

COVID-19 RETAIL RECOMMENDATIONS

In response to the spread of COVID-19 cases within the US, we have developed several operational solutions to reduce the possibility of contamination within our retail areas. There is an increasing concern amongst clients regarding self-service stations, and you will need to consider adjustments to your offerings based on the possibility of reduced staffing and guest levels.

We ask that you work with your DM/RDO and clients to determine which actions are appropriate for your account.

SELF-SERVICE STATIONS

Due to the communal nature of self-service stations, there are a number of opportunities where contamination could occur.

It may become a necessity to move toward premade grab and go products and/or premade sandwiches and salads to replace current offerings and address reduced staffing levels. [Please refer to the retail venue page \(ADD LINK\) for menu templates to promote.](#)

Salad Bar

For salad bars, we recommend replacing them with pre-made salads made in-house, or using Jack and Olive where appropriate and PC dressing packs.

Fruit and Yogurt Bar

For fruit/yogurt bars, we recommend replacing them with pre-made parfaits, fruit cups, and fresh whole fruit.

Soup

A solution is to make room for soup on the hot line and make it a served item.

Other

If your account has any other self-serve food options, consider what alternatives you have to limit or reduce those stations in the short term.

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BEVERAGES

Bottled water will continue to be in high-demand during these times. Be well stocked on your water inventory to avoid potential shortages on deliveries. Consider selling bulk water (cases) to your guests as a convenience.

Fountain Beverages

At fountain beverage stations, there are multiple touch points on cups, lids and dispensers throughout the day. In place of the fountains, we recommend providing only bottled beverages for sale. Accounts that offer free fountain beverage refills should discontinue this practice immediately.

Coffee & Iced Tea

Move to served only.

CONDIMENT STATIONS

Condiment stations are another area where there is potential for contamination with multiple customers touching the pumps and packaging throughout the day. We recommend putting condiments behind the counter at food stations and having food service staff hand them out as requested.

PLASTIC WARE

Our spec is individually wrapped plastic ware, however, some locations either use dispensers that require manual dispensing or have loose plastic ware in a vessel for guests to pick up manually. Where possible, move to individually wrapped plastic ware. For clients who need a smart stock solution we recommend a Dixie Ultra Touchless dispenser. Flyer attached.

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GENERAL SAFETY REMINDER

Please continue to use proper disinfection protocols for highly touched surfaces. Food contact surfaces should be washed, rinsed and sanitized using normal procedures.

CORONAVIRUS PREVENTION



MENU MANAGEMENT

In uncertain times like these, it will be more important than ever to keep a close eye on your daily sales. We are seeing visitor restrictions to healthcare facilities being put in place, which will reduce your customer base. Additionally, as schools close and workplaces make adjustments, your own staff levels could vary dramatically.

Simplifying your menus and offerings, use of convenience products, and making sure we can still be "brilliant at the basics" will be critical to our success. The key here is to map out a contingency plan **BEFORE** you have to go into emergency mode so that everyone clearly understands their role and what's expected. We ask that you work with your DM/RDO to determine which actions are appropriate for your account.

GUEST COMMUNICATION

We have provided signage you can customize as needed to notify your guests of closed stations.

SEATING AREAS

Given the advisories around social distancing (maintaining distance from others when possible, of up to 6 feet) you may consider with your client removing tables and chairs from your guest seating areas to limit the number of individuals in the space and the proximity by which they can sit together.