

# COVID-19 Update

June / July 2020

♥ Full steam ahead!!! ♥

Thanks to fabulous efforts from our State's leaders and our community, our little home of Tassie is now COVID-19 free!!! We are incredibly grateful that with this comes our ability to have opened our restaurant doors to more customers with restrictions lifting and can also now have people at our bar while seated.

During these still uncertain times, particularly with Victorian cases still escalating at present, we are moving forward with caution and have adopted some rules and regulations that our team are adhering to that will ensure our team and our customers remain safe and healthy.

- We have implemented a thorough Work Safe Covid-19 action plan
- We have dedicated sign-in forms that each individual that dines or drinks with us MUST fill out for Covid-19 tracing purposes (all pens are sanitised after each use)
- Our tables are spaced at 1500mm (1.5mtrs) apart
- Our venue can accept 1 person per 2m<sup>2</sup> of space (as per current density regulations)
- We have the right to refuse entry to any individuals displaying sickness or those travellers who we feel may have not adhered to acceptable quarantine requirements
- We have two sanitising stations for customers use at each bathroom entry point
- Our St John St entry / exit door will remain closed for the short term – please enter and exit via our York Street door.

We would appreciate your support, understanding and patience while we implement these guidelines.

Again... our biggest thank you to all our customers for your ongoing support to our team and our business during this time.

Cheers and see you soon...

*Kendra, David and all our Metz team x*



## COVID-19 Update

30<sup>th</sup> May 2020

 *The excitement is growing!!!*  *Limited Dine in is back!!!*

### ✘ Dine-in details...

Lunch from 11:30am–3:00pm - we highly encourage bookings to secure your table.

We are limited to 10 customers at any time & ask that a 1&1/2 hour time limitation is observed. If we are at capacity, we can take your number & call you as a table becomes available.

Dinner (with the exception of our Five Nights of Feasting) will be over two sittings at 5:30–7:00pm OR 7:30–9:00pm & will comprise of Two Courses (\$50) or Three Courses (\$65).

We are so excited to have you back in our space but we do ask that if you have been unwell or have travelled recently that you don't visit us just yet. Our team reserve the right to refuse table service if you appear unwell.

We would prefer no split bills & card transactions only where possible. Your prompt and timely arrival is appreciated due to the current reduced sitting times to ensure that you receive your full dining experience.

We will provide full table service to you and will take all payments at your table and ask that you use our provided sanitiser on arrival prior to being seated.

To be in line with current guidelines we will be taking customer details upon entry to ensure that we have full compliance & the ability for future contact tracing if required.

We are adhering to all government & work safe guidelines & measures to ensure your safety & well-being, as well as that of our staff.

### ✘ Five Nights of Feasting Fine Print...

(See Facebook or Instagram posts for further details)

Sittings - 5:30-7:00pm OR 7:30-9:00pm

Maximum of 10 guests per sitting.

We will take a \$50 deposit per booking at the time of calling, to be credited to your table tab. Remaining payment taken on the night, with a no-show fee of \$50 per person.

Cancellations must be advised 48hrs prior to your booking, if cancelling within 48hours, your deposit will not be refunded.

Thank you all for your understanding, support & patience during this ever-changing time – we appreciate you adapting along with us to ensure we can take all the steps needed to open safely, with a fabulous dine-in offering & at our own pace.

We can't wait to see your beautiful faces in soon & are so excited to serve you all again!

Love & socially appropriate air hugs...

*Kendra, David and all our Metz team x*

## COVID-19 Update

10<sup>th</sup> May 2020



Happy Mother's Day to each and every Mum today!

This team... this family... these incredible humans pictured absolutely powered through an intense week of preparation for hundreds of Mother's Day platters to be sent to our fabulous customers loved ones. We could not be more proud of our team for their dedication and providing such a high level of service and care not only to our customers but in their support of David and I, as well as our beautiful children Taj and Eva and our business.

We have received some of the most heartfelt messages of gratitude from customers during this weekend and we have been sure to pass this on to our team. We haven't had a chance to reply to messages because of how busy today was but please know how incredibly grateful we are for your kind words and ongoing support!

I need to make a most special mention of two extraordinary women in our business, not only for their superhuman efforts in preparing for Mother's Day but for their dedication, persistence, grit, determination, support, love and exemplary work ethic during this time of lockdown. Courtney our Executive Chef and Holly our Front of House Supervisor have been beside us each and every second of this crazy journey and we could not have done it without them. We are forever grateful and feel so fortunate to have them in our business and in our family.

What does the new future hold? Well... we're not sure, that's a conversation for tomorrow. With clear heads, a fresh week, some time and space to collect our thoughts to see how we will navigate this new phase of changes in our business. Thank you for your patience and understanding while we re-group and formulate a new plan to ease back into normalcy!

Much love from us,

*Kendra, David and all our Metz team x*

## COVID-19 Update

20<sup>th</sup> April 2020



This picture was taken one month ago almost to the day, around this time at night after the end of a busy Sunday night shift.

Our faces show a million emotions... fear, denial, sadness, apprehension, craziness, and unease with a little bit of joy through sheer adrenaline. This was what we all initially called 'Doomsday' - the night we found out our restaurant would have no choice but to close to all our wonderful dine in customers.

It was not a great first night for me personally. I was terrified of what it all would mean - could our business survive this? Would we lose our beautiful Metz team of staff who we call family? Would we lose our livelihood that we love so much? Would it lead us to bankruptcy? Would the hospitality industry survive this? How would we pay our staff, our suppliers, our bank, our landlord? It was a lot to take in in the space of about an hour with no immediate answers to our questions.

But... this small group on that night are the champions. We banded together, refused to throw in the towel and vowed to fight to the end as a business. More importantly, we would do this as a united team to keep operating under any revised guidelines the government would require, in the safest manner possible to protect not only our staff, but our customers and the general public.

By the next day, in the quickest turnaround we could manage, we had a full plan for a reinvented Metz as a takeaway model, a fully reconfigured menu, orders for consumable packaging & revised food items were made to our incredible suppliers and we were ready to hit the ground running!

We made the very conscious choice to stay open for our community, being named as 'essential services' by the government gave us the green light to continue to serve you all as we love to do and we were determined to give it everything we had!

It seems a lifetime ago. So much has changed in our world but we are refusing to dwell on the negative. Instead, I'd like to reflect on some of the amazing things that have come out of this crisis.

♥ Launceston has the most incredible community spirit - as we sat that first night of opening for takeaway, we had no idea if the phone would even ring... Thankfully, our food, ideas and new normal has been embraced and it is heartwarming to chat to people wishing us the best as they collect their orders and to see the support our team and business has been offered each and every day since.

♥ The local small business community really works well when we work together - offers of donations of signage, products, services, collaborations, cross promotions, a friendly ear to lean on and invitations to debrief or rally on certain topics etc. have been welcomed and offered in full force. We are all in this together and it is humbling to see everyone work towards common goals.

♥ I am incredibly grateful for being able to access some amazing resources and gain understanding on such recent complex business changes by being members of groups such as the Launceston Chamber of Commerce, The Tasmanian Hospitality Association and liaising with our accountants at MDH Accounting. These groups have brilliant minds and access to the best recent and most relevant information and are here to help - they have made this last month of transition so much easier to bear.

♥ It goes without saying that as a team, our incredible Metz family has grown, developed and flourished. Working under such tightly restricted circumstances and under immense pressure has taught us how to work in sync as a formidable team, it has taught us to make decisions quickly and not doubt ourselves and our worth and how to have more compassion and respect for each other personally and professionally - for this we are so thankful to call them our family and have them by our sides.

♥ That our two beautiful children are the unsung heroes in this crisis - they have endured having to be at our workplace each and every day this last month, yet still find ways to enjoy themselves, keeping busy, active and loving with each other throughout dealing with our turmoil - apologies to their teachers for the lack of homework being done but I assure you, they are receiving amazing life skills!

♥ There is time and space now to reflect. We have had to slow down to speed up and it's given us the pause to truly think about what is important and what is necessary. It is the forced but wonderful side effect of this crisis.

♥ Watching businesses adapt, diversify, and grow out of necessity has been amazing to watch... I bet a year ago, gin distillers would not have thought they'd be making hand sanitiser, or that 12 year old boys with a 3D printer would be making essential PPE gear for hospitals or that businesses that only had a bricks and mortar store would now have amazing online options for shopping! It's forced us to think and act outside our comfort zones and make us realise that change is not only good, it's great... albeit slightly stressful and uncomfortable - good can come from it!

Well... there is so much more to say, but for now we commit to pushing ourselves to be the best that we can be for you our customers and our community while being good role models for our children. We're in for at least another four weeks and we are looking forward to embracing it and providing you with some wonderful take home dining experiences!

Thank you all for being such a wonderful support to us all.

Much love from us,

*Kendra, David and all our team x*

## COVID-19 Update

28<sup>th</sup> March 2020

*Adapt and overcome.....*



What an incredible night of teamwork and community spirit with our tinier than usual Metz crew pumping out a massive flow of food & beverage orders under our reinvented takeaway model.

Launceston, your support is incredibly humbling, and we appreciate your continued backing of our small family business & team. After heading home, David and I sat down to unwind and watch the end of a movie we had started. At the end of the movie, before the credits, this quote popped up on the screen. It truly resonated with me as I hope it does with many of you. No feeling is final... things will come to end... this to shall pass.

Look for the positive, enjoy time with your family, reignite conversation with friends over the phone (with good food and wine in hand), take time to see small wonders in your garden, realise just how much we do take for granted and then remember this feeling when this has all passed and enjoy the new found gratefulness that comes with it.

For those who missed out on ordering with us tonight due to us hitting capacity, thank you for your understanding - for those that waited a little longer to collect their takeaway, thank you for your patience. We hope to see you all again sometime soon.

Stay safe, keep smiling and enjoy the little things. Xxx

*Kendra, David and our Metz team xxx*

## COVID-19 Update

23<sup>rd</sup> March 2020

*let's thrive not just survive.....*

Overnight, amid tears and fears and with no sleep, we have rewritten this post over and over again feeling as though we are in a dream...

The Prime Minister announced last night that all restaurants will now close effective 12pm, Monday 23<sup>rd</sup> March in the bid to combat the COVID-19 crisis.

While we knew that this was potentially inevitable, we thought we had more time as a team to have the incredibly supportive local Launceston community visit and dine with us, surrounded by what I can only describe as an outpouring of support for us and our team and an unequivocal sense of community within our doors.

We chose to remain open, following and implementing the guidelines enforced by the government in relation to the pandemic until the very end with our loyal team by our side in a bid to service our community and keep all our staff in employment for as long as possible.

So... what will this now mean?

We need to look towards our new normal. We will not give up. We will not go down without a fight. We will diversify and conquer. But we need your support once again...

We will be collating a revised takeaway menu to be released today, ready for pick up from our York St entry from 5pm. Keep an eye on our Facebook page and website for the updated menu and call us to order.

Please, we don't often ask for help, but we will now. Share our posts, buy our takeaway, post and tag photos of our delicious food and keep the momentum of supporting local and our hard earned dream for the last four years alive.

We are looking into delivery options and will implement these as soon as humanly possible. Please bear with us while we adjust to our new normal and through this all we will thrive and not just survive.

All our love, and when this is over, we will take all the hugs you can throw at us.

*Kendra, David and our Metz team xxx*

## THE METZ - RESPONSE TO COVID-19

March 17 at 5:23 PM ·

In our dynamic industry of hospitality, our family and team are privileged enough to be able to meet, serve, converse with and create relationships with our amazing community of diners, suppliers, friends, family and supporters.

We aim to always create a memorable food and beverage experience for our visitors and provide a warm and welcoming environment for all guests. In the current uncertain times of the COVID-19 crisis, after assessing all information provided to us, we will continue to remain open, supporting our staff and our Launceston community with the same levels of delicious food and exceptional service possible.

As a team we are staying informed of the latest health and safety updates as well as following government guidelines to ensure we can remain open and trading through this crisis. We have always adhered to the strictest of standards for health and hygiene but will also be adopting the following additional proactive safety and best practice measures to ensure your visit with us is comfortable and safe.

- + As always, cleaning and sanitising all table tops and condiment trays between sittings.
- + Altering the capacity and layout of our venue to allow ample space between tables to increase personal spacing. We also offer alfresco dining on York and St. John St.
- + Sanitising high traffic areas (door handles, counter and eftpos machine etc.) regularly.
- + To avoid cross-contamination we will not be able to accept keep cups at this time, however our coffee cups are all biodegradable!
- + Where possible we ask that you pay using contactless transactions & we will endeavour to take payments at your table
- + We welcome you to use hand sanitiser provided at our till and you will note our staff are also using this as well as washing their hands more frequently
- + If you as a customer, or any of our team is unwell with cold or flu like symptoms, we ask you to remain away from our venue. We love seeing you all but this is a way of keeping our community safer.
- + We have a takeaway menu available online and are more than happy to package up some beverages to compliment your meal
- + Current trading hours will remain the same but may be assessed or amended on short notice dependant on new information that comes to light
- + For the vulnerable among our community having difficulty in accessing staple goods, our access to large commercial suppliers means that we may have the ability to assist you... please contact us if we can help you source any dry goods, consumables or produce items. We will do what we can to help.



To assist us in our endeavour to remain open as long as possible and to strengthen our Launceston community, we ask you to support us and other small businesses when choosing to dine or drink out, to shop local for gifts and to use local service providers to conduct your business. Together we will thrive and not just survive.

As always, our team and family welcome you into our restaurant with the same open arms (albeit amended to foot bumps) and look forward to embracing the challenges that lie ahead of us as a community. It is unknown, uncharted territory even for professionals in their field and likewise for us, but we appreciate your loyalty, patience and support while we navigate through it all, day by day.

With the biggest hearts and community love,

*Kendria, David, Taj, Eva and all our amazing Metz Team*