

FREQUENTLY ASKED QUESTIONS

As we open our café doors, we want to make sure we continue to keep everyone safe and healthy. In addition to increase sanitation measures, we have adjusted our café program to offer our guest's favorites, but maybe in a new way, all our collective safety in mind.

Frequently Asked Questions guests may have:

- 1. *What are you doing to keep everyone healthy?*** Our dining staff and you are our first priority. We want everyone to be safe at work and keep their families safe at home.
 - Our team is required to wear masks at all times
 - Frequent hand washing
 - Constant sanitation of counter tops and high-touch areas
 - Daily staff health checks
 - Create an easy way to visit the café while practicing social distancing
- 2. *Why is only packaged food offered?*** While items are quick serve, they are still being made fresh and replenished frequently and focused on making your time in public spaces as quick and easy as possible.
- 3. *Can I catch COVID 19 from the food I eat in the café?*** COVID 19 is not transmitted by food
- 4. *Why can't I get a fresh made-to-order item such as eggs or deli sandwich?*** We are limiting customized entrees to ensure a quick, pick-up-and-go solution. We want to make sure you can pick-up the foods you love safely and quickly.
- 5. *When will you be opening all the stations?*** For now the program is focused on quick serve offerings, which allows us to minimize the time people are in the café and adhere to social distancing guidelines. This will be reviewed as health and safety guidelines evolve.
- 6. *Why don't we take cash payments?*** To limit contact during check out, we are currently accepting credit/debit cards and mobile wallet payments only so you can swipe or tap & go.
- 7. *Do I have to wear a mask in the café?*** The firm has mandated that masks must be worn in all public areas such as the café.
- 8. *Can I utilize the seating area in the cafés and breakrooms?*** Seating areas will remain open and clearly marked with social distancing signage.
- 9. *How long will the plexi-glass separators be up?*** For now, we will keep the separators up until health and safety guidelines have changed
- 10. *Are you managing people's directional flow?*** We offer directional guidance through signage and floor markers to keep the flow in the café moving. We hope that everyone takes personal responsibility to keep themselves and those around them safe.
- 11. *Why is Starbucks not open?*** As we increase the population in our buildings, we will continue to open the different amenities. As soon as we have plans to open, we will let everyone know.