

# Pablo's Mexican Restaurant

## COVID-19 Preparedness Plan.

These guidelines must be strictly enforced and monitored. Modifications/changes  
will be assigned and added as addendums as needed

# Employee Safety

- We need to ensure honesty to keep each other safe.

## Employees and Management Doing Their Part

### Employees:

- All employees MUST regularly self-monitor themselves to ensure they DO NOT have any COVID-19 symptoms.
- If you are sick, you MUST stay home.
- If you have been exposed to someone with COVID-19 you need to notify your manager and self-quarantine. You may not return to work until after being symptom-free for 14 days.
- Upon entering work daily, you will need to perform a health screening questionnaire and daily affirm:
  - 1) I am NOT sick and feel well. 2) I do NOT display any symptoms of COVID-19; repeated shaking with chills, unexplained muscle pain, worsening headache, sore throat, loss of taste or smell, diarrhea, feeling feverish or a measured temperature greater than or equal to 100.0 degrees Fahrenheit. 3) I have NOT been in close contact or exposed to anyone with COVID-19. 4) I am NOT currently awaiting results for a COVID-19 test. 5) I understand it is my responsibility to NOT come to work if I have symptoms of COVID-19 or have recently come into close contact with someone who has COVID-19. 6) I understand my responsibility to comply with Pablo's health and sanitation standards.
- Wash your hands frequently with soap and water for at least 20 seconds, especially after removing items from guests' tables, using the restroom, coughing/sneezing, touching "high touch" surfaces (ex: doors, soda machines, POS, etc.).
- Practice social distancing when possible. Do NOT gather server stations, host stand, expo line or other areas.
- If required by the CDC, a face mask MUST be worn during your shift.
- Avoid touching your face.

### Management:

- We will do our best to keep your working environment safe by doing the following:
  - Sanitize the restaurant every day and throughout the day. Disinfect and clean workspaces and equipment and high frequent touch surfaces.
  - Require co-workers to stay home and NOT come to work sick.
  - Keep you informed of any possible COVID-19 exposure.
  - Require all staff to adhere to health and hygiene recommendations.
  - Ask guests to enter only if healthy, practice social distancing and practice good hygiene.

# What to do if an employee fails the health screening questionnaire.

**If an employee has COVID-19 symptoms, they can NOT return to work with new or worsening symptoms until all 3 of the following criteria are met:**

- 1) 72 hours (3 days) have passed without a fever with no use of fever reducing medications
- 2) 72 hours (3 days) have passed with improvement of any respiratory symptoms
- 3) At least 7 days have passed since the onset of first symptoms

If an individual requests to return to work before these 3 criteria have been met, they **MUST** obtain a medical professional's note clearing them to return with an alternative diagnosis.

**If an employee has been in close contact with a person known to have COVID-19 they CAN NOT return to work until a 14-day self-quarantine period from the last date of exposure has been completed.**

**If an employee has confirmed COVID-19:**

- 1) Make sure the employee is **NO LONGER** coming into work and is self-quarantined.
- 2) They **MUST** have obtained a valid COVID-19 test and report it to ownership and then your local health department. Documentation is needed. The health department will ensure the person is contacted and interviewed for tracing purposes.
- 3) Any other employees who had close contact with the person who has COVID-19 may **NOT** return to work until a 14-day self-quarantine period from the last date of exposure is completed. They should self-isolate and monitor themselves for symptoms.
- 4) Restaurant should be thoroughly cleaned and disinfected.

# Employee Roles

All positions MUST work together to provide the best and safest service possible during this COVID-19 transition.

## Front of House

### Host

- Contact guest when table is ready via “NexTable” app.
- If weather permits, prop doors open to limit guest contact.
- Ask guests to use the hand sanitizer upon entry.
- Assign table and ask guests to follow. Thank them for coming to dine with us and let them know their servers name.
- Ask the guest if they will need a sanitized/disinfected “hard menu” or if they are able to access our QR code menu, Facebook or our website via their phone. Place menus and silverware in a pile on the table to avoid contact.
- Answer phones and add guests to the reservations or waitlist.
- Break to wash hands with soap & water every 30 minutes.
- Disinfect front entry doors and host stand regularly, at least every 30 minutes.
- Ensure waiting guests are practicing social distancing by offering/directing spaces.

### Server/Bartender

- Greet guests, offer specials and take drink and food orders while practicing social distancing as best possible. Try to remain a safe distance that is comfortable for your guests.
- Do NOT use bar napkins. Place drinks at the end of the table only and ask guests to pass along. Do not overreach guests.
- When delivering food, also place at the end and try and have guests pass over with their napkins, this will be tough with hot plates, we are trying to not overreach and lean into the table and guests.
- Check on food quality.
  - If Cholula is needed pour some into a mini salsa dish and take to guest-NO bottles taken to table.
  - If something is cooked incorrectly, kindly ask the guest what they would like and give option to box what they have or take and throw out. DO NOT bring item back to the expo once it has been on a table. Item must be immediately discarded and remade fresh.
- Provide check and collect payment-We will NOT use check presenters-place a pen on the bill to hold down. You MUST wash your hands after each transaction.
- **Wash hands every time after removing any or all items from the table: beer bottle, glass, silverware, plates, etc. EACH TIME/EVERY TIME!**
- Practice social distancing whenever possible. Do NOT gather at server stations, host stand, expo line or other areas.
- Wash hands for 20 seconds using soap/water every 15 minutes at a minimum
- You MUST also properly wash/sanitize your hands before completing these tasks: restocking server/patio stations with necessary items like cups, silverware, appetizer plates, napkins, boxes, etc.

## **Busser (Server if busser not present)**

- Remove items from guest tables and prepares it for the next guest.
- Wash hands every time you remove items and enter the dish area. Carry a tray or bus tub to remove as many items as possible in one trip.
- Sanitize table and chairs/booths for next guest. Wipe down all surfaces with towel in sanitizer bucket to remove debris. Apply disinfectant spray to the entire area (tables & seats) and allow to fully dry for 3-5 minutes. Please use white rags for tables & blue rags for seats.
- Do your best to provide proper distancing with guests when possible.

## **Managers**

- Assist all roles as needed.
- Wash hands for 20 seconds using soap/water every 15-30 minutes.
- If removing items from tables, you must immediately wash hands properly before performing another task.
- Work to ensure both employees and guests maintain social distancing.
- Other manager duties performed, as necessary.
- Ensure all employees at work are healthy. Do NOT let sick employees come into the restaurant.
- Immediately inform ownership of any COVID-19 concerns.

## **Expo**

- Only BRINGS food to tables/bar. Deliver all items to the table with zero contact from the guest. Simply do not allow them to take the items directly from your hands. Place on table and have them slide as to not overreach into table.
- Do NOT remove items. If a guest asks for something to be removed, kindly let them know you will have the server/busser assist them. DO NOT take items from them.
- If a guest asks for a condiment inform servers what table and the needed item.
- Wash hands every time returning from the FOH into the expo area.
- Ensure cleanliness of expo area.
- Organize food orders on tray or carts.
- Wash hands every 15-30 minutes for at least 20 seconds with soap/water.

## **Cooks/Prep Cooks/Dishwasher**

- Ensure proper food preparation with CDC and local health department guidelines.
- All BOH will be required to wash hands every 30 minutes for at least 20 seconds with soap/water or more frequently as needed.
- Must maintain a sanitized/disinfected workspace.
- Gloves MUST be worn on all ready to eat foods and changed properly between use.
- Uniforms must be clean, and hats worn.

# **Guest Safety**

**We need to ensure the safety of our guests to the best of our abilities while they dine with us.**

*Our promise to our guests is as important as their promise to us in efforts to keep everyone healthy and safe during this time.*

# **Pablo's Mexican Restaurant Pledge**

COVID-19 pandemic's promise to serve

## **Our Promise to Our Guests**

We at Pablo's will continue to uphold the safest food safety standards as we have for the past 3 decades according to the Minnesota Department of Health (MDH) and in accordance with the CDC. We as always will perform cleaning and required disinfecting of our restaurant and maintain standards of our employees.

According to the guidelines of the CDC and MHD to ensure everyone's safety we welcome you back to Pablo's and have adopted the following guidelines:

- All tables and guests will maintain 6 feet for social distancing.
- We will allow groups of 6 or less to keep with social distancing guidelines. If you have a larger family, you will have to dine at two tables.
- We have designated entrance and exit doors to help with traffic flow.
- All employees must pass a health screening statement each day prior to working.
- Employees will wash/sanitize their hands regularly after interaction with guests.
- Tables, doors and common areas will be disinfected and cleaned regularly.

## **Your Promise To Us and Other Diners**

You agree to the following guidelines adopted by Pablo's.

- You will maintain 6 feet for social distancing guidelines and sanitizing that exists for you and other guests and our employees.
- If you are experiencing symptoms, feeling ill, or have a temperature OR have been in close contact with someone who has COVID-19, DO NOT enter our establishment.
- We ask you to pay with credit card to limit contact.
- Dining time to not exceed 1.5 hours for courtesy of other guests.
- Incomplete parties WILL NOT be seated. All guests must be present and counted prior to seating. You will be given 10 minutes before table is given to other guests. NO EXCEPTIONS!
- We will have hand sanitizer available at entrance for use.
- A QR code, Facebook or Website will display our menu, if you do not have this ability, we will have sanitized menus available.
- To limit exposure, we will not clear dirty plates until all guests are finished eating.
- NO MOVING OF TABLES OR SEATING ARRANGEMENTS as to adhere to social distancing guidelines.
- NO INSIDE waiting areas, please wait in your vehicle or away from other diners.

***While all public places pose a potential risk, if you are concerned about contracting COVID-19 or do not wish to enter our restaurant, please continue to use our takeout service by placing an order ONLINE or over the PHONE.***

**Pablo's is excited to continue to serve our guests as we have done since 1986!**

# Restaurant Sanitizing

It is everyone's job to ensure the restaurant is safe and properly sanitized for OUR EMPLOYEES and OUR GUESTS.

## Cleaning, Disinfection and Ventilation

### Front of House:

- All guest surfaces and staff areas MUST be washed and properly sanitized/disinfected EACH night after closing.
- Regularly clean and disinfect frequently touched surfaces by using approved COVID-19 disinfectant spray and allowing too dry for 3-5 minutes.
  - Entrance/exit door handles
  - Host stand: surface, reservations iPad, phone, computer.
  - Server/bar workstation: POS, hole punchers and guest check presenters.
- Empty garbage and wash hands afterwards.
- Ensure proper sanitizing solution is being used and changed EVERY 2 hours.

### Back of House:

- All food/work surface areas MUST be washed and properly sanitized EACH night by a designated person before leaving.
- Clean and disinfect frequently touched surfaces regularly by using approved COVID-19 disinfectant spray and allowing to dry for 10 minutes.
  - Refrigerator/Freezer Doors
  - Sink handles and faucet
  - Kitchen equipment when appropriate
- Wash, rinse and sanitize food contact surfaces and food preparation surfaces.
- Empty garbage and wash hands afterwards.
- Ensure proper sanitizing solution is being used and changed EVERY 2 hours.
- Ensure proper ventilation systems are operating properly.



# Food Safety

As always, food safety is priority. Extra precautions must take place during the COVID-19 era.

Now is the time to remember general food safety procedures and enforce new ones to help stop the spread of COVID-19 and other viruses.

Here we simply want to highlight a few new items and emphasize others during this COVID-19 crisis.

## **SERVER/BAR STATIONS:**

- No use of hands with fruit in beverages. Use of tongs is mandatory. All fruit will be placed directly into the glass.
- Paper wrapped straws will be used by all servers, bar drinks will also use paper wrapped or tongs to put straw into drink.

## **EXPO AREA:**

- Ensure proper handwashing every 30 minutes.
- Wipe down runway every 30 minutes to ensure safety.

## **KITCHEN:**

- Use of gloves while working directly with food preparation.
- Wear proper hat/head covering.
- Wash, rinse and sanitize food contact surfaces and food preparation surfaces regularly.
- Line and temperature checks to ensure food safety.

**At Pablo's Mexican Restaurant, we are a team and in this together! Let us serve with a strong commitment to our guests and each other.**

**Remember the Pablo's Mexican Restaurant Pledge!**

**We all must do our part in keeping each other and our guests safe and healthy during this time.**

**Thank you for your understanding and cooperation!**