



To our O'Charley's Guests,

The last two months have been different than all of us would have imagined. As a consequence of COVID-19, we were required to close our dining rooms. We pivoted quickly to provide our amazing food solely for off premise consumption through curbside and delivery channels. Despite the challenges for such a drastic and unexpected shift, our valued team members adapted quickly to the new, singular approach to service and we are delighted so many of you allowed us to continue serving you. We are also grateful you have enjoyed our new Family Meal Deals as those have been a top selling offering.

In mid-March, we initiated several incremental procedures and protocols to enhance our already rigorous sanitation standards. Our restaurant teams embraced the enhanced protocols as we continued the first priority for the health and safety of our team members and guests.

As we work carefully to re-open dining rooms across the country, we are adapting to the myriad of new federal, state and local regulations to ensure we are compliant and, most importantly, that everyone in our restaurants feel safe. I am confident our teams will maintain the same discipline and intensity from the changes in March for these important elements. Our commitment is to do all we can to ensure the health and safety of our team members and guests.

I am extraordinarily proud of our team and all they have accomplished. We have a team of winners who truly enjoy serving you.

Finally, we are grateful for the opportunity to do what we were founded to do – serve our amazing crave-able food with genuine hospitality that is perfect for any O'ccasion wherever you are.

Please come see us soon!

Sincerely,

W. Craig Barber
Chief Executive Officer