping our spaces safe and sanitized:

- We will have a shift that is called the sanitization shift. This focus will be purely dedicated to sanitizing the restaurant and restaurant surfaces. This role will focus on clearing tables, wiping, and resetting. They will also keep all surfaces sanitized. This role will be required to wear gloves at all times
- Hand wash stations have been identified throughout our back spaces. Staff are required to wash their hands every 20 minutes for 20 seconds- soap and water- these are not to be used by guests
- PPE equipment has been purchased for all employees
- Sanitization stations have been set up for our guests at each entrance point
- Food safe procedures and protocols that we have already in place will continue which prevents the spread of foodborne illnesses, viruses, and bacteria

Sanitization Hour

- We will have a sanitization period every day between 2:00pm and 4:00pm.
- The manager on duty will establish an appropriate time period that will impact our guests least and will clearly establish the responsibilities of the team members.
- All surfaces will be treated by a disinfectant for 5 minutes. All tables, all surfaces, all hot spots, and then wiped down
- During this time the staff will be offered a break to smoke, eat, and wash up.
- Our new break room has been created to ensure proper physical distancing can be maintained.

Changes in Service Style

Service as we used to know it before COVID-19 has changed and expect some differences based on our new normal. Outlined below are the key changes on how we approach service for our Food and Beverage Operations:

Guest Arrival:

- Guests will be escorted to a table by a team member (host, server, manager) during the seating process the guest will be informed of the entrances and exits, where the bathrooms are, the direction of travel, and how service will differ
- Guests will also be given a copy of the menu to take to their table with them. All menus will be for single use only and discarded after order has been taken
- Tables will be bare with nothing on them
- Items such as Salt & Pepper, candles etc. will be available upon request only

Service:

- All food and beverage service must be handled via table service- guests are not to retrieve their own food or beverage from the bar or kitchen
- Server will arrive to the table with glasses of water that have been pre poured. Jugs of water left for guest to refill at their own convenience
- When possible- server to remove an extra chair and that is where they will stand to take orders etc. If possible, guests will be sat at a table larger than they need so that the server can have an access point to the table where they can drop off items and stand without getting too close. This will be explained at the beginning of the visit.
- Servers take orders as normal (upsell)!!
- For food/beverage delivery- it is suggested when possible to drop the food and beverages at the corner of the table and guest to retrieve and pass around after you step away from the table
- Wine service will be completed by offering a tasting to the orderer and filling up each guest's glass one time. The wine bottle is not to be interacted with again. If needed, the sanitizer can do so.
- Any food requesting to be packaged up- please bring proper take out packaging and allow guest to package themselves. Please provide paper bag with takeout containers

Payment:

- We will only accept Debit or Credit for payment. We will no longer be accepting cash. Preference for payment will be through tap (wireless Moneris) or via our new payment system - Ready Pay

Restaurant Traffic Flow

With keeping our proper distancing and to avoid guest's interaction and possible touching, we have come up with the following flow to help avoid this.

Guests

- All guests will arrive through the restaurant doors
- Guests are to access the washroom as well as exit through the Lobby entrance
- Arrows will be placed on the floor to follow for proper flow
- Guests sitting on the patio can exit through the patio doors
- Guests will not be allowed to stand at the bar to order nor pick up drinks
- Signage will be displayed throughout the restaurant to indicate entrances, exits, and physical distancing reminders around host stand and bar area

Guests Behaviors

It is important that we manage expectations from the get-go when our guests arrive to our establishments. Though we appreciate their business and support and happy to open our doors back to in-dining guests, we have to manage expectations to ensure the safety of our employees and guests. Here are a few points that we need to be clear on:

- No more than 6 guests at a table
- Guests will be sat at tables larger than their party size to ensure the server has more room to access their table
- We will not add any more tables from that of the floor plan that has been approved
- Guests are not to move any tables nor chairs to other tables
- We will not tolerate any abuse from a guest towards an employee
- Guests are to follow the instructions outlined when it comes to social distancing and flow of traffic (the arrows indicate “right of way” so as to minimize guest interaction and maximize distance)
- We need guests to avoid stopping and talking to other tables

Take and Room Service

A revenue stream that will continue in our operation is both take out and room service. With limited capacity for in dining seating, it is expected that we will see volumes from both areas. Here are guidelines on how we will handle this along with our regular in dine service.

Take Out

- We will designate on person per shift who is responsible for managing our takeout program- this person must be wearing gloves for the safety of our guests. This program consists of Skip the Dishes, Door Dash, and phone orders
- Use the proper take out packaging that is outlined
- All take out orders will be picked up from the bar (area of least traffic)
- Any call in orders will be required to pay via tap- Debit or Credit