



Kessler's Customer:

We appreciate your patience as we are making updates daily, in order to keep our associates and customers safe. You can continue to find updates as they emerge by following our Facebook Page and by checking our website.

At Kessler's we appreciate transparency. In efforts to keep the lines of communication open, you will find some commonly asked questions below.

## **Is Kessler's planning to stay open?**

We are committed to stay open and ensure a healthy shopping environment for our customers. Store hours have been modified recently. They are below.

**Aberdeen Location:** Mon – Sun: 6am – 10pm

6–7am: reserved for the elderly and high-risk customers. This includes people who have underlying medical conditions like heart disease, diabetes, lung disease etc.

7am – 10pm: Open to the general public

**Miller Location:** M – F 8am – 8pm, Saturday 8am – 6pm and Sunday 9am-6pm

\*First Hour of the day is reserved for the elderly and high-risk customers.

**Kessler's Pharmacy Hours:**

M – F 7:30am -8pm, Saturday 8am-6pm and Sunday 10am – 6pm

\*Delivery Available

**Jones Drug:**

M – F 9am – 6pm, Sat 8am – 12pm, Sunday CLOSED

\*Drive-up window open and Delivery available

**Holiday Station Store:** 24 HOURS

## **Is Kessler's still getting inventory of the items I need? (i.e. food, staples, cleaning supplies and medicine)?**

We are working closely with our suppliers to ensure we can keep our shelves adequately stocked with both our trademark fresh specialty items, along with high-demand items. Note: you may see limits on select items. We want to make sure there is enough for everyone.

## **What is Kessler's doing to make sure their areas are clean and sanitized?**

In addition to our regular cleaning procedures, we have increased the frequency of sanitizing areas. We are cleaning commonly used high-traffic areas more often, including cashier stations, credit card terminals, conveyor belts and food service counters. We are also sanitizing and restocking our restrooms more frequently and ensuring disinfectant wipes are available at the front of the store to clean carts.

## **Is Kessler's still offering its self-service hot buffet, salad and soup bars?**

No. All self-service buffets will be closed until further notice. In addition, all service counters will also be closed except for courtesy counter. The courtesy counter will be available for money and mail services, lottery and tobacco. The courtesy counter will not be used as a register.

## **Is Kessler's still offering prepared foods?**

Yes. Prepared and packaged foods are still available in our fresh food departments. This includes our breakfast grill and the lunch hot case from 11am-2pm.

## **Is Kessler's having sick associates go home?**

We are monitoring our staff very closely. Our plan is to start temp checking our employees very soon. In the meantime, we are asking our associates to go home and stay home if they are not feeling well. In addition, all associates have been given information regarding the COVID-19 guidelines from the Center of Disease Control and Prevention.

## **Has Kessler's had anyone test positive for COVID-19?**

No. Kessler's has not had any associates test positive for COVID-19.

## **What preventative measures has Kessler's taken?**

- We are enforcing social distancing to the best of our ability. Please do your best to be mindful while visiting the store. Please keep 6 feet between yourself and other customers/employees.

- We have installed barriers at our checkout stations to help protect our front-end staff, allowing our associates to communicate with and assist you while maintaining a safe distance.
- We have provided gloves for ALL employees.
- Out of an abundance of caution, we have discontinued food and beverage sampling at this time.
- Production and stocking hours are happening overnight. This is an effort to isolate our team and create fewer exposures to the public. This will maximize time for cleaning, stocking, packaging, producing etc.
- Service Counters will be CLOSED.
- Sanitation stations are set-up at the front of the store to ensure our customers can wipe down their carts.

## **Is Kessler's Personal Shopping Service Available?**

Yes. The service is available in Aberdeen for those of you who prefer to shop online. Please Visit <https://www.kesslersgrocery.com/shop> for our next available pick-up. NOTE: due to the dramatic increase in orders, available pick-up times have been pushed out creating longer wait times. Please be patient with us while we train new staff to ensure the best possible online shopping experience.

## **What does Kessler's Expect from Their Customers?**

PLEASE, if you are not feeling well, STAY HOME. We are doing everything in our power to create a safe environment for you. Please help us! Stay home, don't travel, follow the city and state guidelines which have been put in place for your safety. We need each one of you to be responsible. Together we can do this!

Thank You and God Bless!

- Team Kessler's