

The image shows the interior of a restaurant named 'The Poké Co.'. The background features a white wall with horizontal shiplap paneling. On top of the wall, there are several framed artworks, including a map and a landscape, along with various decorative items like small potted plants and seashells. A wooden table is visible in the foreground, set with a glass of water, a small potted plant, and a napkin. The overall aesthetic is clean and modern with a coastal theme.

THE
POKÉ
CO.

COVID-19
PLAN TO FLATTEN THE CURVE

STAGE 1:

Stage 1 (effective immediately)

- HAND SANITISER made available on ENTRANCE /EXIT of restaurant. All customers to make use of by order of management.
- Staff to WASH HANDS thoroughly for 20sec under running water with hand soap every hour, on the hour.
- Staff to sanitise EVERY 20MIN OR MORE throughout their shift.
- Staff & Customers to AVOID TOUCHING ones face.
- Staff & Customers to AVOID HUMAN CONTACT.
- Staff to treat every surface as infected, DISINFECT before use.
- Only MEDICAL GRADE disposable chopsticks in use.
- GLOVES and HAIR NETS to be worn at all times when serving / preparing food.
- TAKEAWAY / PICKUP & DELIVERY encouraged to our customers.
- ONLINE ORDERS through our delivery partners encouraged (UberEATS, MrD & Orderin).
- All delivery drivers instructed to sanitise hands before handling packaged food. All delivery bags SEALED before given to couriers & customers.
- Request customers to make use of the “NO-CONTACT DROP OFF SERVICE” when collecting food from delivery partners.

STAGE 1: CONTINUED SUPPORT

As a new small business, we head into this time of uncertainty with caution but also ask our loving, loyal customers for your support during this unprecedented time.

We have a staff contingent of 24 hard working employees that rely heavily on the success of the business and your tips. We are positive we will get through this but we will need your help.

We understand that social distancing and extreme caution is necessary but here are a few ways you can **SHOW YOUR SUPPORT** & still remain safe.

- **SANITISE** your hands when you **ENTER / EXIT** the store.
- **ORDER FOR COLLECTION** either via **TELEPHONE** or our new loyalty app.

(**Loop St - 087 470 0125 ; Kloof - 021 286 9597 ; Sea Point 087 701 9692**)

- **ORDER FOR DELIVERY** from either **UberEATS, MrD or Orderin** apps.
- Purchase store **VOUCHERS** that can be redeemed at a later stage.
- Help us, together with our staff, **MAINTAIN** a clean in-store environment.
- **TIP** our staff generously.
- **SEAT** yourself at a safe distance away from other customers.

Thank you for your support and trust during these testing times. We're confident that as a community and an industry we will get through this better equipped to serve you now and into the future.

We are continually monitoring the situation daily and will advise if anything changes.

Thank you,

Andrew Flanagan