

## CONTACTLESS CURBSIDE CARRY-OUT

**CARRY-OUT HOURS:** Scheduled Pick-Up Available Tuesday-Sunday 4-8:30 PM

- **Online Ordering** Available 3:30-8 PM Tuesday- Sunday
- Confirm pick-up DATE & TIME on all tickets, as online orders can be scheduled day(s) in advance.
- **Guest's will be contacted for order clarifications, menu modifications or pick-up delays as soon as possible.** Adjustments will be made situationally, upon management discretion.

**PHONE ORDERS accepted until 8:30 PM Tuesday-Sunday** – ASK CHEF if later, up to his discretion.

- **Use printed Carry-Out order slips when taking orders over the phone,** and then ring in via POS.
  - No gratuity included. Tips left at customer's discretion.
- **Credit Cards should be taken over the phone in advance,** if possible. Cash transactions are discouraged during Phase Three, but we can always accept. *Gift cards accepted during Phase Three.*
  - **Employees must wear gloves during cash transactions.** Hands should be washed before & after handling money.
- **All scheduled pick-ups require MINIMUM OF 30 MINUTES.** Latest pick-up time 9 PM.
- **Ask about vehicle make/model/color for curbside pick-up.** Employees will be on the lookout for guests picking-up orders. Guests may wait in their vehicles and/or call upon arrival, or they may come inside to pick-up during Phase Three (*Encourage 6' Social Distancing while guests wait*).

**CONTACT-LESS CURBSIDE PICK-UP:** Staff will deliver completed orders to guests.

- **Confirm PICK-UP TIME** on all tickets. See **MOD if questions arise.**
- Write orders on STAMPED bags & TRIPLE CHECK all orders!
  - Include "Notes from Our Kitchen" with instructions/recommendations, if needed.
  - **All to-go containers must be labeled, appropriately sealed. Carry-out bags should stapled shut.** Offer to place orders in vehicles so guests may remain seated.
  - Bar items added to orders and packaged appropriately to insure safe travel.
  - **Face Coverings & Gloves will be worn when handling all to-go containers.** Minimize contact between employees and food/beverages as much as possible.
- **Employees are required to wear gloves and face masks** in all customer interactions.

### CLEANING & SANITIZATION

- **Employees will regularly clean & sanitize all common surfaces** after use, including: Door handles, light switches, Phones, Expo Line & all related materials (*stapler, pens, etc.*), all check presenters used during service, Host Stand, POS stations, bathroom doors, etc. Use COVID-19 disinfectant & single-use paper towels (*no bar towels*). Sanitize every two hours during Phase Three.
- **Employees must wash hands after every customer interaction** (*minimum 20 seconds*) before/after all curbside deliveries.

