



NEW FORMAT AT ZAGFEN DUE TO THE NATIONWIDE STAFFING SHORTAGE

To our valued customers:

If you have been following the news you certainly have heard about one of the unintended consequences of COVID. With unemployment benefits still going strong and so many restaurants reopening at the same time to near full capacity this has left a staffing shortage in the restaurant industry that has been quite severe. Over the recent few weeks those who have either dined in or ordered takeout from Zagafen have certainly been affected by longer than usual wait times for their food – in some cases MUCH longer than usual – and for that we are extremely apologetic. We have been trying extremely hard to go about things like “business as usual” but realize that certain changes to how we do business in this time period need to be implemented so that both the food and service remain at the levels expected by the customer and demanded by our Chef. The following changes should be expected at Zagafen effective immediately:



1. *For the next two weeks we will be open from 1 pm – 9 pm with a modified dine-in service (see below).*
2. *There will be no reservations – first come first serve.*
3. *The modified dine-in experience will be as follows:*
 - a) *It will be a takeout order that you can eat inside the restaurant at any available table. There will be drinks available to you upon request;*
 - b) *This can be ordered in advance, or you will be able to order from a table using our new Order & Pay system through a QR code that will be attached to each table;*
 - c) *This will be a BYOB restaurant during this time period and no alcoholic beverages will be available.*

These procedural changes – along with some menu changes -- are being implemented to ensure a quality culinary experience during these challenging times. Between dine-in, takeout, & catering, Zagafen is a busy restaurant and requires a certain amount of staffing for both the front and back of the house to execute all this to the levels expected by all. We hope these changes will accomplish this without sacrificing the overall goal of providing 5-star food with 5-star service. Thankfully, Citron & Rose has not been as adversely affected by this shortage and everything there will remain the same. We expect this situation to be temporary. Please be patient and understanding and know that additional changes might still need to be made but hopefully what we have implemented will accomplish our goals.



On a personal note: We have had several staff members quit because of abject abuse from some customers who were unhappy with the quality of service. I have seen it firsthand and at times have myself been the object of this abuse. While waiting an inordinate amount of time for one's meal or receiving a takeout order with a missing item is extremely frustrating -- I too have experienced both in some top-notch restaurants -- nevertheless, people need to keep things in perspective. COVID has had devastating physical, economic, and social consequences. Every one of us in some form or another has been touched by this plague and we are not out of the woods just yet. If a customer cannot act like a mensch in this restaurant, please do not come. BE"H we will get through this, but it would be nice if we could all get through this together.

Michael