

*From the Desk of*  
JOHN AND MARCY TELFER

5318 Fairfield Shopping Center, Virginia Beach, VA 23464 757 · 496 · 3900

OUR ROLE AND EFFORTS AS WE NAVIGATE THROUGH COVID-19

For 11 years in Hampton Roads you have trusted Chef John and our team at Chef by Design to keep the highest levels of cleanliness, sanitation, and food safety. We are committed to build on this foundation to further strengthen our processes and approach in our daily operations.

Like many of you, we have spent the last several days and weeks learning about COVID-19 (commonly called coronavirus) and how it is impacting the world around us. For us, that means understanding how it affects our Staff, Customers and Community, while adjusting our workplace and operations.

As always, our only objective is keeping You and our Team Members safe. This has been at the center of our conversations every step of the way. With that in mind, our Leadership Team has made several adjustments to our business in response to the threat of coronavirus. In addition to our usual routines, here are some of the extra measures we have introduced to keep you safe:

- We are closely following the Centers for Disease Control (CDC), U.S. Food & Drug Administration (FDA), and National Restaurant Association (ServSafe), guidelines and recommendations on the steps we can take to proactively adapt our current policies and procedures to help prevent the spread of the virus.
- The situation with COVID-19 is evolving quickly and our Team is committed to implementing any new guidelines from the experts.
- We have shared specific instructions with our team members on the continued importance of hand washing, proper glove use, and staying home if they feel sick or are returning from an area of the world identified as a coronavirus related risk.
- Where appropriate we utilize Disinfectant Cleaner and sanitizing wipes with products approved by the CDC as capable of killing the COVID-19 virus.
- At events we are adding hand sanitizers to all food & beverage stations, and when appropriate modifying presentations to reduce communal access, and transitioning to individual servings when possible.
- In addition to our current daily cleaning procedures in our facilities and delivery vehicles, we're dedicating resources to make our routines even more rigorous. Hand sanitizers and sanitizing wipes have been added to all communal areas and workstations.

We know that many of you have upcoming consultations, events, and deliveries scheduled with us. If you have any concerns, we will be happy to partner with you to reschedule your appointment, and where required, your event. Simply call your Salesperson, and we will be happy to assist you. We are proud to be part of our communities and our entire team looks forward to any opportunity to be of service to you, your family, and your business.

In addition to full-service event catering, we also want to remind you that we are always available with delivery and pick-up options to enjoy our cuisine in the comfort and safety of your home and/or office. Please reach out to your Salesperson or visit our website in the coming days for additional details.

Thank you,

John and Marcy Telfer

