



## REOPENING PLAN

University of South Carolina



# ARAMARK RE-OPENING CATERING PROGRAM



Safely crafted reception set up

## RE-OPENING CATERING

TO SUPPORT WELLBEING

### Program Implementation Inclusions

- Product Offerings
- Food Safety
- Distribution
- Packaging
- Communication
- Pricing

---

### Operational Considerations

- Continue using approved supplier network
- Implement enhanced safety practices
- Provide consultative guidance for clients and customers
- Assign reasonable and fair pricing

# SAFETY



**OUR #1 PRIORITY at Horseshoe Catering** is ensuring that we take every possible precaution to protect the safety and welfare of the staff and guests who visit our facilities and events.

Aramark's standards for safety and sanitation have always been extremely stringent and the COVID-19 response enhancements we've made reinforces our industry-leading program to an even higher level of excellence.

A few examples of our recent enhancements include:

CLEANING & SANITATION

HAND HYGIENE

CHEMICALS, EQUIPMENT, & PPE

PRODUCT SAFETY

COVID-19 EXPOSURE RESPONSE

# SAFETY

## CLEANING & SANITATION

### CLEANING

Horseshoe Catering maintains a variety of tools and processes designed to ensure the highest levels of cleanliness are maintained at all times. The *Aramark Cleaning Schedule* outlines cleaning frequency and process for all equipment, surfaces and areas for the entire facility. Each associate has a *Day-At-A-Glance Tool* to guide them of specific cleaning requirements for every station and space.

### HIGH TOUCH CLEANING

Extra and frequent cleaning of all surfaces and items that are at higher risk of contamination (condiment stations, tray slides, etc.).

## HAND HYGIENE

### GUESTS

Increased availability hand sanitizer, 'no-touch' service options and targeted signage and communication to promote hand hygiene.

### EMPLOYEES

Substantial and ongoing hand hygiene training, an increased schedule of mandatory hand washing (every 20 minutes) and appropriate use of PPE (gloves).

## CHEMICALS, EQUIPMENT, & PPE

### CHEMICALS

Our specified chemicals are designed specifically for food service environments. Our Diversey Quat-Sanitizer has the highest possible rating for efficacy. Every location also maintains an inventory of Oxivir TB Wipes, a CDC approved disinfectant for the pathogen treatment of spaces that have been exposed to the COVID-19 virus.

### EQUIPMENT

All equipment utilized in cleaning and sanitation, including dishwashers, glass cleaners, chemical dispensers, etc. are checked multiple times per day for correct temperatures, concentrations and functionality.

### PERSONAL PROTECTIVE EQUIPMENT (PPE)

Horseshoe Catering ensures that all locations are properly equipped with the necessary PPE to ensure guest and employee safety - including gloves and masks (where required),

## PRODUCT SAFETY

### VENDORS & SUPPLIERS

All of our catering vendors and suppliers must pass stringent safety and sanitation requirements to gain and maintain approval. Additional controls will be placed on vendor deliveries to ensure the safe transfer of all products.

### FOOD SAFETY

Our standards for food receipt, storage, handling and preparation are very detailed and specific. Each step of the process is monitored and documented for so that quality, temperature control, and contamination risks are managed at all times.

## COVID-19 EXPOSURE RESPONSE

### PLANNING & ACTION

While we hope it doesn't happen, Aramark's detailed pandemic plan prepares and enables our operators to react to a positive COVID-19 exposure quickly and safely. Our processes are designed to identify and communicate any potential risk to guests and staff, and to effectively clean and sanitize all impacted areas per CDC guidelines to minimize service disruption.

# SOLUTIONS



In these uncertain times, Aramark understands that our Catering operations need the flexibility and resources to adjust our services to evolving conditions and requirements. Our relaunch plans consider all probable contingencies and the needed adjustments for each.

The unique challenges that the Coronavirus pandemic has caused requires unique solutions to solve.

We have prepared a variety of solution strategies that can address multiple different operating scenarios.

**COVID-19 SERVICE ADJUSTMENTS**

# COVID-19 SERVICE ADJUSTMENTS

## SOCIAL DISTANCING

As the most common mitigation tactic for the Coronavirus, Horseshoe Catering is preparing to implement social distancing controls wherever needed. Strategies will include appropriate signage to assist university staff and guests, and reconfiguration of service areas.

## SERVICE STYLE ADJUSTMENTS

Covid-19 risks may also warrant the elimination of self-serve stations and exposed foods to mitigate the chance of cross-contamination. Our goal is to execute service that is efficient for our guests, while not encouraging crowding. Menu adjustments are planned to help facilitate speed of service.

## EMPLOYEE SAFETY MEASURES

Horseshoe Catering will also be implementing the use of additional PPE (facemasks) and/or employee health monitoring processes, as required.

# STEPS TO SUCCESS

## **Our goal is to protect the safety and wellbeing of our team members and guests**

- Follow all previous Aramark communication and guidance on proper food safety and hygiene procedures
- Ensure that all staff wash, clean, and sanitize hands, changing gloves often; anyone with the appearance of illness will be sent home
- Provide signage for each event reminding our guests of proper hand hygiene and social distancing practices prior to partaking of the catering event
- Ensure all servings vessels (trays and bowls), risers, display items are cleaned and sanitized between uses
- All plates for buffets or receptions will come from the server's side of the buffet so individuals are not touching more than one plate
- Rolled silverware at all events if the function is on china; this will minimize the number of people touching silverware
- All guests are required to wear masks when not eating and immediately after eating





# STEPS TO SUCCESS

## Event Guidelines

- All staff are required to wear masks and gloves, and temperatures of employees should be taken before reporting to work
- Ensure that all staff wash, clean, and sanitize hands, changing gloves often; anyone with the appearance of illness should be sent home
- Attendants will be required at all events to serve boxed meals, buffet lines, reception style food items, coffee and dessert
- Plates for buffets or receptions will come from the server side of the buffet line so individuals are not touching more than one plate
- All beverages will be chilled to limit the use of ice
- Buffet signage and sanitizer will be provided by Horseshoe Catering; any additional social distancing signage can be discussed with client
- All staff is instructed to wash their hands every 20 minutes or every time they change gloves
- Sanitizing wipes will be available to wipe down reusable surfaces
- Additional training for staff has been established to include all appropriate PPE
- Confirm all catering orders within 48 hours or two business days



Individual Crudité Presentation



# STEPS TO SUCCESS

## Delivery Guidance

### Confirm All Catering Orders

- Ensure that a meal has been ordered for each guest in attendance
- Confirm delivery time for all hot services and ensure guests understand that meals are to be enjoyed upon delivery
- Warming and cooling equipment will keep product cold/hot depending on contents

### Beverage Service

- All beverages are serviced in individual cans or bottles
- Beverage selections are at the discretion of the client
- Beverages served cold to avoid the need for ice
- Disposable cups available as needed

### Hot Beverage Service

- 10 guest or fewer: Coffee Service can be dropped off
- 11 Guests or more, an attendant will stay to serve the coffee

### Cold and Ambient Service

- Deliver order 15 mins prior to event start time
- Individual boxes to be clearly labeled
- Place labels on the fold of the box to seal it

### Hot Service

- Deliver order 15 mins prior to event start time
- Individual boxes to be clearly labeled
- Catering attendant or appointed contact from client to look for the appropriate time to invite guests to pick up and enjoy their meal while hot

# STEPS TO SUCCESS

**Examples of menu adjustments to limit contact. Please visit [usc.catertrax.com](http://usc.catertrax.com) for updated menu options.**

## **Breakfast Examples:**

- Serve a Breakfast Box type item
- Limit quantities of portion controlled items: sugars, sweeteners, creamers, wrapped stirrers, straws, honey packets, etc; replenish as needed
- Single use disposables for cups and packaged flatware
- Packaged bagel/individually wrapped/Danish/muffin with optional cream cheese and jelly PC's as appropriate
- Package with fruit salad or whole fruit
- Chilled Bottled Juices (10 oz.) & Water (16.9 oz.); *limit use of ice*
- Joe to Go Coffee to be used where appropriate

## **Mid-morning and Afternoon Break Examples:**

- Chilled Bottled Beverages/Canned (12 oz.) & Water (16.9 oz.); *limit use of ice*
- Packaged snacks, granola bars, energy bars, candy, etc.

## **Lunch/Dinner/Reception Examples:**

- All containers have a clear lid for guest to look at the food before selecting
- Utilize current bagged snacks (chips) and cookies
- Place individual entrée salads in clamshell containers
- Use PC's for Salad Dressings/ Mayo/ Mustard
- Chilled Bottled/canned Beverages (12 oz.) & Water (16.9 oz.); *limit use of ice*
- To better serve you and your guests, we can create modifications to your menu such as offering a boxed meal, or adding additional servers to your event
- Consider pre-setting cold salad and dessert with limited servers thus limited points of contact with plates
- Use disposable vessels that allow for menu items to be individually plated

# SUPPORT

## COLLABORATION

### **CLIENT PARTNERS**

Horseshoe Catering will partner with you to understand the new realities (and restrictions) of the operating environment to come up with solutions that deliver quality and sustainability.

### **VENDOR PARTNERS**

We will capitalize on our partnerships with our food, equipment and technology vendor partners to source innovative solutions to unique challenges.

## COMMUNICATION

### **CONSUMERS**

Guests will want to fully understand all of the actions we're taking to keep them safe. We are preparing a variety of communication strategies and platforms to alleviate any concerns.

### **EMPLOYEES**

Our people always have been, and always will be our greatest strength. Horseshoe Catering is preparing extensive on-boarding and training to enable returning (and new) team members to be confident in their roles.

## COMMITMENT

### **CROSS-DEPARTMENTAL COMMITMENT**

Aramark field operators will continue to have an abundance of support to help them navigate these uncertain times. Our resource teams in Culinary, Marketing, Technology, Operational Excellence, Human Resources, Safety, Finance, Supply Chain, and more are all dedicated to providing all necessary support to ensure that our facilities are safe, our products and services are exceptional, and our partnerships are strong. More details to come.



# Thank You

All of us at Horseshoe Catering are looking forward to seeing you this fall and having the opportunity to develop creative and safe events that will continue to nourish our campus family in this time of change and uncertainty.

