COVID-19 OPERATING PLAN

A GUIDE TO OPERATING MORRISSEY HOSPITALITY BRANDS
GENERAL STATEMENT

On behalf of Morrissey Hospitality, the practices identified below represent practical best efforts to proactively invest and keep our community safe when dining in our restaurants, attending banquet/catering events, and staying in our hotels. The outlined steps and initiatives are intended to preserve the safety of staff and guests.

Morrissey Hospitality will continue to follow the guidance of national, state and local agencies to develop these policies and to determine the appropriate time for opening our hotel and food and beverage operations. The input of local and regional medical and health partners will also play a significant role in informing the below policies.

EMPLOYEE & GUEST HEALTH

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

INFRARED NON-CONTACT FOREHEAD THERMOMETERS

Employee points of entry will be limited to conduct non-invasive temperature checks utilizing infrared non-contact thermometers. Any employee displaying a temperature over 100.4°F will be taken to a private area for a secondary temporal temperature screening. Employees confirmed to have a temperature over 100.4°F will not be allowed entry to the property and will be directed towards appropriate medical care.

PHYSICAL DISTANCING

Guests will be advised to practice physical distancing by standing at least six feet away from other groups of people while standing in lines, or moving around the property. Restaurant tables, bar seating, and other physical layouts 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 areas will comply with, or exceed, local or state mandated occupancy limits.

HAND SANITIZER

Hand sanitizer dispensers, touchless whenever possible, will be placed at key guest and employee entrances and contact areas such as reception areas, lobbies, restaurant entrances, meeting and convention spaces, elevator landings, pools, and exercise areas.

FRONT OF THE HOUSE SIGNAGE

There will be health and hygiene reminders throughout the property including, social distancing signage, hand sanitation signage, and maximum number of guests permitted in elevators and restrooms, etc.

BACK OF THE HOUSE SIGNAGE

Signage will be posted throughout the property reminding employees of the proper way to wear, handle and dispose of masks and face coverings, use of gloves, washing hands, proper cough etiquette, 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. 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 displaying or complaining of a cough, fever, shortness of breath, chills, a new loss of taste or smell, repeated shaking with chills, muscle pain, headache, sore throat 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 manager.

CASE NOTIFICATION

If we are alerted to a presumptive case of COVID-19, we will work with the Minnesota Department of Health to follow its recommended protocols.
EMPLOYEE’S RESPONSIBILITIES

Morrissey Hospitality Employees are vital for an effective health and sanitation program.

HAND WASHING

Correct hygiene and frequent handwashing with soap is vital to help combat the spread of viruses. All Morrissey Hospitality 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, going on break, and before or after starting a shift.

COVID-19 TRAINING

All employees will receive training on COVID-19 safety and disinfection protocols with more comprehensive training for our teams with frequent guest contact including Food & Beverage, Housekeeping, Public Space, Hotel Operations, and Security.

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 will be provided a mask and required to wear that mask while on property. Gloves will be provided to employees whose responsibilities require them, including servers, bartenders, wait assistants, housekeeping and public area attendants, and security officers in direct contact with guests, as well as back of the house culinary, stewarding, and dish washing staff.

Vendors and delivery drivers will also be required to wear masks and gloves when delivering products to the hotel/restaurant/convention centers. Masks and gloves will be provided to vendors who do not arrive with required PPE.

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. Hand sanitizer will be available at each time clock location and employees will be required to sanitize their hands after clocking in. Our management team will ensure constant communication and proper PPE, cleaning and disinfection procedures are followed and updated per the latest expert guidance.

THE GUEST EXPERIENCE

GUEST ARRIVAL

Guest Arrival Valet, Taxi or Ride Share
- Employees will not open the doors of cars or taxis
- Hotel guests requesting bell service will be assisted and the bell cart will be disinfected after each guest is assisted

Guest Arrival by Hotel Shuttle Van
- Shuttle van service will be suspended with the exception of pre planned groups based on social distancing
- Guests will not be permitted in the front passenger seat
- Shuttle van will be disinfected regularly (each morning, after each trip or shift change, and after the vans last use each night). High touchpoint areas include hard surfaces, door handles (inside and out), seat belt latches, steering wheel, air vents, and the dashboard
- Ensure routine maintenance on van is current and includes regular changing of air filters
**Guest Arrival by Hotel Shuttle Van Cont.**

- Limit the handling of guest items (i.e. luggage) where possible. If unavoidable, have drivers wear disposable gloves and discard after each use.
- Consider having hand sanitizer dispensers or disinfectant wipes available for passenger use as they enter or exit the vehicle.

**GUEST ELEVATORS**

- Button panels will be disinfected at regular intervals, at least once per hour.
- Signage will be posted to explain the current procedures.
- No more than four guests will be permitted per elevator, unless guests are in the same family group or same guest room.

**HOTEL GUEST ROOM DISINFECTION**

- Guests will be assigned a room that has been thoroughly cleaned, disinfected.
- Each guest room will receive a COVID-19 awareness card outlining the health and disinfection steps being taken by the hotel.
- Hand sanitizer and/or wipes will be provided in each room for guest use (subject to availability and stored out of reach of small children).
- TV remotes will be disinfected and bagged.

**PUBLIC SPACES & COMMUNAL AREAS**

The frequency of cleaning and disinfecting has been increased in all public spaces with an emphasis on frequent contact surfaces including, but not limited to, front desk check-in counters, bell desks, elevators and elevator buttons, door handles, public bathrooms, room keys and locks, ATMs, stair handrails, restaurant lobbies/entrances, host stands, dining surfaces, and seating areas.

**GUEST ROOMS**

Industry leading cleaning and disinfecting protocols are used to clean guest rooms, with particular attention paid to high-touch items including television remote controls, toilet seats and handles, door and furniture handles, water faucet handles, nightstands, telephones, in-room control panels, light switches, temperature control panels, alarm clocks, luggage racks and flooring. Upon check out each room will be thoroughly cleaned.

**CLEANING PRODUCTS & PROTOCOLS**

Our hotels, restaurants, and catering venues use cleaning products and protocols which meet EPA guidelines for use against the virus that causes COVID-19 and are effective against viruses, bacteria and other airborne and blood borne pathogens. We are working with our vendors, distribution partners and suppliers to ensure an uninterrupted supply of these cleaning supplies and the necessary PPE. The Public Area Department, Housekeeping, Stewarding, and Facility Operations will be the primary departments responsible for all cleaning and disinfecting in their respective areas (per regular business operating procedures). Other departments will support as appropriate for employee and guest service and safety.

**LAUNDRY**

All bed linen and laundry will continue to be washed at a high temperature and in accordance with CDC guidelines. Dirty linen will be bagged in the guest room to eliminate excess contact while being transported to the laundry facility.

**BACK OF THE HOUSE**

The frequency of cleaning and disinfecting will also increase in high traffic back of house areas with an emphasis on the employee break rooms, employee entrances, uniform control rooms, employee restrooms, loading docks, offices, and kitchens.
SHARED EQUIPMENT

Shared tools and equipment will be disinfected 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, cleaning equipment, keys, time clocks and all other direct contact items used throughout the property. Hand sanitizer and/or wipes will be available and stationed in all of these areas for employee use.

ROOM RECOVERY PROTOCOL

In the event of presumptive case of COVID-19 the guest's room will be removed from service and quarantined. The guest room will not be returned to service until the case has been confirmed or cleared. In the event of a positive case, the room will only be returned to service after undergoing an enhanced disinfection protocol by a licensed third-party expert and approval by MDH.

AIR FILTER AND HVAC CLEANING

The frequency of 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 check-in, check-out, elevator lobbies, dining, and bar areas.

HOTEL FRONT DESK, BUSINESS CENTER & CONCIERGE

Agents will utilize every other workstation to ensure separation between employees whenever possible. We will install physical separation barriers for all customer-facing areas.

RESTAURANTS AND BARS

Restaurants and bars will reduce seating capacities to allow for a minimum of six feet between each seated group of guests traveling together.

MEETING AND CONVENTION SPACES

Meeting and banquet set-up arrangements will allow for physical distancing between guests in all meetings and events based on CDC and state recommendations. Self-serve buffet style food service will be suspended and replaced by alternative service styles.

RETAIL SPACES

In coordination with our retail partners and tenants, guest occupancy limits will be enforced to allow for appropriate distancing at our owned and leased retail spaces.

POOLS

Pool seating will be configured to allow for at least six feet of separation between groups of guests traveling together.

BACK OF THE HOUSE

Physical distancing protocols will be used in the employee break rooms, uniform control areas, shared office spaces, and other high-density areas in order to ensure appropriate distancing between employees.

PHYSICAL DISTANCING

Throughout our brands we will meet or exceed state and local health authority guidelines on proper physical distancing.
GUEST COMMUNICATION & ENGAGEMENT

- Welcome back letter / email will be created and sent/posted to communicate all the precautions we are taking to keep our guests and employees safe
- Websites will be updated with precautions and steps we are taking to keep our guests and employees safe
- “Stop the Spread” and “COVID-19” signage will be posted in areas with high visibility to guests, and employees
- Other awareness and instructional signage will be posted throughout the property
- Social media & e-blast awareness campaigns will be implemented on best practices for guests visiting its hotels, restaurants, catering, and concession operations

EMPLOYEE COMMUNICATION & ENGAGEMENT

- Welcome back letter / email will be created to communicate all the precautions we are taking to keep our guests and employees safe
- Managers will personally contact each employee and identify those that will be returning to work and those who have found other employment, or are unwilling to return to work
- Employee feedback and suggestions will be gathered during the above conversations and solutions most appropriate to address employee concerns and suggestions will be integrated

- An Employee Info Center (Bulletin Board) will be dedicated to inform, remind, and alert employees about guidelines and expectations and their role in maintaining a safe and healthy work environment
- Signage will be posted with the following messages:
  - Handwashing Procedures and Frequency Expectations
  - Cover Your Cough Expectations
  - Reporting Illness Guidelines
  - Social Distancing Expectations
  - Temperature Guidelines

- An online information center (in Paycom) will be implemented allowing employees to access all COVID-19 documents, resources, and company protocols
- A communication process and “return to work contact” (HR or Manager) will be assigned to address individual employee concerns or anxiety about their return to work status or environment
- Employees will be required to attend a COVID-19 training session prior to their return to work. Training will include employee PPE & Hygiene standards and expectations, cleaning and disinfection protocols, physical distancing protocols, guest considerations, and new or revised table/bar service standards
Human Resources will create and implement policies, procedures, and response plans to assist management in handling issues listed below as they arise.

- Employee Concerns
- Case Notifications
- On-site temperature health screening
- On-site handwashing
- Physical Distancing
- COVID-19 Training
- Employees who report or demonstrate symptoms at work
- Employees who notice viral symptoms in co-workers
- Asking employees about their health prior to their return to work from a sick leave (even if they were out with a headache)
- Have recently been at work and tested positive or have been in contact with a confirmed case
- Have not recently been at work but have tested positive or have been in contact with a confirmed COVID-19 case
- Informing workers if they have been exposed to a person with COVID-19 at their workplace and requiring them to quarantine for the required amount of time
- Disinfecting the workplace if a worker is diagnosed with COVID-19
- Non-compliance issues such as the use of PPE, or non-compliance to physical distancing, handwashing, temperature screening
- Flexible policies that permit employees to:
  - Stay home to care for a sick family member or child
  - Stay home due to higher risk factors because of their age or underlying conditions

Stay home to care for and provide educational support to a child due to school closings, closure of daycare, etc.

Elder care – due to higher risk classification of senior care facilities many programs are limited/closed

**Employee Services**

**Uniform Control**

Cleaning & Disinfecting Protocol
- Laundry to be cleaned in accordance with CDC guidelines

Physical Distancing Protocol
- Clearly defined lines and waiting areas to be clearly marked on the floor in front of the uniform distribution counters
- Locker room floors to be clearly marked with available and unavailable spaces to be used for dressing

**Guest Considerations**
- No department specific requirements

**Hotel Operations**

**Business Services, Office Services, Lost & Found**

**Employee PPE & Hygiene**
- All guest-facing staff members shall be required to wear protective gloves and masks, as necessitated by current guidelines and best practices policies

**Cleaning & Disinfecting Protocol**
- Counters and equipment disinfected at least once per hour
- Disinfect internet stations and post disinfection signage for guest reference

**Physical Distancing Protocol**
- Employees to use separate counters and have individual stations to eliminate shared equipment
- Enforce six-foot physical distancing minimums with common carriers
- Encourage the use e-mail for all guest transactions
HOTEL OPERATIONS CONT.

Physical Distancing Protocol
• Offer Internet Stations for printing and completing any documentation instead of at counter

Guest Considerations
• Discontinue print magazine and newspaper services throughout the property
• Guest packages delivered to the rooms will be placed outside the guest room, the delivery person will call the room and then wait six feet away to ensure the package is retrieved

POOL OPERATIONS

Cleaning & Disinfecting Protocol
• Chaise lounge chairs to be disinfected after each use
• Towel rack and counters to be disinfected at least once per hour

Physical Distancing Protocol
• Chaise lounge chairs set with appropriate physical distancing

DEPARTMENT SPECIFIC POLICIES

FRONT DOOR SERVICES & TRANSPORTATION

Employee PPE & Hygiene
• All guest-facing staff members shall be required to wear protective gloves and masks, as necessitated by current guidelines and best practices policies

Cleaning & Disinfecting Protocol
• Disinfect high touch front services spaces and equipment including bell desks, luggage storerooms, luggage belts, bell carts, porte cocheres and drop-off/pick-up waiting areas after each trip or shift change
• Offices, desks, counters, workspaces and related equipment (including iPads and radios) to be disinfected at least once every four hours or upon a new employee using the equipment
• Wheelchairs and other guest amenities to be disinfected after each use
• Baggage doors disinfected every hour
• Bell carts and related equipment to be disinfected after each use
• Bell cart carpets to be covered with a cleanable, non-porous or disposable surface

Physical Distancing Protocol
• Guest laundry and dry-cleaning services available using contactless pick-up and delivery protocols
• Guest amenity deliveries will be consistent with In Room Dining (IRD) protocols and delivered with contactless procedures whenever possible

Guest Considerations
• No department specific requirements

FITNESS CENTER

Cleaning & Disinfecting Protocol
• Fitness center equipment will be disinfected after each use

Physical Distancing Protocol
• Fitness center access will be available by appointment only
• Fitness center access will be limited to one (1) guest room at a time
• Consider a 30 minute waiting period between appointments

Guest Considerations
• No department specific requirements
PUBLIC AREAS

Employee PPE & Hygiene
• All guest-facing staff members shall be required to wear protective gloves and masks, as necessitated by current guidelines and best practices policies

Cleaning & Disinfecting Protocol
• Employees to disinfect high touch public area surfaces at least once per hour, including but not limited to:
  • Guest elevator button panels
  • Entry doors
  • Employee dining tables and counters
  • Front of the house restrooms – every hour
  • Back of the house restrooms – every four hours
• Employees to disinfect other public area contact surfaces at least once every four hours, including but not limited to:
  • Credenzas
  • Employee smoking areas
  • Exterior benches
• Employees to disinfect infrequent contact surfaces at least once every 24 hours, including but not limited to:
  • Individual offices
  • Back of house elevators

Physical Distancing Protocol
• No department specific requirements

Guest Considerations
• No department specific requirements

FRONT OFFICE

Employee PPE & Hygiene
• All guest-facing staff members shall be required to wear masks, as necessitated by current guidelines and best practices policies

Cleaning & Disinfecting Protocol
• Disinfect all guest touchpoints after each transaction including Credit Card Devices, pens and registration countertops
• Room keys to be disinfected after and before each use
• Offices, Call Centers, Registration Desks to be deep cleaned and disinfected upon a shift change

Physical Distancing Protocol
• Floor physical distancing signage to provide appropriate six-foot intervals
• Staff every other workstation
• Implement peak period queueing procedures, including a Lobby Greeter, when the number of guests exceeds the lobby capacity

Guest Considerations
• Facemasks and gloves will be made available to guests upon request

HOUSEKEEPING

Employee PPE & Hygiene
• All guest-facing staff members shall be required to wear protective gloves and masks, as necessitated by current guidelines and best practices policies
• Gloves (single use or disinfected reusable) to be used for all cleaning and trash removal
• Gloves to be changed, with proper hand hygiene, after each guest room

Cleaning & Disinfecting Protocol
• Where occupancy permits, implement a “rest” period between guest checkouts and housekeeping cleaning services, anywhere from 1 hour to 24 hours after guest checkout
Cleaning & Disinfecting Protocol Cont.

- All rooms will be completely sanitized upon checkout with special attention to high touch items such as; all handles, knobs, telephone TV remote, light switches, toilet seats and handles, bathroom sink and faucet, unused bathroom amenities, furniture handles, nightstands, desk, chair arms, temperature control panels, alarm clocks, lamps, luggage racks, hangers, privacy/DND signs (an any other collateral).
- Carts, trolleys and equipment to be disinfected after each shift
- Guest linen will be delivered and removed from guest rooms in single use bags
- Pillow protectors on the guest room beds are to be changed upon guest departure
- House phones, in unsupervised/controlled areas, to be removed

Physical Distancing Protocol

- Hotel rooms will not be cleaned with guests present; guest room attendants will offer to return at an alternate time
- Occupied rooms will be cleaned only upon request

Guest Considerations

- All reusable collateral to be removed from rooms; critical information to be placed on single use collateral and/or electronically posted (in coordination with IRD)
- Temporarily remove and place in storage all non-essential guestroom amenities such as excess linen, decorative bed toppings and pillows, notepad and pen, laundry bag, coffee set, coffee maker (available upon request), and amenity trays
- Disposable collateral to be disposed and changed after each guest
- Newspapers and magazines will be discontinued
- Shoeshine is suspended until further notice

SALES

Sales & Convention Services

Cleaning & Disinfecting Protocol

- Disinfect conference room doors, tables, chairs light switches and other equipment after each group use
- Concierge will disinfect their respective work areas, counters, doors and equipment at least once every four hours and upon a shift change

Physical Distancing Protocol

- Seating capacities and floor plans to be reviewed on an event by event basis to ensure appropriate physical distancing that follows local MDH and CDC guidelines (in coordination with Catering & Banquets)
- Site inspections and meetings will be done virtually and/or appropriately physically distanced

Guest Considerations

- Provide example of physically distanced floor plans (in coordination with Catering & Banquets)
- Post signage outside of meeting and events reminding guests of appropriate physical distancing guidelines
**SECURITY**

**Security Operations**

**Employee PPE & Hygiene**
- All officers will be required to wear protective masks

**Cleaning & Disinfecting Protocol**
- All contact surfaces to be disinfected at the completion of an incident (in addition to standard disinfection protocols)
- Shift managers will assign specific disinfection responsibilities and ensure proper protocols are followed
- Shift Supervisors to log completed tasks

**Physical Distancing Protocol**
- Standard protocols will be followed unless a specific incident requires more invasive contact (i.e. taking a subject into custody for a criminal offense)
- Security Officers to assist, when available, with enforcing physical distancing protocols in guest queuing areas as required (restaurants, registration areas, elevator lobbies, etc.)

**Guest Considerations**
- No department specific requirements

**PREVENTATIVE MAINTENANCE PM**

**Employee PPE & Hygiene**
- All engineers will be required to wear protective masks and gloves while in guest rooms

**Physical Distancing Protocol**
- For room calls, request that guests leave their room when an item needs to be repaired or replaced
- If the guest cannot leave the room, request that they stay in one area of the room (chair, bed) while repairs are being completed

**Cleaning & Disinfecting Protocol**
- While occupancy is lower, complete any PM services, prioritizing life and safety issues first
- The Engineering Team will sanitize all areas of the spaces in which they were working along with both door handles on the main room door
- Workstations will be completely sanitized after each shift
- Frequent air filter replacement and HVAC system cleanings will occur so that fresh air exchange can be maximized
MINI BAR OPERATIONS

Employee PPE & Hygiene
- All guest-facing staff members shall be required to wear protective gloves and masks, as necessitated by current guidelines and best practices policies
- Employees are to practice proper hand hygiene before serving food or beverage items and again after handling the removal of food or beverage items

Cleaning & Disinfecting Protocol
- Staff members will verify mini bar items that have been disturbed (via report) and sanitize/disinfect in the morning when restocking

Guest Considerations
- PPE Kit’s available at the front desk at no additional charge

IN ROOM DINING

Employee PPE & Hygiene
- All guest-facing staff members shall be required to wear protective gloves and masks, as necessitated by current guidelines and best practices policies
- Employees are to practice proper hand hygiene before serving food or beverage items and again after handling the removal of food or beverage items from a table or bar

Cleaning & Disinfecting Protocol
- All equipment will be disinfected prior to assigning for the shift
- Employees assigned to individual stations will disinfect their stations and all equipment at least once per hour and at each change of shift
- Employees will disinfect all doors, handles and high contact surfaces at least once per hour

Physical Distancing Protocol
- Food will be set on tables in hallways guests will be notified when the table is outside of the guest's room (plate covers remain) – guests will retrieve their own table

- Guests will be requested to notify to IRD when finished with their meal and place their room service cart in the hallway outside of their room
- Room service staff will not enter occupied guest rooms

Guest Considerations
- Printed IRD menus to be removed from rooms
- Explore menu delivery options: QR Code in room to access a PDF version, scrolling on an in-house tv channel, etc.
- No signature required on Credit Card receipts

RESTAURANTS, PATIO’S, BARS, & LOUNGES

Employee PPE & Hygiene
- All guest-facing staff members shall be required to wear protective gloves and masks, as necessitated by current guidelines and best practices policies
- Employees are to practice proper hand hygiene before serving food or beverage items and again after handling the removal of food or beverage items from a table or bar

Cleaning & Disinfecting Protocol
- Host Podiums including all associated equipment to be disinfected at least once per hour
- Service stations, service carts, beverage stations, counters, handrails to be disinfected at least once per hour
- POS terminals to be assigned to a single server where possible and disinfected between each user and before and after each shift. If multiple servers are assigned to a POS terminal, servers will disinfect their hands after each use
- Dining tables, bar tops, stools and chairs to be disinfected after each use
- Condiments and salt & pepper sets to be removed from table sets and served in single use containers (either disposable or washed after each use)
Cleaning & Disinfecting Protocol Cont.
- Check presenters, pens and all other reusable guest contact items to be either disinfected after each use or single use.
- Menus to be single use, disposable or laminated to allow for disinfection between uses.
- Trays (all types) and tray stands to be disinfected after each use.
- Food preparation stations to be disinfected at least once per hour.
- Kitchens to be deep cleaned and disinfected at least once per day.
- Food and beverage items being prepared to be transferred to other employees using contactless methods (leaving on expediting tables, etc.).
- Back of house restrooms will be disinfected at least once every four hours.
- Employees to disinfect high touch public area surfaces at least once per hour, including but not limited to:
  - Guest elevator button panels
  - Entry doors
  - Employee dining tables and counters
  - Front of the house restrooms

Physical Distancing Protocol
- Host’s and managers to manage physical distancing at entries, waiting areas and queues (in addition to signage).
- Peak period queuing procedures to be implemented when guests are not able to be immediately sat.
- 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).

• Groups of guests traveling together may be sat at tables up to 6 guests each (or pending revised guidelines from state authorities).
• Bar stool count will be reduced to provide appropriate physical distancing.
• Public restroom and elevator capacity will be reduced to provide appropriate physical distancing.
• The line flow at quick serve outlets will be managed to ensure coffee and food pick up areas remain appropriately distanced.
• Additional quick serve options to open based on demand and length of physically distanced lines. Service Bars will be staffed to allow for appropriate distancing between employees.

Guest Considerations
- All self-serve condiments and utensils to be removed and available from cashiers or servers.
- All straws to be wrapped.
- Napkin service to be suspended until further notice (no placing in a guest’s lap or refolding).
- All food and beverage items to be placed on the table, counter, or other surface instead of being handed directly to a guest.
- Provide guests with a sanitizer wipe after their meal, after signing the check, prior to leaving.
- No signature required on Credit Card receipts.
Employee PPE & Hygiene
• All staff members shall be required to wear protective gloves and masks, as necessitated by current guidelines and best practices policies
• Employees are to practice proper hand hygiene before serving food or beverage items and again after handling the removal of food or beverage items from a table or bar

Cleaning & Disinfecting Protocol
• Service stations, counters to be disinfected at least once per hour
• POS terminals to be assigned to a single server where possible and disinfected between each user and before and after each shift. If multiple servers are assigned to a POS terminal, servers will disinfect their hands after each use
• Condiments and salt & pepper sets served in single use disposable containers
• Menus to be single use, disposable or laminated to allow for disinfection between uses
• Food preparation stations to be disinfected at least once per hour
• Kitchens to be deep cleaned and disinfected at least once per day
• Food and beverage items being prepared to be transferred to other employees using contactless methods
• No wrist jewelry worn by food and beverage staff, including bracelets and watches
• Staff to be provided individual knives / utensils / cutting boards that they use and are responsible for cleaning and sanitizing on a regular basis
• Dishwashers to be monitored daily for proper temperatures and chemical mixtures
• Flatware to be washed in small loads and sanitized twice
• Kitchen to have floor markings indicating the 6ft distance on prep / plating lines

Locations that have unassigned locker systems will complete nightly sanitation on interior and exterior lockers

Physical Distancing Protocol
• Managers to manage physical distancing at entries, waiting areas and queues (in addition to signage)
• The line flow will be managed to ensure food pick up areas remain appropriately distanced

Guest Considerations
• All straws to be wrapped
• The line flow will be managed to ensure food pick up areas remain appropriately distanced
• All food and beverage items to be delivered to guests using contactless methods
• No signature required on Credit Card receipts

CURBSIDE PICK UP

EMPLOYEE BREAK ROOMS / DINING ROOM PROTOCOLS

• No self-serve food available (including snacks)
• Single use cups for beverage (no refills)
• No fountain soda available. Offer bottled water and canned soda only to employees for break rooms
• Offer pre-packaged salads as vegetarian options
Employee PPE & Hygiene
• All staff members shall be required to wear protective gloves and masks, as necessitated by current guidelines and best practices policies
• Employees are to practice proper hand hygiene before serving food or beverage items and again after handling the removal of food or beverage items from a table or bar

Cleaning & Disinfecting Protocol
• All shared equipment and meeting amenities to be disinfected before and after each use, or be single use if not able to be disinfected
• All linen, including underlays, to be replaced after each use
• Clean and soiled linens to be transported in sealed single use bags into and out of the meeting rooms

Physical Distancing Protocol
• All self-serve buffet style events to be suspended until further notice
• All food and beverage items to be individually plated and served
• No pre-set salads or desserts. All salads and desserts will be served by catering servers
• Coffee and other break items to be attended and served by a server

Guest Considerations
• Individual bottled water will be provided in lieu of water carafes on meeting tables and water stations
• Create modified menus to showcase styles of service and items currently available

Flatware to be provided as a roll-up and/or set on tables if room is locked and no guests enter prior to opening doors
• Condiments and salt & peppers to be served in individual PCs or disinfected individual containers
• Bread served “French style: with PC butter served upon request
• Coffee/tea and water served by servers, and no preset water or coffee pots on tables
• Sugar and cream served upon request by server as coffee/tea is offered
• Manage the line flow at bar outlets to ensure beverage pick up areas remain appropriately distanced
• Seating capacities to be reviewed on an event-by-event basis to ensure appropriate physical distancing that follows local MDH and CDC guidelines
CONCESSIONS

Employee PPE & Hygiene
- All staff members shall be required to wear protective gloves and masks, as necessitated by current guidelines and best practices policies
- Employees are to practice proper hand hygiene before serving food or beverage items

Cleaning & Disinfecting Protocol
- POS terminals to be assigned to a single cashier where possible and disinfected between each user and before and after each shift. If multiple cashiers are assigned to a POS terminal, cashiers will disinfect their hands after each use
- Counter tops to be disinfected after each use
- Condiments to be served in single use disposable containers or PC style
- Prepackaged plastic flatware
- Pens and all other reusable guest contact items to be either disinfected after each use or single use
- Food preparation stations to be disinfected at least once per hour

- Concession stands to be deep cleaned and disinfected at least once per day
- Food and beverage items being prepared to be transferred to other employees using contactless methods (leaving on expediting tables, etc.)

Physical Distancing Protocol
- Manage the line flow at quick serve outlets to ensure beverage and food pick up areas remain appropriately distanced
- Additional quick serve options to open based on demand and length of physically distanced lines and will be staffed to allow for appropriate distancing between employees

Guest Considerations
- All self-serve condiments and prepackaged flatware to be removed and available from cashiers
- All straws to be wrapped
- All food and beverage items to be placed on the counter or other surface instead of being handed directly to a guest
- No signature required on Credit Card receipts