

# FOOD FOR THOUGHT

CATERING GROUP



## Sourcing to Service

SANITATION & FOOD SAFETY PROTOCOLS

Revised 4-2020

**SAFETY MEASURES**



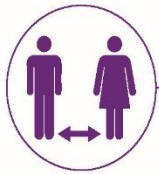
**WELLNESS AND TEMPERATURE CHECKS FOR EMPLOYEES**



**GLOVES AND FACE COVERINGS**



**ENHANCED CLEANING OF HIGH-CONTACT AREAS**



**SOCIAL DISTANCING PROCEDURES**



**FREQUENT HAND WASHING**

## SANITATION & FOOD SAFETY PROTOCOL

As a company our goal, as always, is to protect our employees and customers, ensuring that we do everything that is within our power and control to maintain a safe and healthy environment at all of our locations as well as at our events. Below are precautions for each specific line of service.

**These procedures are fluid and will be added to, modified, or adjusted as needed.**

### SUPPLY CHAIN AND SOURCING

Food For Thought's primary suppliers are Sysco Foods (Broadline), Halls Rental (Rental Equipment) and BBJ Linen (Linen). Suppliers are certified by Food For Thought and state and federal agencies for food and operational safety.

Sysco's Quality Assurance QA team consists of approximately 196 full-time corporate associates and 35 contracted inspectors dedicated to quality assurance. Through ongoing plant audits, inspections, and product evaluations, the QA team maintains the most stringent safety, reliability, and quality standards. All Sysco suppliers must pass facility audit administered by Sysco QA to assess the adequacy of their food safety controls, sanitation, manufacturing practices, employee hygiene, foreign material control, quality management systems, recall and traceability, and production capabilities. The Sysco QA team ensures ongoing high standards by continually monitoring compliance with their rigorous quality and safety guidelines.

Halls Rental follows the following guidelines on the cleaning, sanitizing, and packaging of its equipment. All serviceware including china, flatware and glassware are heat sanitized at 180 degrees Fahrenheit as required by the Board of Health, all large equipment including tables and chairs are sanitized with approved chemical sanitizer.

BBJ Linen cleans and sanitizes its linens through a chemical, hot wash and hot dry process that eliminates exposures and maintain a safe and secure product.

### FACILITIES / PRODUCTION / EVENT TEAMS

Food For Thought's facilities and kitchens will operate under the following procedures:

- No guests or visitors are allowed in Back of House or production areas
- Only production team members are allowed in production areas
- Deliveries drivers will be required to wear masks and gloves
- Production teams will wear protective masks and gloves
  - Masks provided by FFT or must be washed daily
  - Gloves provided by FFT
- Sanitizing schedule will be as follows:
  - Start of Shift, 11:00 am or at Lunch Break, 2:00 pm, End of Shift

Onsite Service Teams

- Wellness and temperature checks will be performed prior to team members starting
- All team members will follow a ½ hour sanitizing schedule

Please be aware that the below procedures to ensure product, guest and team member safety may affect service times, we are continuously reviewing to improve procedures and ask for your patience and understanding.

*Receptions, Sit down and buffet services are included – we currently will not be offering Family style served events.*

## **HORS D'OEUVRES and BEVERAGE PASSING**

### **Sanitation and Packing**

- Sanitation Stations (Tabletop) will be included in all packs
  - (1) per Kitchen
- Sanitation Spray will be included in all Red Box packs
  - (2) Bottles per box

### **Beverage Service**

- No drinks will be pre-poured or staged
- Drinks will be served at bars only by bartenders
- Passed drinks will not be allowed at this time
- Bartenders will wear protective gloves provided by FFT
- Bartenders will wear FFT Logo protective masks
  - All masked must be washed daily
  - Masks will be managed and sent through Service Department
- All bartenders will wash hands every ½ hour to maintain sanitation standards



### **Passed Hors d'oeuvres Service**

To assure guest safety and allow staff to pass selections through crowds Food For Thought will be utilizing the following service styles:

#### **Clear Hinged Trays**

- Size is 12" x 14"
- Color is white
- Trays will be cleaned, sanitized and packed in protective disposable packaging at FFT after each use

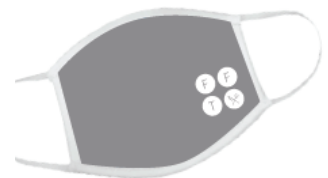


- 12" clear domed supplied by FFT
- Can be paired with any 13" Halls Rental platter, charger or tray
  - Silver, Wood, Marble (Melamine), Whitewash, or Charger
- Domes will be cleaned, sanitized, and packed in protective disposable packaging at FFT after each use



### Team Members and Service

- Servers will wear protective gloves provided by FFT
  - Clear style not black
- Servers will wear FFT Logo protective masks (Confirmed with client)
  - All masked must be washed daily
  - Masks will be managed and sent through Service Department



## FULL-SERVICE EVENTS

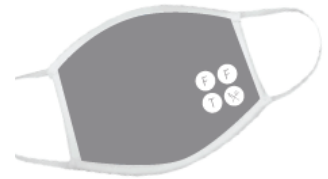
Please be aware that the below procedures to ensure product, guest, and team member safety may affect service times. We are continuously reviewing to improve procedures and ask for your patience and understanding.

### Sanitation and Packing

- Sanitation Stations (Tabletop) will be included in all packs
  - (1) per Kitchen
  - (1) per Bar
- Sanitation Spray will be included in all Red Box packs
  - (2) Bottles per box
- This is in addition to the Sanitation Bucket and sanitation tablets that are included in all packs

### Seated Dinners

- Servers will serve every course using Finesse Napkins as a barrier for contact, as currently is the practice for Entrée Service
  - Warehouse will add additional inventory to red box pack
  - Servers will wash and sanitize hands every ½ hour to maintain sanitation standards



### Flatware

- All cleaned and sanitized flatware (forks, knives, etc.) will be handled using disposable gloves
- No touch setup will be utilized at all times

### Team Members and Service

- Servers will wear protective gloves provided by FFT
  - Clear style not black
- Servers will wear FFT Logo protective masks (Confirmed with client)
  - All masked must be washed daily
  - Masks will be managed and sent through Service Department

## BUFFET-SERVICE EVENTS

Please be aware that the below procedures to ensure product, guest, and team member safety may affect service times. We are continuously reviewing to improve procedures and ask for your patience and understanding.

Food For Thought offers “Serve To Service” in which FFT staff attends buffet and serves to your guests, please ask your consultant if you prefer this style of service.

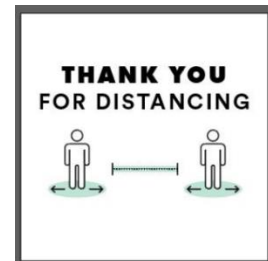
### Sanitation and Packing

- Sanitation Stations (Tabletop) will be included in all packs
  - (1) per Kitchen
- Sanitation Spray will be included in all Red Box packs
  - (2) Bottles per box



### Cueing

- Options for Social Distancing (Confirm with Client)
- Buffet signs reminding guest to distance will be provided by FFT (See sample on right)
- Stanchions can be rented and provided to create aisle
  - Source – Halls Rentals
    - Black style (6' length)
    - Chrome and rope style (6' length)
- Removable vinyl floor signs can be provided
  - Consult your FFT Representative for lead times and costs
  - Recommend (4) per service point



### Flatware

- All cleaned and sanitized flatware (forks, knives, etc.) will be handled using disposable gloves
- No touch setup will be utilized at all times

### Disposable Flatware

- Flatware is available in either wrapped or bulk styles
- No touch setup will be utilized at all times



- Wrapped in cello bag (See Below)
- Wrapped in napkin (See Below)



### **Serving Utensils at Food Stations (non-disposable)**

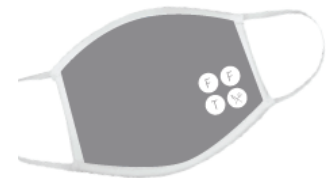
- All serviceware handles will be wiped every 30 minutes with sanitizer for the duration of the service
- Example:
  - Buffet opens at 1:00 pm and closes at 2:30 pm
  - Sanitized serviceware put out at 1:00 pm
  - Service ware sanitized at 1:30 and 2: again at 2:00 p

### **Disposable Utensils at Food Stations**

- Additional serviceware will be sent to all events to allow team members to replace every 30 minutes
- Sales Team will add additional serviceware to event sheet based on above schedule
- Warehouse will pack additional serviceware based on event sheet
- Example:
  - If buffet opens at 1pm and closes at 2:30 pm
  - Serviceware will be replaced at 1:30pm and again at 2:00pm
  - Total (3) sets will be ordered and packed

### **Team Members and Service**

- Servers will wear protective gloves provided by FFT
- Servers will wear FFT Logo protective masks
  - All masked must be washed daily
  - Masks will be managed and sent through Service Department



- Service staff will be positioned at buffet service stations and will monitor / observe guests interaction with service. If there is ANY possible concern as to a guest and / or product safety ( i.e. someone sneezing or coughing) the following actions will taken:

1. Remove all food items of concern from service
2. Notify Event Supervisor of situation
3. Notify Client of situation and action taken
4. Immediately contact Corporate Office informing details of situation

There should be no hesitation to act and all team members have the authority to proceed as above.



## BARS

Please be aware that the below procedures to ensure product, guest, and team member safety may affect service times. We are continuously reviewing to improve procedures and ask for your patience and understanding.

### Sanitation and Packing

- Sanitation Stations (Tabletop) will be included in all packs
  - (1) per Bar



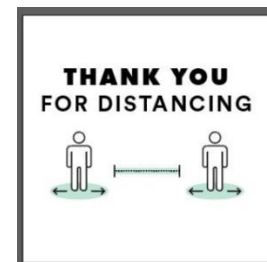
### Setup

- Bars will be of size to accommodate 6' between Bartenders
- Bar Glassware
  - Will be displayed on back bar not on front service area or table
  - Disposable serviceware will be used if client prefers
- Condiments
  - Bar condiments will be stored in condiment holder with lid
  - FFT will provide condiment holders and included in pack
  - Bartenders are responsible to provide clean cutting boards and knives



### Cueing

- Options for Social Distancing (Confirm with Client)
- Signs reminding guest to distance will be provided by FFT (See below rt)
- Stanchions can be rented and provided to create aisle
  - Source – Halls Rentals
    - Black style (6' length)
    - Chrome and rope style (6' length)
- Removable vinyl floor signs can be provided
  - Recommend (4) per service point



## Service

- No drinks will be pre-poured or staged
- Drinks will be served at bars only by bartenders
- Passed drinks will not be allowed at this time
- Bartenders will wear protective gloves provided by FFT
- Bartenders will wear FFT Logo protective masks (Confirmed with client)
  - All masks must be washed daily
  - Masks will be managed and sent through Service Department
- All bartenders will wash hands every ½ hour to maintain sanitation standards



## **TASTINGS**

Food For Thought's tastings will be scheduled and operate under the following procedures:

### **GUESTS and SCHEDULING**

- Tastings will be scheduled with one hour between each sitting to allow for cleaning and sanitizing
- Limit of (6)pp per tasting
- Sanitation stations are located at the following areas
  - Front door
  - Corner of bar area
  - In each Tasting Room
  - Bathrooms
- Kitchen, Prop Shop and BOH tours are on hold and these areas are currently off limits to guests
- Employees who are not actively involved in tastings will not enter the tasting room areas

### **PRE-ARRIVAL / POST-DEPARTURE**

- All hard surfaces will wiped with approved sanitizing solution
  - Front door handles exterior and interior
  - Bar and seating area tables and chairs
  - Tasting room tables and chairs
  - Bathroom door handles and all fixtures

### **SERVICE**

- China, Flatware and Glassware
  - All service wear will be rented from Halls rental (Hall sanitizes at their site and individually wraps Products)
  - Single use products only will be utilized
  - Internal equipment will be cleaned, sanitized and wrapped to assure safety
- Servers will until further notice wear
  - FFT logo masks
  - Vinyl gloves
- Chefs will until further notice wear
  - FFT logo masks
  - Vinyl gloves

### **OTHER**

- All back of house staff will have temperature taken upon arrival prior to punching in
- All service staff will have temperature taken upon arrival prior to punching in

## **WAREHOUSE and TRANSPORTATION**

Food For Thought's Warehouse and Transportation departments will operate under the following procedures:

### **TRANSPORTATION**

**Until further notice drivers will wear masks and gloves during all deliveries.**

- All Trucks will be stocked with the following supplies
  - (1) Bottle Spray Sanitizer
  - (1) Bottle Hand Sanitizer
  - (1) Box Gloves
  - Drivers will be supplied FFT Logo masks
  
- Drivers will sanitize trucks at the start of their shifts
  - All interior surfaces
  - Exterior Door handles (Driver, Passenger and Loading)

### **EQUIPMENT CLEANING AND SANITIZING**

- All inhouse team members will wear BOH masks
- All inhouse team members will wear protective gloves
  
- Upon event returning to Warehouse all equipment will be sanitized and prepped by the following procedure:
  - Exterior and interior of Rex Boxes, Caves, Cambros, Igloos, etc will be sprayed with sanitizer solution
  - Sanitizer will soak for 45 seconds
  - Equipment will be rinsed and air dried
  - Tabletop equipment will be bagged and sealed
  - Large equipment will be marked to assure sanitation was completed

### **BAR BOXES**

- Upon event returning to Warehouse Bar Boxes and liquor boxes will be sanitized by the following procedure:
  - Outside of box will be wiped with spray and sanitizer
  - All bottles will be removed and wiped with sanitizer cloth
  - Box will be restocked and sealed with zip ties for next use

## FAQ's

### **What date are you going to start hosting large events?**

- We have not been notified by the government to the date nor size of events that we can host. It is predicted that the guideline for events will be a sliding scale with changing regulations that we will be following.

### **Will we be taking temperature of staff when they arrive at their work location or job site?**

- We have Infrared Forehead Thermometers at all sites and will use as we follow CDC and client guidelines.

### **Will staff be wearing masks and using gloves at events?**

- At the writing of this staff will be provided washable masks and will be worn by culinary, service and bar team members.
- Team members will be wearing Food For Thought supplied translucent vinyl gloves.
- All table service will be conducted with gloved hand and with napkin held plates

### **Are we specifying how many people will be seated at a 66" or 72" round table?**

- This will be a fluid call as event dates are booked, what clients are requesting and what the experts are recommending as time passes?

### **What accommodations are event Venues making to their rooms and spacing?**

- Venues are working independently on new guidelines as to the number of tables allowed, the number of people per room and how they will traffic people through the venue or museum.

### **Will Food For Thought be providing masks for guests at events?**

- Food For Thought can arrange to have either surgical masks or logoed masks fabricated for clients (4-week lead time required).

### **Will Food For Thought be providing hand sanitizing or handwash station at events?**

- We would prefer that venues setup and maintain sanitizer stations
- If needed FFT can arrange with clients to provide sanitizer stations or handwash stations
- Indoor locations will have operating bathrooms for guests to wash hands
- At Outdoor venues FFT can manage the rental and servicing handwash stations

### **Will Green Rooms or Brides Rooms have a limited number of guests allowed in them?**

- This will be dictated by the venue or host facility as to the number allowed

## **REDUNDANCY OF OPERATIONS**

To assure no disruption to service Food For Thought maintains (2) two redundant facilities in Libertyville, Illinois and Chicago, Illinois in the case that the Lincolnwood facility is unable to maintain production.

All facilities are equipped with:

- Office and Data
- Storage and Refrigeration
- Cooking and Prep Facilities
- Loading docks –Receiving and distribution abilities

## **FOR OUR STAFF**

Foodservice has always followed the highest standards in protecting its products through regular handwashing and all production and service staff maintain a current sanitation certification. All of our employees have a heightened sense of awareness as a result of the virus and below are some of additional and company mandated procedures that have been added:

- Disinfecting Wipes or Spray will be available for all of us to Do Our Part
- Soap, sanitizer if of course available in all production and receiving areas
- Any staff that have showed any signs of illness have always stayed home and / or told to go home from their supervisor when symptoms were shown.
- Our Staffing Department is aware of the situation and they are prepared to replace any staff that needs to cancel any shifts for this reason
- We are directing our staff to wash their hands even more frequently than usual, encouraging them to carry and use hand sanitizer whenever needed

From Administrative to Sales to Production and Delivery, all Food For Thought employees have been notified and trained on the above procedures. Our reputation is behind every product we deliver and serve and always take this responsibility to the highest levels.

**For more information please contact your FFT representative**