

## A Message From BALISTRERI'S Italian Restaurants

Valued Customer,

At Balistreri's, we genuinely care about the health and safety of our customers, staff and communities.

Coronavirus (COVID-19) continues to be a growing concern around the world and remains an extremely fluid situation. First and foremost, our hearts go out to those who have been personally impacted by this virus, whether because of the illness itself or the disruption and complication to your daily lives. This isn't a situation anyone wants to be in.

At Balistreri's, we are taking this situation very seriously and closely monitoring recommendations from the Centers for Disease Control (CDC), the World Health Organization (WHO) and other public health agencies to keep you and our staff safe. I'm proud of our many peers in the restaurant industry who are also focused on the safety of their customers to help prevent the spread of this virus.

Within our restaurants we are actively reinforcing proper handwashing as well as hygiene and health standards with restaurant teams. We have also increased the frequency of cleaning and disinfecting high traffic areas of our restaurants. Our owner-operators in your communities are taking necessary steps to monitor their staff health and provide proper guidance for their well-being. We are committed to being responsive to new recommendations from public health organizations. We appreciate your continued understanding as we all navigate through this time of uncertainty.

Our mission statement at Balistreri's is: "We genuinely care so every customer who chooses Balistreri's leaves happy." During these challenging times, we take our commitment to this mission very seriously. Please feel confident that our owner-operators and their staff will do everything possible to provide a safe dining experience for you, your family and your friends.

On behalf of all of us, please keep yourselves and your families safe. Thank you for choosing Balistreri's, and we hope to see you soon.

BALISTRERI'S Bluemound Inn & Italian American Ristorante