

the des Rosiers family of companies



THE OTHER DOOR



planned
2020
projects

CACHÉ

EVERETT
FARM TO TABLE AMERICAN CAFE

BONK
SOUP & SANDWICH

Dear valued friends and patrons,

Let me start by thanking you for the tremendous support you have shown for Inovasi, The Other-door and Salt Creek Tacos during these unprecedented times. With your help, we have been able to keep all of our restaurants open and, more importantly, almost all of our employees employed. We appreciate your patience, feedback and ordering as we have adjusted our food service to serve you in a way that none of us foresaw.

As we continue to work our way through life under shelter-in-place orders, we can see a point in the not-to-distant future where we will be able to reopen our restaurants for business. With that in mind, I wanted to detail for you the proactive plans we are putting in place for when that day arrives.

Our plans are robust, so please read the full letter to understand what we will be doing and what we will be asking from every customer that enters our restaurants. We want you to know that our restaurants are the *The Standard* in preparedness and cleanliness and employ all recommended best practices for opening again.

WHAT WE WILL DO

1. Every morning before each establishment opens, a full sanitation wipe down will occur. Every door handle, touched surface, bathroom handle, tabletop, etc. will be thoroughly sanitized before the restaurant is allowed to open.
2. Every table, chair, bartop, and other surface shall be fully sanitized with anti-bacterial solution (80% alcohol or quat solution) after every guest leaves and before another is permitted to take the same space.
3. The bathrooms, including counters, entry doorways, handles, and other surfaces shall be fully sanitized every 30 minutes during all shifts.
4. Every staff member will be required to wash and sanitize their hands a minimum of once every 30 minutes. Every staff member must wear gloves at all times and will change them between deliveries or other duties.
5. Every staff member must wear a mask while working. This will include servers, bussers, hosts, and managers, and of course all back of house staff.

6. Every staff member must sanitize their car upon entering it when leaving home, and again when leaving work (using anti-bacterial solution with alcohol content 80% or higher).
7. Every staff member is currently and will continue to be required to measure their temperature 2 times per day (once in the morning, and again before beginning any shift). ANY temperature over 99 degrees will require the staff member to stay home. The team member must be cleared by a medical professional, in writing, before being allowed back to work.
9. And finally, as is our normal practice, every surface in our kitchens, including plates, glasses, silverware, etc. will be thoroughly washed and sanitized during the day and at the end of each shift using standard 3 step restaurant industry practices.
10. We will be making some changes to our dining room spacing and bar areas.
 - a. Our bar counter tops will not be open, as it is not possible to create enough distance between our bartenders and the numbers of guests.
 - b. Our dining rooms will be spaced out to create 6 feet of space between the nearest chair and guest. We will also have physical barrier separations between various tables.
 - c. Our reservations will be set up to allow for a full sanitation of the tables between each set of guests.

WHAT WE WILL NEED FROM OUR CUSTOMERS

1. We are asking every guest joining us to take their temperature before coming to the restaurant. We ask that any guest showing symptoms of a fever above 99 degrees please not visit the restaurants and seek medical advice/attention. This protects both other guests and our staff members.
 - a. We are very serious about providing an exceedingly safe & positive environment, and because of this, and in accordance with industry/government guidelines, until this pandemic passes, we will need to check every guest's temperature with a non-contact laser thermometer upon entering our restaurants. Please be understanding and be respectful as we deal with the ramifications of returning to "normal" while the virus remains part of our world.
2. Please be understanding of the limited seating and the varied times between tables.
3. Please arrive within a 5 minute window of your reservation time, not before and not later please. During this time, we will not be able to accomodate early arrivals, as we do not have space for guests to gather around a bar to wait for a table. Similarly, late arrivals will impact our need for extra time between table to sanitize properly.
4. Please do not cancel reservations unless a fever presents. Please understand that we will be operating at 35% of our normal capacity. We simply cannot absorb guests that make reservations at other places or cancel last minute, or worse no show at all.

These steps are meant to ensure a safe environment for all of our staff and our guests, and we will make adjustments as needed if it can improve the dining environment and experience over time. I understand that guests will be naturally uneasy in the coming months about going out to a restaurant again. I want you to know how hard we work and how serious we take your safety. We look forward to hosting you at Inovasi, The Other Door and Salt Creek Tacos when you are ready to eat out again!

Thank you for taking a moment to read this!

John des Rosiers
Chef/Proprietor – The JdR Family of Companies