



**UCCELLO'S**  

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**R I S T O R A N T E**

**COVID-19  
PREPAREDNESS  
& RESPONSE PLAN**

# Introduction

This Preparedness and Response Plan will help guide us all, as we navigate the reopening of communities across West Michigan and welcome our Team Members and Guests back to our Restaurants.

The Covid-19 Pandemic is unlike any other crisis we have encountered before as a Hospitality Industry. This planbook is a testament of our commitments to reopening Uccello's dining rooms safely, with our Core Values intact.

We ask that you remain open minded and flexible with us, as guidelines change. We have, and will continue to, receive guidance from The State of Michigan, Kent County, The Centers for Disease Control and Prevention (CDC), The Food and Drug Administration (FDA), The Occupational Safety and Health Administration (OSHA), and The Michigan Restaurant and Lodging Association (MRLA), to make all necessary adjustments.

Our invaluable Team Members are the heart and soul of our Company. And our Guests are just as important to us. The safety of all those who enter our buildings is paramount. We have implemented new procedures to ensure that everyone remains as safe as possible as we return to serving our Guests with Dine-In Services. Throughout this Planbook you will find the steps we are taking to keep You, and our Team Members, healthy and safe.

# Mission Statement

Uccello's Hospitality Group is passionately dedicated to providing an outstanding experience to every Team Member and every Guest in every one of our restaurants. We will be the restaurant of choice in our industry, and a safe destination for Fast Casual and Family Casual dining.

## Core Values



### SAFETY

The health and safety of Team Members and Guests is paramount in everything we do

### QUALITY

Never compromise on top quality in any area; Always strive to give Guests more than they would normally expect



### HOSPITALITY

Treat every Guest as if they are a Guest in our own home

### INNOVATION

Continuous improvement, innovation; Always embrace change; Pivot to meet Team Member & Guest needs



### TEAMWORK

Create a fun, safe, rewarding & productive work environment; Each Team Member is responsible for contributing to our company's success

### FAMILY

Build strong family ties within our company & each restaurant's communities



### INTEGRITY

Trust, respect & integrity in all of our relationships; Have genuine care & concern for the well-being of others

### GRATITUDE

Please & Thank You go a long way; Support is noticed & appreciated





# Our Pledge to You: Stay Safe & Eat Great

**WE ARE COMMITTED TO PROVIDING YOU  
THE SAFEST ENVIRONMENT POSSIBLE!**



#### **SAFETY CERTIFIED**

We have required our entire Team to complete Servsafe food & beverage safety training which includes protocol for hand-washing and personal hygiene.



#### **DAILY HEALTH SCREENINGS**

Each of our locations are conducting daily health screenings of all Team Members. Likewise, Self Screening Questionnaires will be posted for Vendors & Guests.



#### **DEDICATED SANITATION SPECIALISTS**

We have designated Team Members who are solely focused on sanitizing objects and surfaces in accordance with our increased sanitation schedule and guidelines.



#### **MASKS REQUIRED**

Our Team is required to wear masks in accordance with the Executive Order, and we will require all others in the building to wear face coverings if medically able.

# Operations

At UHG, the safety for our Guests & Team are extremely important to us. In an effort to create the safest possible Dining Experience, and in compliance with all Executive Orders, we will be making changes to our standard operations. These changes include:

- Limiting our capacity to 50% of normal seating. We have removed tables, chairs and have marked spaces off to maintain the required six foot separation between parties/guests. We have marked the floors and walls with physical guides, to help Team Members and Guests follow social distancing practices throughout each restaurant.
- For the foreseeable future, our Lunch Buffet will not be in operation.
- Grab and Go Coolers will have a minimal stock to lessen the risk of contaminated surfaces.
- We have installed Sneeze Guards in our Takeout Areas and are adding them to our host stands.
- Signage requiring Guests to wear face coverings while not at their table will be posted.
- We are limiting shared items for Guests. We will have single use paper menus and a QR Code for our online menu to encourage guests to view it from their cell phones. Condiments will not be out on tables, and will be available by request. After each use, condiment containers will be sanitized.
- We will be continuing In-House Delivery and Curbside Pickup for Guests who may not feel comfortable returning to dine-in yet.
- All Team Members are now Servsafe Certified.

# Sanitation Specialists

To ensure all of our Restaurants are staying as clean and safe as possible, all UHG Restaurants will have a designated Sanitation Specialist on the floor during all hours of operation who will perform the following:

- Promptly after a Guest or Party leaves, clean and sanitize the seating area and table top surface prior to seating the next Guest or Party.
- Sanitize all bottled condiments such as the salt and pepper shakers, parmesan and red pepper shakers, hot sauce, steak sauce, etc. If a condiment is not portioned into ramekins, it will be sanitized after each use. Each restaurant will have a “sanitized” and “unsanitized” area for these, to ensure that every shaker is thoroughly cleaned before going back to new Guests.
- Clean, sanitizing and disinfecting, high risk, high traffic areas of the restaurant including entrance doors, restroom doors, door handles, pens, takeout counters, self serve coolers, etc.
- Clean, sanitizing and disinfecting, pool tables, sticks, arcade games, self serve keno machines and pull tab machines every 30 minutes, and in accordance with the Cleaning and Sanitation Guidelines Document.

# Payment Options

When cashing out, we encourage you to use Contactless Payments whenever possible. This will help keep you, our Team, and other Guests safe by limiting hand-to-hand contact.

When exchanging cash or cards, place them on a receipt tray, table top, or counter top to avoid hand-to-hand contact. These surfaces will be disinfected by the Sanitation Specialist after each Guest's use.

Likewise, EMV Pin Pads are being installed at all locations, allowing guests who are picking up takeout to enter card payment on their own, eliminating need for any exchange. The EMV Pin Pads will be disinfected after each use.



# Guest Pledge to Others: Do Your Part to Dine Smart

JOIN US IN COMMITTING TO THESE BEST PRACTICES IN ORDER TO KEEP OUR TEAM & OTHER GUESTS SAFE WHILE YOU'RE VISITING



#### WASH YOUR HANDS FREQUENTLY

Proper hand washing is the best way to prevent the spread of germs and viruses. Wash frequently, especially before and after eating and touching shared surfaces.



#### STAY HOME IF YOU ARE SYMPTOMATIC

If you have a fever, cough and/or difficulty breathing, seek medical attention via phone. Stay home until a medical professional has advised otherwise.



#### MAINTAIN SOCIAL DISTANCE

Social distancing prevents the spread of germs and viruses by decreasing close contact encounters. Keep a minimum of 6 feet between you and others at all times.



#### FACE COVERING REQUIRED

The Executive Order requires face coverings for those who are medically able. Once you are seated at your table, you may remove your mask to eat and drink.

# Hygiene

Good Hygiene is the first step in protecting yourself and others. Handwashing must be done at least every 30 minutes and after:

- Handling food
- Touching clothes, face, or hair
- After using the Restroom
- Smoking, eating, drinking, or chewing gum
- Emptying or taking out garbage
- Using a chemical and/or washing surfaces and objects
- Handling money

Each restaurant has several handwashing stations, and have also added additional hand sanitizer dispensers to our existing ones.

Hand Sanitizer should be used in addition to hand washing, not as a replacement to handwashing.

# Personal Protection Equipment

Personal Protection Equipment, also known as "PPE," includes Face Masks and Face Coverings.

The CDC advises that the use of face coverings can help slow the spread of the virus and help people who may have the virus, and do not know it, from transmitting it to others.

The Executive Order requires face coverings for those 5 years of age and older, who are medically able. Once you are seated at your table, you may remove your mask to eat and drink.

Face Masks and Cloth Face Coverings should fit snugly over your nose and mouth, and held in place behind your ears by either loops or ties without restricting breathing. The image below shows the correct way to wear a face covering and maintain social distance:



# Self Screening Questionnaire

We are honored you are choosing to dine with us! For the safety of our Team Members and Guests, please ensure you can answer **NO** to each of the following questions before you enter:

1. Do you have any of the following symptoms?

A. Fever of 100.4 degrees or higher

B. Cough (excluding chronic cough due to a known medial reason other than COVID-19)?

C. Shortness of Breath?

D. Sore Throat?

E. Diarrhea (excluding chronic cough due to a known medial reason other than COVID-19)?

F. New Loss of Taste or Smell?

G. Chills?

H. Muscle Pain?

I. Headache?

2. Have you traveled internationally or outside of Michigan in the last 14 days, excluding commuting from a home located outside of Michigan? For purposes of this order, commuting is defines as travel between one's home or work on a regular basis.

3. Have you had any close contact in the last 14 days with someone with a diagnosis of COVID-19?

If you answered **YES** to any of the above questions, please call the restaurant and we would be happy to prepare a takeout meal for you while you wait in your vehicle. And thank you for doing your part to dine smart!

# Other Options Available

WE WILL CONTINUE TO OFFER YOU NUMEROUS WAYS TO ENJOY UCCELLO'S, EVEN AS WE REOPEN OUR DINING ROOMS. CHOOSE THE OPTION THAT YOU'RE MOST COMFORTABLE WITH:

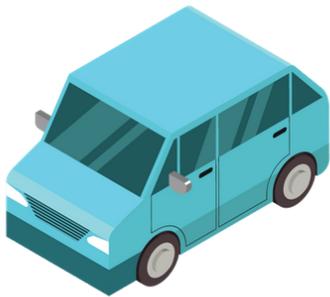


## Delivery

We didn't offer delivery before the dining room shutdown, but now it's here to stay!

Find out if you're within our delivery radius by ordering online or calling your nearest location.

We're proud to say that our in-house delivery guarantees better quality and efficiency than any third party platform.



## Curbside Pickup

Request Curbside Pickup and call upon arrival!

Let us know the make and model of your vehicle and be sure you're parked in a designated Curbside spot.

Our Team will bring your order right to you!



## Traditional Carryout

Skip the line (and the lobby), Order Online!

Due to capacity restrictions & closed entryways, we would love for you to place your order online or via phone.

If you don't want to participate in Curbside Pickup, you can come in to grab your order when it's ready.

# F.A.Q.

## WHERE SHOULD I GO WHILE I WAIT FOR MY TABLE?

In order to maintain a safe capacity, we cannot allow you to wait for your table inside the entrance. We recommend you wait in your car. If you'd like to wait outside the restaurant, please observe 6 feet of social distance from other guests.

## WHERE CAN I FIND A MENU?

View our menu on your phone! Simply open your camera app and hover over the QR code to the right. A link will appear that directs you to our digital menu! Upon request, we can provide you with single use menus once seated.



## DO I HAVE TO WEAR A FACE COVERING?

If you are medically able, Michigan's Executive Order requires everyone to wear a face covering 5 years of age and older. This is to protect others around you. Once you are seated at your table, you are free to remove your mask to eat and drink. Please remember to put your mask back on any time you leave the table.

## HOW LARGE CAN MY PARTY BE?

The Executive Order allows gatherings of 10 or less, so your party can be as many as 10 people. If your party is larger than 10, please consider ordering from our Catering Menu, we'll deliver!

# Thank You

Your support of our business during this difficult time means so much to us.

We thank you for your continued patronage, kind words and patience!

We're committed to offering you a safe and hospitable place to dine. In turn, we ask that you remember to do your part to dine smart, in order to help keep our restaurant's environment safe for our Team and other Guests.

We hope this guide has helped answer your questions and shed light on the steps we are taking to fulfill our commitments.

As we experience and master this together, we want you to know that we're here to help.

If you have any unanswered questions or concerns, please ask to speak with our Management Team. They are trained and up-to-date on Executive Orders and our newest Standard Operating Procedures.

We cannot wait to see your familiar faces return!

Sincerely,



UCCELLO'S  
HOSPITALITY  
GROUP

