



SEED
stand eat drink
hospitality group



COVID-19 TOOLKIT

Stand Eat Drink Hospitality Group

First Steps

SED Mission Statement: To create hospitality experiences centered around great dining, drinking and socializing for every guest.

For Stand Eat Drink, our approach to hospitality is to create experiences through great food and delicious beverages. For the foreseeable future we have to apply our adaptations to provide safe and healthy experiences. From takeout & delivery to the return of dining rooms we are committed to providing a safety first amazing dining experience.

Our Staff will have a new comprehensive training and regimented daily upkeep to maintain the highest level of safety possible. From our new PPE mandates to guest attention and social distance dining, we've adapted to the new realities of restaurants.

We're committed to being the best at what we do, live life through food, through cocktails, through socializing, and through memorable experiences. We change with the times and adapt to the new. We will continue to Stand, Eat & Drink together.

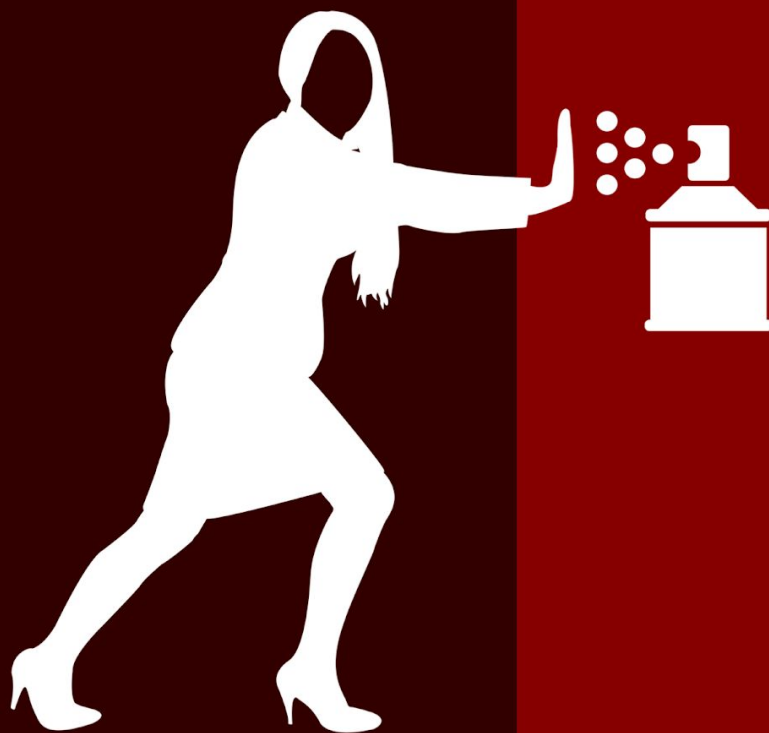
Health & Safety

Mandated hygiene guidelines for staff

- Mandatory Handwashing every 30 minutes
- Hand Sanitizer stations available
- Face Masks and PPE to be provided and mandatory for staff
- Required cleaning, and sanitizing schedule for all areas of the restaurant
- Banned Physical contact among staff (no high fives, handshakes, fist bumps etc.)
- Follow policy for clearing and resetting all tables with thorough wipe downs and sanitizing process
- Uniform and Dress codes are to be abided by with strict enforcement.
- Normal Daily personal hygiene practices from handbook should be included

Your Personal Hygiene is a reflection of restaurant cleanliness. Please be sure to wear

PERSONAL HYGIENE



Take care of yourself first

- Self-monitor your individual health closely and responsibly.
- Limit exposure outside of the workplace in compliance with recommendations attached in appendix A
- Contactless thermometers will be used for all staff upon entering work to ensure employee and guest safety.
- Hospitality & Restaurants will have exposure risks. Be sure to understand these risks, and be willing to accept them. All SED employees are given the option to continue their leave and as we continue to progress through difficult times, all are welcomed back to their jobs.
- Report any illness or under the weather conditions immediately.
- All

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YOUR HEALTH



With Guests

- **Hospitality and Experience** is the number one focus for a SED establishment. With that in mind during these times everyone needs to have clear and precise communication with guests as policies and regulations are updated.
- Be courteous and polite when informing guests of any health and safety policies.
- The Health & Safety policies are mandatory and guests must abide by them. In the event that anyone is unhappy or not willing to comply with any regulations, do not be afraid to report to management so we can decline service that evening. Our policy will be to invite unwilling guests to return when safety measures change.
- When able to we will accommodate guest requests for additional safety measures.
- Make daily entries into a FAQ Guide for questions encountered during service.

GUEST COMMUNICATION



With Co-workers & Staff

- Hold each other accountable for health & Safety guidelines. Do not be hesitant to remind and reinforce sanitary habits.
- Daily updates on practices and procedures.
- It is important for all SED employees to be informed and aware of all policies.
- **OVER-COMMUNICATE** with staff on updates to anything from menu updates to service changes.

Internal Communication will be paramount throughout the transition to new restaurant life. All Managers are to send and construct daily Incident reports in addition to updating guest FAQ's and send out to all staff. Any questions should be brought up ASAP.

INTERNAL COMMUNICATION



Health Guidelines

Appendix A

[Wisconsin Guidance](#)

[Moving Milwaukee Forward](#)

[CDC Guidance](#)