

We are a family here at Gina's. Your health and the safety of our customers is my top priority. What we do outside of the restaurant can travel back with us. Please follow the recommended safety procedures during this time, and to be extra cautious as we re-open.

These are stressful times, but it's important to remain calm, to be respectful of our customers, and your colleagues too - take a moment to breathe, go for a walk in the park, or take up yoga, and if you feel overwhelmed do not hesitate to come see me.

We are all in this together.

If you believe these protocols can be improved upon, or if you notice something that I have missed, please come to me with any questions or concerns.

Re-opening Procedures for Gina's Sick Procedures

- If you are not feeling well stay home until your symptoms are gone.
 - If you start to feel unwell during your shift let your colleagues or myself know immediately.
 - If this happens, the remaining staff are to thoroughly clean and disinfect any and all surfaces the unwell employee has come into contact with
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- No hand shaking or hugging customers. ☹️
 - Groups of up to six people only.
 - Tables / customers must be two meters apart.
 - It will be reservation recommended, and we ask that customers phone upon arrival to ensure their table is ready.
 - Customers will be given time limits.
 - Pick-Up orders will phone from the parking lot and we will take their food out to them, along with the interact machine.

- We encourage all customers to utilize the sanitation station near the entrance of the restaurant. (on their way in and out of the restaurant)
- Traffic coming out of the kitchen must go past the basement.
- Menus and Gringo Cards are to be discouraged, if they are used, they must be sanitized. Encourage customers to use the online menu
- If people want their leftovers wrapped up, bring them containers. Do not package their food for them.
- Limit visits to table as much as possible.
- Drinking glasses should be handled from the bottom

Staff Procedures

- Upon arrival: wash hands immediately then go back and sanitize touched surfaces.

Sanitize your phone, glasses and other personal items you will be touching during your shift.

- Doorknobs – light switches – phones – debit machine – pens – glasses – fridge handles – calculators – till – coffee pot handle and switches will be fully sanitized every half hour.
- Dining room staff must wear masks.
- Wash your hands at least every half hour. Hand washing is preferred, but hand sanitizer can be used from time to time. Wash your hands every time you come in contact with something that may have been contaminated.

Safety Procedures

- Try to avoid leaning over the table while delivering and removing dishes.
- Tables are to be fully cleared between customers – deliver only the items required ie:
 - 2 sugar 2 cream. If hot sauce is requested, it is to be placed in ramekins. Cutlery in roll-ups.

- Do not touch glasses or cutlery where mouths have been or will be – handle with care and hold from the bottom. Leave glasses at the end of the table – customers can distribute them.
- Servers are to stand back from the table when taking orders
- Have customers back away a bit when delivering food or set the food at the end of the table and have the customer pass it along
- Have customers stack their dishes for removal.
- All customers will pay their bills at the table.
- Whenever possible, waitresses are to touch clean plates and bussers only touch used. Same with glassware. Trays used for dirty dishes and glassware must be sanitized. Color coded trays for clean vs dirty.
- Use tongs for limes placed in a glass for customers to self garish
- Use straws only when necessary...pick up from the middle.

Cleaning

- Use litmus strips to test cleaning solution potency
- Spray solution for tables and chairs – use separate cloths – window ledges and frames as well.
- Everything will be removed from tables between customers
- Doorknobs – light switches – phones – debit machine – pens – glasses – fridge handles – calculators – till – coffee pot handle and switches will be fully sanitized every half hour
- Debit machine wrapped and sanitized after each use.
- Sour cream spoon and salsa scoop switched regularly
- Weather permitting, leave the front door open.
If closed sanitize after each entry and exit. Try to open the door for customers
- When staff switch positions any shared equipment must be sanitized. Especially repeat contact surfaces – such as the till and POS machines.

Staff Distancing Procedures

- Servers are to stand back from the bar while waiting for drinks.

- Bartenders place drinks by the till whenever possible.
- Hostesses are to utilize the bar counter area to deal with phone orders/reservations etc.
- The waitress station is to be restricted to one person whenever possible. If two servers need the space, stand back to back and make your visit quick.
- If possible, hand your order to the kitchen to minimize your time there.
- The kitchen staff is to remain in their stations without crossing. Have things passed to you if needed. Try to take orders(bills) from front staff to avoid hovering
- No hand shaking or hugging. ☹️