

THEONEGROUP  
lifestyle hospitality

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**KONA<sup>®</sup>  
GRILL**

**STK<sup>®</sup>**  
STEAKHOUSE



**IN-PERSON SOCIAL  
DISTANCE DINING**

*Playbook*

# RESTAURANT OPERATING PROCEDURES

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The safety and well-being of our guests and team members is top priority. We are taking every precautionary step to open our restaurants safely and to mitigate the risk of anyone getting sick. We thank you for your understanding and diligence.

## MEASURES IN PLACE

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We are taking as many proactive measures as we can in regard to health and safety.

We are committed to the following:

- Increasing the frequency of all sanitizing and cleaning measures and requiring additional sanitizing measures for certain circumstances
- Monitoring the health of employees and sending home any employee who displays symptoms of COVID-19
- Enforcing social distancing in all areas of the place of business, including between tables or booths as well as outside of the establishment when there is a wait
- Limiting the number of people allowed inside the place of business at one time
- Eliminating opportunities of interaction among customers with frequently contacted items
- Employees who have a fever or other symptoms of COVID-19 will not be allowed to work

# WHAT YOU WILL SEE

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## MASKS

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The ONE Group is providing all employees masks, which must be worn at all times in the restaurant. The masks are intended to help mitigate the spread of the virus. These are not N95 or equivalent masks. All employees will continue to practice CDC guidelines: remaining six feet away from other people, washing hands frequently & thoroughly, and not touching their face.



## HOST STAND

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Hosts will coordinate with a greeter and escort guests as they are called to the host stand, where they will be walked to their table. Only one person at a time will be allowed by the host stand.

Host stands will have some kind of tape or rope that designates proper distance (six feet) between guests and hosts. A short line of highly visible tape must also be placed on the floor in six-foot increments to serve as a guide for where guests should stand in line. All restaurants will create designated space outside the restaurant for “overflow.”



## SANITATION

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Each venue will be mandated to staff two personnel per shift with the sole purpose of keeping the entire facility sanitized. These employees will sanitize defined areas at a minimum of every 30 minutes, and be designated by a different color uniform.

### High Touch Point Fixed Areas & Items

- \* Doors
- \* Handrails
- \* Host stands
- \* Bathrooms
- \* Table tops
- \* Seating
- \* POS system

### Single Use Items

- \* Menus
- \* Salt & pepper ramekins
- \* Soy sauce to be placed in single use ramekins



## FLOORPLAN

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Specific floorplans have been created for each restaurant to comply with social distancing.

# WHAT YOU WILL SEE

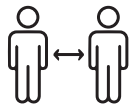
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## TEMPERATURE CHECK

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All employees will have their temperature checked by the on-shift manager. This is done as an added precautionary measure. Based on CDC guidelines temperatures must not exceed 100.1° F to be able to work unless otherwise noted by local authorities.



## SOCIAL DISTANCING

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Employees will practice social distancing, meaning standing or passing by others with six feet of distance. We ask the same of all guests not already dining as a group. Additionally, we will allow a maximum capacity of six people per table.



## GLOVES

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Employees are required to wear proper gloves at all times when preparing and serving an food and beverage item. The ONE Group will have an abundant supply of gloves for employee use. Gloves will be removed and replaced whenever soiled and after using the restroom. All employees are required to wash hands at a minimum of every 30 minutes.

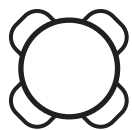
We also ask guests to wear PPE (masks) inside our restaurants if able, or according to State mandate.



## HAND WASHING

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- Handwashing every 30 minutes is required of employees.
- Hand sanitizers & sanitizer solution will be made available everywhere.
- No physical contact (no handshakes, high fives, fist bumps etc.).



## TABLE SETTINGS

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Tables will not be preset with any utensils or glassware. All utensils will be presented as a roll up within a napkin.

# WHAT YOU WILL SEE

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## HAND SANITIZER PRESENT

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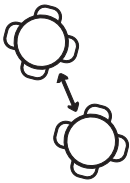
Hand sanitizer will be highly visible and easily accessible to all, such as at the host stand. Restaurants will use alcohol-based hand rubs containing at least 60% alcohol.



## OVERNIGHT CLEANING

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There will be additional thorough nightly cleaning & sanitation after closing.



## BAR AREA

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Bar areas will be used as an extension of the dining room. Tables in the bar areas will be distanced from one another by six feet. There will be no bar top/over the bar service.



## PAYMENT PROCEDURE

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STK Steakhouse will use a rail system for guests to process their own payment. The rail system will be sanitized between uses and will only be placed on charging dock after being sanitized. Employees will use gloves to handle rail system and deliver to tables in a paper bag.



## PICK UP / DELIVERY AREA

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As we continue to operate takeout & delivery, we will dedicate specific pick up areas for guests and delivery carriers **OUTSIDE THE RESTAURANT**. This area is going to be specific to restaurant layout.



## AIR PURIFIER

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We are adding 99% particle remover filters into our HVAC system in every restaurant as an extra measure to maintain a clean environment for team members and guests.