



## **Restaurant Operational Standards Post Covid-19**

Now that the world is trying to return to normal we finally get to re-open our restaurants!

We have put together this manual to answer any questions you may have as well as provide you with guidance during this very unique time. Please remember, this is new to all of us. We have never had to go thru anything like this in the past so we are doing our best to anticipate all challenges. We are going to do a lot of things better than we could have imagined. We are also going to encounter some challenges we did not expect. We are following the directives from the Federal, State and Local Government offices and their rules are literally changing by the day. Flexibility, patience, and understanding that changes will happen is going to be your biggest strength. Please be prepared for these changes and have the mindset to just “go with the flow”.

To make it easier for everyone to understand the basics of the new systems and to stay focused on the keys to success, we will be implementing the “D.A.S.H” program.

Thank you to everyone who has supported us in the past as well as continuing to support us in the future.

**Nick, Tom, Anthony & Tony**



## The D.A.S.H Program

### What is the D.A.S.H Program?

The D.A.S.H Program was created by Flagship Restaurant Group to implement the components of the guidelines issued by Federal, State and Local governments to help fight the Covid-19 crisis.

### What does D.A.S.H stand for?

**D.A.S.H** is the acronym of the key components for fighting the spread of the virus.

### **D**istancing, **A**wareness, **S**anitation, **H**ygiene

#### **D**istancing

- By now all of us know what this means. It is the standing spots marked at the grocery stores, the “6-feet” rule you hear so much about. It has become part of the American lexicon overnight.

#### **A**wareness

- We have each employee complete our “wellness questionnaire” before every shift. It is based on 6 key questions to help identify possible symptoms as determined by the CDC. Any employee who responds “yes” to any of these questions is sent home immediately. We then provide them with proper direction and guidance as to what next steps they must take to insure they are safe to return. In addition, every employee has their temperature taken upon entering the building.

#### **S**anitation

- We have always had a great sense of pride in how clean our restaurants are. Now, we are going even further. We have implemented all extra steps as required and have added them to our already rigorous standards.

#### **H**ygiene

- Constantly washing one’s hands has been in our guidelines since we opened our first restaurant. We are fanatics about personal hygiene.



## **Specifics and Standards**

### **Distancing (D.A.S.H)**

1. Each restaurant will be limited to between 25-50% occupancy. This is determined by the local governments where are restaurants are located.
2. No guests can occupy a space that is less than 6' from another party (persons).
3. No parties greater than 6 persons are allowed.
4. Whenever possible, we practice Social Distancing between staff. "Create employee "contact pods" and redesign workflow to eliminate cross-pod interactions that meet the close contact criteria (contact within six (6) feet for several minutes or more).

\*(This is a direct quote from governmental guidelines. To implement in our restaurants, where possible, we have assigned specific areas and walking paths for all personnel.)

### **Awareness (D.A.S.H)**

1. Each employee must do these things in this order upon entering the restaurant.
  - a. IMMEDIATELY wash their hands. Do this FIRST!
  - b. Check in with the "Wellness Manager"
  - c. Have temperature taken
  - d. Answer the Health questionnaire
2. Monitor employees during shift. Any employee exhibiting signs of illness should be sent home immediately. Communicate daily with staff that they must immediately inform a manager if they feel sick or experience onset of fever, cough, or shortness of breath.
3. Have a response plan in place for any employee who has a suspected or confirmed case of Covid-19. The plan would include contacting all persons who worked with the employee previously for signs of illness, any close contact they may have had outside of work with team members, etc. Be prepared to replace them for an extended period of time based on whether it is a suspected or confirmed case. (7-14 days)
4. Monitoring of Team Members should be practiced by all.
5. Guests who exhibit any signs of symptoms shall be kindly asked to leave in order to ensure the overall health and safety of all persons involved.



## **Sanitation (D.A.S.H)**

1. We have scheduled one or two persons per shift to be the “Sanitation Ninja”. This will be a very high-profile role and is at the forefront of our Sanitation standards. The Sanitation Ninja’s sole responsibility will be to clean and sanitize tables, sanitize bathrooms, and continually be sanitizing all contact spots. Under absolutely no circumstance are they to come in contact with food or drink.
2. It isn’t possible to do too much cleaning. The guidelines state all “high contact areas” should be sanitized every 4 hours. We don’t wait that long. We are constantly and consistently sanitizing these areas.
3. All of our guests will be asked to sanitize their hands before entering the dining area.
4. We are no longer providing menus to our guests. We have provided a QR Code on each table for the guests to access our menu online. We do have disposable menus available at some locations but are using only when absolutely necessary so that we can minimize paper usage.
5. All Flagship Restaurant Group Restaurants will use roll-ups for their silverware per guidelines.
6. Tables and chair backs are thoroughly cleaned and sanitized after each guest.
7. Our tables are not “pre-set” with any items per guidelines.
8. Check presenters are no longer used. Settlement of the guest check will be done on a plate which is immediately taken to the dish machine for cleaning and sanitizing once the transaction is complete.
9. All pens provided to our guests have been sanitized before guest contact.
10. Gloves are worn by anyone with direct contact with food & drink. (chefs, bartenders)



## **Hygiene (D.A.S.H)**

1. All employees MUST always wear masks. Masks should be freshly laundered (cloth) or disposed of if they are disposable. Disposable masks cannot be re-used.
2. Guest will be asked by the host person to use the sanitizer station before being seated. (see sanitation section for specifics)
3. Measures such as face covering, hand hygiene, cough etiquette, cleanliness, and sanitation should be rigorously practiced
4. Hand washing is always monitored by all team members.
5. Gloves must be worn when handling trash, spills, or similar instances.

## **Wellness Manager**

The “Wellness Manager” is the opening Mgr. They are responsible for checking all employees for both the AM & PM shifts. ONLY 1 manager is to assume this role during the day/night.

For the morning shifts, the first “supervisor”/Chef will assume the role of the Wellness Manager until the FOH manager arrives. They will then discuss the employees who are already in the restaurant and they will review the status of each. The Hot Schedules Roster for the following day should be stapled to the back of each sheet the night before. This way the opening manager/chef will know who should be accounted for.

The “Wellness Manager” will log all paperwork including employee name, temperature, health questionnaire answers and general wellness impression. A Hot Schedules roster must be used to ensure accuracy and complete accounting of all personnel. Any employees who do not show for a scheduled shift need to be noted, even if their absence is excused. All paperwork copies must be filed in the office and easily available for review by Brand Director. This is a CONFIDENTIAL DOCUMENT and should be kept securely.

Patio doors can be left propped open if the GM manager determines it would not have an adverse effect on operations. (inclement weather, flies, too hot/cold, etc)



## **How to Identify Possible Signs of Covid-19**

Any employee who has any of the following **new or worsening signs or symptoms of possible Covid 19 is sent home immediately:**

- Cough
- Shortness of breath or difficulty breathing
- Chills
- Repeated shaking with chills
- Muscle pain
- Headache
- Sore throat
- Loss of taste or smell
- Diarrhea
- Feeling feverish or a measured temperature greater than or equal to 100.0 degrees Fahrenheit
- Known close contact with a person who is lab confirmed to have COVID-19

## **When Can an Employee Return?**

There are numerous scenarios that require different paths to return to work. We follow the relevant guidelines for each particular situation in accordance with these guidelines. In addition, we also require either a test or Physician release in certain circumstances no matter whether the governmental guidelines suggest it.

## **Questions or Comments**

We welcome any questions or comments regarding our D.A.S.H. Program.

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