



To All Our Friends:

The Bagel Shoppe first opened its doors 22 years ago. We have served many guests, made many many bagels, sandwiches, salads and catered at many of your homes. We've seen our share of good and bad times. As many have reflected, we have never seen anything quite like the challenge to our community brought on by COVID-19.

In this environment more than ever, we appreciate your trust in our team to always do the right thing.

Since we opened our doors, we have lived by a code of great products and great service. We use that foundation to make decisions about the food we source, prepare, and serve; to welcome our guests with generosity; and to treat all members of our team with the utmost care and concern. We believe that our unwavering commitment to this code has helped us earn your trust year after year for more than two decades.

Right now we are more focused than ever on doing the right thing. Over the past few weeks we have further enhanced our housekeeping and sanitation procedures that have always been in place to ensure the highest level of safety and cleanliness at The Bagel Shoppe.

- * Extra requirements and increased frequency for cleaning and disinfecting*
- * Consistent and vigorous communications with employees about the importance of their health and well-being to prevent the spread of the virus.*
- * Adherence to updates and protocol suggested by the CDC*

As always we are focused on you. We are working hard to maintain your trust here and to make it easy and convenient for you to dine in or take-out at The Bagel Shoppe.

Thank you again for your loyalty and support. Wishing everyone good health and a sense of calmness during this trying time.

Joe Raffaele and The Bagel Shoppe Staff