



WELCOME TO THE NEW NORMAL

The COVID-19 pandemic is as you all have heard countless through every media outlet, unprecedented. **This communication explains how we at Flowers of Vietnam are planning on offering our restaurant service as the Michigan economy re-opens, with the safety of our guests and staff as the number one priority,** as we work to stay ahead of the curve and come out the other end of the shutdown safely.

In order to operate this plan without uncertainty, we have consulted with an epidemiologist to lay the framework and dictate the narrative on our current set of operating standards. We then benchmarked our strategy against leading restaurants globally, and are abiding by the Mayor's, the Governor's and the CDC's guidelines. Every day we are conflicted about whether we are doing the right thing by keeping the restaurant open, even with the strictest protocols in place we know we are exposing our staff and that in-restaurant dining is not without risk.

It is important to practice patience and kindness during this time. We all know that the dining scene here in Detroit is going to look very different when the dust settles. Many of our friends' restaurants or bars in the city and in other cities will be closed permanently. If FOV makes it through this crisis (and we will!), for the time being we will have fewer dining options and we recognize that guests will also have less expendable cash. **All of us are trying to define and discover what the 'new normal' will look like and how we can best cater to this new phase of diners.** Thank you for continuing to support us through this period of evolution.

If you have any questions, concerns or comments, please reach out to the Flowers of Vietnam team. We are all in this together.

Stay Safe,

Chef/ Owner George Azar + Flowers of Vietnam Management Team

STAFF HYGIENE + HEALTH STRATEGIES

We are mandating our staff to follow these hygiene practices across the board:

- **Handwashing every 30 minutes** and every time we clear dirty dishes and glassware.
- **Hand sanitizers and wipes to be made available throughout the restaurant.**
- **Face masks and gloves are mandatory for all staff.**
- **Scheduled sanitizing of all shared surfaces** and door handles **every 30 minutes.**
- **Have increased deep cleaning** of our kitchen and dining room **on a weekly basis.**
- **Ban physical contact** (no handshakes, high fives, fist bumps, no hugging Vera, etc..)

HEALTH MONITORING STRATEGIES

Since the shutdown, our management team has made it a daily routine to check in with, monitor and document our staff's health, as recommended by Wayne County.

We are committed to:

- **Informing our staff** where the closest hospitals, clinics, or testing sites are. Staff will all undergo testing before returning to work.
- **Having FOV team members reach out to management** in case of a medical emergency or need for help in communicating with medical staff.
- **Strongly discouraging travel.** We have let our staff know that if they do choose to travel, they will need to self-quarantine for 14 days.
- **Instituted daily mandatory temperature and symptom checks** for the FOV team upon arrival. Anyone with a fever or other COVID-19 symptoms are sent home, instructed to get tested immediately, and self-quarantine.
- **Ensuring our staff is knowledgeable of the COVID-19 symptoms** of coughing, fever, loss of taste/smell, difficulty breathing, vomiting, and/or diarrhea.
- **The COVID health monitoring policies are also extended to anyone who visits our premises** and we strive to have deliveries left outside wherever possible. If not, delivery persons must sign the Health Declaration, have their temperature checked and wear mask and gloves.

GUEST HYGIENE + HEALTH STRATEGIES

Flowers of Vietnam has taken these steps to create a safe, healthy and delicious dining experience ensuring social distancing and sanitation for our guests:

Reservations

- All guests must have a reservation made via TOCK. Last minutes reservations can be made on TOCK. **NO WALK-INS RESERVATIONS**
- All guests must call/text to check in prior to their reservation. Guests will be asked to wait in their cars until they can be seated. FOV will text you when your table is ready and sanitized.

Health Checks + Sanitation

- All guests **MUST sign in on our FOV Health Declaration form.** Contact information details will be requested so that everyone can be contacted should a confirmed case of COVID-19 be subsequently identified within the restaurant.
- Our policy will be to do our part to keep our community safe and we are asking everyone to complete this health declaration. **If guests decline to complete the form, you will not be permitted to dine with us. FOV feels this is the right thing to do to protect our guests and staff.**
- All guests will sanitize their hands as they walk in or at the table when they are seated.
- All guests must wear face masks covering their nose and mouth. We will provide paper bags to guests to hold their face masks during dinner and hand sanitizers to use prior to putting them on after dinner.

Socially Distanced Seating + Ordering

- Guests will be seated as groups up to six (6), groups greater than 6 cannot be seated.
- Parties will be allotted a strict seating time. Parties of 1-4: 1.5 hours. Parties of 5-6: 2 hours.
- Tables will be spaced out properly to accommodate social distancing standards of 6 feet or separated by a barrier.

- **All tables will be given silverware, glassware, napkins, and condiments as they are seated.**
- **Nothing will be pre-set** and there will be NO overlap of sauces or silverware between seatings.
- **Please use your cell phone to review the menu and order.** We will provide a single use menu if you do not have a cell phone.
- **Guests have the option to have contactless ordering,** where guests can order and pay on their phone.
- **Guests will pack their own leftovers.**
- **All tables, booths and chairs will be fully cleaned and sanitized prior to guests being seated** after the table has been cleared.

Payment

We will have the option of contactless payment via Tock. Guests will be prompted to choose this option after finalizing their reservation.

Hospitality has changed, we want to be clear, safety of our staff and other guests will override any individual's comfort. Please inform your server or management team if another guest or a staff member is making you feel uncomfortable.

The New Restaurant Floor Plan

- Flowers of Vietnam is already a small space. **We are following the social distancing guidelines set by the CDC and are providing guests more space to physically distance themselves from each other in our dining room.**
- **We are currently only seating our booth tables and will not be seating the free standing tables, bar or counter.** We are looking at more long term changes to the floor plans. We believe physical distancing is going to be part of the 'new normal' for the foreseeable future.
- **Clear barriers will be installed throughout the restaurant to separate work and dining areas** as well to increase social distancing of guests. All communal door handles and surfaces will be sanitized after each use and/or every 30 minutes.

- **Our restrooms will be cleaned and sanitized daily.** All handles and communal surfaces will be sanitized every 30 minutes.

- **FOV is fully cleaned and sanitized every night.** A deep clean occurs once a week as well as commercial sanitization

MENU AVAILABILITY

We apologize that you may not see your favorite Flowers of Vietnam dish on our current menu. It has become difficult to acquire some of the ingredients necessary to execute some dishes. So, please be patient with us.

*****We promise Shaky Beef will return!**

DELIVERY + CURBSIDE

FOV will be maintaining both curbside service and delivery when the dining room reopens.

Please know that pick-up will still be contactless. All delivery drivers will be given their orders outside the restaurant door and curbside service will be the same. **These guests will not enter the restaurant.**

WHAT TO EXPECT DURING A TYPICAL SERVICE

- **Make your reservation online on TOCK,** you can even make your reservation for the same day, 15 minutes before you arrive. **NO WALK-INS.**

- After you make your reservation you will be prompted with the choice for contactless ordering and payment.

- **Text or call to inform FOV that you and your guests have arrived for dinner**

- **You will be greeted by our host** who will be masked and gloved, **given hand sanitizer, and reminded you must have a mask on when entering the restaurant.** Next **you will be asked to fill out our health declaration form and your temperature will be taken;** then you will be seated at a social distanced and sanitized table.

- **A one use dinner menu will be given to you or you can use your mobile phone to view the menu.** There is an option for you to order your entire meal online; if you want to interact less.

- **The masked and gloved server will bring you and your guests water, silverware, plates, and single use condiments.** No tables will be pre-set. A paper bag will be given to you to hold your facemask while you are eating.

- **Guests are required to put on their facemask when getting up to use the restroom.**
- **Our bar will be open, so you can order cocktails, beer, sake, wine, or beverages. Please note that there will be no guests seated or dining at the bar.**
- **Order your dinner and drinks and allow our staff to provide you with an enjoyable dining experience. This is the time for you to enjoy the night with your friends and family.**
- **Take note that the tables around you are properly spaced and parties will consist of 1-6 guests.**
- **All food and beverages will be brought to your table by a server with gloves on and all food and dishes removed from your table will be done so by a gloved and masked employee.**
- **Our kitchen staff will be wearing facemasks and gloves while they prepare your meal. No guests will be sitting at the Coney counter.**
- **We kindly ask that if you do want to take leftovers home, that you package the food at your table with the containers and bag we provide you.**

All legal tender is accepted but we prefer e- payment

- **All communal doors and restroom handles will be sanitized after a guest or staff member uses the handle.**
- **Please keep in mind that FOV will still offer curbside and delivery service.**
- **Our goal is to make your evening enjoyable and delicious while keeping every guest and our staff safe.**
- **We kindly ask all guests and staff to practice patience and kindness through this process.** Everyone is learning a new way of dining together and health and safety is more critical than ever.

Hospitality has changed, we want to be clear, that safety of our staff and other guests will override any individual's comfort

COMMUNICATIONS + GUEST RELATIONS

Guests can contact the Flowers of Vietnam team at any time. The fastest way to communicate with FOV will be via phone or email. Please note that a third party maintains our social media channels so communication through Facebook or Instagram is not preferred or time reliable. **Contact us by phone at 313-312-4100 or email our manager at Joaquin@flowersofvietnam.com**

Our goal is to make you, our guest feel welcome, safe and enjoy a fantastic dining experience as you have in the past. If you have any questions, concerns, or fears please let us know ASAP, the FOV management team and staff are here for you.

If we are informed that a guest has tested positive, FOV will reach out to every guest individually to notify them of their contact. We will also call our guests with upcoming reservations to let them know that FOV cannot accommodate them due to COVID, and provide alternative days or restaurants to dine at. The restaurant will be industrially sanitized by an external service with whom we have contracted.

Please note that our staff are not qualified to give medical advice. We will direct you to the closest medical facility, agency, or government website to address your health concern.

WE LOOK FORWARD TO SEEING YOU SOON!

In the meantime, if you have any inquiries please contact us via joaquin@flowersofvietnam.com and we will do our best to answer them. We wish everyone who has been directly affected by this devastating virus a speedy recovery and we look forward to happier times for all of us

