

# TOPPERS COVID-19 GUIDE TO SUCCESS

## IN-STORE

### TAKE CARE OF YOURSELF & OTHERS

- Face masks are required at work at all times unless eating or drinking
- Practice social distancing while at work to the best of your ability
- Follow sanitization checklist on ToppersU throughout the day
- Wash hands often with soap and water for at least 20 seconds
- Complete Wellness Check, found on ToppersU, before every shift
- Drivers must wash hands after every delivery
- If you're sick, stay home

### IF YOU HAVE ANY OF THE SYMPTOMS BELOW, LEAVE IMMEDIATELY & NOTIFY MANAGER OR FRANCHISEE

#### PRIMARY SYMPTOMS OF COVID-19

- Fever of 100.4 degrees Fahrenheit or greater, or chills
- Dry cough
- Difficulty breathing or shortness of breath
- Fatigue
- Muscle/body aches
- Headache
- Sore throat
- Congestion/runny nose
- Nausea/vomiting
- Diarrhea
- Recent loss of taste and/or smell

### FACE MASK PROCEDURES

#### WEAR YOUR MASK CORRECTLY:

- Must cover nose, mouth and chin

#### CARING FOR YOUR MASK:

- Hand wash or machine wash daily, using soap
- Don't set your mask down on surfaces while working

#### UNIFORM STANDARDS:

- No bandannas, gas masks, etc.
- Masks can be cloth or disposable
- No wording allowed on masks
- No imagery can be shown - patterns are OK
- No political statements
- No company logos other than Toppers can be shown.

#### NOTE:

Team Members whose health or safety is put at risk by wearing a face mask are not required to do so. If this applies to you, contact your Franchisee.

Team Members eating or drinking may remove their face mask, provided they are situated 6 ft away from others, perform the necessary hand hygiene and replace the mask when they are done.

### CREATE A SAFE ENVIRONMENT FOR CUSTOMERS

#### KEEP LOBBIES OPEN AND SAFE WITH:

- Curbside Pickup, face mask requirements & lobby capacity signage on your store front
- Social distancing stickers on the floors and tables
  - Tables available for use by Customers adhering to social distancing practices
- Sneeze guards on the front counters
- Bottle of sanitizer available for Customers on the front counter

### WHEN A CUSTOMER COMES IN WITHOUT A MASK:

#### DO:

- Only say "We require that Customers wear a face covering when inside the restaurant. Are you unable to wear a mask because of a disability?"
  - If "Yes", work with the Customer to determine another way to complete their order while keeping all Team Members and other Customers safe

#### DON'T:

- Don't demand that a Customer wear a mask
- If the Customer says they can't wear a mask due to a disability:
  - Don't ask them for documentation of the disability
  - Don't ask them additional questions about their disability

#### EXAMPLES OF WHAT TO DO IF A CUSTOMER CAN'T WEAR A MASK DUE TO A DISABILITY:

- Ask the Customer if they would be able to wear another face covering that accommodates their disability
  - Loose scarf/face covering, face shield
- Ask the Customer if they'd like to order and receive their food outside of the restaurant
  - Place order of the phone or online ordering
  - Receive food using curbside pick-up or delivery

## CURBSIDE

### TAKING PHONE ORDERS

INFORM	We are doing curbside delivery or pick up in the store. Which one would you prefer? <ul style="list-style-type: none"><li>- If Curbside, toggle on Curbside</li></ul>
QUESTION	<ul style="list-style-type: none"><li>• What is the color/make/model of their car?</li><li>• Where are you located?</li><li>• Are you paying with cash or credit card?<ul style="list-style-type: none"><li>- If cash, what bills?</li></ul></li></ul>
PAYMENT	PAYING WITH CASH <ul style="list-style-type: none"><li>• Enter amount of change in special instructions</li><li>• Save with balance.</li></ul> PAYING WITH CREDIT CARD <ul style="list-style-type: none"><li>• Take CC information and process.</li></ul>

### CUSTOMER HAS ARRIVED

ORDER IS READY	<b>1. CUSTOMER:</b> <ul style="list-style-type: none"><li>- Customer calls/texts. (Follow your store's process)</li></ul> <b>2.ORDER READY:</b> <p>Follow Customer's instructions.</p> <p>PAYING WITH CASH</p> <ul style="list-style-type: none"><li>- Have change amount in "special instructions" ready.</li></ul> <p>PAYING WITH CREDIT CARD</p> <ul style="list-style-type: none"><li>- Place CC receipt in the side of the box.</li><li>- Take the order to Customer.</li></ul> <b>3.PAYMENT:</b> <ul style="list-style-type: none"><li>- Recall order</li><li>- <b>APPLY PAYMENT, THEN SELECT "FINALIZE THE ORDER"</b></li></ul>
ORDER IS NOT READY	<b>1. CUSTOMER:</b> <ul style="list-style-type: none"><li>- Customer calls/texts. (Follow your store's process)</li></ul> <b>2.ORDER NOT READY:</b> <ul style="list-style-type: none"><li>- Give the Customer an estimated time.</li><li>- Recall order and toggle "Is Customer waiting?" to "yes," hit save.</li><li>- <b>SELECT "SAVE CHANGES BUT DON'T FINALIZE"</b></li></ul> <b>3.ORDER READY:</b> <ul style="list-style-type: none"><li>- Follow Customer's instructions.</li></ul> <p>PAYING WITH CASH</p> <ul style="list-style-type: none"><li>- Have change amount "special instructions" ready.</li></ul> <p>PAYING WITH CREDIT CARD</p> <ul style="list-style-type: none"><li>- Place CC receipt in the side of the box.</li><li>- Take the order to Customer.</li></ul> <b>4.PAYMENT:</b> <ul style="list-style-type: none"><li>- Recall order</li></ul> <p>PAYING WITH CASH</p> <ul style="list-style-type: none"><li>- Type in the amount the Customer gave you and <b>SELECT "ADD TENDER", THEN SELECT "FINALIZE THE ORDER"</b></li></ul> <p>PAYING WITH CREDIT CARD</p> <ul style="list-style-type: none"><li>- Go into Payment screen and <b>SELECT "SAVE", THEN SELECT "FINALIZE THE ORDER".</b></li></ul>

## NO CONTACT DELIVERY

### TAKING PHONE ORDERS

INFORM	Inform the Customer that we offer No Contact Delivery.
QUESTION	<ul style="list-style-type: none"><li>• "Would you like to do No Contact Delivery?"</li><li>• "There is no signature required. Would you like to add a gratuity on now for the driver?"<ul style="list-style-type: none"><li>- Enter the tip amount into payment screen.</li></ul></li></ul>
PAYMENT	<b>Insert the Customers receipt in the side of the box. No signature is required on CC transactions.</b> <b>ONLINE EXPERIENCE</b> The Customer has the option to leave a tip online.

### DELIVERING FOOD

CASH	<b>Driver knocks/rings doorbell/ or calls Customer and then moves 6 ft away from the door. Inform the Customer we are practicing no contact delivery. Then start the currency exchange with the Customer.</b>  <b>EX. Customer: answers the door&gt; leaves the cash&gt;takes the food. The driver: take the cash&gt; leave the change&gt; ring/knock on the door&gt;move six feet back&gt;thank the Customer when they come to door.</b>
CREDIT	<b>Driver knocks/rings doorbell/ or calls Customer, waits for the Customer to come out, and then thanks the Customer for their business.</b>

### NO CONTACT ORDER PLACEMENT

- Place on a flat surface, easily accessible to the Customer
- Don't place on top of hot bag to reduce contact with Customer
- Place out of the way of bad weather conditions and wet surfaces
- Practice social distancing of 6 ft. or more during Customer interaction
- DRIVERS MUST MAKE SURE CUSTOMER RECEIVES ORDER BEFORE LEAVING THE DELIVERY

Note: If a Driver is uncomfortable doing regular deliveries with Customer interaction, they may request no-contact deliveries. Contact Customer before leaving the store to discuss the process with them.