

## Protocol "Guest Experience X COVID-19"



### **Our Commitment to Cleanliness:**

Standards for hygiene and cleanliness are of high importance at Florentin. Therefore, we are taking additional steps to ensure the safety of our guests and employees. On a daily basis, Florentin is working to ensure that they meet the very latest guidelines concerning hygiene and cleaning. Our health and safety measures are designed to address a broad spectrum of viruses, including COVID-19, and include everything from handwashing, hygiene and cleaning product specifications, to restaurant and common area cleaning procedures. Our hygiene protocol is elaborated in the assigned document.

*"We need to do this together. X FLO."*

Employees - and their own health, safety and awareness - are essential to an effective cleaning program. Employees' health will be measured and documented on a daily basis. Here are some ways we are supporting them:

- **Hand Hygiene:** Proper and frequent handwashing is vital to help combat the spread of viruses. In our daily meetings, our teams are reminded that cleanliness starts with this simple act. It's crucial for their health and that of our guests.
- **Attributes:** Florentin provides hand gloves to all employees.
- **Ongoing Training:** In addition to training on hygiene protocols, Florentin employees are also completing enhanced COVID-19 awareness training.
- **Signings:** In the restaurant, the floor is marked with 1.5-meter signings in order to prevent physical contact. Additionally, arrows will guide the guests to their destination.
- **Disinfectant:** Disinfectant dispensers can be found throughout the restaurant. These make sure that every person is able to disinfect their hands at any time.
- **Distance:** All areas in Florentin are designed in accordance with 1.5-meter distance. In order to make everyone's stay in Florentin as pleasant as possible, we kindly ask you to participate properly in this case.

### **Cleaning Products and Protocols:**

Florentin uses cleaning products and protocols which are effective against viruses, specifically, but not limited to:

- **Doors and physical attributes:** Florentin uses cleaning and disinfecting protocols to clean doors and physical attributes during a guest's stay, with particular attention paid to high-touch items.
- **Public Spaces:** Florentin has increased the frequency of cleaning and disinfecting in public spaces, with a focus on the counter at the bar, public bathrooms, and terrace attributes.
- **Back of House:** In the spaces where employees work "behind the scenes," Florentin has increased the frequency of cleaning and is giving extra attention to high-touch areas like kitchen attributes, laundry facilities and staff offices.



## “Guest Journey”

### 1. Making a reservation

- When making a reservation, the guest is reminded about “**Protocol Guest Experience X COVID-19**”
- If the guest is experiencing any type of health issues around the date of their reservation, we kindly ask the guest to postpone their visit at Florentin.
- For reservations with a minimum of 3 persons; Florentin asks whether the guests are living in the same household or not.
- One day prior to the reservation, the guest is asked if he/she or accompanied guests are experiencing any type of health issues. If so, we kindly ask the guest to postpone their visit at Florentin. If not, they are more than welcome to visit us.

### 2. Entry of the guest

- The guest will enter Florentin at the terrace entrance.
- A waiter will be welcoming the guest with our reservation system.
- A health check will be done by asking a number of questions. We kindly ask the guest to provide truthful information.
- If the weather allows it, the air portal will be left open. If not, the door handle will be disinfected every 30 minutes throughout the day.

### 3. Seating the guest

- Depending on the number of guests and the “Household proof” rule, the guest will be seated at the designated table at the appropriate distance.
- In order to prevent any miscommunication, the guest will be asked whether he/she has any specific wishes during his/her stay at Florentin.

### 4. Wardrobe

- Waiters/waitresses will not take the guest’s coats, for reasons of hygiene.
- We kindly ask the guest to keep their coats with them, so that the chance of contamination in the bathroom/exit area is minimized. But when preferred, the wardrobe is open for use.

### 5. Explaining our COVID-19 protocol

- Our COVID-19 protocol will be explained briefly. The guest is allowed to ask anything concerning our COVID-19 protocol at any time. All staff members are fully informed and able to provide answers to any questions regarding this matter.

### 6. Taking a drink order

- The waiter/waitress will stay at a safe distance from the table and will inform the guest that they can use (free) cold tap water which is already placed on the table..
- If the guest has any questions; we will make sure to be able to answer all questions correctly.



## **7. Serving drinks**

- The waiter/waitress will take a platter full of drinks from behind the bar and will place it on a stand next to the table of the guests concerned.
- We will let the guest know that his/her drink is ready.
- The guests will help themselves to the drinks from the stand next to the table.

## **8. Explanation of the menu**

- A short and clear explanation about the menu will be provided at the proper distance.
- If the guest has any questions; we will ensure that all of his/her questions are answered properly.
- All allergies or dietary restrictions will be discussed. Additionally, the guest will be guided throughout the menu.

## **9. Taking a food order**

- A waiter/waitress will come to the table at the assigned distance and take the guest's order.
- During these contacts, the waiter/waitress makes sure the guests feel comfortable in the restaurant, also from a COVID-19 point of view.

## **10. Cutlery**

- Cutlery will be provided on each stand next to the table, as well as water glasses and tap water.

## **11. Serving food**

- A waiter/waitress will bring the food from the kitchen to the stand next to the guests' table.
- A waiter/waitress will inform the guests that their food is ready.
- The guests can take their food from the stand themselves.

## **12. Bathroom**

- Both inside and outside the bathroom there are lights that show the status of the toilet (occupied or not).
- The door handles of the bathroom will be cleaned every 15 minutes throughout the day.
- The staff will check the toilets and will clean and resupply every 30 minutes throughout the day, or more often when necessary.
- The staff and floor signings will ensure that the guests keep a safe distance in case there is a queue for the bathroom.
- Disinfection materials will be provided in and around the bathroom area so the guests can disinfect their hands and door handles themselves.



### **13. Checking the status of the table**

- When the food is served, a waiter/waitress will check at the table (at a safe distance) whether everything meets the guests' wishes.
- The waiter/waitress will tell the guests that they can notify us if there is anything they need. This will limit our movement between tables to a minimum.

### **14. Clearing the table**

- When the guests have finished their meal, we will make sure that an empty platter is placed on the stand next to the guests' table.
- A waiter/waitress will ask the guests if they would be so kind as to place the empty plates on the platter themselves.
- Depending on the number of courses, steps 7, 9, 10, 11, 13 & 14 will be repeated.

### **15. Asking the guest for coffee or tea**

- When the guests have finished their meal and the table is cleared, a waiter/waitress will ask if they would like dessert, coffee or tea.

### **16. Presenting the bill**

- The bill will be presented on the stand next to the table.
- A waiter/waitress will inform the guests that when they are ready, the payment can be done at the table.

### **17. Payment**

- The payment will be done at the table, **by card only**.
- A waiter/waitress will make sure that the right amount is entered into the pin terminal. Next, the pin terminal will be placed on the stand next to the table, so the guest can pay safely with their card.
- We request that payments are made for the entire table. We prefer to not take individual payments, to minimize contact.
- The pin-terminal is disinfected after each use.

### **18. Departure of the guest**

- When the payment is completed, we will offer the guest a copy of the bill.
- We present the guest a little token of our appreciation, in which we thank them for their visit, cooperation and, hopefully, their next visit.
- We kindly ask the guest to follow the signings to the way out. The assigned walking routes ensure that guests keep a safe distance from each other.



**“Map with all areas designed in accordance with 1.5-meter”**

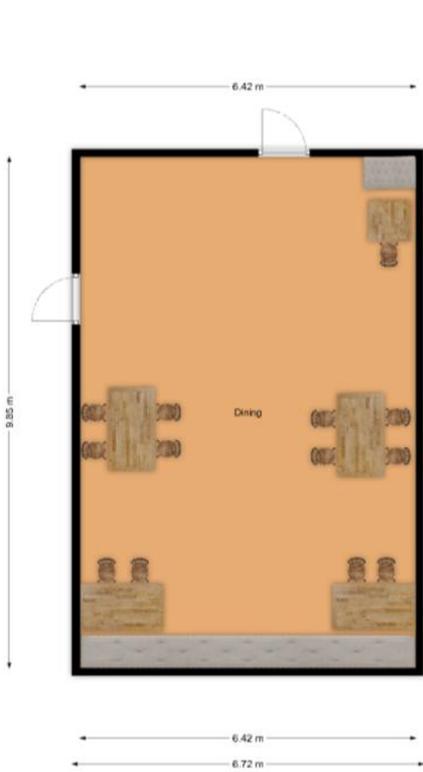


Figure 1: Laundry Room

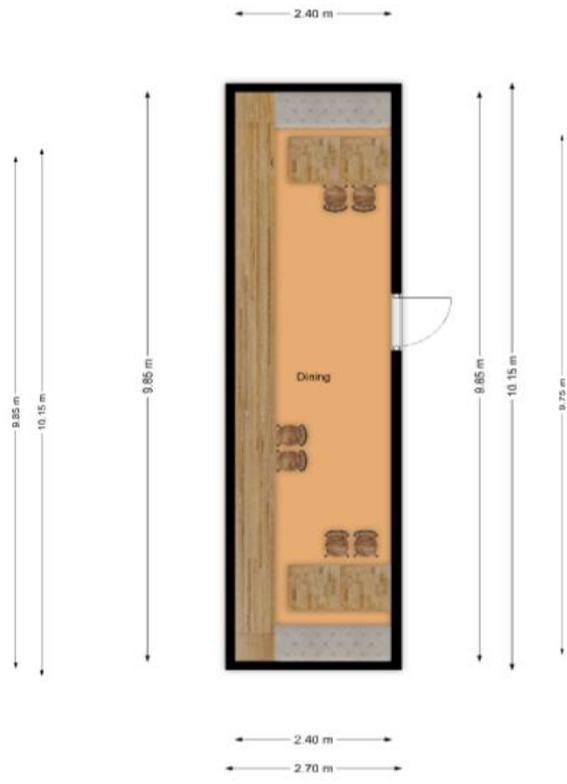


Figure 2: Balcony



Figure 3: Restaurant

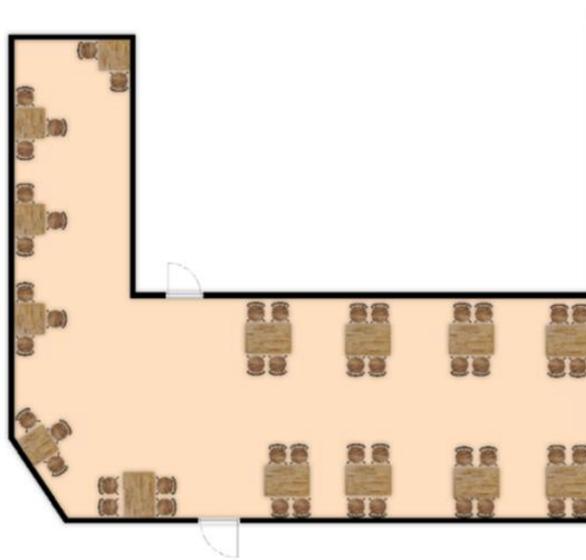


Figure 4: Terrace