



To Our Valued Customers,

Here at Wing Barn we consider you a part of our family. Like you, we are deeply concerned and want to do everything we can to help keep our families and the RGV community safe. Over the past few weeks, it has become clear that we are facing an unprecedented challenge. I know it can be scary; however, we are a strong and caring community and I know we will endure and come out the other side stronger.

I wanted you to hear from me what we are doing in response to the situation. From the onset, we have been listening to the appropriate sources for accurate and up-to-date information. We are implementing a preparedness plan that reflects those recommendations.

Below are some of the changes we've made:

- Handing out Order Numbers is suspended until further notice. We will now take first and last name when placing orders.
- All public common items will be removed (Forks, knives, spoons, sugar, straws, cups, lids, salt, pepper, lemons/limes, ketchup, mustard, mayo, hot sauce and napkins). We will be giving these items upon request, individually.
- Our staff has been instructed to sanitize all door handles and knobs, sinks, drink stations, and counters every 15-30 minutes. Staff will also clean and sanitize tables and chairs after each use.
- Register staff has been instructed to wear gloves when handling cash and sanitize screens, counters, and credit card swipers on a regular basis.
- Wellness checks are being conducted at the beginning of every shift. Any employee experiencing flu like symptoms, fever, etc. will be sent home for the day.

To those who may not wish to dine in our restaurant, **we are offering curbside pick up and delivery (with FAVOR app).**

- For **curbside** orders, call-in your order and upon your arrival, we will deliver the order to your car.
- For delivery with **FAVOR**, place your orders through the FAVOR APP and Wing Barn will be delivered to your door.

We recognize this is a challenging time for all, and we remain deeply committed to you and our RGV community. As things evolve, we are actively monitoring the situation and assessing risks. We are ready to implement immediate changes, as recommended by government agencies, to ensure a high level of safety.

We will continue to communicate with you in a timely and transparent way so you can continue to dine with us with confidence.

The safety of our families, customers, teams, and RGV community is our top priority. We need you more than ever during this time and ask for your patience as we are modifying our operation procedures.

Please take care of yourselves and each other.

Sincerely,
Bobby Saenz
CEO
Wing Barn