



Smart Foodservice Operation to *Snap-Back!*

1 Initial demand

The number of students that will show up in your college campus or school building in the early stages is unknown, just as how many employees will be at your recently reopened facility. Forecast demand to be cost-effective. Consider having enough variety to meet various demand expectations and know you will have some overproduction knowing that first impressions are important in regaining your students' confidence.

2 Reconfigure your layout to comply with the new mandates

The salad bar is out, along with the build-your-own bowl. With self-service totally or mostly eliminated, stations will need to be converted to full service. There will also be an increase in grab and go and 'bagged lunches', which will require more display case space. Don't forget to reconfigure your layout to adjust for social distancing measures as well.

3 Continue to be sustainable in a disposable world

Sustainability has taken a new meaning as people return to paper towels, disposable plates and cutlery. With the pandemic, protecting your health has become the No. 1 priority. Disposables are back in a big way. Consider affordable, planet-friendly, compostable varieties of disposables.

4 Handle the mealtime rush

Social distancing policies will most certainly limit the number of students who can come in at one time. Traditionally, a college eatery did its bulk of its business during the lunchtime window and to a smaller extent in the morning. Consider staggering meal times adjusting for student's limited lunch hours and continue to promote order-ahead options, such as mobile ordering to manage student flow and promote contactless payment. If possible, allow for students to eat in classrooms with appropriate protocols to keep the classroom clean.

5 Continue to add value

Onsite foodservice in colleges and universities developed from being a basic amenity into a premium offering and differentiator. Consider streamlining your menu and reducing offerings to those items that are profitable, popular, easy to prepare, and portable. Continue to add value by offering carry-out, delivery and other enhanced services.

Reopening Checklist

As you prepare to reopen your dine-in services and other business offerings, here is a checklist to ensure you have addressed all areas of concern.

Guidelines & Regulations

- Confirm your local and state guidelines
- Understand requirements and limitations for reopening and phasing back into dine-in services

Your Menu & Offering

- Consider streamlining your menu and reducing offerings to those items that are profitable, popular, easy to prepare, and portable
- Changing to online menus for best safety and sanitation practices
- Consider removing self-service stations such as salad bars and soda stations and increase grab and go items
- Offer 'bagged lunches' and pre-package high demand items.
- Offer delivery service

Marketing

- Communicate frequently and authentically with your students via text, email, social media or media in campus
- Inform students of the safety standards and sanitation protocol you have implemented to reassure them that their safety is your number one priority

Restaurant Layout

- Rearrange tables and chairs to allow for social distancing – minimum 6 feet apart
- Create outdoor seating, if possible
- Consider staggering meal times to control capacity. If possible, allow for students to eat in classrooms with appropriate protocols to keep the classroom clean.
- Create visible sanitizer stations
- Consider removing condiments from the table and serving previously portioned condiments with each order
- Utilize disposable or wrapped silverware and straws
- Promote safety and sanitation practices utilizing signage and social media posts

Counter Service

- Add sanitizer stations and shields for cashiers
- Create spacing markers for students, in the ordering line or wait areas, using floor decals
- Promote order-ahead and online ordering options to manage student flow

Kitchen

- Test and clean kitchen equipment and ice machine
- Organize and label storage containers
- Consider installing hands-free towel, soap, and sanitizer dispensers
- Post signage with hand washing procedures and cleaning protocols
- Take inventory of kitchen smallwares, flatware, glassware, plates, cleaning and sanitizing supplies

Bathrooms

- Consider installing hands-free towel, soap, and sanitizer dispensers
- Consider installing hands-free door openers
- Post signage with hand washing procedures
- Post signage with cleaning and sanitation schedule

Building

- Complete deep cleaning and sanitizing of all areas
- Reactivate utility and facility services, if needed

Staff

- Implement zero tolerance policy prohibiting staff from working when sick
- Consider implementing temperature check for staff
- Train staff on hand washing procedures, safety standards, and sanitation protocol
- Consider masks and gloves for all staff
- Reinstate staff based on capacity and service needs
- Place extra emphasis on customer service to ensure your students are comfortable and confident with your services

Additional Resources and Information:

- [CDC Colleges and Universities](#)
- [NACUFS COVID-19 Resources](#)
- [Food Management - Informa PLC](#)