



## Corona Virus Update and Service Changes

Dear Customer,

Signature Hospitality Services is proud to be an integral part of providing safe and healthy environments for all of your customers, employees and other vendors. You can rest assured that all clean linen and garments being delivered will satisfy the highest standards of textile sanitation while our drivers will be following proper personal hygiene protocols as they deliver in a fleet from a plant that both are being sanitized daily.

As we continue to consider the advisements of the Centers for Disease Control and the World Health Organization, we realize that Signature needs to take further action steps available to us to reduce the number of non-essential direct customer contacts. Further, it appears that we will all be facing an unknown economic slowdown due to the corona virus. Out of an abundance of caution on both fronts, Signature will be implementing the following TEMPORARY measures:

Signature Garment Care – Effective March 19, 2020

- Signature will transition to our “Saturday Service” routes for every service day.
  - If you are a Will Call on Saturday, you will need to follow that same Saturday procedure on Monday-Friday!
  - If we normally stop at your property on Saturday, you will not notice a change in your service.
- Our Hotel Executive Complimentary Dry Cleaning program will be temporarily suspended.
  - We will be glad to process all Executive Garments at our normal discounted “Comp Overage” rate during this period.
  - We will monitor your guest sales and reinstate this component of our Guest Cleaning Revenue Sharing ASAP.
- Please contact Joel Blackstone at [j.blackstone@signaturegarmentcare.com](mailto:j.blackstone@signaturegarmentcare.com) or 214-698-8400 to discuss further.
- If Signature also processes your hotel linen, Randall Falcon will be reaching out to you for further discussion.

Signature Hotel Linen Service – Effective March 19, 2020

- We will cover all of your clean linen in plastic during this crisis at no charge to our customers.
  - This extra step will be eliminated when the Corona Virus risk-factor declines.
- Signature will provide EVERY OTHER DAY linen service to minimize the amount of daily inter-hotel traffic.
- Randall Falcon will be reaching out to you over the next two days to discuss your new schedule in detail.

Signature Restaurant Linen Rental

- We will be monitoring your usage patterns to identify opportunities to reduce the number of visits per week to your facility.
  - Our goal will to move as many customers as possible to ONE VISIT PER WEEK.
- You will be hearing from your Signature Linen Rental representative this week to further discuss.
- If you desire to discuss immediately, James Conatser is available at [j.conatser@signaturegarmentcare.com](mailto:j.conatser@signaturegarmentcare.com) or 214-796-4244.

We would like to thank you for your business. These are trying times, but Signature is here to serve. We will continue to monitor the situation and rely on the appropriate resources for accurate information. Like you, we eagerly look forward to returning to business as usual in the coming weeks.

Best Regards,

Signature Hospitality Services  
4830 Lakawana St  
Dallas, TX 75247  
214-698-8400  
[www.signaturehospitalityservices.com](http://www.signaturehospitalityservices.com)



# COVID-19

## SKILLS DEVELOPMENT

The Skills Development Fund **COVID-19 SPECIAL INITIATIVE** is a new program from the Texas Workforce Commission (TWC) in direct response to the COVID-19 Pandemic. TWC has awarded \$250,000 to Cedar Valley College to respond to the training needs of business partners adversely affected by COVID-19.

**Tune in for an INFORMATIONAL SESSION as we uncover the newest training grant for our local business communities.**

**WED. JUNE 10, 2020 | 2:30 PM**

**REGISTER TODAY! — [bit.ly/DCCCD-COVID-19-SDF-Info-2](https://bit.ly/DCCCD-COVID-19-SDF-Info-2)**

*If you are interested in participating in this initiative, please contact the COVID-19 Response Team at [covid-19sdf@dcccd.onmicrosoft.com](mailto:covid-19sdf@dcccd.onmicrosoft.com)*



[bit.ly/DCCCD-COVID-19-SDF-Info-2](https://bit.ly/DCCCD-COVID-19-SDF-Info-2)