

path to
OPEN
by Chartwells

U of M Dining

CAMPUS PLANNING GUIDE FALL 2020



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In order to support reopening with a range of options for appropriate distancing, we've classified solutions into a three-tier model.

We have created this plan for The University of Memphis with physical distancing approached within the second and third tiers and retain the ability to evolve as necessary.

The impact to service models, required equipment, hours of operation, safety enhancements, menu modifications and a plan for student and parent communications is outlined.

The basic safety standards will not vary, but will be used across all campus venues.

Tier 2 & 3 Hybrid

Mid-Limited Distancing

- Packaged meals
- Limited seating
- Take-away
- Served by associate

Safety Standards and Requirements – All Locations



SAFETY + TRAINING

Safety Across the Business

The safety of the campus community, our guests and our associates remain our top priority. In this time of physical distancing, we have adapted our procedures to include associate wellness checks. We have also increased the frequency of sanitization procedures, introduced new PPE and implemented physical distancing signage.



Safety Procedures Across Campus

At all locations, the following enhanced safety standards will be in place daily.

ASSOCIATE SAFETY

Daily Wellness Checks

- ✓ Every associate will receive a wellness check to include self-reported illnesses and a contactless temperature check.



Personal Protective Equipment

Face coverings will be provided and expected to be worn at all times by associates.

Guests must wear masks as well, except when actively eating.

Gloves are worn at all times when handling food.

Plexi health shield barriers used at all registers and points of service.

What is the difference between cleaning, sanitizing, and disinfecting?

Cleaning is the removal of debris. This is done with our standard surface cleaners to remove the presence of food and beverage particles.

Sanitizing is the removal of pathogens, such as those known to cause foodborne illnesses.

Both cleaning and sanitizing protocols exist within the USDA Food Code guidelines Chartwells has always followed.

Disinfecting is the killing of specific pathogens, such as COVID-19. CDC guidelines were updated May 20, 2020 to reflect new COVID-19 transmission understanding that high contact surfaces are not a primary source of infection.

CLEANING AND SANITIZING

- ✓ Associates wash hands and change gloves every 30 minutes, or less.
- ✓ Associates continuously cleaning tables, chairs and all high-touch surfaces with sanitizer.
- ✓ Sanitizer stations are available for guests to use at the entrances and exits and in the production areas for associates.
- ✓ Upon closing for the day, the team will disinfect the entire facility utilizing Diversey disinfectant.
- ✓ Back-of-house cleaning procedures will take place every 30 minutes. The culinary team will clean and sanitize surfaces and high-touch areas.



"Normal routine cleaning with soap and water will decrease how much of the virus is on surfaces and objects, which reduces the risk of exposure."

EVERY 30 MINUTES



Diversey
Suma Pan
Clean or
Suma Light
Detergent

Diversey
J512
Sanitizer

DAILY / DOWNTIMES



Diversey
Virex II 256
J-fill
10 min

Disinfectants

PHYSICAL DISTANCING AND ASSOCIATE TRAINING

Physical Distancing

- ✓ One-way traffic management to help guests navigate dining and seating areas.
- ✓ Physical distancing in our kitchens and other back of the house areas.
- ✓ New capacity thresholds for each dining location.
- ✓ Reduction or elimination of cash handling.
- ✓ Signage visible at all hand washing sinks and time clocks.
- ✓ Floor decals and signs for guests to follow proper distancing and flow of service.



Trainings

ServSafe COVID-19 safety training for both managers and food handlers.

Ongoing trainings will be covered at pre-shift meetings and provide the most up-to-date procedures.

Close coordination with local health departments on best practices.

Working through its purchasing company, FoodBuy, Chartwells will ensure that vendors follow similar safety protocol for their drivers and other associates, and delivery drivers will be discouraged from entering buildings and required to wear masks.

Plan associate training to cover all COVID-19 policy changes including:

- Mask, hand wash and glove requirements
- Tobacco & cellphone use policies
- Cell phone use policy stated above
- Cough and sneeze etiquette
- Guest interactions
- Cleaning policies and procedure changes
- Physical distancing expectations of associates
- Symptoms/temperature checks process

SUPPLIER RISK MANAGEMENT

Monitoring the Supply Chain

Chartwells is closely **monitoring the supply chain for potential disruptions** due to COVID-19. Our supply chain management team is maintaining daily contact with all suppliers to monitor daily inventory at distributors, track manufacturing progress of key items, and assist with development of mitigation plans if necessary. A supply chain task force has been developed that includes sourcing, category management, quality assurance and distribution representatives. This task force meets daily to discuss all supplier risk management issues.

Additionally, **supplier and delivery protocols** have been developed to ensure products arrive to each unit safely. We have established COVID-19 specific **distributor and manufacturer policies** that ensure pandemic preparedness in our supply chain and distribution systems. Regular supply chain updates will be shared as the situation evolves.



Service Modifications

Location Plans

The following pages provide a plan for University of Memphis campus, with special considerations and a customized approach.



Residential (Tiger Den Eatery), Tier 2 & 3 Hybrid

Mid-Limited Distancing

EXPERIENCE	CHANGE	MODIFICATION
DINING ROOM	<ul style="list-style-type: none">• Open with restriction	<ul style="list-style-type: none">• Tables arranged for physical distancing
FOOD STATIONS	<ul style="list-style-type: none">• No self-serve	<ul style="list-style-type: none">• Served by associate, no self-serve
BEVERAGE	<ul style="list-style-type: none">• All canned sodas and water or associate-served	
DISHWARE	<ul style="list-style-type: none">• Support take-away service	<ul style="list-style-type: none">• Served by associate• Ozzi container available for purchase
FLATWARE	<ul style="list-style-type: none">• Used but protected	<ul style="list-style-type: none">• Handed out by associate• No self-serve

Menu Enhancements

- May double up favorite stations to avoid pinch points
- Restaurant-style favorite meals
- Full meal solution at each location
- At **75%** return rate – Less-limited offerings and additional limited stations offered.

Retail (Chick Fil A, Panda, TOMS, Etc.) Tier 2 & 3 Hybrid

Mid-Limited Distancing

EXPERIENCE:

CHANGE:

SEATING AREA	<ul style="list-style-type: none">• Tables arranged for effective physical distancing• Entrances and exits separated
LOCATIONS	<ul style="list-style-type: none">• Possible limited menus or rotation of what is open for line management• All associate-served.• National brands to follow their policies
IMPULSE ITEMS	<ul style="list-style-type: none">• Individually wrapped, associate-served
DESSERTS	<ul style="list-style-type: none">• Individually wrapped, associate-served
BEVERAGES	<ul style="list-style-type: none">• 20oz soda and water
FORKS, KNIVES, SPOONS	<ul style="list-style-type: none">• Reusable utensils or disposable in dispenser or individually wrapped. Associate-served.



boost

PICK-UP LOCATIONS



Grind City Coffee will be the pick-up Location for the following venues:

- ✓ Smoked
- ✓ Panda Express
- ✓ UC Market
- ✓ TOMs
- ✓ The Grind City Coffee menu will be available at TOMs and TOMs Boost menu.



Tiger Den Eatery will feature a special to-go menu available exclusively on Boost Monday-Friday.

STEP 2: Guest Entrance Requirements

All Dining Locations

- ✓ Sanitizer stand
- ✓ Plexi health shield barrier for cashier
- ✓ Associates in gloves and masks
- ✓ Signage for guests that masks are strongly advised
- ✓ Sanitizing hands is required for entrance to facility (guests and associates)
- ✓ Payment methods (options)
 - **Contactless check-in (preferred where available)**
 - **Kiosks, Boost, Self-Pay, Mobile Pay (features)**
 - **Cash Accepted**

STEP 3: Service ware Solutions

Residential

- ✓ Cutlery
 - Pre-wrapped kit
 - Associate-wrapped
 - Disposable cutlery
 - Reusable cutlery options
 - Touchless dispenser
- ✓ Dishware
 - Disposable to-go packaging (retail)
 - Reusable to-go containers available for purchase (TD)
 - Dine-in plates, cups, etc.

Retail

- ✓ Cutlery
 - Pre-wrapped kit
 - Associate-wrapped disposable cutlery
 - Reusable cutlery options
 - Touchless dispenser
- ✓ Dishware
 - Disposable to-go packaging
 - Dine-in plates, cups, etc.

Specific Mapping Plan

STEP 4: Residential Station/Location Plan

To support safety, the operation of the following stations have been altered and the following practices have been put into place:

- ✓ Allergen Station – scheduling meeting with campus dietitian
- ✓ Salad bar/Deli bar – no self-service
- ✓ Ice cream machine closed
- ✓ Cereal bar – no self-service
- ✓ myPantry-breakfast breads, condiments – no self-service
- ✓ Hand fruit may be individually wrapped – no self-service
- ✓ No unprotected food available for self serve – everything must be served or individually packaged
- ✓ Milk – no self-serve
- ✓ Beverages – canned or associate-served
- ✓ Condiment stations – canned or associate-served



STEP 7: Guest Ordering

Residential

- ✓ 6 ft. distance, plexi health shield barrier and Boost
- ✓ One-way traffic flow to stations or in and out of locations

Retail

- ✓ 6 ft. distance, plexi health shield barrier, mobile kiosks, and Boost
- ✓ One-way traffic flow to stations or in and out of locations





Back of the House

All back of the house items will be implemented in all dining locations on campus.

General and Back-of-House Requirements:

- ✓ Identified back-of-house cleaning porter
- ✓ Completed daily BOH QA Checklist
- ✓ Completed daily FOH QA Checklist
- ✓ Back-of-House disinfection will occur (must occur at least 1x/day with Diversey Oxivir TB Cleaner Disinfectant)
- ✓ Trainings completed include:
 - ✓ Cleaning high-touch surfaces
 - ✓ Cleaning process and differences between disinfection processes.

Back Dock/Receiving:

- ✓ Sanitizer station for back door
- ✓ Dock cleaned and organized
- ✓ Visitor alert signage posted with manager contact for deliveries
- ✓ All delivery personnel must be wearing a mask
- ✓ Identify receiving spaces
- ✓ Follow vendor/supplier visitor guidelines
- ✓ Identified associates for product delivery handling
- ✓ Trainings completed include:
 - ✓ Product delivery handling
 - ✓ COVID-19 Receiving Procedures Policy

RETAIL SOLUTIONS AND INNOVATION OPPORTUNITIES

The following practices and tools will be implemented to help speed up service and practice safe social distancing on campus:

- **Grab and Go**
Jack & Olive pre-package on-the-go options available.
- **Pick-up stations for order ahead**
Space separate from main retail location to manage physical distancing and flow of traffic.
- **One-way aisles**
Service change in Market stores to assist in keeping physical distancing recommendations.
- **Contactless payment options**
ie Apple Pay, Android Pay and touchless checkout
- **Physical Distancing**
Lines for the retail locations will be designed to practice physical distancing as guests wait for their food. With these safety precautions in place, the wait lines will not be reflective of speed of service, which is a priority to meeting guest needs.





CATERING

Contactless Catering

NEW drop-off and contactless catering options are available on your campus to help promote safety and social distancing practices.

CONTACTLESS CATERING

We proudly introduce drop-off and contactless catering. This menu allows for flexibility to provide catering solutions for a wider variety of service levels. **Contactless catering will be the only catering option for Tier 1.** However, contactless catering will remain an option for Tiers 2 and 3.

How to order contactless catering

Contactless catering provides two simple platforms to order from:

1. Mobile: CaterTrax
2. Desktop: CaterTrax

Orders can easily be placed online through Catertrax or Boost and dropped off at a designated space with no contact required.



CONTACTLESS CATERING

Menu and Ordering

The menu has been designed to accommodate various styles of events and appeal to a wide range of customers. Please see link to menu below. All recipes have been fully aligned with MenuWorks, have nutritional alignment and complete costing analysis.

Taste of the South

Option 1
Carolina pulled pork (cals: 400), macaroni baked beans (cals: 330) and cornbread (cals: 200)

Option 2
Buttermilk fried chicken (cals: 270), cheddar cheese (cals: 330) and jalapeno cornbread (cals: 200)

Option 3
Pulled BBQ Pork (cals: 282), BBQ baked beans (cals: 330), BBQ baked cornbread (cals: 200)

BREAKFAST A LA CARTE

Minimum of 12 person per order

Yogurt parfait with fresh berries and granola (cals: 250) 0.00 each

Seasonal fresh fruit cup (cals: 60) 0.00 each

PERSONAL SNACK

Minimum of 12 person per order

MEATZ SPREADS 0.00 per person

Served with crisp vegetables and pita or flatbread

Crispy chicken hummus (cals: 30)

Bobagavoun (cals: 80)

CHICKEN BOARD 0.00 per person

A selection of cured meats, cheeses, olives, fruit and crackers (cals: 70-100)

CHEESE BOARD 0.00 per person

A selection of hard and soft cheeses with cured fruits and crackers (cals: 70-100)

SWEET TREATS 0.00 per person

Assorted freshly-baked cookies (cals: 170)

House-made fudge brownies (cals: 200)

Caramel treats

Choice of this, Cinnamon Toast Crunch, C or Rice Krispy Treat (cals: 110-140)

Individually wrapped granola bars (cals: 130-200)

Individually bagged chips (cals: 130-200)

Fresh whole fruit (cals: 30-110)

Fruit & nut energy bars (cals: 110)

MORNING MEALS

Minimum of 12 person per order

CONTINENTAL BREAKFAST 0.00 per person

Bagel (Cals: 240-340)

Cheese omelette (Cals: 30)

Seasoned fresh fruit (Cals: 60)

Buttered cold brew (Cals: 5)

Buttered orange juice (Cals: 120)

TRADITIONAL BREAKFAST 0.00 per person

Cinnamon French Toast (Cals: 170-240)

Scrambled eggs (Cals: 190)

Bacon (Cals: 45-70)

Seasoned breakfast potatoes (Cals: 120)

Buttered cold brew (Cals: 5)

Buttered orange juice (Cals: 120)

VEGAN BREAKFAST BOWL 0.00 per person

Spicy tofu breakfast bowl with kale, mushrooms, tofu scramble, lemon caesar dressing, grape tomatoes, scallion and avocado (Cals: 451)

HAND-CRAFTED SANDWICHES

Minimum of 12 person per order

CHOOSE YOUR BREAD 0.00 per person

Cheesecake (cals: 300)

Biscuit (cals: 200)

Wrap (cals: 290)

English muffin (cals: 130)

CHOOSE YOUR FILLING 0.00 per person

Bacon and egg (cals: 170) 0.00 per person

Egg and cheese (cals: 130) 0.00 per person

French chicken (cals: 270) 0.00 per person

Tomato and egg free egg (cals: 190) 0.00 per person

Hot ham and cheese (cals: 120) 0.00 per person

Sausage (cals: 400) 0.00 per person

Sample Menus

chartwells

where hungry minds gather

MenuWorks Nutrition Analysis Report

Report Run By: KRISTY VASQUEZ
Run Date: 05/19/20
HE CULINARY REG MA (23776)

Report Parameters		Nutrition Analysis		Sum All
Cycle Days Included	Week 1 - 1, Sunday - Sunday	Cost Analysis		
Menus Included	CHE 20 Contactless Catering Menu	Menu Item Display	All Items	
Locations Included	Catering	Report Details	Detailed Totals	

Menu Name: CHE 20 Contactless Catering Menu
Location Name: Catering

Displaying Nutrient Set (1 of 1)

Sunday, Week #														
Menu Item Name	Portion Size	Weight (g)	KCAL	FAT (g)	CHO (g)	PRO (g)	DFIB (g)	Na (mg)	K (mg)	Ca (mg)	Fe (mg)	Vit A (RAE)	Vit E (mg)	Item Cost
Plain Bagel (33651.6)	1 each	113.4	270	1	55	0	10	1	430	-	150	3.6	-	0.33
Seasonal Fruit Tray (8278)	1 serving(x)	174.6	69.8	0.3	17.7	0	1.1	1.8	10.2	289.5	18.2	0.5	89.2	1.30
Cheese, Strawberry Spread, 1 (cals: 20472)	1 each	28.3	83.6	8.1	1	25.5	2	0	123.6	31.8	20.1	0.3	85.6	0.23
Butter PC (133072)	1 each	10	73.1	7.8	0	22.5	0	0	58.3	4.1	2.3	0	68.3	0.07
The Morning Start Totals		496.5	17.2	73.7	48	13.2	2.8	622.1	325.4+	190.6	4.4	243.1+	1.93	

Every Day - Traditional Breakfast

Menu Item Name	Portion Size	Weight (g)	KCAL	FAT (g)	CHO (g)	PRO (g)	DFIB (g)	Na (mg)	K (mg)	Ca (mg)	Fe (mg)	Vit A (RAE)	Vit E (mg)	Item Cost
Cinnamon French Toast (5063)	3 slice	112.4	295.2	7.3	32.3	14.9	9.8	1.1	252.6	67.3+	46.9	2.3	67.6+	0.41
Scrambled Eggs (2032)	1/2 cup	123.2	194.1	14.3	1.3	415.7	14	0	159.3	194.2	73.1	1.9	209.7	0.41
Pork Bacon (809)	1 slice	9.3	43.5	3.3	0.2	9.2	3.2	0	156.6	46.4	1	0.1	1	0.18
Pork Sausage (76080)	1 sausage	28.3	91.9	7.5	0.5	23	6.2	0	227.1	36.1	3.7	0.4	2.8	0.24
Breakfast Potatoes (8018)	1/2 cup	107.7	121.5	4.5	19.2	0	1.8	1.9	54.4	333.9	15.3	0.6	18.2	0.21
Seasonal Fruit Tray (8278)	1 serving(x)	174.6	69.8	0.3	17.7	0	1.1	1.8	10.2	289.5	18.2	0.5	89.2	1.30
Cinnamon (9055)	1 each	31.9	120.5	6.7	14.6	21.4	2.6	0.8	122.5	37.6	11.8	0.6	62.7	0.27
Blueberry Muffin (585)	1 each	67.2	177.5	5	31.6	0	1.7	0.6	266.5	34.7	27.7	1	0.1+	0.18
Mini Cinnamon Swirl Danish (84294.4)	1 each	42.5	150	9	15	10	2	0	45	30	30	3.9	-	0.38
Mini Vanilla Cinnamon Danish (84294.2)	1 each	42.5	130	7	15	10	2	1	45	30	30	2.8	-	0.38

MenuWorks Recipe Card

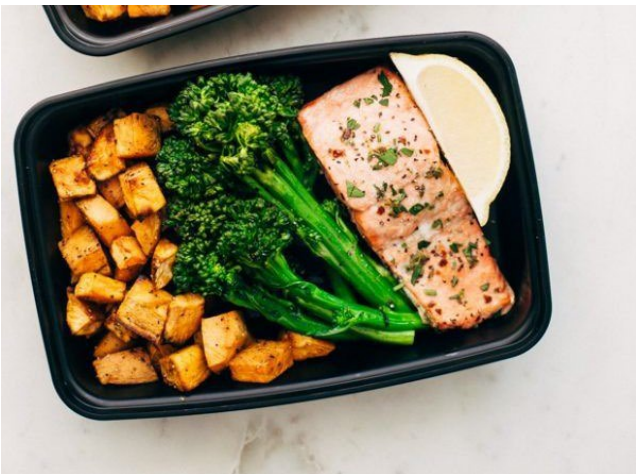
CONTACTLESS CATERING

The Packaging Approach

All menu items in the contactless catering service will be packaged individually in disposable packaging. The packaging was selected to keep foods at the proper temperature during delivery and drop-off. A complete disposables guide has been aligned for all menu items to ensure accessibility and keep costs at a minimum to remain a competitive option in the business.



Menu Item	Disposable	Description	Material	Qty	Price
Condiment	2 Compartment	2 Compartment	Bar	1000000	\$0.10
Condiment	2 Compartment	2 Compartment	Bar	1000000	\$0.10
Condiment	2 Compartment	2 Compartment	Bar	1000000	\$0.10
Condiment	2 Compartment	2 Compartment	Bar	1000000	\$0.10
Condiment	2 Compartment	2 Compartment	Bar	1000000	\$0.10
Condiment	2 Compartment	2 Compartment	Bar	1000000	\$0.10
Condiment	2 Compartment	2 Compartment	Bar	1000000	\$0.10
Condiment	2 Compartment	2 Compartment	Bar	1000000	\$0.10
Condiment	2 Compartment	2 Compartment	Bar	1000000	\$0.10
Condiment	2 Compartment	2 Compartment	Bar	1000000	\$0.10



Samples of Packaging



Catering

Mid-Limited Distancing

EXPERIENCE:

CHANGE:

SERVICE EXPERIENCE	<ul style="list-style-type: none">• Attendant-served buffets, contactless catering.
MEALS breakfast, lunch, dinner, snacks, desserts	<ul style="list-style-type: none">• All meals/buffets are attendant-served. Pre-ordered Meals available.
BEVERAGES	<ul style="list-style-type: none">• All beverages available for self-serve or for drop-off only.
DINNERWARE	<ul style="list-style-type: none">• Disposable dinnerware and wrapped cutlery.
SANITATION CONTROLS	<ul style="list-style-type: none">• Sneeze guards, chafer and platter dome covers, hand sanitizer.

CATERING SERVICE CHANGES

Tier 2

All buffets will be attendant-served using disposables. Buffets will have the addition of portable sneeze guards or protective dome covers. Guests will be encouraged to maintain 6 ft. physical distancing. We still recommend offering the contactless menu approach in this tier.

Servers	Service
Gloves change every 30 minutes	Buffet with portable sneeze guards
Must wear mask	All disposables





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