

Patachou would like to thank you, our beloved community of customers, for the support we have received over the last 31 years, especially during the previous five months. To close for over 100 days, furlough over 300 people, and slowly reopen in the middle of a pandemic punctuated by a national, collective social justice awakening certainly has challenged our company like nothing before. Trusting Patachou to provide your meals has not only been our honor, but it has also been our lifeline to existence. Continuing to earn your support is what keeps us going. We have always prided ourselves on attention to detail, including the safety of our food, sanitation of our premises, and staff practices. Still, we want you to know the extra steps we are taking to assure you that our standards are being enforced and verified daily. These additional steps include:

HYGIENE AND SAFETY PROCEDURES

- **HANDWASHING**
 - Staff will continue to practice proper handwashing technique with increased frequency.
 - Team members are expected to wash hands:
 - At least every 30 minutes.
 - Upon arriving to work.
 - After visiting the restroom.
 - Before and after eating.
 - Before, after, and while preparing food.
 - After clearing tables or making contact with guests' belongings.
 - After touching their face, hair, or handling/adjusting their mask.
 - every time they change gloves.
 - after sneezing, coughing, or blowing their nose.
- **HAND SANITIZER-** Hand sanitizer is available throughout the restaurants
- **SANITATION**
 - We are using a commercial sanitizer with a two-minute kill time followed by a food safe QUAT sanitizer to clean and disinfect all tables, chairs, and highchairs between uses. Sanitized tables are clearly marked with green table cards.
 - All sanitizers and cleaners are replaced throughout the day in accordance with manufacturer instructions.
 - High-touch surfaces (POS screens, door handles, FOH/BOH restaurant equipment, restroom facilities) are sanitized and logged at least every 30 minutes and after any heavy period of use.
 - Pens, check presenters, and salt and pepper shakers are cleaned and sanitized between use.
- **SOCIAL DISTANCING**
 - Staff are encouraged to socially distance while at work. When possible, work zones are set up to allow for social distancing.
 - Guests are encouraged to socially distance from other parties whenever possible.
- **GLOVE USE**
 - We know gloves are not a substitute for handwashing. Contaminated, dirty gloves are exactly the same as contaminated, dirty hands.



- Employees are not required to wear gloves at all times, but must wear gloves when they are:
 - Performing a task in which glove use is mandated by ServSafe or health department guidelines.
 - Handling, plating, and serving ready-to-eat foods.
 - Handling and serving beverages.
 - Clearing dirty tables or handling used dishes, linen, silverware, or glasses.
 - Processing payments.
- **MANDATORY MASKS**
 - Employees must wear masks while at work.
 - Per Patachou policies and a government mandate, guests must wear masks when not seated at their table. Depending on patio set up, guests may need to wear masks while walking to their outdoor table as well.

EMPLOYEE EXPECTATIONS

- **PERSONAL APPEARANCE AND HYGIENE**
 - Adhere to all existing Patachou dress code standards
 - Staff may not carry personal belongings, including cell phones, on their person.
 - Staff for whom aprons are not a requirement (support staff, bussers) may not wear aprons.
 - Clean masks are a mandatory part of all employee uniforms.
- **EMPLOYEE SELF-SCREENING**
 - Any employee experiencing symptoms related to COVID19 cannot come to work and should call their manager immediately.
 - Any employee experiencing flu-like symptoms cannot come to work and should call their manager immediately.
- **PRE-WORK ARRIVAL SCREENING**
 - Upon arrival, staff have their temperatures taken and sign a health declaration form stating they are not experiencing COVID19 symptoms, have not been exposed to COVID19, and that no one in their household is experiencing symptoms or has been exposed.
- **NO CONTACT POLICY**
 - Staff are not allowed to make contact with guests or their personal belongings.
 - Should staff need to touch guests' belongings, they should refrain from touching their face and immediately wash their hands.
- **DEPARTURE FROM WORK**
 - Staff are not allowed to socialize on company property, including parking areas, after work.



RESTAURANT LAYOUT

- **TABLE LAYOUT** - Tables are spaced to allow for socially distanced dining and reduced capacity both inside and outside.
- **FLOOR SIGNAGE**- Where appropriate, floor signage has been added to direct flow of customers and staff.
- **SEATING LIMITATIONS**
 - Parties are limited to six guests. Small children and babies are included in the guest count.
 - Guests are not allowed to move tables or chairs.

SERVICE EXPERIENCE

- **MANDATORY MASKS/ENTRY REQUIREMENTS**- Guests must wear masks when moving throughout the restaurant.
- **WAITING FOR TABLES**
 - Whenever possible, guests will be notified by text when their table is ready.
 - Depending on the store, waiting areas may be restricted or eliminated to ensure social distancing with diners and other waiting parties.
- **MENUS**
 - Guests are encouraged to use digital, QR code menus to both save paper and reduce contact.
 - Single-use, paper menus are only available upon request.
- **TABLE SETTINGS, CONDIMENTS**
 - Tables are not preset.
 - Condiments are served in individual ramekins.
 - Salt and pepper shakers are sanitized after every use.
 - Any unused sweetener or sugar packets are thrown away.
- **BEVERAGE SERVICE**
 - Guests are responsible for filling their own water.
 - Beverages are served in single-use cups or in their original packaging.
- **LEFTOVERS**
 - To-go boxes will be provided upon request.
 - Guests are responsible for packaging their own leftovers.
- **PAYMENTS**- Pens and check presenters are single use
- **CONTACT FREE OPTIONS**- Guests who prefer contact-free dining are able to order online and via phone. All our restaurants are set up to offer no-contact takeout.

