

Reopening Playbook

Our Response to COVID-19

June 22, 2020

FABIO TRABOCCHI

RESTAURANTS

Introduction

Reopening our restaurants is a challenge unlike any other we have faced. We are excited to once again open our doors to provide the finest hospitality, service, and cuisine for which we are known. And yet it is a responsibility we do not take lightly. There is nothing more important to me than the safety, well-being, and trust of my team and our guests.

This Playbook serves as a guide for how we will operate safely and responsibly while remaining true to our Core Values and our Mission to Make People Happy.

This is an iterative process, and together as a team we will continue to learn and refine this document and our approach as the situation continues to evolve.

Your resilience, flexibility, passion, hard work, and commitment to the craft that has made us leaders in our industry. Our collective dedication to be better every day will secure a brighter future for us all.



Fabio Trabocchi

June 22, 2020



About Fabio Trabocchi Restaurants

Our Mission:
“Make People Happy!”

Make both our guests and our employees
feel happy and safe.

Our Core Values



Be the Guest



Work as a Team



**Act Like an
Owner**

Our Core Values



Be the Guest

Be mindful of how the public is feeling post-shutdown. Guests who have made the decision to dine in one of our restaurants must feel safe, protected, and welcomed.

Understand that we will face criticism. Take all guests' feedback to heart and think of it as an opportunity to improve.

Re-opening regulations and guidelines will most likely continue to evolve. Be mindful of how these aspects of dining out affect the guest experience.

Our Core Values



Work as a Team

Making people happy and keeping them safe is a team effort.

Treat your teammates as you would our guests.

Remember that every team member is equally important to the success of the restaurant.

Recognize that every team member can positively affect a guest's dining experience.

Respect each other's diversity and always strive to create and maintain a healthy, productive, and unified work environment.

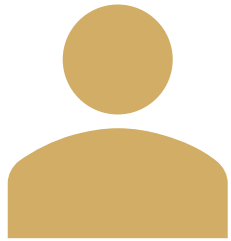
Hold each other accountable for newly-enforced safety guidelines, always in a respectful manner.

Communicate regularly and look for opportunities to help your team members.

Educate, motivate, and help one another to achieve shared goals of guest satisfaction and safety.

Don't hesitate to ask for help.

Our Core Values



Act Like an Owner

Inspire others by setting an intense, focused, and approachable tone.

Take ownership of new safety protocols—set an example!

Be sensitive to those who are having a hard time with re-opening.

Solve problems independently when possible and take ownership of guest issues.

Follow Fabio Trabocchi Restaurants standards and never take shortcuts.

New Enhanced Core Values for Reopening

Pride

- We operate with honor, integrity, and the pursuit of excellence.

Consistency

- Greatness is measured by consistency, not singular achievements. Excellence is doing the small things correctly.

Family First

- We serve each other before we serve anyone else. We are committed to creating a nurturing and supportive community for our team, all of whom we consider to be a family.

Tenacity & Grit

- We have built this company on grit and the will to fight onward with determination. Skills can be taught, passion is inherent.

We Play to Win

- We give everything 100% or we do not do it at all. We are highly aspirational and never compromise our standards.

Solutions Oriented

- We do whatever we can to provide the best possible product. We have a “think outside the box” mentality. We search for, create, and deliver solutions – not complaints.

Think Outside the Box

- Look at all the facets of the restaurant and think of what can be changed for the better. Use your imagination to bring insight to different situations.

Leadership

- We lead by example. Our successes and our failures are collective.

Respect & Unity

- We respect each other regardless of our differences. One decision is made, we all own it and we make it happen as one team.

Personal Responsibility & Accountability

- We take responsibility for our actions and inactions. We support our teammates wholeheartedly. We are accountable to each other and our guests.

Evolution, Adaptation, Innovation

- We must evolve in order to make meaningful progress every day. No one made history by standing still.

Our Promise to Our Guests

Our Partnership with Dr. Ernest Brown and his concierge medical service, Doctors to You

- Dr. Brown and his team are rendering advice on best practices for COVID-19 compliance and SOPs to the management of Fabio Trabocchi Restaurants
- We have implemented a secure dashboard for all employees to conduct daily wellness reporting before arriving to work
- In case of need, Dr. Brown and his team will provide rapid COVID-19 testing (results in less than 24 hours) for our team

Our Promise to Our Guests

Through Our Service Culture...



Hospitable



Knowledgeable



Personable



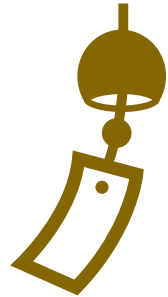
Attentive



Responsible

Our Promise to Our Guests

Through Our Service Culture...



Hospitable

Tone: We maintain a welcoming, sincere, upbeat, engaging, and friendly tone.

Vocabulary: We use respectful, thoughtful, and appropriate vocabulary.

Body Language: We make eye contact and maintain graceful body language. As our smile can't be seen through our masks, we will ensure that smile can be seen through our eyes.

Our Promise to Our Guests

Through Our Service Culture...



Knowledgeable

Product Knowledge: We are informed and well versed in all aspects of the restaurant and its menus and can confidently communicate and assist our guests as a result.

Safety Knowledge: We are informed and well versed in the safety protocols mandated and recommended by the city, state, and federal governments.

Our Promise to Our Guests

Through Our Service Culture...



Personable

Personalization: We tailor our service approaches to anticipate and accommodate each guests' unique wants and needs.

Sensitivity: We are always aware of the sensitivity of the post-shutdown public and put the guests at ease in any way we can.

Our Promise to Our Guests

Through Our Service Culture...



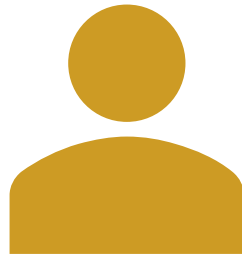
Attentive

Table Maintenance: We maintain our tables and sections throughout our time on duty, as they reflect ourselves and our commitment to quality service. With every table-side interaction we are maintaining the highest level of safety awareness.

“Reading” the Guest/Table: We identify, communicate, and act on evident and subtle guest preference signals throughout our time on duty.

Our Promise to Our Guests

Through Our Service Culture...



Responsible

Company Culture: We are true ambassadors of our company culture. We always have a responsibility to uphold that culture in positive and constructive manner.

Quality Control: We continuously verify and maintain the quality of product and service desired and expected by our guests.

Problem Solving: We take ownership of all problems when they are realized and see to it that they are solved immediately.

Safety: We recognize the importance of safety and cleanliness and are responsible for this maintenance throughout our time on duty.

Our Promise to Our Guests

Through Continued Staff Training and Following Health & Safety Guidelines...

- Our teams have been retrained and recertified on hygiene, sanitation and safety standards through industry mandatory courses and reopening Orientation
- Our teams are washing and sanitize hands upon entry to work and regularly throughout the day
- Temperature checks are taken daily and logged
- Disposable gloves and masks are being worn in food preparation
- Our teams know they must stay home if they are sick

Our Promise to Our Guests

Through preparing our spaces to welcome you...

- All public areas are disinfected and sanitized throughout the day. This includes the outside perimeter, every door handle and walk-way
- Strategically placed additional hand sanitizer stations throughout our restaurant for our guests and team members to use
- All tables are sanitized before, during, and after each use
- All tables are strategically and thoughtfully placed 6 feet apart
- UV light wands will be used to sanitize serviceware and surfaces for added precaution
- We provide contactless menus and payment options

Our Promise to Our Guests

Through Thoughtful Guidelines for our Guests...

- We ask you not to dine with us if you are sick.
- Guests must wear proper face coverings upon entering the restaurant.
- We will keep a log of all guests who dined with their name, date of visit, and time of visit, so that they can be contacted in the event there is a confirmed case of COVID-19 in the restaurant.
- We reserve the right to ask any guest displaying clear symptoms of the coronavirus to leave. We must protect our team and other guests.
- A message from our team: “We thank you for understanding that this is part of how we can keep our staff, your fellow patrons, and the community as a whole, safe. We went to great extent to ensure you have a safe dining environment; in return we ask for your understanding that our guidelines are to keep a log of our guests each day, for our guests to wear a mask, and to practice social distancing throughout the space.”

Making Our Guests Feel Safe

Through added service steps...

- Offer a hygienic option for guests to store their masks during their meal, such as a disposable bag or envelope.
- Hand sanitizer and/or sanitizer wipes will be readily available in each of our restaurants
- We clean and sanitize table and chairs between seatings.
- Team members wash their hands after clearing each table and before they do anything else.
- No open garnish on the bar or barista station; no unwrapped straws.
- Garnish in the kitchen will be kept covered when not in use.
- Minimal use of trays for food or drink. When a tray is used, it will be cleaned and sanitized immediately after use.
- Tables spaced 6 feet apart; no bar seating until allowed by government guidelines.
- A full-time housekeeper or restroom attendant will be sanitizing the dining room constantly.

Making our guests feel safe

Through added signage, both indoors and outside...



What is COVID-19?

COVID-19 is a respiratory illness that can spread from person to person, especially in close proximity. The virus is commonly spread through droplets released into the air when an infected person coughs or sneezes, through personal contact, or touching your mouth, nose, or eyes before washing your hands.

People can also be infected and transmit COVID-19 without showing any symptoms of illness. Older adults and people with serious underlying health conditions are considered to be at significantly higher risk of contracting the disease, though anyone is susceptible to infection.

Symptoms of COVID-19 vs Flu/Allergies

Allergies	Flu	COVID-19
Sneezing	Fever	Fever (100.4F or above)
Itchy Eyes or Nose	Cough	Cough
Watery/Red/Swollen Eyes	Sore Throat	Shortness of Breath
Shortness of Breath	Runny or Stuffy Nose	Phlegm Production
Wheezing	Muscle Pain/Body Aches	Fatigue
Cough	Headache	Sore Throat
Rash or Hives	Fatigue	Headache
Nausea or Vomiting		Muscle or Joint Pain
Red/Dry/Cracked Skin		Chills
		Nausea or Vomiting
		Nasal Congestion

How Viruses Spread

Person-to-Person Contact

- Being in close contact with someone who is sick
- Coming into contact with droplets expelled when an infected person coughs or sneezes

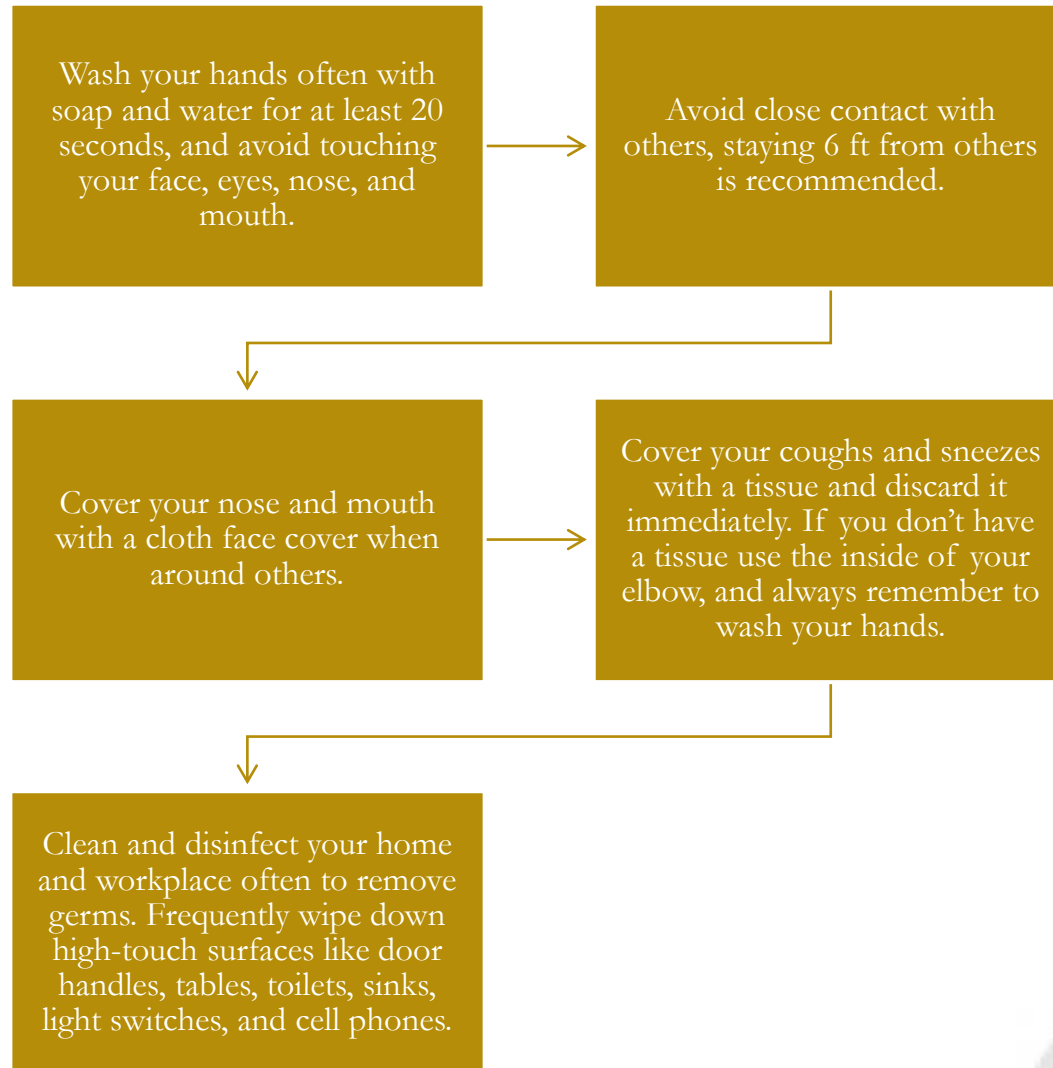
Contaminated Surfaces

- With COVID-19 it may be possible to contract the virus by touching a surface or object that has a live virus on it and then touching your eyes, nose, or mouth

Poor Hygiene

- Not washing your hands regularly enough or for long enough
- Not covering your coughs or sneezes

Taking Precautions to Protect Yourself



The CDC recommends taking these steps to reduce your risk contracting viruses, including COVID-19

Safeguards for a Healthy and Safe Re-Opening

Promoting Safe Behavioral Practices to Reduce Spread

Maintaining Healthy and Safe Environments

Maintaining Clean and Healthy Operations

Planned Preparation for COVID-19 in the Workplace

Health and Safety Practices

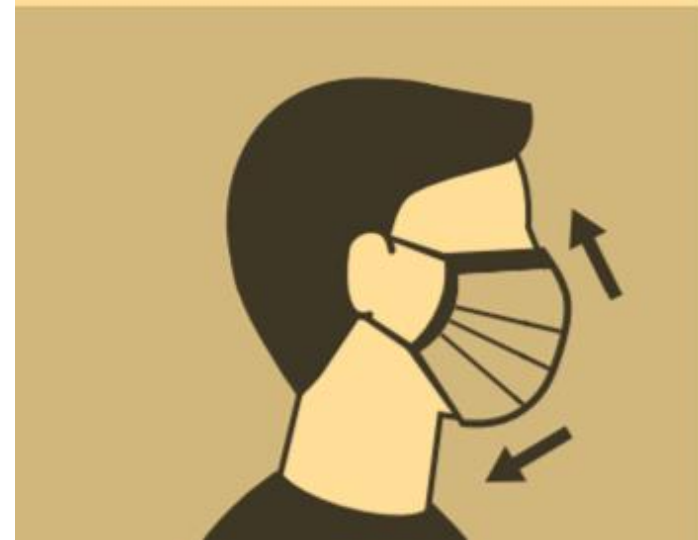
Employees are required to wear the following Personal Protective Equipment (PPE) while onsite:

- Facemasks (Disposable masks will be discarded after each use, cloth/reusable masks must be washed and disinfected after each use)
- Gloves
- Long Sleeves
- Kitchen staff must wear approved hat and/or other hair restraints
- Some positions may also be required to wear full face splash masks

Health and Safety Practices

How to Properly Wear a Mask:

- The mask should fit snugly but comfortably against the side of the face
- The mask should be secured with ties or ear loops
- It should include multiple layers of fabric
- Make sure it allows for breathing without restriction
- If the mask is reusable, it should be able to be laundered and machine dried without damage or change to shape



Health and Safety Practices

All Employees are required to properly wash their hands with soap and water frequently and as a mandatory practice after any of the following activities:

- Before wearing a new pair of gloves
- After using the restroom
- After bussing or clearing a table
- Before, during, and after preparing food
- After handling money or credit card payments
- Before and after eating food
- Before and after treating a cut or wound
- After blowing your nose, coughing, or sneezing
- After touching your face, eyes, nose, or mouth
- After touching garbage
- After cleaning a dirty surface or using a disinfectant
- After using electronic devices

Health and Safety Practices



1. Wet hands and arms. Use running warm water.



2. Apply soap. Apply enough to build up a good lather.



3. Scrub hands and arms vigorously for 10 to 15 seconds. Clean fingertips, under fingernails, and between fingers.



4. Rinse hands and arms thoroughly. Use running warm water.



5. Dry hands and arms. Use a single use paper towel or hand dryer

To effectively wash your hands, simply follow this 5-step process, which should take at least 20 seconds.

Health and Safety Practices



1. With both hands gloved, grasp the outside of one glove at the top of your wrist.



2. Peel off this first glove, peeling away from your body and from wrist to fingertips, turning the glove inside out.



3. Hold the glove you just removed in your gloved hand.



4. With your ungloved hand, peel off the second glove by inserting your fingers inside the glove at the top of your wrist.



5. Turn the second glove inside out while tilting it away from your body, leaving the first glove inside the second.



6. Dispose of the gloves following safe work procedures. Do not reuse the gloves.



7. Wash your hands thoroughly with soap and water as soon as possible after removing the gloves and before touching any objects or surfaces.

How to remove PPE Gloves
[see diagram to the left]

Employees are required to change their gloves frequently, including after all activities listed in the handwashing practices.

Maintaining Healthy Environments

Cleaning and disinfecting of high-touch surfaces:

- Examples of these areas include light switches, doorknobs, tables, chairs, handles, countertops, desks, restrooms, and electronics.
- Cleaning, disinfecting and sanitizing procedures of these surfaces will be completed every 30 minutes
- Cleaning will be required immediately if a surface encounters a contaminated item such as a cell phone, computer, or clothing
- Cleaning with soap and hot water will be required prior to disinfecting dirty surfaces
- Our disinfecting and sanitizing procedures will follow all CDC guidelines using EPA approved disinfectants, a bleach solution of 1/3 cup of bleach per gallon of water, or an alternate 70% alcohol solution.

Maintaining Healthy Environments

Routine Cleaning of other surfaces:

- Routine cleaning will be completed at least 2 times per day for all non-high touch areas with soap and water
 - These surfaces include indoor walls, floors, shelving, and inside of trash cans
- Sanitizer Buckets will be filled with an EPA approved sanitizer solution and stored in all service areas of the restaurant (6 inches above the floor) to ensure surfaces are wiped down every 30 minutes.
- Sanitizer Buckets will be labelled with name, date, and time that it was filled, and will be changed every 4 hours.

Maintaining Healthy Environments

Routine Cleaning of other surfaces [Continued]:

- Between seatings, employees are required to clean and sanitize tabletops, chairs, check presenters, and common touch areas. Employees will also be required to discard any single-use items.
- Remember to discard any PPE used after sanitizing or disinfecting surfaces and wash hands thoroughly.
- Separate trashcans will be set aside for all used PPE items to be discarded – these will be emptied often using PPE that is then discarded immediately.

Maintaining Healthy Environments

Routine Cleaning of other surfaces [Continued]:

- Pillows, Rugs, and Cushions that are not needed for service will be removed from our establishments, based on the ability to keep porous materials disinfected and sanitized
- For those porous items that cannot be removed, we will disinfect and sanitize them with EPA approved cleaner for porous materials between every seating

Maintaining Healthy Environments

Routine Cleaning of other surfaces [Continued]:

- Outdoor perimeters and walkways will be routinely cleaned and sanitized using an EPA registered and approved surface disinfectant
- Outdoor areas will be marked stanchions and signs showing 6ft of space to help guide social distancing when entering the establishment, or picking up orders for takeout

SOPs for Entering The Workplace

The Steps to follow each day when arriving to work – for ALL employees:

- Enter through the employee entrance only. There is a table with the temperature log, thermometer, masks, and gloves outside the entrance.
- Before entering the restaurant, employees must comply with and complete the Daily Health Acknowledgement Agreement. Complete the form, including logging temperature. Use the no-contact thermometer to check your temperature. Employees may enter the building if their temperature is 100.3° F or below (the CDC considers a fever to be at 100.4° F). Give the completed signed form to the manager on duty.
- You must be wearing a proper face covering upon entering, and at all times, while on premises. Do not touch your mask, face or hair with your hands. (If you do, wash your hands immediately)
- Employees must then immediately wash their hands according to CDC guidelines: Use soap and hot water and wash for at least 20 seconds.
- Store your personal effects, clock in, and wash your hands thoroughly again.

SOPs for Entering The Workplace

The Steps to follow each day when arriving to work – Specifically for FOH employees:

- Put disposable gloves on clean hands and sanitize the table workspaces. Sanitize the front door handles and the bathroom door handles. Sanitize the food carts. Sanitize any other high-touch areas.
- Remain 6 feet from others when possible.
- Wash hands every time you change gloves.
- When serving food, wine, and other items, use fresh gloves for each station you are going to.
- Anytime using the computer and/or printer put fresh gloves on beforehand, then wash hands and change gloves afterwards.
- Do not re-use disposable masks. Wash and sanitize fabric masks daily.
- Refrain from touching your face or hair.

SOPs for Entering The Workplace

The Steps to follow each day when arriving to work – specifically for BOH Employees:

- Report to your station. Do not touch surfaces on the way.
- Put disposable gloves on clean hands and sanitize your work area and any high-touch areas. Wash your hands and change your gloves after sanitizing your station.
- Remain 6 feet from others when possible.
- Maintain regular sanitization of hard surfaces between tasks, as well as washing hands.
- Wash hands every time you change gloves.
- Vendor deliveries are NO CONTACT. See delivery SOPs for specific instructions.
- Anytime using the computer and/or printer put fresh gloves on beforehand, change gloves afterward.
- Do not re-use disposable masks. Wash fabric and sanitize masks daily.
- Refrain from touching your face or hair.

Maintaining Healthy Environments

Instructions for Team Member Daily Health Acknowledgement

- Our team members will be required to complete and the Daily Health Acknowledgement Form upon their arrival and prior to entering the workplace.
- A station will be setup at the entrance with gloves, masks, sanitizing wipes, sanitizing spray, a no-contact thermometer, pens, and a clipboard of individual employee health acknowledgement forms.
- Instructions will be posted to properly sanitize each item prior to using it.
- Each member will take their temperature to ensure it is at or below 100.3 degrees Fahrenheit. Employees will record their temperature on the employee health acknowledgement form, sign the form, and give it to the manager on duty. The managers on duty are responsible to store the forms in a secure place.

Maintaining Clean and Healthy Operations

- We require a Food Safety Manager to be on property during operating hours, as well as setup/breakdown times
- All managers are required to provide a Food Handlers Exam Certification from ServSafe, ProMetric, or another nationally recognized food and beverage safety training program recognized by the DC Department of Health, prior to the restaurant reopening
- Our employees will be required to follow all food safety practices regarding time and temperature control, preventing cross-contamination, and proper food storage.
- Our employees are required to wash, rinse, and sanitize all food contact surfaces, dishware, utensils, and food preparation surfaces before and after preparing items for consumption
 - Disinfectants will not be used on food service areas, only approved sanitizing solutions
- All food will be prepared using the FDA's 4-key steps to food safety: Clean, Separate, Cook, and Chill

Maintaining Clean and Healthy Operations

All preparation utensils will be cleaned and sanitized using a ware washing system, or correctly constructed 3-compartment sink

- Employees will be required to verify that our ware-washing machines are operating at the required wash and rinse temperatures, and with the appropriate detergents and sanitizers at the start, middle, and end of each shift
- All soap and sanitizer solutions in a 3-compartment sink will be prepared following the label instructions
- A tracking log required to record the water temperatures and appropriate detergents/sanitizers of the above 3 times per day for ware-washing machines, and every 4 hours for 3-compartment sinks

Maintaining Clean and Healthy Operations

SOPs for Receiving and Deliveries:

A designated area will be assigned, and marked appropriately, for all deliveries to be received safely and efficiently

The area will have all the following items readily available:

- Disinfectant spray
- Sanitation wipes
- Facemasks
- Gloves

Maintaining Clean and Healthy Operations

SOPs for Receiving and Deliveries [Continued]:

- A delivery personnel sign detailing our policies
 - “Before entering the premises, please conduct the following actions for everyone’s safety: Please put on a pair of latex gloves that we have provided, please honor the recommended social distancing standard of 6ft from others, and ensure you are wearing a mask or face covering”
- After inspecting deliveries and signing off, all packages will be disinfected immediately and placed into the proper storage areas

How We Bring Our Team Members Back to Work Safely

Employee Rehire Health & Safety Evaluation

All employees selected to return to the workplace must undergo a thorough Employee Rehire Health and Safety Evaluation. This is a mandatory interview process which is performed before extending an offer to re-join the team. The following basic questions are discussed during this interview:

- Are you washing your hands well every time you return from outside your home?
- Do you know that touching your face (eyes, mouth, nose and surrounding areas) with unwashed hands is a way that you can catch COVID-19?
- Do you wear a face covering when you go to out in public (like to the store)?
- Do you know the symptoms of COVID-19 in adults? [If not, explain, the major symptoms. Make sure they understand them.]
- Have you or a member of your household been tested for COVID-19? If so, when? What were the results? [The answer may determine that they are at risk and cannot return yet.]
- Anyone who is oblivious to the risk, you probably should not bring back.

How We Bring Our Team Members Back to Work Safely

Employee Rehire Health & Safety Evaluation, cont.

The following specific questions are asked:

- Have you had symptoms of coronavirus within the last 14 days or are you exhibiting symptoms of the coronavirus now? *Must be NO*
- In the last 14 days, have you been in direct contact with anyone (family member or other person) that you know has been diagnosed or showing symptoms of the coronavirus? *Must be NO*
- If you have been exposed to someone with COVID-19 in the last 14 days, how many days have you been quarantined? *Must be 14 days or longer*
- If you rely on public transportation to get to work, do you agree to take appropriate cautions as directed by WMATA? *Must be yes*
- Have you traveled outside of the DC/MD/VA area within the last 14 days? If yes, where? *Cannot have been to a known COVID-19 hotspot.*

How We Bring Our Team Members Back to Work Safely

Employee Rehire Health & Safety Evaluation, cont.

- Are you comfortable returning to work in the new restaurant (or office) atmosphere? *Must be YES*
- Are you willing to sign the coronavirus acknowledgement in Paycom that confirms you are willing to return to work? *Must be YES*
- Do you have a face covering and do you know how to wear it appropriately? Masks will be provided to employees at site but explain that a face covering must be used upon your arrival to work and when leaving.

How We Bring Our Team Members Back to Work Safely

Transportation to/from Work

Personal Vehicle: Employees using their personal vehicle to commute must wash their hands before entering the vehicle, and after using the vehicle. Vehicles must be kept free of debris or trash. Employees agree to sterilize keys and keypads, console controls, steering wheel, dashboards and other high touch surfaces in an effort to reduce the germs which could be transmitted to others once arriving at their destination. Gas pump handles and keypads at gas stations, along with door handles are other touchpoints which employees must be wary of during their commute.

Public Transportation: WMATA has issued rider guidance, and mandatory health and safety measures for commuters. Employees must agree to abide by those regulations while utilizing subway, bus or shuttle services and stay aware of any related updates by subscribing to “metro alerts” or by visiting www.wmata.com daily. This will ensure they receive the most updated rider safety information. Social distancing from other passengers is critical, along with wearing a cloth face covering or mask, and disposable gloves are encouraged to offer protection when utilizing escalators, handrails, stair rails and seat backs.

Lyft: Prior to requesting a ride, Lyft requires travelers to state they are Covid-19 symptom free, wear a face covering or mask, and provides vehicle and hand sanitizer to drivers and riders free of charge.

Uber: All riders and drivers of Uber are required to wear a face covering or mask and riders are not allowed to sit in the front passenger seat.

Plan for COVID-19 Exposure

- If an employee falls ill or exhibits symptoms of COVID-19, they should immediately stop working, report their symptoms to management, and depart work to contact their medical provider for further evaluation.
- If an employee does not have health coverage or is unable to get a test, we will help them get a test.
- If a team member or guest diagnosed with COVID-19 is found to have visited our restaurants during their infectious period (starting 48 hours before symptom onset), we will contact DC Health, who will perform an initial investigation and provide recommendations.
- We will be prepared to close the restaurant for 24-48 hours to perform appropriate disinfection and cleaning, and then reopen based on guidance from DC Health.

Return to Work

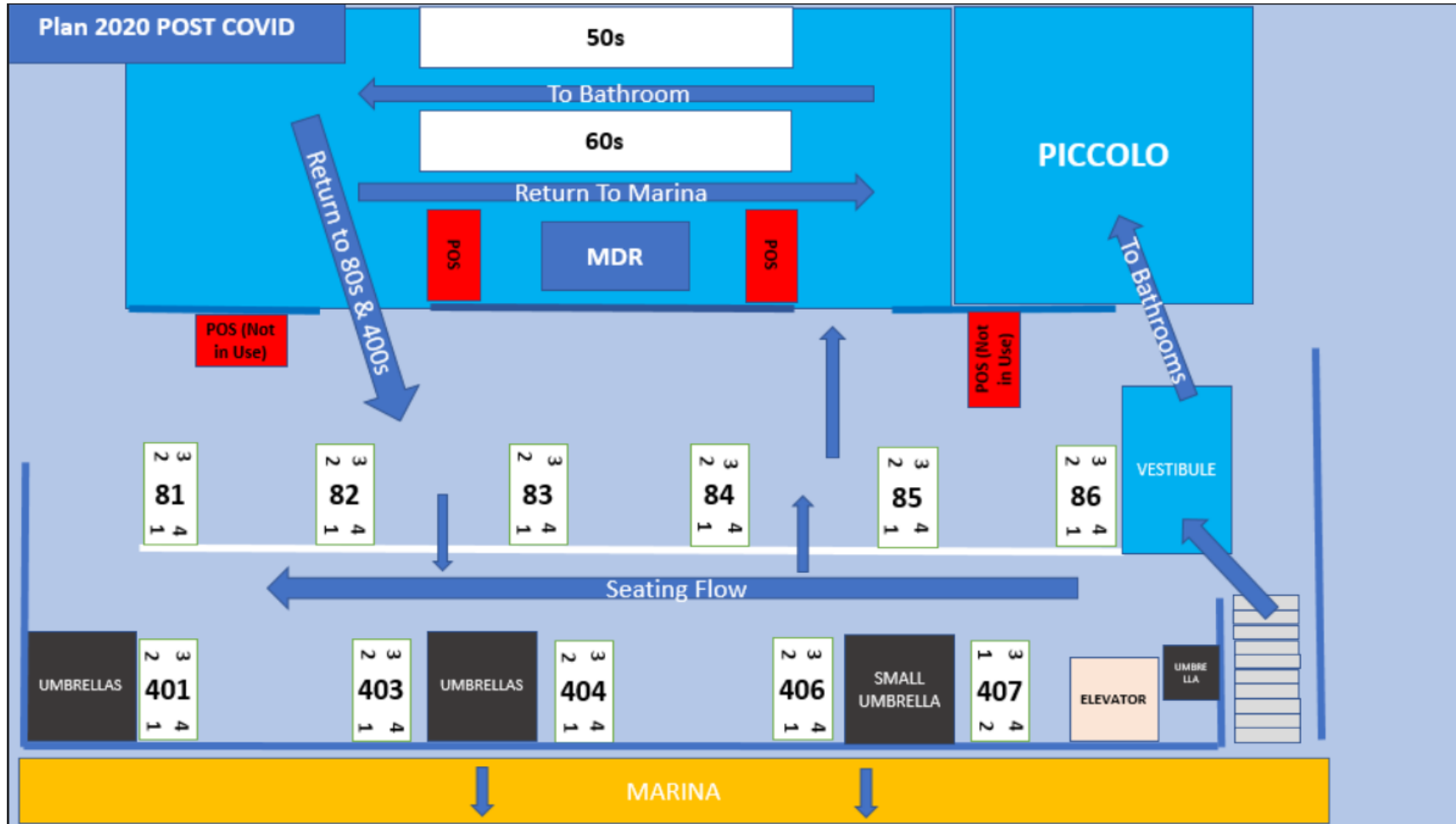
Team members who have been isolated with COVID-19 can return to work pending the following:

- 3 days with no fever or other symptoms **and**
- Symptoms improved **and**
- 14 days since symptoms first appeared
- Depending on your healthcare provider's advice and availability of testing, you might get tested to see if you still have COVID-19. If you will be tested, you can be around others when you have no fever, symptoms have improved, and you receive two negative test results in a row, at least 24 hours apart.

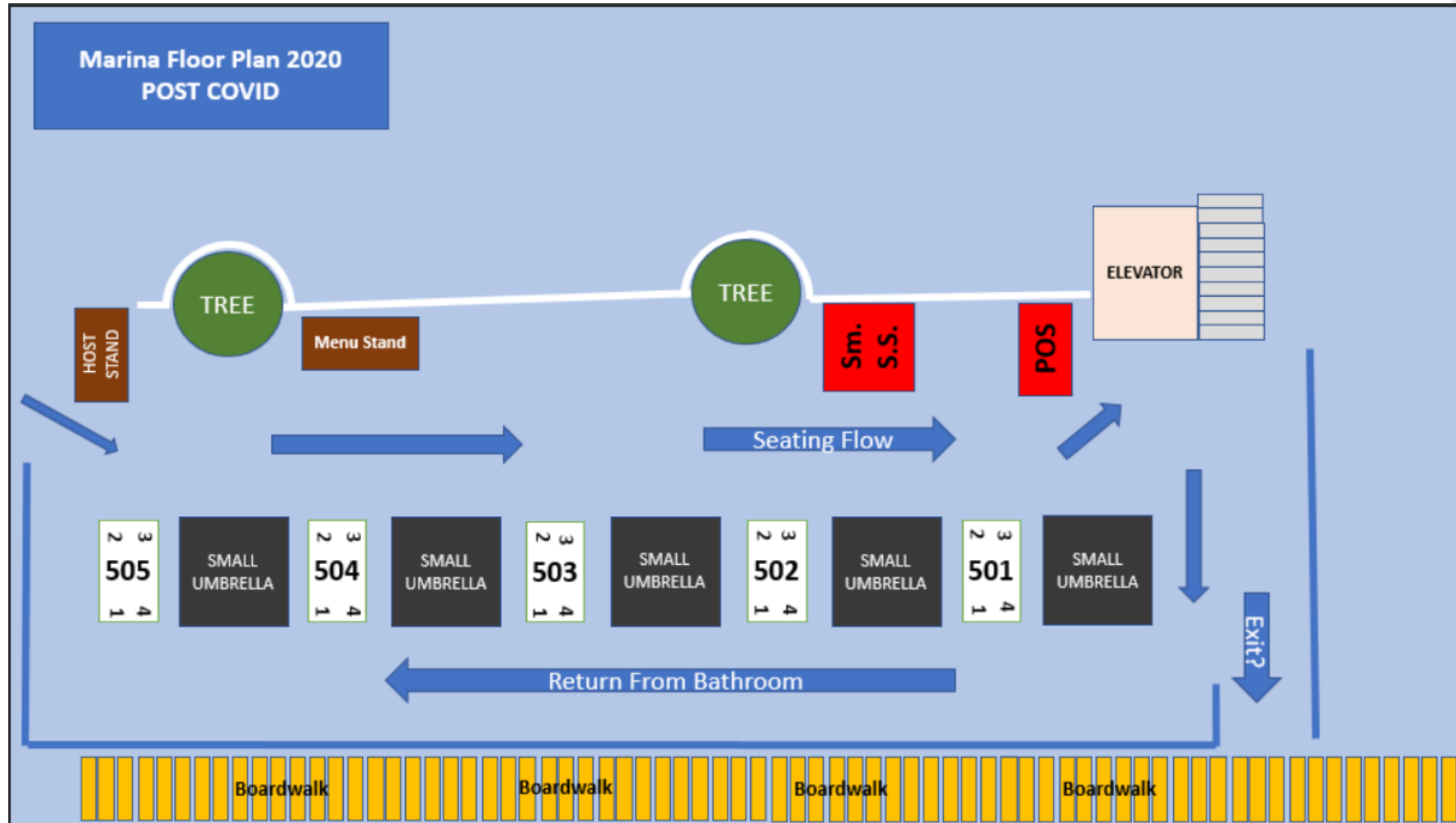
Service Modifications

FABIO TRABOCCHI
RESTAURANTS

Service and Floorplan Modifications



Service and Floorplan Modifications



Internal Communication

- Our teams will be frustrated, stressed, and scared. It important for all of us to listen and help each other, be understanding, and show compassion towards fellow team members at all times.
- Communicate all pertinent government mandates and recommendations as they are announced. It is important for the staff to understand the new rules of the new reality.
- Communicate to staff all new company rules frequently.
- Listen to what the staff has to say. Understand their concerns and ideas.
- Employee email for feedback: employee.feedback@fabiotrabocchi.com
- Communicate any important guest announcements to staff. Encourage them to be on our guest emailing list and to check our social media regularly.
- Communicate guest SOPs to all staff so everyone is informed of what the guest is supposed to do.
- Internal communications signs posted in BOH, changing areas, and near employee restroom
- Ensure the staff there is no shame surrounding Covid-19 and they will never be penalized for communicating with us. The biggest fear of an employee speaking up if he/she is sick if the loss of income. Our employees must know that they will be taken care of if they tell us they are sick. They will not be penalized for being honest.
- Get a full buy-in from the team regarding hygiene and safety protocols.

External Communication

- Ensure all communication to guests is cohesive—across social media, in press releases, in email promotions, in phone conversations, in direct email exchanges. Be sensitive to the mood of the city.
- Guests will be frustrated, stressed, and scared. This may manifest as anger toward us but be empathetic in the face of emotional responses.
- Ensure our staff is on hand to answer calls and emails for as much time throughout the day and week as possible. We may not be able to answer to all questions that arise but will always be honest and transparent in our communication.
- Remember that as a restaurant group we are not qualified to give medical advice. Direct guests to state government and/or CDC websites.
- Direct any media inquiries to the designated public relations director, jessica.botta@fabiotrabocchi.com, 202-258-8677.

Reopening Checklists

FABIO TRABOCCHI
RESTAURANTS

Prepare to Open Checklist

- ❑ Create Re-Opening forecast/budget
- ❑ Are all PPE uniform requirements clearly laid out and communicated
- ❑ Begin to bring limited back team members that have been vetted through internal vetting program
- ❑ Schedule orientation to retrain on safety and sanitation practices
- ❑ ServSafe recertification ensure kitchen is walked through and modified for limited menu and labor
- ❑ What will the schedule look like to minimize bodies in the kitchen and front of house spaces
- ❑ Have delivery receiving practices and systems in place (See Receiving SOPs)
- ❑ Open with a limited menu
- ❑ Remove Tables to Comply with 6 Foot Distancing Rule and Occupancy guidelines
- ❑ Create new floor plans in OpenTable and new reservation grid to allow time for cleaning between seatings
- ❑ Understand how existing operations for takeout on delivery will work alongside dine-in operations. Separate the teams and the fulfillment areas.
- ❑ Have sign posted to show guests sanitation initiatives and appropriate pathways throughout the space.
- ❑ Designate full-time disinfectant position and Sanitizing Manager for each shift
- ❑ Understand Contact Tracing system and protocols
- ❑ Train FOH staff on new service steps

First Impressions Checklist

- Ensure 30-minute sanitizing of all major surfaces is completed
- Install hands free entrance options, or an employee with gloves to open entrance door
- Have Motion Activated Sanitizer Stand Visible Outside the Entrance or Foyer Area
- Place Outside Markers for Guests to Stand on To Ensure 6 Feet Distancing
- Limit Seating to 6 people Per Party
- Ensure guests are offered hand sanitizer or directions to the restroom to wash their hands before being seated
- Offer Single Use Menus or Digital Menus Brought Up by QR Codes
- All Host Staff Should have masks and Proper PPE Uniform
- Hosts and staff should Avoid touching guests, chairs or tables while seating

Guest Experience Checklist

- All FOH staff should be visible in PPEs. Hospitality to shines through warm and welcoming eye contact
- Table will be set with minimal items
- Build narrative for servers to go through regarding our post COVID-19 operation standards. “Here are the Precautions and Initiatives We are taking to keep you safe”
- Ensure all food and drink is carried and delivered while FOH team is wearing gloves
- Place sanitizer on each service station and ensure mini-sanitizer spray bottles are available for guest requests
- Limited amount of visits to tables. This goes for management as well
- Sanitize Table Throughout Service/ Courses
- Contactless payment options to be readily available, including QR codes

Thank you.

FABIO TRABOCCHI
RESTAURANTS