

# **SHAMROCKS COVID PLAN**

## **COVID SAFE OPERATION PLAN 10/2020**

Proposed guidelines include a phased-in reopening that limits capacity of total dine-in seating for outdoor dining.

Other restrictions include requirements for protective gear to be worn by service staff, social distancing of customers, disposable menus and table sanitation guidelines.

For Shamrocks to come back from the Covid-19 pandemic, we must prepare a plan to change the way we do business in which best serves the interest of public health. Public health includes our staff and our guests.

This planning guide is intended to help us identify and execute changes that communicate a safe and sanitary environment and instill confidence in our staff and guests that Shamrocks can provide a safe and better guest experience.

We also need to effectively communicate our plan and make a profit to keep our business afloat.

To do this, our management team will update our policies, procedures and systems in each of these areas of our business.

- Health, Safety and Sanitation
- Dining Room Management
- Our Guest Experience
- Operating Plan
- Covid Plan Summary

# Section 1 - Health, Safety and Sanitation

## Objective and Purpose

The Covid-19 pandemic has necessitated an industry wide push to radically upgrade traditional sanitation standards. New regulatory requirements, some of which are temporary and some that could be permanent, mandate that we change our systems, policies and procedures to new standards.

## Key Considerations

- Wellness checks – Staff; guests temperature checks at the door.
- Social distancing – Limit Staff contact; Create 6' Space for guests.
- Covid-19 Training – Staff to be educated on COVID-19 procedures.
- Job description changes - Staff Multi tasking jobs to reduce close contact.
- Checklist changes - Adding new procedures to existing SOP.
- Protective wear - Bar, Server, are required to wear new or clean Masks. Kitchen and prep staffs must also wear gloves and discard them after their shift.
- Station modifications - Create single staff zones in stations.
- Sanitation procedures - Tables and Chairs are thoroughly sanitized after each seating, the table is marked sanitized.
- High Touch Zones - Entrance, Restroom door hardware, knobs, handles and push plates are sanitized hourly as are light switches and restroom fixtures.
- 4-wall signage, premise signage COVID safety instructions.

## Section 2 – Dining Room Management

### Objective and Purpose

The phased-in approach for reopening our dining room requires that we make significant adjustments to our dining room layout, hosting and guest welcome process, wait list handling and service procedures in order to earn the trust of our guests. Guests must feel assured that we have gone the extra mile to provide a safe and sanitary environment in which they can dine without fear of being infected by our staff or other guests.

### Key Considerations

- Guest arrival • Guests wait outside with 6' social distance markings.
- Host, servers and bartenders must have masks on at all times.
- Keep a minimum of 100 disposable masks on hand at all times.
- Host Welcome - Warmly greet and aim to walk 6 feet ahead of guest.
- Booth spacing - Create 4x6 wall between each booth.
- Social distancing – Dining Room and customer service staff are required to wash their hands every 15 minutes which meet the standard set forth by the CDC.
- Menus - Disposable menus are provided. One color sanitized menu is placed on each sanitized table. QR Code for digital menu is also placed on table.
- Tabletop sanitation - All work surfaces, counter and bar tops are sanitized hourly and after each table use. Post sanitation sign on table.
- Tableware sanitation - Flatware are sanitized and delivered at the time of service.
- Condiments provided to guest upon request only and sanitized after each use.
- All Food to guests must be served on trays and no hand carrying.
- Kitchen Gloves are to be fitted properly.
- Pre-bus; provide boxes for guests to package leftovers.
- Only provide check presenter if guest is paying in cash. Check presenter should be sanitized after each use
- 4-wall signage, premise signage, floor markings

## Section 3 – Our Guest Experience

### Objective and Purpose

The goal of Shamrocks is to imprint a positive and lasting experience that makes guests want to return. It is typically the sum total of a variety of elements that leaves guests feeling fulfilled and wanting to repeat the experience. The guest experience is influenced through numerous touch points the customer encounters during their visit. We call this the guest journey.

The guest journey differs between dine-in, takeout, curbside service and delivery. For this reason, we need to identify the various touch points for each of the services we offer incorporate safe, sanitary practices and ensure the guest experience we deliver in the aftermath of Covid-19 is memorable and encourages them to return.

### Key Considerations

- Menu offerings - Website, Social Media, QR scan code for menu.
- Supply chain disruption - Minimize menu options.
- Online ordering - Website development, Social Media.
- Phone calls - train staff with covid information to share with guests.
- Delivery touch points - Arrange placement of food outside.
- Curbside pickup touch points
  - Service - Keep access points clear. Block entrance with Serving Table.
  - Designated wait spots - Mark car park locations.
  - Payment - Provide basket for touches experience.
- Dine-in touch points - Outdoor Dining limited to 4 household group per table
- Communication
  - Directional signage
  - Sanitation awareness

## Section 4 – Operating Plan

### Objective and Purpose

Communicating with our guests has never been more essential than it has during these past few weeks and the weeks and months ahead. Our marketing plan needs to effectively communicate our brand and our devotion to providing a safe and sanitary environment.

### HOURS OF OPERATION

PCOR1 5-10

### FACIAL COVERINGS

- How to properly wear a facial covering? The facial covering should cover the nose and the mouth area and be secured to the head by ties, or straps, or simply wrapped around the lower face.
- Basic care and sanitizing instructions for your facial covering: It's a good idea to wash your cloth face covering frequently, ideally after each use or daily. Have a bag or bin in to keep cloth face coverings in until they can be laundered with detergent and hot water and dried in a hot cycle.
- If you must re-wear your covering before washing, wash your hands immediately after putting it back on and avoid touching your face. Discard cloth face coverings that: no longer cover nose and mouth, have stretch out or damaged ties, cannot stay on the face, have holes or tears in the fabric.

### EMPLOYEES HEALTH

- We have mandated that any employee who is ill or what has been in contact with anyone who is ill, to not return to work until he or she has been cleared to do so by a doctor in writing. Per existing FDA Food Code requirements, employees who are sick should remain at home.
- If an employee becomes ill or presents signs of illness, the operator should identify the signs during a pre-work screening and follow the business's established policies on when the ill employee is allowed to return to work. At a minimum, however, follow CDC guidelines – tell the employee to self-isolate for 14 days from the onset of symptoms and be symptom-free for three days without medication.
- Taking employees' temperatures is at the operators' discretion. CDC guidance states the minimum temperature that indicates a fever is 100°F.
- Per CDC recommendations, face coverings have been shown to be effective tools to mitigate risk from individuals who show symptoms as well as those who don't, especially in close environments where it's hard for people to maintain a three- to six-foot distance. In all cases, those coverings worn by employees should be kept clean in accordance with CDC guidance.
- Train all employees on the importance of frequent hand washing, the use of hand sanitizers with at least 60% alcohol content, and give them clear instruction to avoid touching hands to face.

## Section 5 – Covid Plan Summary

1. Employee Hygiene Requirements
  - a. Mandatory Hand washing/Sanitizing every 15 minutes
  - b. Mandatory use of a face mask
  - c. Do not come to work if you are feeling ill
  - d. If you become ill while on duty, please inform management immediately
  - e. Maintain 6' social distancing and avoid any unnecessary contact
  - f. Screening of Employees of any COVID risks (home/travel/other close contacts)
2. Customer/Patron Requirements
  - a. Mask required for entry
  - b. Temperature check will be administered upon entry
  - c. Customer who are ill or exhibit symptoms of COVID are not permitted entry
  - d. Customer who exhibit inappropriate behavior, as it related to social distancing, will be asked to leave. We reserve our right to refuse service to anyone.
  - e. Customers are encouraged to utilize hand sinks and sanitizer stations
3. Cleanliness and Sanitation
  - a. High Touch Zones shall be sanitized prior to opening and every 30 minutes thereafter.
  - b. Change glass/dish washing station every 3 hours
  - c. Bathroom checks and sanitation every hour
  - d. Ensure hand soap, hand sanitizer, toilet paper, PPE (face mask) are properly stocked
  - e. Restrict customer access to consumable items, i.e. straws, napkins, condiments,
4. Social Distancing Considerations
  - a. Table Floor plan: Tables are limited to 4 persons per table.
  - b. Tables shall be situated 6 feet apart from each other
  - c. No seating or standing at the bar counter. Customers must have a designated table
  - d. Posted Signage reminding patrons of social distancing guidance
5. Reopening Orientation
  - a. Mandatory management meeting to discuss reopening procedures and guidelines
  - b. Mandatory employee meeting to discuss reopening procedures and guidelines
  - c. Cleaning and Sanitizing the entire facility and all glassware/utensils, etc immediately prior to reopening
6. Posted Signage on Hygiene and Social Distancing
  - a. Signage for No Mask/No Entry
  - b. Signage for Proper Hand Washing
  - c. Signage for Hand Sanitizer
  - d. Signage for Social Distancing

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CEAD MILE FAILTE  
ONE HUNDRED THOUSAND WELCOMES

OUR COMMITMENT TO EACH OTHER

WHAT YOU CAN EXPECT FROM US



**Healthy  
Team Members**  
daily temperature  
checks



**Clean  
Restaurants**  
tables disinfected  
after each visit



**Social  
Distancing**  
reconfigured  
layouts



**Protective  
Equipment**  
masks on every  
team member



**Frequent  
Handwashing**  
hand sanitizers in  
every lobby

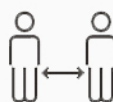
WHAT WE ASK OF YOU



**Plan Ahead**  
with reservations  
or web-ahead  
seating



**Do Not  
Congregate**  
in the lobby  
or bar



**Give Fellow  
Guests  
Their Space**  
at least six feet



**Wear a Mask**  
when not at  
your table



**Utilize  
Mobile Pay**  
and table-top tablets  
where available

**Together, we can keep each other healthy.**

