

june 2021

Hello All,

What a summer it is shaping up to be! I hope you all have been enjoying the sunshine and everyone managed to stay cool during the heat wave. We were very lucky at Boom that we are temperature controlled inside and were able to remain safely open for service. Many restaurants closed for Sunday and Monday of the heat wave as temperatures in kitchens without air conditioning soared. We did however, close the promenade seating for a couple of days in an effort to protect our team from getting heat stroke. Now that temperatures are seasonally appropriate again, we as grateful as ever to be able to offer outside seating for our guests, and we just learned that we have been voted as having one of the top 3 patios in town by the People's Choice Victoria News Awards. Overall, in June we sat 13,736 guests excluding our café patrons, which is up 45% from last month. Average party size jumped a bit to 2.5 guests per group and we expect that this will continue to increase as we have now entered Stage 3 of BC's reopening plan.

The biggest issue we faced throughout June, and are still working through, is staffing issues. Chef Matt has had a difficult time getting kitchen staffing levels up to match our volume. In effort to help the kitchen during this time we have temporarily moved back to the condensed promenade menu and have been staggering the flow of guests at the front door. On the floor we have also had some staff members move on and we are working hard to find the right candidates to join our summer team. In good news, we have hired a new front of house manager, Kristine Osachuk, and we are all excited to have some new energy on the team; she has been executing very well so far.

With the move into Stage 3, the changes for restaurants include: masks now being optional, distancing measures no longer being required (however, guests can still not intermingle between tables), liquor service hours going back to regular licensed hours and restrictions on party sizes being lifted. At Boom we have kept the staff in masks for the time being and will be monitoring this weekly. We wanted to see how our guests would react to the new rules before we made any sweeping changes. This also gives the team some more time to get vaccinated before we make them optional. We have increased our group size seating inside to a max of 8 guests and have remained with 6 guests max in a party on the patio. We recognize that larger groups make more noise and in effort to remain friendly with our neighbours we think this is the best move. During the covid restrictions we learned that by not booking large parties, we generate more sales, and food quality and service improve, so we are considering staying with these group sizes for the long term. For the time being we have kept all our distancing measures in place, and we will continue to monitor and make changes as it seems appropriate.

Looking forward to hosting many of you soon,

Jade

B O O M + B A T T E N

