

To all of our Valued Guests,

Thank you for your continued patronage and support. We appreciate the opportunity to share with you what we are currently doing to ensure the safety of our guests and employees during these uncertain times.

Safety is our top priority, and we are taking strict measures to ensure that our guests can dine with us with confidence. Listed below are some of the measures that we are taking.

- Our Management team and staff are working closely to ensure that new operating protocols are implemented and strictly adhered to.
- Any employees showing flu-like symptoms are immediately sent home until they are symptom-free.
- Employees will be required to do temperature checks before starting shifts. They will be sent home if a fever is present.
- Additional safety and sanitation training has been implemented for all employees.
- Employees are required to vigorously wash their hands thoroughly and frequently.
- Employees will not be allowed to use personal phones or other electronic devices during work hours. Our servers are instructed to wipe down pens and notepads used for service with antibacterial sanitizer.
- We have increased the frequency of cleaning all areas of the restaurant, including the doors, seating, and bathroom surfaces with antibacterial disinfectant.
- Our culinary team is required to wear gloves and hair nets while in the kitchen. We have instructed them to change out gloves frequently, especially after touching common surfaces or any body part.
- All employees have been instructed on the proper way to handle plates, platters, utensils, glassware and cups to ensure that hands do not touch areas where oral contact is made.
- Tables, chairs and all common surface areas are sprayed with alcohol-based sanitizer and wiped frequently.
- Menus and check presenters will be sprayed and wiped down with antibacterial sanitizer after each party.

At Kobe Steak House, our commitment to the safety of our guests and employees is our top priority, and we are making every effort to ensure strict compliance with these new measures. Thank you again for your continued support. We look forward to serving you.

Thank you,