

FREQUENTLY ASKED QUESTIONS

As we open our café doors, we want to make sure we continue to keep everyone safe and healthy. We are delighted to offer our guests' favorites while keeping our collective safety in mind through increased sanitation measures to help you shop comfortably and confidently.

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. *What menu items are you offering?*** We are offering a full variety of services, including self-serve stations, made-to-order, and attendant-served entrees. We also provide ready-to-go packaged offerings, making it easy to grab & go. There is something for everyone and their level of comfort.
- 3. *Can I mobile order from the café?*** Yes, mobile order pay is available daily for lunch, making it easy to skip the line and order online. To collect your order, visit our contactless pick-up area on-site.
- 4. *Can I catch COVID-19 from the food I eat in the café?*** COVID-19 is not transmitted by food.
- 5. *When will you be opening all the stations?*** Currently, many of our stations are open for service. We are working diligently to make sure our full program is available as population increases. Thank you for your cooperation and patience as we phase our station openings in a safe manner.
- 6. *Do you accept cash payments?*** Yes, we are accepting cash at most of our cafés as well as credit/debit cards and mobile wallet payments.
- 7. *Do I have to wear a mask in the café?*** If you are fully vaccinated, you do not need to wear a mask in the café or seating area. Our dining staff will be wearing masks as a part of our continued safety protocols.
- 8. *Can I utilize the seating area in the cafés and breakrooms?*** Seating areas and breakrooms are 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 for continued safety precautions.
- 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. *Is Starbucks open?*** Yes, we are excited to have reopened our Starbucks stores. In addition, our stores are now featuring mobile ordering through the Starbucks App and the Star Rewards program.