

THE HOF HOSPITALITY GROUP

LOYALITÄT. STOLZ. FREIHEIT.

COVID-19 PLAYBOOK

HOW WE GET THROUGH THIS- TOGETHER!

We are friends, serving friends.
And there is only one way through this- together!

COVID 19 PLAN

The upcoming period after COVID-19 and especially the immediate time after the lockdown will certainly not be easy.

And there is only one way through this- together.

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INTRO

This year has been a challenge for everyone; with the global events around the COVID-19 pandemic having the biggest impact on our beloved hospitality industry. This is a manual to help us to get through the other side as a team. It will help us to get ahead of events and to get back where we started. Maybe even better.

Patience has always been a requisite to thrive in the Hospitality industry. This pandemic will force us to bind together even stronger and continue to perform in the roles we love and most importantly, do what is right. Be prepared for some rough months, because it will be a long ride until hospitality has recovered. We as a team will be challenged every day with new restrictions, changing laws or other unforeseen issues. But we will get through this - together.

For now, we are living day to day, and every day that our team stays healthy and the restaurants stay open is a win for us. The crisis our industry is in will not end with the lift of the lockdown. We will need to regain the trust of our friends and work harder, more efficiently and with even more attention to detail. It is our responsibility as a team, as friends, to do everything we can to keep the lights on in our venues, our homes and to take care of our friends internally as well as externally. We are friends serving friends.

There is only one way through this -together.

We are friends , serving friends.

WE ARE FRIENDS, SERVING FRIENDS

OUR TEAM CULTURAL MOTIVES

IN A TIME OF CRISIS IT'S EVEN MORE IMPORTANT TO STICK TO YOUR MOTIVES AND MAINTAIN A HEALTHY AND POSITIVE WORK CULTURE.



COLLABORATIVE TEAM

WHAT CAN I DO TO HELP?

This simple question is the fundamental of a healthy and progressive TEAM. Blaming others will not be tolerated as well as closing your eyes to any cultural or quality issues. Ask yourself – what can I do to help?



CONTINUAL IMPROVEMNET

BE BETTER THAN YESTERDAY!

As a TEAM and corporation we aim to make a difference and protect independent business. This is only possible if we continuously improve ourselves. Reach for the best – be better than yesterday!



CREATE CONFIDENCE

BELIEVE IN CHANGE!

Know your strength, accept your weakness and believe in change. Stop being afraid of what could go wrong and start being excited of what could go right



EXCELLENCE IN OUR JOB

EXCEL FIRST

Instead of cutting corners and costs, we eliminate mistakes first. Because with each cut in our product we are taking something away from our friends and their experience.

HHG CORE VALUES

Loyalty.

Integrity and Loyalty are the foundation of our family. We serve each other before we serve anyone else. We want to create a supportive community. We do not betray our values nor each other. We stand together. We loose together and we win together. We are loyal in every aspect of our world. Loyal to the cause, loyal to the product, loyal to our values and standards.

PRIDE.

We stand for who we are and where we come from. We act with integrity, honour tradition and we do not compromise our pursuit of excellence.

We are free of the corporate shackles of this world and aim for a more indepentend world. Where a business acts in the best interest of it's shareholders not stakeholders.

INDEPENDENCE.

CONSISTENCY.

Greatness is measured by consistency not by single success. We believe that the small and simple things are the ones that matter. When in doubt, go back to basics.

WE ARE FRIENDS,
SERVING FRIENDS.

EXCELLENCE.

Everything we do, we do it 100% right, or we don't do it at all. We never compromise our standards. We do everything we can to provide the best product and service.

Leadership.

We lead by example. We are ready every day to take on a new challenge. We don't rest until we satisfied every single guests, found the right recipe and lift up our last team mate.

RESPONSIBILITY & ACCOUNTABILITY.

We don't blame each other. We take responsibility for our own actions and inactions. We support our team mates wholeheartedly. We take full accountability and we practice what we preach.

EVOLUTION.

We never stop improving.



Respect.

We argue, but with respect. Once a decision is made, we follow it through as one.

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VALUES GUIDE OUR DECISION MAKING



OUR CORE VALUES

For us as a Team, it is our ultimate goal. To get through this together and ensure that there is a place to come back to once the new world starts again. At this point no one knows what the life on the other side will look like. But it will require us to change our perspective. High quality service and a consistent product as well as a high commitment from every single individual will be more important than ever. Our mental health will be tested the longer this goes, if you have any issues reach out to your friends. We are here for you.

SAFETY POLICIES

TO KEEP US ALL SAFE

BEFORE WORK

| ENSURE ALL CLOTHING IS CLEAN & PRESENTABLE (FRESH UNIFORM DAILY). NO STAFF ARE TO ENTER THE VENUE, WHETHER IT BE ON BREAK OR THROUGHOUT THEIR SHIFT WITH DIRTY CLOTHING OR UNIFORMS.

| CHECK FOR SYMPTOMS, IF YOU FEEL UNWELL STAY AT HOME.

ARRIVING AT WORK

| SANITISE YOUR HANDS BEFORE YOU TOUCH ANYTHING OR START WORKING

| LOG INTO DEPUTY USING YOUR SMART PHONE NOT THE KIOSK

| COMPLETE HEALTH CHECKLIST (TO SEE IF ANYONE IS FEELING ILL OR HAS COME INTO CONTACT WITH SOMEONE WHO IS)

| WIPE DOWN ALL TABLES AND HIGH TOUCH SURFACES (TABLES, CHAIRS, DOORS, POS, EFT-POS, MENUS, TOILETS, CUTLERY STATIONS, SANITISER STATIONS)

| SET ALL TABLES APPROPRIATELY (NO CUTLERY/MENU ON TABLES. ONLY SANITISER, QR CODE AND MR YUM INFORMATION)

HOSTING

| OUR FRIENDS MUST PROVIDE NAME AND CONTACT NUMBER BEFORE ENTERING. THIS WILL BE EASILY DONE BY SCANNING A QR CODE AT THE DOOR OR TABLE

| HOST MUST ALLOCATE CUSTOMERS TO AN APPROPRIATE AREA. SOCIAL DISTANCING LAWS MUST BE ADHERED TO (20 PEOPLE PER ROOM (INCLUDES DOWNSTAIRS AREA, UPSTAIRS BACK ROOM, POD LEFT AND RIGHT), 1.5 M SPACING BETWEEN TABLES, ALL TABLES MUST BE HAVING A MEAL.)

| NO MORE THAN 6 PEOPLE PER TABLE ARE ALLOWED

SERVICE

| ALL ORDERS MUST BE TAKEN AT THE TABLE OR ONLINE (MR.YUM)

| IF OUR FRIENDS DO NOT WANT TO USE MR. YUM, PROVIDE SANITISED MENUS (NO ORDERS NOR PAYMENTS AT THE BAR)

| CUTLERY IS TO BE ENCLOSED IN PAPER PACKAGING AND DELIVERED TO THE TABLE UPON ORDERING (CARRIED ON TRAY, NOT IN HAND AND SET TO THE RIGHT OF EACH SPECIFIC CUSTOMER.)

PACK DOWN

| ALL TABLES TO BE WASHED AND SANITISED AFTER EVERYONE LEFT

| REFILL SANITISER, GLASSES WIPED, CUTLERY POLISHED AND PACKAGED

COVID-19 SAFETY APP

Whilst we do not force anyone to do so, the ability of the health authorities to track & trace any outbreaks is imperative to life returning to normal and public safety.

LIFE HACK: MENTAL AND PHYSICAL HEALTH

WE NEED TO LOOK AFTER OURSELVES NOT ONLY PHYSICALLY AND MENTALLY BUT ALSO FINANCIALLY.

| Rest & Recover: We need to work hard to in these times, so make sure you get enough rest.

| Healthy Diet: Eat well and healthy, any antioxidants, immunity-boosters and anti-inflammatories are helpful. Vitamin C & D are important to keep your immun system strong. Ask our Chefs if you need advice on a healthy diet.

| Drink lots of water and stay hydrated.

| Stay active: try to excersise daily. Maybe skip public transport and go for a walk instead.

| Wash your hands every 30-60 minutes and carry sanitiser with you just in case.

| Sanistise your phone, computer or tablet frequently

| Avoid mass gathering, crowds and physical contact with others. Stay connected with words. Maintain social connections with friends and families. Your mental health is as important for your physical well-being.

| Keep your household clean and sanitise it more frequently

| After using the toilet, put the lid down to avoid the spread of germs

| Sanitise your groceries once at home with disinfecting wipes

| Financials: review your personal expenses and eliminate non-essential costs if you can. Such as gym memberships or other subscriptions (maybe keep Netflix).

| Use the time to learn something new. This will help you later and will keep you focused. Learning new skills also will help your mental state.

| Try to eliminate stress in your life as it has massive impact on your physical health.

If you need help, don't hesitate to reach out.

