

Bob Chinn's Crab House

2020 Health & Safety: Guest Experience

Welcome back! In an effort to make our guests feel confident about returning to the indoor dining experience, we have prepared a comprehensive guide to the measures we have/will be taking, as well as what you can expect to see when you're here. We understand that change can feel overwhelming- we've all been doing a lot of it lately! Our goal is to put your mind at ease, knowing exactly what is being done to keep everyone safe!

In preparation for your visit:

For the first time in Bob Chinn's Crab House history, **reservations are required** (and will be for the immediate future). We believe this is the best way to safely accommodate the number of guests allowed by state government regulations.

- **As per the recommendation of the Suburban Cook County Department of Health, reservations can be made for a maximum of 6 people per table** through our website or via the Yelp app on your smart phone. Please note that we will do our best to accommodate but cannot guarantee specific table requests.
- If you or anyone you plan to dine with are experiencing a fever or any symptoms related to Covid-19, please be mindful of our teammates and other guests and wait until you are symptom free before returning to our tables. We promise- we aren't going anywhere!

Upon your arrival:

Our regular valet parking service will be available Tuesday- Sunday from 4pm- 9pm for those guests who prefer this option.

- Face masks/coverings are required to enter the building. A manager will be stationed at or near the front door to greet guests and provide single use face masks to those who do not have one.
- All of our menus are available in digital form by scanning any of the QR codes posted throughout the restaurant. Single use paper menus are still available upon request.
- Both dining rooms and our main bar have been reconfigured to ensure all tables are spaced 6 feet apart and guests will be seated at every other booth.

While you're here:

- Guests are asked to wear face coverings upon both entry / exit of the restaurant and at all times when away from the table (i.e.- walking to the restroom).
- **As of August 26th, 2020, The Illinois Department of Public Health has issued a statewide mandate requiring patrons to "wear a mask during any interaction with wait staff, food service workers, and other employees at bars and restaurants. Face coverings must be worn over the nose and mouth when patrons are approached and served by staff, including but not limited to when employees take patrons orders, deliver food and beverages, and service tables."**
- Guests are expected to practice physical distancing by standing at least six feet away from other people who are not in their party; this includes standing in lines and moving about the restaurant.

For your convenience, crab-shaped markers have been placed on the floor in common waiting areas to help identify the appropriate 6-foot distance.

- Individually rolled flatware will be set **after** each party has been seated at their table.
- High traffic common areas and touch-surfaces (including counters, door handles, server computer terminals) will be sanitized every 15-30 minutes.
- All restrooms undergo deep cleaning and rigorous sanitization every 30 minutes by a trained member of our team.
- In addition to the hand washing sinks in our dining rooms, hand sanitizing stations can also be found throughout the restaurant.

Employee Safety:

All of our teammates are required to follow company issued health and safety practices, including but not limited to pre-shift temperature checks as well as the mandatory use of PPE.