

Food and Beverage Playbook

COVID 19- Reset and
Refocus Guide



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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 year. We hope that the worst is behind us and that we can start to embrace and understand our New Normal.

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
- Our host stands will have plexiglass dividers installed for social distancing.
- Capacity for guests dining outside will be reduced to less than 50% provided that physical distancing measures are in place.
- 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 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

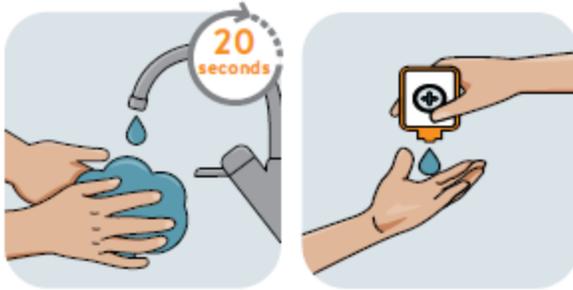
Your Commitment

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 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 to 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
- We ask that you are wearing PPE when required- this includes the use of face coverings to be worn in all public and back of house spaces.
- 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 and/or sitting down with any guest at a table.

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:

- Servers and Support will be responsible for clearing and sanitizing of all tables between every use. It is required that staff members wash their hands before and after clearing a table and/or dirty dishes.
- Guest blankets are to be used one time and washed between every usage.
- 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
- Staff meals are to be consumed while on a break only in a designated break space which has been spaced out to accommodate social distancing.

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 directed 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 be encouraged to scan a QR code to see our online menu, or they will be given a paper copy of the menu to take to their table with them. All menus will be sanitized after order has been taken
- Tables will be set with rolled cutlery only
- Items such as Salt & Pepper, candles etc. will be available upon request

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 and a bottle of water that has been pre poured by the bar team- water can be picked up at the bar- bottles 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.
- 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
- 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 prefer to only accept Debit or Credit for payment. We will continue to accept cash, however preference for payment will be through tap (wireless Moneris).

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 staff entrance (not lobby.)
- Guests are to access the washroom as well as exit through the Lobby entrance
- 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 we're happy to open our doors back to service our 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
- Guests are not to order directly from the bar
- We need to manage to our current policies with regards to beverage consumption
- 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" as to minimize guest interaction and maximize distance)
- We need guests to avoid stopping and socializing with 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 patio seating, it is expected that we will see increased 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 who is responsible for managing our takeout program per shift, minimizing contact points.
- This program consists of UberEats, Door Dash, Xdine and phone orders
- Use the proper take-out packaging that is outlined.
- All take-out orders will be picked up from a designated area of the bar (area with no bar seating)
- Any phone in orders will be encouraged to pay via tap- Debit or Credit.