

**Keck's Food Service**  
**Covid-19 Customer Communication – 008**

**Update: 05/27/20 PA Governors Order and additional guidance regarding Yellow and Green Phase Reopening**

**From:** Brian Keck

**Sent:** Wed 5/27/2020 11:02 PM

**Subject:** Keck's Food Service - Customer Communication – 008 – Update: 05/27/20 PA Governors Order and additional guidance regarding Yellow and Green Phase Reopening:

**Customer Communication – 008 – Update: 05/27/20 PA Governors Order and additional guidance regarding Yellow and Green Phase Reopening:**

Dear Customer

Today Wednesday May 27<sup>th</sup> 2020, PA Governor Wolf held a news conference where he outlined additional guidance regarding both yellow and green phase reopening for various industries including Restaurants and Bars. We've included the links and corresponding attachments for your review and reference as you prepare to reopen your establishments in-restaurant dining under the restricted occupancy and related requirements.

**Attached is the Governors order and corresponding link for your review and reference.**

[Click Here for a link to the Governor's order](#)

**Attached is the PA Restaurant and Bar Guidance as well the corresponding link for your review and reference.**

The Wolf Administration worked with the Pennsylvania Restaurant and Lodging Association to develop guidance on dining in both the yellow and green phases.

[Click Here for a link to the guidance on dining](#)

**Attached is the CDC Guidance dated 04/08/20, Regarding Interim Guidance for Implementing Safety Practices for Critical Infrastructure Workers Who May Have Had Exposure to a Person with Suspected or Confirmed COVID-19.**

**The CDC document will help address the provision immediately below and outlined in the Restaurant Guidance / Requirements.**

Follow all applicable provisions of the Guidance for Businesses Permitted to Operate During the COVID19 Disaster Emergency to Ensure the Safety and Health of Employees and the Public, available here, including provisions requiring the establishment of protocols for execution upon discovery that the business has been exposed to a person who is a probable or confirmed case of COVID-19.

**Green Phase**

**Work & Congregate Setting Restrictions**

- Continued Telework Strongly Encouraged
- Businesses with In-Person Operations Must Follow Updated Business and Building Safety Requirements
- All Businesses Operating at 50% Occupancy in the Yellow Phase May Increase to 75% Occupancy
- Child Care May Open Complying with Guidance
- Congregate Care Restrictions in Place
- Prison and Hospital Restrictions Determined by Individual Facilities
- Schools Subject to CDC and Commonwealth Guidance

## Social Restrictions

- Large Recreational Gatherings Remain Restricted
  - Restaurants and Bars Open at 50% Occupancy
  - Personal Care Services (including hair salons and barbershops) Open at 50% Occupancy and by Appointment Only
  - Indoor Recreation, Health and Wellness Facilities, and Personal Care Services (such as gyms and spas) Open at 50% Occupancy with Appointments Strongly Encouraged
  - All Entertainment (such as casinos, theaters, and shopping malls) Open at 50% Occupancy
  - Construction Activity May Return to Full Capacity with Continued Implementation of Protocols
- All businesses must follow CDC and DOH guidance for social distancing and cleaning
  - Monitor public health indicators, adjust orders and restrictions as necessary

### Links to access Pennsylvania Guidance:

- **Pa Process to Reopen Guidance** - <https://www.governor.pa.gov/process-to-reopen-pennsylvania/>
- **PA Guidance for businesses** – <https://www.governor.pa.gov/wp-content/uploads/2020/05/20200504-COVID-19-Business-Guidance.pdf>

This guidance re-emphasizes and builds on existing orders previously issued to protect employees and customers, specifically the building safety and workers' safety orders. The guidance formalizes and builds on CDC recommendations and other best practices in states across the country.

### Reduced Occupancy Considerations:

- a. **Friday and Saturday – Reservations recommended however not required:** by encouraging reservations for peak periods you help avert customer congestion.
- b. **Reservation Continued:** If the requested reservation time is already booked up due to occupancy restrictions, you have the opportunity to suggest alternative open reservation times or take out.
- c. **Social Distance Guidance:** To the extent practical maximize your available seating distribution to provide the target Social Distance 6' between parties.
- d. **Social Distance Guidance:** Noting the Occupancy level is initially set at 50%, using the full facility, all rooms and potential seating areas will help maximize your seating capacity while also providing enhanced Social Distance.
- e. **Table Size, Location and Creativity will help aid with seating flexibility:**
- f. **Restaurant Guidance references 6' social distance requirements or barriers,** thoughtful barriers may present an option to increase the seating capacity.
- g. **Outside Dining Option:** outside dining may represent an option to expand your overall capacity and help reduce the impact of the 50% occupancy restriction.
- h. **Outside Dining Liquor:** Noting PA liquor licenses have a delineated service area for each establishment, if your alcohol service area is limited to inside the establishment, outside dining would need to be without alcohol. (This should be communicated as not all patrons are interested in alcoholic beverages )
- i. **Customer Acknowledgment of Seating Acceptability: when your host or hostess seats your patron/s, it's important that they ask is this table OK.** (It's important that your team receives an affirmative response from the patron, if the patron isn't sure, make all reasonable efforts to identify a table that's more acceptable).

- j. **Customer Acknowledgement (not comfortable):** If after further review the Patron isn't comfortable, let them know you respectfully understand and could you encourage them to rebook for a slower day of the week in which you'd be able to provide enhanced social distancing. (Potentially provide them some small incentive for when they return – dessert, etc.)
- k. **XYZ Establishment - Social Distance Plan (Post):** “Please notify our Host, Hostess or Management if you're uncomfortable with your table or seating location. To the extent practicable we'll do our best to accommodate your request”
- l. **Hours of Operation:** It may warrant expanding your hours of operation to allow for 1 additional turn of the tables. This may help mitigate some of the occupancy reduction.
- m. **Table Top Condiments:** Common use items should be minimized to the extent practicable or establish a documented cleaning procedure between guest.
- n. **Menu Strategies** that capitalize on your establishment's unique selling propositions, including targeting items that are manageable in the back of the house will help your team maintain the targeted table turns.

Please note we cannot guarantee the accuracy of these documents however they're from reputable sources.

Keck's Food Service will continue to monitor Covid-19 developments closely and will work diligently to support your business thru this difficult time. We value your business and will plan to provide additional updates and KFS information for your review and reference. If you have any questions please feel free to contact your sales or customer service representative.

Regards

*BHK*

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Attachments:

[05.27.20 - PA Governor Order-TWW-green-phase-order](#)

[05.27.20 - PA Restaurant-Industry-Guidance](#)

[CDC - 04.08.20 - Critical-workers-implementing-safety-practices](#)