



Welcome to The Fireside Grill & Patio,

We recognize that our guests have many questions and concerns regarding COVID-19. We want to take this opportunity to let you know that we are vigilantly implementing enhanced protocols to keep you and our team safe and healthy.

We are happy to be able to offer our hospitality services once again. Although we are operating in a limited capacity, and remain under restrictive directives from the Michigan Health and Human Services Department, we will do our very best to accommodate your requests.

You will find that certain service routines, seating availability, and some amenities have been modified due to the current situation. You may also notice that some menu items, side dishes and condiments are being served in a manner which may be different than what you are accustomed to at Fireside.

Please be aware of the following:

First, you can rest assured that we are practicing all measures of safety for both our guests and our staff. These measures include but are not limited to:

- All staff has completed a training course that includes ***ServSafe Re-Opening Guidance with COVID-19 Precautions***, and has received a certification of training.
- We conduct staff pre-screening upon arrival at work, including temperature screening.
- Our staff if required to wear masks at all times. All kitchen employees will be wearing gloves in the kitchen area when

handling food, consistent with the guidelines and regulations from the CDC and Health Department.

- We are in compliance with all CDC, FDA, EPA, MDHHS, and Oakland County Health Guidelines.
- Table silverware is rolled using single-use gloves.
- Condiments will be brought to the table upon request and thoroughly sanitized between each use. We have single serve salt & pepper available upon request.
- If you have ordered through our online order portal and your order is for pickup, you will be notified by email as soon as it is ready. Clients ordering by phone will be advised of an approximate pickup time when placing the order.
- We prepare all our ingredients in zoned areas throughout our kitchen. For carry-out and to-go orders, your meal is packaged in sealed locking containers which limits air transference.
- Each shift will have designated cleaners to clean, disinfect and sanitize work surfaces, shared surfaces and restroom surfaces.

We ask that you please observe the following routines:

- Please do not enter if you or anyone in your house are, or have been recently sick.
- Please be patient and courteous to everyone around you.
- Limit your party to 6 people or less.
- Please ONE transaction per table to limit contact.
- Do not move or combine tables. They are configured in accordance with social distancing guidelines.
- This means wait times may be longer so please be patient. We are doing our best to accommodate everyone.

- Out of respect for waiting guests, we ask our seated guests to limit visits to 1 1/2 hours.
- Please use a face covering when you are transitioning to and from your table, and when using the restroom. Face coverings are not necessary to wear once you are seated.
- Please practice social distancing at all times, particularly when you are transitioning to and from your table, and when using the restroom.
- For your safety and convenience, you will find a QR code located at each table. This will allow you to use your smart device to view our menu. Additionally, you can view the menu at www.firesidenovi.com. Disposable paper menus are available upon request.
- We ask that you avoid using cash if at all possible. We have created touchless protocols wherever practical, and we appreciate everything you can do to help us in that effort.
- If there is anything, we can do to make your visit more enjoyable, please let us know.

Thank you for your patience and for trusting us to keep you fed and healthy in this unprecedented situation. Have a great day!

