



# AQUINAS COLLEGE **DineSafe Plan**

**CREATIVE** | DINING SERVICES®

# DineSafe Plan 2020

## COVID-19 OPERATIONAL PLAYBOOK

**WE CARE ABOUT  
SERVING YOU SAFELY.**

COVID-19 & BEYOND

### OPERATIONAL RESPONSE PLAYBOOK

CREATIVE DINING SERVICES

**CREATIVE**

**CREATIVE**

**PRE-SERVICE CHECKLIST**

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Entrées  
Salads  
Condiments  
Pastries  
Cereals  
Toasts  
Grills, Frying  
Beverages  
Delivery  
China

NOTE: CONFIDENTIAL DOCUMENT

SAME GREAT FOOD & SERVICE. NEW STANDARDS FOR YOUR PROTECTION.



# DineSafe Plan 2020

## COVID-19 OPERATIONAL PLAYBOOK

**WE CARE ABOUT SERVING YOU SAFELY.**

**WELCOME! FOR YOUR PROTECTION & PEACE OF MIND, WE ARE DOING THESE & MORE:**

- 01** Monitoring the health of all employees
- 02** Ensuring proper handwashing, availability of hand sanitizer and PPE
- 03** Coordinating social distancing throughout service & dining areas
- 04** Have suspended all self-service food options for your safety
- 05** Sanitizing high-touch areas every 30 minutes
- 06** Getting expert advice from the Centers for Disease Control & Prevention

**CR EAT IVE.**

**CREATIVE DINING SERVICES**

**SAME GREAT FOOD & SERVICE. NEW STANDARDS FOR YOUR PROTECTION.**  
Creative Dining Services relies on expert advice from State and Local Governments, the Centers for Disease Control & Prevention and the National Restaurant Association.

**WE CARE ABOUT SERVING YOU SAFELY.**

**HELP YOURSELF, BUT PLEASE PRACTICE SAFE BEVERAGE SERVICE!**

**01** **02** **03** **04**

**CAN'T FIND WHAT YOU NEED? JUST ASK!**

**CR EAT IVE.**

**CREATIVE DINING SERVICES**

**SAME GREAT FOOD & SERVICE. NEW STANDARDS FOR YOUR PROTECTION.**

**WE CARE ABOUT SERVING YOU SAFELY.**

**CAN'T FIND WHAT YOU'RE LOOKING FOR? JUST ASK!**

**A staff member is happy to help.**

**CR EAT IVE.**

**CREATIVE DINING SERVICES**

**SAME GREAT FOOD & SERVICE. NEW STANDARDS FOR YOUR PROTECTION.**

**WE CARE ABOUT SERVING YOU SAFELY.**

**FORGOT YOURS? NO PROB, WE GOT YOU.**

**Please use hand sanitizer before entering the service and dining areas.**

**CR EAT IVE.**

**CREATIVE DINING SERVICES**

**SAME GREAT FOOD & SERVICE. NEW STANDARDS FOR YOUR PROTECTION.**

**WE CARE ABOUT SERVING YOU SAFELY.**

**PLEASE ONLY TOUCH ONE. AND NOW THAT ONE IS YOURS!**

**Thanks for understanding!**

**CR EAT IVE.**

**CREATIVE DINING SERVICES**

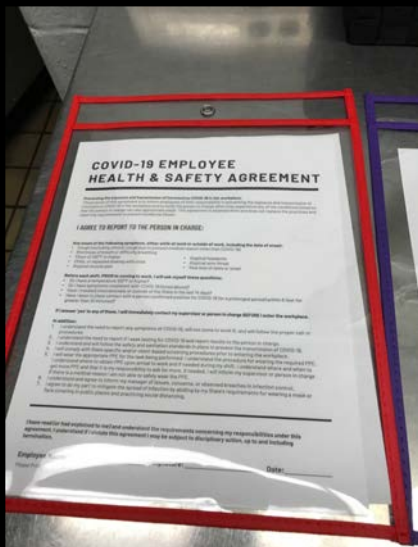
**SAME GREAT FOOD & SERVICE. NEW STANDARDS FOR YOUR PROTECTION.**

# DineSafe Plan 2020

#1

## STAFFING / PEOPLE SERVICES

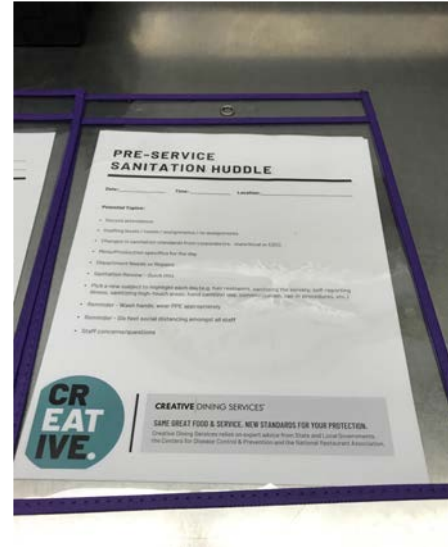
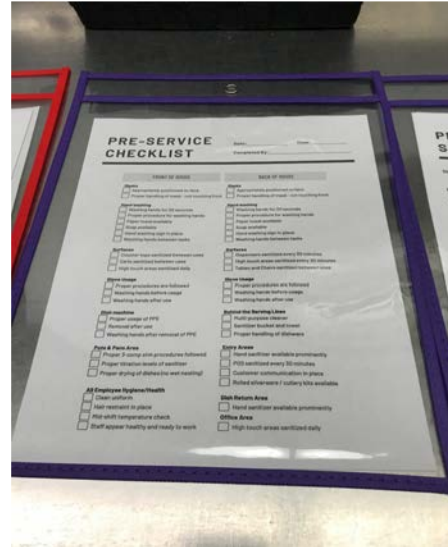
- Training for all staff on enhanced safety & sanitation practices & PPE before reopening.
- Student worker PPE & safety training upon return to school & before beginning work.
- All staff will read and acknowledge the Creative Dining Covid-19 Employee Health and Safety Acknowledgement before each shift.
- Designated ServSafe Certified (PIC) person in charge, on each shift.
- Dishroom team wearing masks & face shields, plastic aprons, & gloves
- Utility staff safely putting away vendor products with aprons, gloves, masks



#1a

## STAFFING / PEOPLE SERVICES

To assure the highest level of safety for our guests and staff we will go over this Pre-Service checklist with team huddles before each meal.



**#2**

**OFFICE**

- WEGE 202 will be open to assist students faculty & staff between 9am -4:30pm.
- There will be new signage on the office door asking guests to wear face mask when coming into office.
- Following 6-foot Social Distancing Queues on the floor which will allow 2 guests at a time.
- One person working in catering office at a time- adjusting office time, and scheduling appointments accordingly.
- Cleaning & sanitizing shared surfaces continually during the day
- All managers available in dining areas during meals to assist students & staff. (including catering events, retail, kitchen & dining room)

ServSafe Certified supervisor/manager on duty on each shift.



#3

## FRONT OF HOUSE OPERATIONS

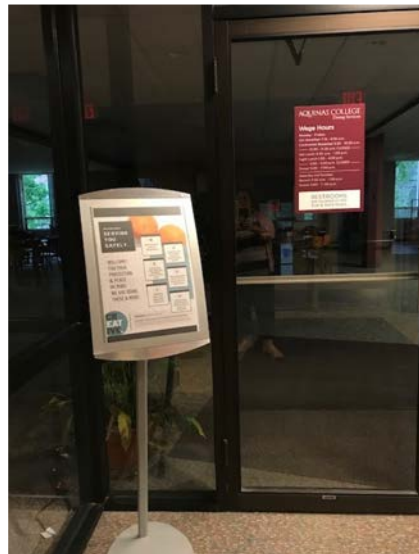
- Reopening with all staff wearing masks and gloves.
- Dedicated staff to continually clean & sanitize tables & chairs after guest leave.
- High touch areas sanitized every 30 minutes.
- Wege dining room will have seating arranged to reflect the % of occupancy approved by the most current Executive Order with social distance queues clearly marked. Meals may be carryout at first then adding "Dine in" at **25%, 50%-100%** occupancy.



#3

## FRONT OF HOUSE OPERATIONS CONTINUED

- Implemented additional digital and print signage for customers explaining sanitation measures CDS team members are taking to ensure guest safety.





#4

## RETAIL OPERATIONS

- Staff & guests will be practicing social distancing & Staff will be wearing masks & gloves.
- Continuous cleaning and sanitizing of tables & chairs, with high touch areas being sanitized every 30 min.
- More Marketplace options to limit trips to the store for staple pantry items, and more Grab n Go options.

#5

## CATERING

### **Great food & service with added safety.**

- Enhanced partnership with AQ Conferencing and Setup team to follow the most current Social Distancing Guidelines when making room reservations & floor plans.
- Revised Catering Menu with COVID -19 specific service options: plated meals, boxed meals, & served buffets.
- All silverware will be wrapped or prepackaged disposable.
- Utilize wrapped preset items whenever possible.
- Beverages will be served, or bottled.
- Staff will be wearing masks & gloves.



# DineSafe Plan 2020

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#6

## BACK OF HOUSE OPERATIONS

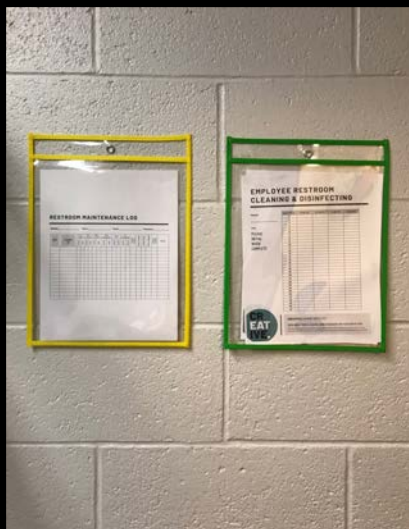
- One Team member per station with 6-foot distancing where possible.
- One team member per Cooler, Dry Storage, and Freezer area at a time.
- Implement new stocking protocols including requiring the wearing of gloves and aprons.
- Dishwasher PPE including Face Shields, masks and disposable aprons.
- Designated person returning clean dishware.
- Implement new receiving procedures including transportation of products from the dock.



#7

## SAFETY & SANITATION

- Increasing the # of Hand Sanitizer stations @ Wege, Corner Café & Moose Café.
- Continual cleaning & sanitizing of tables, chairs.
- High Touch Areas at all dining locations are sanitized every 30 minutes.
- Social distancing queues on the floor at all locations.
- Increased staff restroom cleaning in collaboration with AQ housekeeping to work out a shared schedule and required supplies on hand.





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