



May 29, 2020

Department of Public Health and Social Services  
ITC Building Ste. 219  
590 S. Marine Corps Drive,  
Tamuning, Guam 96913-3532

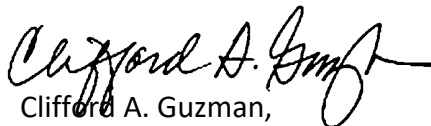
VIA: Electronic Mail

Hafa Adai!

Kings Restaurants and Ruby Tuesday is pleased to submit the attached plan for reopening. Our plan includes samples of our signage and proposed seating plans as well as our proposed efforts to conform to the Department of Public Health and Social Services guidance. We are extremely pleased to be able to resume operations albeit in a reduced fashion.

Rest assured that we are prepared to do our part to contain the Corona Virus and make Guam safe for our residents and our visitors. We appreciate all the efforts of the DPHSS and the COVID task force have made to make and keep our island safe. We thank you in advance for your most favorable consideration of our plan and look forward to being your partner in keeping Guam safe.

Si Yu'os Ma'ase,

  
Clifford A. Guzman,  
Vice President Operations

## REOPENING PLAN FOR KINGS AND RUBY TUESDAY

Both Kings and Ruby Tuesday facilities have been undergoing deep cleaning in preparation for reopening. All booths and chairs are covered with non-porous material and only environmentally approved cleaning and sanitation chemicals will be used in the facilities.

The following guidelines and requirements are designed to keep our employees and our patrons safe and COVID-19 free. These guidelines and requirements are drawn from the Guam Department of Public Health and Social Services (DPHSS) Guidance Memo 2020-09 and have been adapted for the re-opening of Ruby Tuesday and Kings Restaurants.



### 1. GENERAL REQUIREMENTS

- a. The Garden Salad Bar at Ruby Tuesdays will remain closed. For both Kings and Ruby Tuesday, there will be no self-service offered to our guests. Our wait staff will serve all meals.
- b. As indicated in the attached seating diagrams, we will operate at no more than 50% of our current occupancy to include employees.
- c. Neither Kings nor Ruby Tuesday will display foods or meals. Therefore, sneeze guards for this purpose will not be necessary. However, sneeze guards are in place for the cashier stations.
- d. As indicated in our proposed seating plans, we have elected to provide separation between guests by how we seat them at our booths and tables, rather than mount physical barriers.
- e. The following illustrate the base requirements for all our employees who will be back at work:
  - i. It is mandatory that all employees shall wear a protective facemask when reporting for work. No employee will be allowed to enter the workplace or perform his or her duties without a mask.
  - ii. Clean disposable gloves will also be required when preparing, handling or serving food, when sanitizing surfaces and when washing or stacking dishes and pots and pans.
  - iii. All employees are required to wash their hands upon entering or leaving the building and throughout their scheduled hours. Hand washing protocols will be posted at all hand washing stations.
  - iv. All employees shall practice social distancing – Employees shall maintain 6’-0” from each other and guests as is practical throughout their scheduled hours and breaks.
  - v. “Sanitize as you go” shall be the practice throughout the facility. This includes strict application of all HACCP and Serve Safe principles for prep areas as well as all patron contact surfaces. Appropriate sanitation supplies will be provided conveniently throughout all workplaces. This includes general sanitizing “wipe downs” of all potential contact surfaces every 30 minutes.
  - vi. All employees shall be temperature checked upon reporting to work. Any employee with a temperature above 100 degrees will be sent home. The Manager on duty will conduct random temperature checks during each shift.

- vii. Employees who exhibit symptoms (i.e., fever, cough, shortness of breath, etc.) must notify their supervisor and stay home. Employees exhibiting such symptoms in the workplace will immediately be sent home.
- viii. All employees shall undergo specialized training on all operations changes related to the COVID-19 prior to the official re-opening of the restaurant. Recurrent training shall be conducted as deemed necessary by the Manager on duty.
- ix. All our Managers on Duty are currently Certified food Managers and are responsible for maintaining up-to-date procedures and records. They are responsible to ensure that all cleaning and sanitizing is maintained, all employees wear appropriate Personal Protective Equipment (PPE) and overall rules and order is maintained through each shift.

## **2. EMPLOYEE HEALTH:**

- a. Each Manager on Duty will be responsible for taking temperatures of each employee upon arrival at work as well as performing random temperature checks throughout each shift.
- b. Employees shall report to their manager if they are feeling ill or exhibiting symptoms associated with the virus.
- c. Managers are also responsible to ensure that there are adequate supplies such as hand soaps and sanitizers, disposable gloves, and approved general cleaners for facility sanitation at all times.
- d. All surfaces

## **3. FRONT OF HOUSE - KEEPING OUR GUESTS SAFE**

- a. All Front of House staff shall wear required face masks and disposable gloves.
- b. Door attendant staff shall open doors for guests. If the guest touches any part of the door, the door staff shall wipe down the area with sanitizer. As guests enter the facility, the door attendant shall offer to squeeze hand sanitizer onto the guest hands. If the guest refuses to use the hand sanitizer, the door attendant shall ask the customer to please wash their hands in the restroom.
- c. Customer friendly social distancing protocol signage and COVID safety guides shall be visible and strategically posted throughout the dining room to include customer waiting areas, on the tables and in restrooms.
- d. Hand sanitizer stations will be strategically spaced and visible throughout the dining area. Customers will be required to sanitize their hands upon entering the facility.
- e. Hosts and/or wait staff shall maintain appropriate social distancing protocols when leading guests to their assigned table or providing service. Staff shall request guests to please wear their face masks unless eating or drinking.
- f. Seating will follow social distancing protocols as recommended by DPHSS and shall be strictly enforced. (See attached seating floor plan)
- g. All tables, booths, chairs and table tents shall be thoroughly sanitized after guests have finished their meals and prior to seating the next group or individual.
- h. Table condiments will be sanitized before and after each table service.

- i. All potential patron common use and contact surfaces within the facility shall be sanitized every 30 minutes as a maximum for all patron high-contact areas beyond their assigned dining tables.
- j. QR codes will also be placed on each table so customers can access the menus and order. One - time disposable menus will be provided if customer does not have a smart phone or has trouble connecting via the internet.
- k. Front of House Staff shall include separate servers and bussers, one restroom attendant, a door staff and a cashier. All FOH staff shall be responsible for ensuring general sanitation throughout the facility.
- l. All wait staff per shift will use iPads to take orders and will sanitize the device thoroughly before handing it to the wait staff for the incoming shift. Orders will be automatically sent from the iPad to the kitchen thereby eliminating physical order tickets.
- m. Use of credit/debit cards for payment of meals will be encouraged. For Ruby Tuesday, wait staff will present the bill and take the cash or credit/debit cards to the cashier for transaction. Checks, cards and/or cash will be collected and returned in a check presenter to encourage a “no touch” policy by wait staff. Cashier shall use hand sanitizer after every transaction. For Kings, guests will line up at the cashier station to pay their guest checks. Social distancing markers will be visibly apparent on the floor.

#### **4. VENTILATION**

- a. Both Kings and Ruby Tuesday have robust HVAC systems. Each system is specifically designed to maintain comfort in the front and back of house for our employees and our guests. With less than 100% occupancy, we anticipate that there will be adequate air flow throughout.

#### **5. SOCIAL DISTANCING AND OTHER PROTECTIVE MEASURES**

- a. As indicated on the attached seating charts, we have configured our table arrangements to maintain appropriate social distancing between our guest parties. This includes reconfiguring movable tables to maintain 6-foot distancing within the dining area. We have minimized booth seating to every other booth and our booth backs meet the minimum of 40 inches in height.
- b. Floor markings measuring 6'-0" between each are strategically adhered to the floors leading up to cashier stations, in waiting areas and entrance areas into the restrooms. (please see attachments). Due to the size and configuration of our restrooms, only one guest will be allowed at a time into the men's or women's restrooms. A restroom attendant will be stationed at the entrance and will guide guests. The restroom attendant will also sanitize the restrooms. When things are slow, the attendant will also assist in general sanitation of the areas immediately surrounding the entrances.
- c. Our “Welcome Back” signage at the front reception area outlines operational procedures focusing on social distancing, personal precautions and routine sanitation efforts in addition to a notice that anyone exhibiting obvious symptoms will be restricted from entering the restaurant. The signage also indicates that face masks must be worn to enter and must be worn throughout the guest meal except for eating and drinking. (Please see attached “Welcome Back” sign sample)
- d. While both Kings and Ruby Tuesday both have separate exit doors, they do have separate cashier activities. At Ruby Tuesday, we utilize check presenters so we can encourage our guests to exit

through the side exit door at the rear of the dining area. For Kings, we propose to continue to utilize our self-pay at the cashier system with appropriate social distancing procedures in place.

## **6. BACK OF HOUSE**

- a. All Back of House personnel shall wear facemasks and disposable gloves during the preparation of meals, inventory receiving/unpacking and scullery duties. Gloves shall be regularly changed, and use shall be in strict accordance with HACCP and Serve Safe principles.
- b. “Sanitize as you go” shall be the practice throughout the back of house. This includes strict application of all HACCP and Serve Safe principles for sanitizing prep areas as well as all finished meal contact surfaces. Appropriate sanitation supplies will be provided conveniently throughout the BOH.
- c. Social distancing shall be practiced in the meal preparation areas, scullery and food storage areas to the extent practicable.
- d. Dining Manager and Supervisors shall share best practices and adapt the above requirements to their operations. Any and all changes must be approved by Corporate prior to implementation.

# WELCOME BACK

Please note the temporary operational procedures we have implemented for your health and safety.



## **SOCIAL DISTANCING**

Do Not Enter if you have a fever or any cold symptoms

Social distancing will be observed in all areas, including seating areas

Face masks are required, except when seated at tables, eating and drinking

## **PERSONAL PRECAUTIONS**

Please continue to use hand sanitizer and wash your hands often

If you need to cough or sneeze, please use proper etiquette covering your mouth and nose with the bend of your arm

Our menus are printed on single-use, disposable paper placemats for your safety



## **ROUTINE SANITIZATION**

We are reducing the number of tables we seat customers to maintain a safe distance between dining parties

All staff will wear masks and are subject to regular health checks

Dining areas will be thoroughly sanitized between seatings

**KING'S**

**Ruby  
Tuesday**

**G F S** GROUP

# GOOD HYGIENE IS IN YOUR HANDS

**Together we can stop the  
spread and stay healthy**

Please wash your hands  
thoroughly with soap and  
water for at least 20 seconds  
to prevent passing on germs





SCAN THIS CODE TO RECEIVE  
OUR MENU ON YOUR PHONE

**WELCOME**

THIS TABLE HAS BEEN  
CLEANED & SANITIZED  
FOR YOUR SAFETY

**Ruby  
Tuesday**



SCAN THIS CODE TO RECEIVE  
OUR MENU ON YOUR PHONE

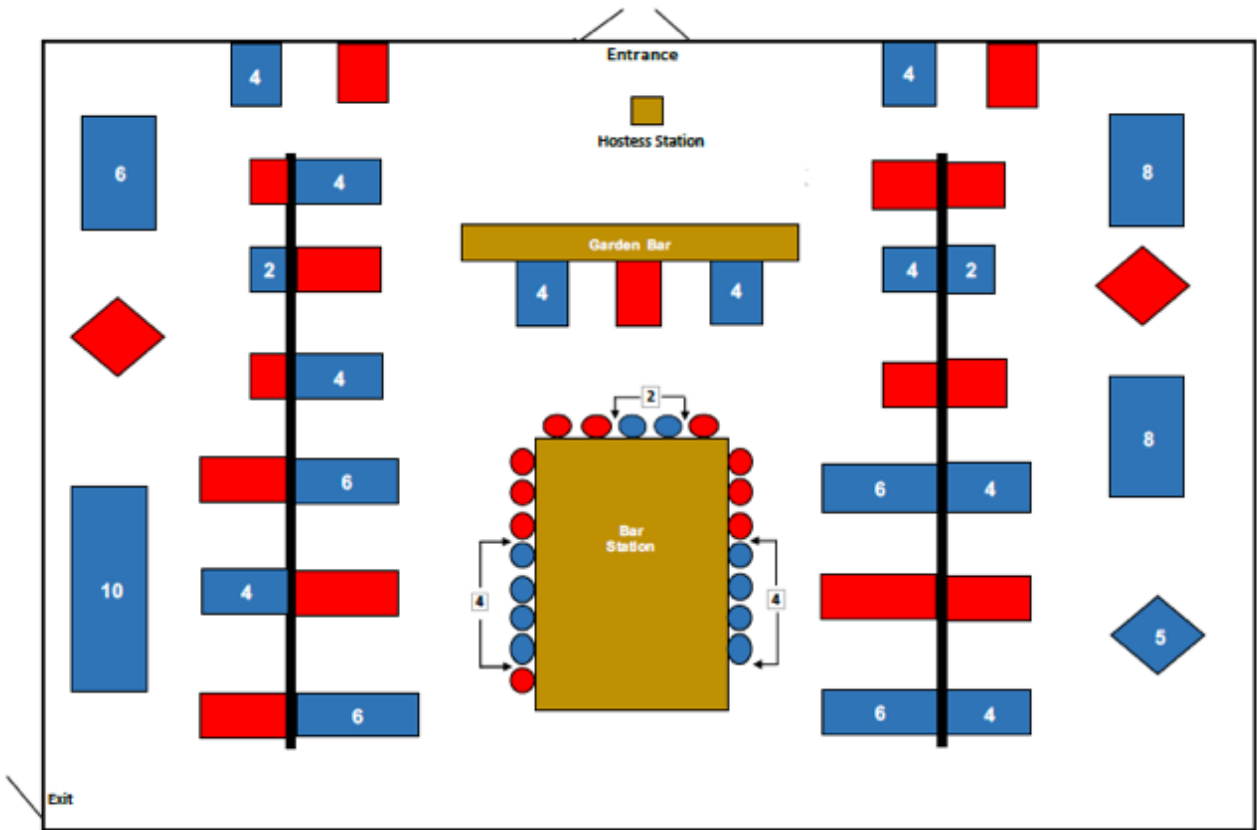
*Have a Seat*

**THIS TABLE HAS BEEN  
CLEANED & SANITIZED  
FOR YOUR SAFETY**

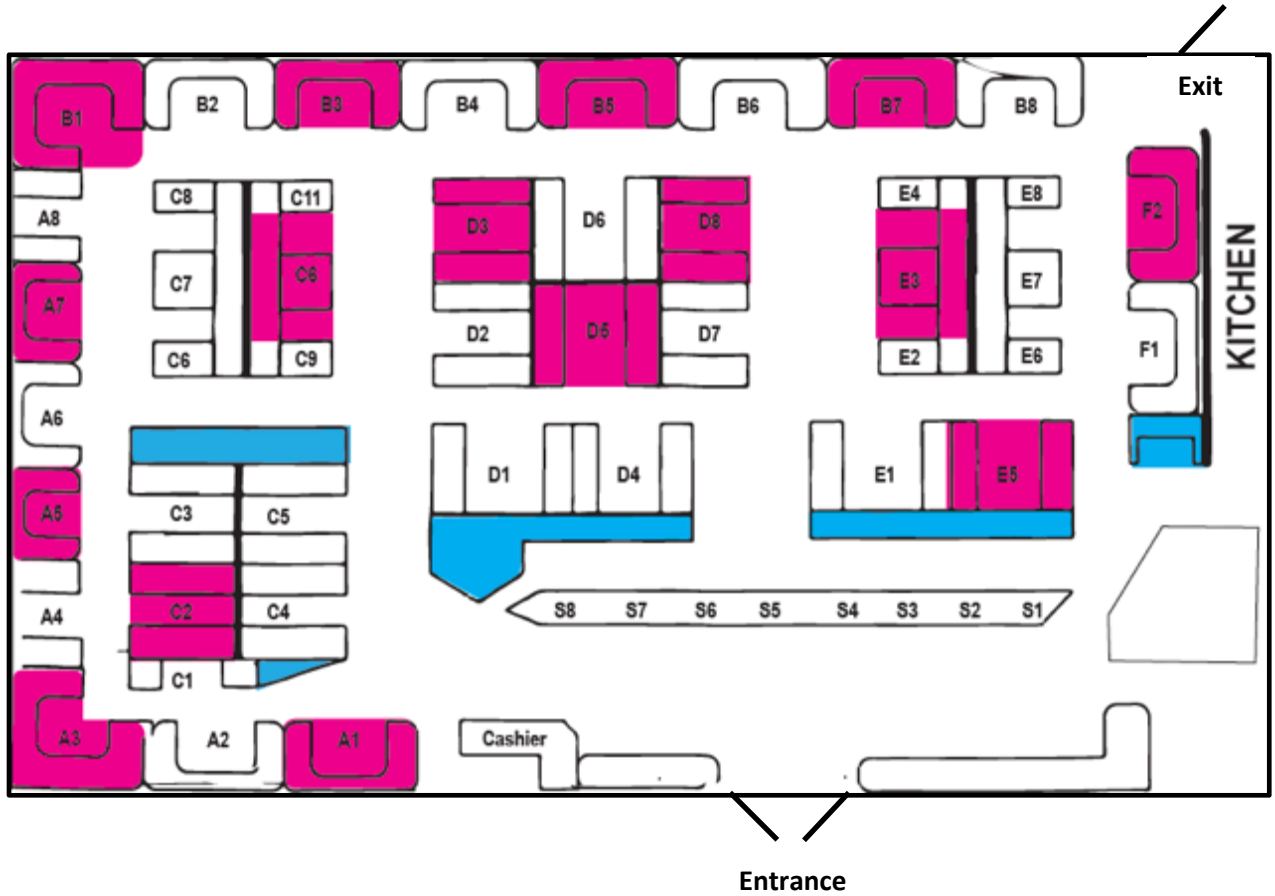
**KING'S**







**Ruby Tuesday Seating Layout**



**Kings Restaurant Seating Layout**