



Dine Company – The Restaurant Store
3110 Preston Highway
Louisville, KY 40213
Phone: 502-637-3232
Website: Dinecompany.com

To Customers, Vendors, and Staff:

Date: 3/25/2020

This is our second external update to customers and vendors. These are unprecedented times in our city, state, and country, as we have all felt the impact COVID-19 has had on us. We want you to know that Dine Company is here to serve you and are remaining open based on our status as an Essential Business.

We serve in the foodservice industry and have always followed the rules and expectations set by the Health Department. The foodservice industry has always taken extra precautions to ensure the health and safety of our customers. It is in our DNA and an integral part of our daily processes and training. We care for the wellbeing of our valued customers, vendors, and associates and endeavor to keep one another safe and healthy through a series of precautions outlined by the CDC, such as sanitizing hands and surfaces and social distancing.

Dine Company Operational Changes:

- Our hours of operation are temporarily changing to Monday -Friday 8 AM – 5 PM. We are **CLOSED** on Saturdays indefinitely. (Normal hours were M-F 8 AM-6 PM, Sat 9 AM-2 PM)
- Our Store remains **OPEN** to customers for curbside pickup. You can order online, call ahead, or come inside our front entrance and let us know what you need and we will pick it for you.
 - Please check our website and Facebook page for our latest updates
- We are regularly sanitizing all work surfaces, work stations, knobs, and common areas.
- We will **NOT** be performing equipment demonstrations in our test kitchen. All scheduled demos have been postponed until further notice
- We are **NOT** performing in-person sales calls or site visits by sales staff.
- We are continuing all smallwares and equipment deliveries and installations
 - We are working with all available subcontractors to complete projects on time and on budget depending on the state we are operating in
- Most of our vendors remain open for manufacturing, shipping, and customer service.
 - Exclusions: Some paper products, to-go containers, and hand sanitizer are out of stock at this time. Certain vendors have closed temporarily.
- Our docks remain open but we ask for vendors to make delivery appointments by calling 502-637-3232
- Please call your Dine contact for immediate assistance

Dine Company's decision to remain open and engaged is due to the critical nature of foodservice in these times. We are in this together and together we will take a proactive approach to provide solutions from fulfillment to financing. We are learning hour by hour how best to respond to an ever-changing situation, but at times like these, we remain available to meet your needs.

For more information on what you can be doing and how we can serve you, call us at 502-637-3232 or email us at info@dinecompany.com. Follow us on Facebook or Twitter and subscribe to our email list to stay informed.

Sincerely,

Evan Manias
VP of Operations

502-637-3232
emanias@dinecompany.com
Dine Company – The Restaurant Store
We Make Foodservice Easier! Design – Equip – Install