



## **COVID-19 Response**

# Employee & Guest Health

The health and safety of our employees and guests is our number one priority.

**Pre-opening Deep Clean.** At Clique hospitality we are committed to the safety and well being of all our employees and guests. We will be taking every precaution necessary to ensure our venues are in accord or exceed all federal regulations with respect to health and sanitation. Prior to our venues re-opening will be conducting entire venue deep cleanings. These deep cleanings will include thorough sanitizing of all surfaces and all frequently contacted items. We will take all necessary measures to ensure our venues are in immaculate sanitary condition prior to opening to the public.

**Non-Contact Thermometers.** Will be held at hostess stand and near time clock area in back of house at Venues. All employees will be required to have their temperature taken prior to the start of their shift. Any employee reading a temperature above 100.0°F, will be advised and provided with directions to go to the nearest medical facility and will not be permitted to work their shift. No attendance points or disciplinary action will be taken. All guests entering the restaurant through the will have their temperature checked at the hostess podium. All guests reading temperatures above 100.0°F will be advised and given directions to the nearest medical facility and will not be able to enter the venue.

## **All Venues with Entrances outside of Casinos or Hotels**

All guests entering the restaurant through the will have their temperature checked at the hostess podium. All guests reading temperatures above 100.0°F will be advised and given directions to the nearest medical facility and will not be able to enter the venue.

**Physical Distancing.** Guests will be advised to practice physical distancing by standing at least six feet away from other groups of people. Restaurant tables will be arranged to ensure appropriate distancing. Employees will be reminded not to touch their faces and to practice physical distancing by standing at least six feet away from guests and other employees whenever possible. All restaurants will comply with, or exceed, local or state mandated occupancy limits.

**Masks.** Guests will be asked to wear a mask (which will be provided by the restaurant). Appropriate signage will also be prominently displayed outlining proper mask usage and current physical distancing practices in use.

**Hand Sanitizer.** Hand sanitizer dispensers, touchless whenever possible, will be placed at key guest and employee entrances and contact areas such as, restaurant entrances, both FOH and BOH, employee meal designated areas, and locker areas.

**Front of the House Signage.** There will be health and hygiene reminders throughout the property including the proper way to wear, handle and dispose of masks, and proper hand washing protocol.

**Back of the House Signage.** Signage will be posted throughout the property reminding employees of the proper way to wear, handle and dispose masks, use gloves (in positions deemed appropriate by medical experts), wash hands, sneeze and to avoid touching their faces.

**Employee & Guest Health Concerns.** Our employees have been given clear instructions on how to respond swiftly and report all presumed cases of COVID-19 on property to the Dept of Health. We will be ready to provide support to our guests. Employees are instructed to stay home if they do not feel well and are instructed to contact a manager if they notice a coworker or guest with a cough, shortness of breath, or other known symptoms of COVID-19. Employees and guests who are exhibiting any of the symptoms of COVID-19 while at the property are instructed to immediately notify their management (employees) or security (guests).

**Case Notification.** If we are alerted to a presumptive case of COVID-19 at the resort, we will work with the Dept. of Health to follow the appropriate actions recommended by it.

**Take Out and Delivery.** At Clique we are exploring all methods to enable convenience for our guests to enjoy our food from the comfort of their own home. We are activating delivery services such as Uber eats and grub hub. We are exploring other ordering platforms, which will enable guests to order directly from our websites and social media platforms. Additionally for guests who wish to call the restaurant directly and place orders we are looking in to curbside delivery to provide further ease of access and convenience.

## **Employee's Responsibilities**

Clique Employees are vital for an effective sanitation and health program.

**Hand Washing.** Correct hygiene and frequent handwashing with soap is vital to help combat the spread of viruses. All Clique employees have been instructed to wash their hands, or use sanitizer when a sink is not available, every 60 minutes (for 20-seconds) and after any of the following activities: using the restroom, sneezing, touching the face, blowing the nose, cleaning, sweeping, mopping, smoking, eating, drinking, entering and leaving the gaming floor, going on break and before or after starting a shift, and every time their disposable gloves are replaced.

**COVID-19 Training.** All employees will receive training on COVID-19 safety and sanitation protocols with more comprehensive training for our teams with frequent guest contact.

**Personal Protective Equipment (PPE).** Appropriate PPE will be worn by all employees based on their role and responsibilities and in adherence to state or local regulations and guidance. Training on how to properly use and dispose of all PPE will be mandatory. Every employee entering the restaurant will be provided a mask and required to wear that mask while on

property. Gloves will be provided to employees whose responsibilities require them as determined by medical experts.

### **Locations for the Distribution of Personal Protection Equipment (PPE)**

- Back of the house
- Manager's Office
- Employee time clock areas

**Daily Pre-Shift & Timekeeping.** Employee pre-shift meetings will be conducted virtually or in areas that allow for appropriate physical distancing between employees. Larger departments will stagger employee arrival times to minimize traffic volume in back of house corridors and service elevators. Hand sanitizer will be available at each timeclock location and employees will be required to sanitize their hands after clocking in. Our management team will ensure constant communication and proper PPE and sanitation procedures are followed and updated per the latest expert guidance.

**Cleaning Products and Protocols.** Our restaurants use cleaning products and protocols which meet EPA guidelines and are approved for use and effective against viruses, bacteria and other airborne and bloodborne pathogens. We are working with our vendors, distribution partners and suppliers to ensure an uninterrupted supply of these cleaning supplies and the necessary PPE.

**Public Spaces and Communal Areas.** The frequency of cleaning and sanitizing has been increased in all public spaces with an emphasis on frequent contact surfaces including, but not limited to, hostess podiums, table bases, table tops, chair legs, chair seats and backs, bar stool bases, seats and backs, bar counters, POS terminals, trays, tray stands, check presenters, printers, writing utensils, door handles, restrooms, and any and all other frequently contacted areas.

**Back of the House.** The frequency of cleaning and sanitizing will also increase in high traffic back of house areas with an emphasis on the employee dining areas, employee locker areas, employee entrances, uniform distribution areas, employee restrooms, loading docks, offices, and kitchens.

**Shared Equipment.** Shared tools and equipment will be sanitized before, during and after each shift or anytime the equipment is transferred to a new employee. This includes phones, radios, computers and other communication devices, payment terminals, kitchen implements, engineering tools, safety buttons, folios, cleaning equipment, keys, time clocks and all other direct contact items used throughout the restaurant. The use of shared food and beverage equipment in back of the house office pantries (including shared coffee brewers) will be discontinued.

**Air Filter and HVAC Cleaning.** The frequency of our restaurant air filter replacement and HVAC system cleaning has been increased and fresh air exchange will be maximized.

**Queuing.** Any area where guests or employees queue will be clearly marked for appropriate physical distancing. This includes hostess podiums, and cashier podiums. All hostesses/cashiers will be advised to take guests numbers and call them when their table or order is ready.

**Cashless Pay and Ordering.** We will be researching and initiating cashless pay options such as Apple Pay, rGuestPay, UpnGo and others for our guests to minimize contact and provide a convenient payment alternative. We will be researching software options that sync up with our POS systems to allow guests to order from their phones.

## **Pre-opening Protocols in Response to Covid-19**

### **Front Of House**

1. All tables completely wiped and sanitized from top to base
2. All chairs wiped, sanitized and steamed where necessary
3. All booth seat cushions and backs sanitized and steamed
4. All server stations completely cleared, cleaned and sanitized
5. Hostess podium completely cleared, cleaned and sanitized
6. All lining in storage areas replaced with new liner
7. All POS terminals, chit printers and wiring cleaned and sanitized
8. All drapery steamed and sanitized
9. Venue high dusting including ceilings and light fixtures thoroughly cleaned
10. All venue doors and door handles sanitized
11. All flooring deep cleaned and buffed where necessary
12. All sink faucets and handles cleaned and sanitized
13. All floor drains replaced
14. All cooler gaskets serviced
15. All kitchen equipment completely cleaned and sanitized
16. All trash receptacles replaced with brand new hazmat trash receptacles
17. All china, glass and silverware cleaned and sanitized
18. All trays cleaned and sanitized
19. All tray liners replaced with new tray liners
20. All check presenters cleaned and sanitized
21. All bottles cleaned and wiped
22. All ice machines serviced and cleaned

### **Back Of House**

1. All walk in and reach in coolers to be completely cleared, cleaned and sanitized and updated with new thermometers
2. All sink faucets and handles cleaned and sanitized
3. All floor drains replaced
4. All cooler gaskets serviced
5. All kitchen equipment completely cleaned and sanitized
6. All trash receptacles replaced with brand new hazmat trash receptacles
7. Delivery areas & service elevator sanitized
8. All dry storages, managers office & staff lockers sanitized
9. All bars sanitized.
10. All dishwashers, chemical storage and employee restroom sanitized

## **New Daily Protocols in Response to Covid-19**

### **Cleaning & Sanitizing Protocol**

1. Host Podiums including all associated equipment to be sanitized at least once per hour
2. Service stations, service carts, beverage stations, counters, handrails and trays to be sanitized at least once per hour and logged by a manager
3. POS terminals to be assigned to a single server where possible and sanitized between each user and before and after each shift. If multiple servers are assigned to a POS terminal, servers will sanitize their hands after each use
4. Dining tables, bar tops, stools and chairs to be sanitized after each use
5. Condiments to be served in single use containers (either disposable or washed after each use)
6. Check presenters, votives, pens and all other reusable guest contact items to be either sanitized after each use or single use
7. Menus to be single use and/or disposable
8. Sanitize trays (all types) and tray stands sanitized after each use
9. Storage containers to be sanitized before and after each use
10. Food preparation stations to be sanitized at least once per hour
11. Kitchens to be deep cleaned and sanitized at least once per day
12. Food and beverage items being prepared to be transferred to other employees using contactless methods (leaving on expediting tables, conveyors, etc.)
13. As an additional sanitation precaution, we will be utilizing UV wands to further destroy bacteria from all of our table top and frequently contacted items before and after usage
14. All table set up items such as glassware, share plates, and silverware will be dropped and cleared with each new table.

### **Physical Distancing Protocol**

1. Hostesses and managers to manage physical distancing at entries, waiting areas and queues (in addition to signage)
2. Peak period queuing procedures to be implemented when guests are not able to be immediately sat
3. Tables and booths to be utilized with appropriate physical distancing between each family or traveling party (six feet or as otherwise advised by local authorities)
4. Reduce bar stool count to provide appropriate physical distancing
5. Manage the line flow at quick serve outlets to ensure food pick up areas remain appropriately distanced

### **Guest Considerations**

1. All self-serve condiments and utensils to be removed and available from servers.
2. All straws to be wrapped
3. Napkin service to be suspended until further notice (no placing in a guest's lap or refolding)
4. Tableside cooking to be suspended until further notice
5. Remove grab and go offerings; available from fountain workers only
6. All food and beverage items to be placed on the table, counter, or other surface instead of being handed directly to a guest

### **Additional Employee Family Meal (EDR) Protocols**

1. No self-serve food available (including snacks)
2. Food to be served on individual plates
3. Single use cups for beverage
4. Prepackaged plastic flatware
5. Trays and plates to be distributed by chefs