

Fraser Health and WorkSafeBC have asked all business to have a safety plan in place to ensure a safe environment. Here's a summary of the safety precautions we have executed as of May 19, 2020 to keep our staff and guests safe as we move into Phase 2 of the COVID-19 pandemic.

Washing Hands We have always used a very good foaming anti-bacterial soap and have 6 hand washing stations set up inside.

Sanitizing Hands We are proud to have several ways for our guests to sanitize. There is a sanitizer station set up at the front door, you can wash your hands in the bathroom, or you can purchase sanitizer in the pop-up market. Another sanitizer station is set up at the cash desk for your convenience.

Curbside We didn't invent the word but we feel we execute it pretty well. Call the bistro and place your order, set a time for pickup and show up curbside in our loading zone. You can call the bistro and we will bring out a sanitized debit machine, or you can come in to the market and pickup. This will change when we install our new take-out window, and you will only be able to pick up your take-out order at the window.

The Daily Deal We will continue to do this but offerings will not always be \$10 as we need to limit the amount of people entering the bistro and for curbside pickup.

Online Ordering We have launched an online option to prepay ordered food, so there is no need to use a debit machine when picking up. This service is a platform app called Tock To Go. Simply visit our website at www.big-feast.ca and click on Order Online. The app defaults to a 20% gratuity which we cannot control. You are able to by bypass this or change amounts but we are always grateful for your generosity.

Safety Glass Our cash desk has a large plexiglass shield for our staff to stand behind when you enter the bistro to pay.

Facial Coverings Our service staff have the option to wear a cotton mask, which is sanitized regularly, or a cap shield hat.

Floor Decals We have installed in the bistro reminding you to be socially distanced. Please be respectful of others.

Patio Tables We are lowering to a maximum of 9 guests seated on the patio to ensure a minimum 6 feet distancing.

New Seating Standards With the slow re-opening of limited patio seating and eventual interior seating, we will ask a few things of you. We will not seat your party until all of you are here. If you are a party of 2 and the only table open is set for 4, we may ask you to wait for the next 2-guest table to open up. This will allow us to maximize seatings.

Scheduled Wipe Downs We have always sanitized our tables in the bistro, but have added an audible timer that will remind the team to walk around and sanitize all touch points on an hourly basis.

Interior Seating This will start late May with a maximum of 14 guests in the bistro, all practicing social distancing. No parties larger than 6 are allowed at this time.

Schedule Table Turns We ask that you limit your visit to a maximum of 1 hour on the patio or in the bistro. This will allow us to sanitize tables and seat our next guests quickly.

The "New Look" Table It will have nothing on it, not even a menu when you sit down. We will offer you a single use disposable menu should you need it, but would like you to use your phone to view the menu on our website. Of course we offer free wi-fi. Should you need extra condiments, we will bring them in a single use vessel. Should you need salt or pepper, we will add some for you.

Limit Modifications We have always tried to say "yes" to everything you ask for but simply cannot at this time. We are still operating on limited staff and menu offerings. You may have been able to get an item in the past that we just can't do at this time. This will also help with speed of service.

Coffee Service We know you love a great French roast and we will fill your cups up as often as you can slurp it back in an hour, BUT, we will not touch your cups once they are delivered to the table. Simply push them towards the edge and we will fill them.

Food Delivery We will place dishes on the edge of your table and ask you to pass them over to your guests if you are at a table for 4-6 guests.

Dishwashing We use a high temperature dishwasher that sanitizes like crazy and dishes are so hot when they come out, you can't really touch them for about 30 seconds. We will have 2 people working in this area so 1 person is loading the machine and another removes the dishes to ensure no cross contamination.

Leftovers Some of our portions are a bit big so if you have leftovers, we will ask you pack them up yourselves with containers provided.

The "C" Word Cash money, we love it and want to take it, but would prefer you use debit/credit. We have also upgraded our point of sale system to Touch Bistro, which eventually will allow for at table ordering by our service staff.

Kitchen Operations It is very difficult for us to produce food 6 feet apart but we have spaced out our prep stations to allow team members be spaced out. We have staggered start and finish times to ensure no cross over in very small staff area.

We value your business and will continue to implement more changes as we adapt. Please be patient with the team and allow a few extra minutes for your transactions. Thank you for your understanding!