

DRAFT GASTROPUB COVID-19 BEST PRACTICES 2020

1. Superior Cleaning, Sanitation, and Disinfection

- a. Highest standard of quality products available. We have partnered with Ecolab, Sysco, Aramark Corporation, and Cintas to provide proven solutions for cleaning, sanitizing, and disinfecting surfaces throughout the day.
- b. Cleaning protocols have been escalated in all restaurant areas and will be performed hourly throughout the day.
- c. Deep sanitation will be performed throughout the day, as well as between guest's arrival and departure.
- d. Bathrooms will be sanitized hourly.
- e. Numerous hand sanitizing stations have been set up throughout the restaurant, including at each entry, and all dining rooms. Employees are required to wash hands with soap and water after touching surfaces and sanitize regularly throughout every shift.
- f. Surface contact and disinfection will be completed throughout the day, including tables, chairs, floors, door handles, light switches, entry/exit areas, sanitation stations, patio areas, POS system and I-Pads, telephones, personal pens, hard surfaces, bar areas, and other frequently touched surfaces.

2. Safety Protocols and Professional Partnering

- a. Draft Gastropub has adopted recommendations and Best Practices for educational safety protocols. We are working with the following agencies: Wisconsin Economic Development Corporation (WEDC), Badger Bounce Back, Wisconsin Department of Health Services, Wisconsin Department of Tourism, National Restaurant Association, Wisconsin Restaurant Association, Wisconsin Department of Agriculture Trade & Consumer Protection, Outagamie County Health Department, Fox Cities Convention & Visitors Bureau/Greater Fox Cities of Appleton, Town of Grand Chute, Wisconsin Tavern League, Ecolab Services, Aramark Corporation, Cintas, and Sysco Corporation.
- b. Draft Gastropub will observe social distancing of a minimum of six (6) feet between all tables. No more than six (6) persons per party or table. No tables or chairs may be moved from their original location.
- c. Guests must remain in their designated seats during the dining experience with the exception of restroom facilities. We ask that guests avoid standing around areas of the restaurant and remain at their tables.
- d. Guests with children will be asked to wait for their table in their vehicles. Once a table is available, all children must remain in their seat during the entire dining experience. Highchairs will not be available during this pandemic to prevent cross-contamination and disease exposure.
- e. Draft Gastropub has removed 50% of tables and chairs within the restaurant. In the event that the restaurant reaches 50% capacity, guests will be asked to wait in their vehicles or designated outdoor waiting areas. A text message will be sent when the guest table and chairs have been properly cleaned and sanitized and available.
- f. Draft Gastropub has serviced and updated our HVAC systems, including adding additional make-up fresh air exchanges. This ensures that fresh air will constantly be circulating within the restaurant.

3. Employee Best Practices

- a. Draft Gastropub has provided extensive training for all employees. This training has been mandatory for every employee in the building, and includes proper methods of sanitation, disinfection, and cross-contamination education.
- b. Employees of Draft Gastropub have successfully completed the Wisconsin Serve-Safe Food Handler's Course and are successful Wisconsin-certified Food Handlers.
- c. All owners, managers and chefs with Draft Gastropub have successfully completed the Wisconsin Serve-Safe Food Manager's Course and are successful Wisconsin-certified Food Managers.

- d. All Draft Gastropub employees will be subject to health questionnaires and temperature checks with infrared thermometers upon entering the building before each shift. Additionally, managers will ensure that uniforms are properly cleaned and sanitized before each shift. Personal items for employees are not allowed within the building.
- e. All Draft Gastropub employees will wear masks and gloves. Glove protocol includes removing gloves frequently, washing hands, and re-applying fresh gloves throughout each shift. All employee areas are stocked with hand-washing stations, fresh gloves, paper towels, and hand sanitizer.
- f. Employees will be assigned a personal I-Pad for each shift which will not be shared with any other employee. These I-Pads will be sterilized throughout the shift.

4. **Contactless Service Throughout the Restaurant**

- a. Draft Gastropub has adopted a contactless system of operation, which includes as little areas of personal contact as possible. These safety improvements have been instituted immediately and employees have received training regarding these new safety protocols.
- b. All Draft Gastropub menus will be contactless and accessible through QR Codes at each table. The codes are attached to each table and can be scanned using a smartphone. All menus will be available through the QR code system.
- c. Personal alcohol sanitizing wipes (70% alcohol-based) will be available for all guests. Servers will provide these wipes for all guests at the table.
- d. Servers will provide fresh glasses for each refill at the table. Servers will also provide carryout boxes upon request at the table; however, guests will box their own food in order to prevent cross-contamination.
- e. Servers will take payment directly at the table with their assigned I-Pad. Servers will not use guest check presenters but will instead provide the bill directly at the table. Credit card payments are the only form of accepted payment and will be handled with our newly implemented contactless payment policy. Any guest wishing to pay with cash will have to handle that transaction with a manager. No checks accepted.
- f. Receipts can be printed upon request, emailed, or smartphones can take a photo at the table.

5. **Guest Protocol while dining with Draft Gastropub**

- a. **RESERVATIONS ARE STRONGLY ENCOURAGED to ensure that all employees and guests can be properly distanced and protected.**
- b. Draft Gastropub has six (6) individual dining rooms which allows guests to have superior dining options utilizing extensive social distancing practices.
- c. Draft Gastropub has an outdoor patio for guests upon request.
- d. Draft Gastropub asks that all guests visiting our restaurant observe our policies and protocols. We ask that guests who may have been exposed to anyone who is or has been sick within the previous two weeks to refrain from entering the restaurant.
- e. Draft Gastropub reserves the right to refuse service to any guest who appears to be ill or exhibiting any flu-like symptoms.
- f. Please bear with us as we try to offer the highest quality and safe dining experience available. We are all in this together and we look forward to serving you now and in the future. Thank you so much!