



Your safety and our staff's safety are our priority

COVID-19 is severely impacting our world and the hospitality industry.

At our core, we believe in shared experiences, caring for our staff, and creating the most significant impact through our approach to hospitality. The decisions we've had to make during this crisis have tested our core, and we face impossible choices.

In deciding to re-open, we've carefully considered what makes sense for our restaurants, our communities, and our staff. We've worked hard to implement government requirements and are going above and beyond official guidelines. In this guide, you'll find a summary of our new protocols and measures we are taking to keep you, our staff, and our community safe during COVID-19.



HARCHI
RAMEN

safety + sanitation guidelines

We are following 'San Diego Restaurant Operating Protocol' plus additional guidelines* outlined below:

hygiene

- Handwashing every 30 minutes and between customer interactions
- Sanitization of shared surfaces and bathrooms every 30 minutes
- Sanitization of tables for each table turn
- Rotation of new sanitation solution and towels every hour throughout the service
- Hand sanitizer and wipes available throughout the entire restaurant
- Required 11-Point wellness check-in for any shift with temperature check
- Keep physical distance at the forefront and avoid congregating
- No direct physical contact with one another (handshakes, secret handshakes, hugs, fist bumps, chest bumps, high fives, etc.)

uniforms

- Masks and gloves worn by all FOH staff members
- Gloves changed regularly
- All clothes, aprons, and masks washed after every shift

service standards

- Seating of parties will be every other table to maintain at least 6 feet of distance apart from other parties
- Limit of 6 people (yes, children count) in each party
- Nothing will be set at the table prior to guests arriving
- Wrapped chopsticks or silverware will be provided
- Contactless payment option
- Single-use paper menus and easily accessible digital menus via guest's personal device. QR code is provided
- Additional service standards are provided through internal training and include bussing and service safety precautions

host stand

- We will not seat any closed tables.
- Closed tables will be marked with an 'out of use' sign
- We will utilize the text-when-table-ready function in SeatMe to keep guests in their cars until we are ready for them to be seated
- We will have hosts encourage guests to use hand sanitizer when entering the building to ensure clean hands once inside

*This list is not an exhaustive list of all actions as we are updating standards daily to adopt industry best practices. Our staff and employees have gone through mock trainings to ensure all new protocols are being carefully followed.