

## IMPORTANT NOTE ABOUT CURBSIDE PICKUP AND DELIVERIES DURING COVID-19

Dear Valued Customer,

Thank you for shopping at Seasoned Specialty Foods. We hope you enjoy our virtual store and are able to find what you need. If you have any questions, for example, if you're looking for a specific product and can't find it on our page, email us. We'll try find it for you. Below is important information about our operations and protocols during COVID19.

### COVID19 Extra Care:

As a food establishment, we have always adhered to the strictest of food safety and security guidelines from the Minnesota Department of Agriculture and Minnesota Department of Health and its food safety training partners and vendors. That includes, but not limited to: temperature hot | cold holding guidelines, food safe packaging, and standard operations procedures such as handwashing and sanitizing. During COVID19 containment, for yours and our staff's safety, we require staff to wash hands then wear food-safe gloves at all times when handling food (deli or prepackaged) – such as re-packaging, gathering your grocery items, and preparing ready-to-eat foods.

We also ensure that only 1 staff (2 at most) is in the building at one time. After and before each shift – staff is required to clean and sanitize all food surfaces, equipment, including the levers and knobs on them. This is done with care and on top of our typical cleaning rotation.

We ask that you do your part when getting food from us – whether that is through curbside pickup or delivery. Please use the following protocol.

### CURBSIDE PICKUP PROTOCOL

Pre-order online so that you know what you're buying and pay online. The physical store is now closed for in-person, in-store transactions. You will not be able to enter the physical location, so stay in your car when you arrive for curbside pickup.

1. Park in our drive way (alley behind Grand Ave) unless you can find parking on Grand by the store.
2. Stay in your car. Call 651-348-6291.
3. Give the clerk your location and a brief description of car for identification (Lic. Plate # preferred)
4. Store clerk will bring out your grocery bag with your items.
5. Roll down your front passenger window. The clerk will engage with you from that distance. If the seat is empty, the clerk will put the grocery bag on the seat. If it is not appropriate there – we ask that you open your trunk from inside and the clerk will place the bag in your trunk.
6. Maintain as much distance as possible - at least 6 feet of distance preferred.

### DELIVERY - NO-CONTACT PROTOCOL

Our delivery person is instructed to leave your grocery bag on the front door. If there is a specific door you would like us to leave it at, indicate that in the instructions at check out. Make sure that you are home between the hours of 4pm and 6:30 pm for delivery. We apologize that we cannot take requests for specific delivery times. When we arrive for delivery, we will ring the doorbell twice and leave the bag at the door. Do not open the door for the delivery. **This is a no-contact delivery.** Check your email for the status of your delivery. If you prefer a text upon delivery – indicate that in the instructions during check out, and provide your cell phone number.