



·✕· General Guidelines for Dine-in Restaurant and Bar Service ·✕·

- Guests, if medically able, are required to wear a face covering until seated at their table.
- Seating capacity is limited to 50% of normal seating.
- All tables have been positioned to maintain the required six feet of separation between parties or groups. This includes bar top seating.
- Tables of no more than 10 guests will be seated together.
- All staff complete a required daily entry health screening prior to entering the facility. Any employee exhibiting any symptoms will be immediately sent home for self-observation.
- Communication material is available, upon request, for guests informing them of our restaurant and bar practices as well as precautions being taken to prevent infection.
- The breakfast buffet has been temporarily closed.
- Guests are encouraged to maintain social distancing while waiting to be seated or at the bar when picking up to-go orders.
- As feasible guests will go through an entry health screening which includes temperature reading and basic health questions. Any guest exhibiting symptoms will not be permitted into the facility.
- All hosts, servers, and service staff are required to wear a non-medical grade face covering when the six feet social distancing is not possible.
- All kitchen staff are required to wear a non-medical grade face covering and gloves when handling food as consistent with FDA guidelines
- Shared condiment items for guests will be limited and when feasible single use packets will be provided.
- Single use paper menus will be provided to guests. They will also be encouraged to view the menu on their phones.
- All tables and bar tops will be covered with single use linens.
- Silverware will be presented in linen rolled single use napkins.
- All chairs and reusable condiments will be thoroughly disinfected in between uses.
- Outside seating will be encouraged when possible.
- All high-touch and public areas will be continuously disinfected throughout the business day and thoroughly cleaned and disinfected overnight.
- All cleaning and disinfectant products are CDC and CBC approved to combat the COVID-19 virus.
- Please note that your dining experience may change due to executive orders passed by the state of Michigan.



Arcadia Bluffs is honored to serve you once again and we are grateful to be entrusted with your dining experience. The following information regarding our safety protocols and vendors is being provided to strengthen this trust. We only source the highest quality products from FDA approved vendors. Every delivery is meticulously inspected to ensure all items meet our high standards. Our daily safety protocols are designed to keep guests and staff members as safe as possible. Upon request a manager will be pleased to answer any questions you may have.

Safety Protocols

- All Arcadia Bluffs facilities have been professionally disinfected by Jan-Pro using electrostatic technology that applies a negative charge to a 30-micron droplet, ensuring 100% surface coverage. EnviroShield Treatments are environmentally friendly and will not cause skin, eye or respiratory issues. Using only CDC and CBC COVID-19 approved medical grade disinfectant ensures a long-term safety solution that is powerful enough to kill 99.999% of harmful bacteria and viruses for well past 6 months.
- The entire dining room and kitchen is completely disinfected every morning and night using CDC and EPA approved disinfectant solutions.
- Common areas such as doorknobs, tables, chairs, bar tops and other areas susceptible to spreading germs through bare hand contact are disinfected continuously throughout the day.
- All tables, chairs and solid surfaces will be disinfected in between every use.
- Menus are printed daily and should only be used once, however we encourage guests to view our menu's online to eliminate wasted paper.
- Every food and beverage staff member have received their Serve Safe Food Handlers Certification.
- Inventory is only purchased from FDA approved and reputable vendors.
- All Culinary staff members are required to wear single use gloves during their entire shift, while also practicing proper handwashing in between uses.
- All food and beverage staff members are monitored daily for COVID symptoms.
- Team members are encouraged to exercise proper social distancing guidelines whenever possible.

Approved Vendors

- Ecolab - <https://www.ecolab.com/>
- Carmela Foods - <http://www.carmelafoods.com/>
- Gordons Food Service - <https://www.gfs.com/en-us>
- Sysco - <https://www.sysco.com/>
- Valley City Linen - <http://vcl.com/>
- Jan-Pro - <https://jan-pro.com/commercial-disinfectant/>