



## **Exhibit - A    SCOPE OF SERVICES**

Airport full-service restaurant requirements:

General: a dining establishment where customers are seated at tables, served by waitstaff, and offered a comprehensive menu of food and beverages, including appetizers, entrees, desserts, and drinks. The overall experience emphasizes table service, ambiance, and personalized customer interaction.

Requirements:

### **1. Operational Hours:**

- Be ready and open for full service during daily required hours of operation.
- Daily required hours of operation from 7am – 2pm, seven (7) days a week.
- Required extended coverage of two (2) hours prior and one (1) hour after any regularly scheduled commercial airline operation that falls outside the daily required hours of operation. Note: currently **no** flights fall into this category.
- May close on city recognized holidays if no commercial flight falls on that day.
- Optional hours available to Concessionaire 6am – 7am, and 2pm to 10pm, any one day or all seven days of the week. i.e. weekend fly in breakfast are a big draw for local and regional aviators (for example of optional hours, Saturday and Sunday from 6am to 6pm for weekend crowds, or Tuesday from 2pm until 10 pm for taco Tuesday specials...)

### **2. Table Service:**

- Customers are greeted, seated, and served at their table by waitstaff.
- Orders are taken at the table and delivered by servers.

### 3. Menu Options:

- Regular menu that offers a broad range of freshly prepared breakfast and lunch options. Diner and children's menu service is optional.
- Includes appetizers, sides, main dishes, and desserts.
- Accommodates at least one special dietary need for breakfast and lunch options. (vegetarian, vegan, gluten-free).
- May offer Grab-and-go pre-packaged concessions in addition to the regular menu. (not required)
- Paper menus required, electronic and wall menus optional.
- Catering and "Third-party food delivery" service optional
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### 4. Onsite Kitchen:

- Meals are prepared and cooked to order in the airport commercial kitchen.

### 5. Beverage Service:

- Shall offer coffee, tea, soft drinks [fountain and / or bottled], bottled water and specialty beverages.
- May offer alcoholic beverages such as beer, wine, and cocktails (with proper permit and licensing).

### 6. Ambiance & Dining Experience:

- Focuses on comfort, cleanliness, décor, and overall guest experience.
- May include themed décor, and different seating styles (booths, tables, bar seating).
- May not include music.

### 7. Trained Staff:

- Employ sufficient personnel who are appropriately licensed, qualified and capable to perform the required service.
- Concessionaire shall have at least one dedicated qualified employee on-site anytime the restaurant is open for business during to perform these three essential duties; hosts/hostesses, waitstaff and cook.

- Multiple essential duties responsibilities may NOT be assigned to any one individual, i.e. Waitstaff and cooks cannot be given to one person.

Unauthorized use:

- A quick-service (fast food) operation where customers order at a counter and bus their own table.
- May not host private events (for a fee and / or Pro Bono) in the public terminal without special events permit approval from the City of Ogden and Airport Director.