



# CAMPUS COOKS

FALL 2020 FOOD SERVICE MANUAL



# STEPS FOR FALL FOOD SERVICE



## PREPARATION

- Training Schedule and Topics
- Standard Operating Procedure Guidelines
- Client Onboarding



## DELIVERY

- Kitchen Set-Up Criteria
- Updated 7 Keys Checklist and Daily Checklists
- Dining Room Standard Operating Procedures
- Snack and Beverage Services
- Out-of-House Meals



## MAINTENANCE

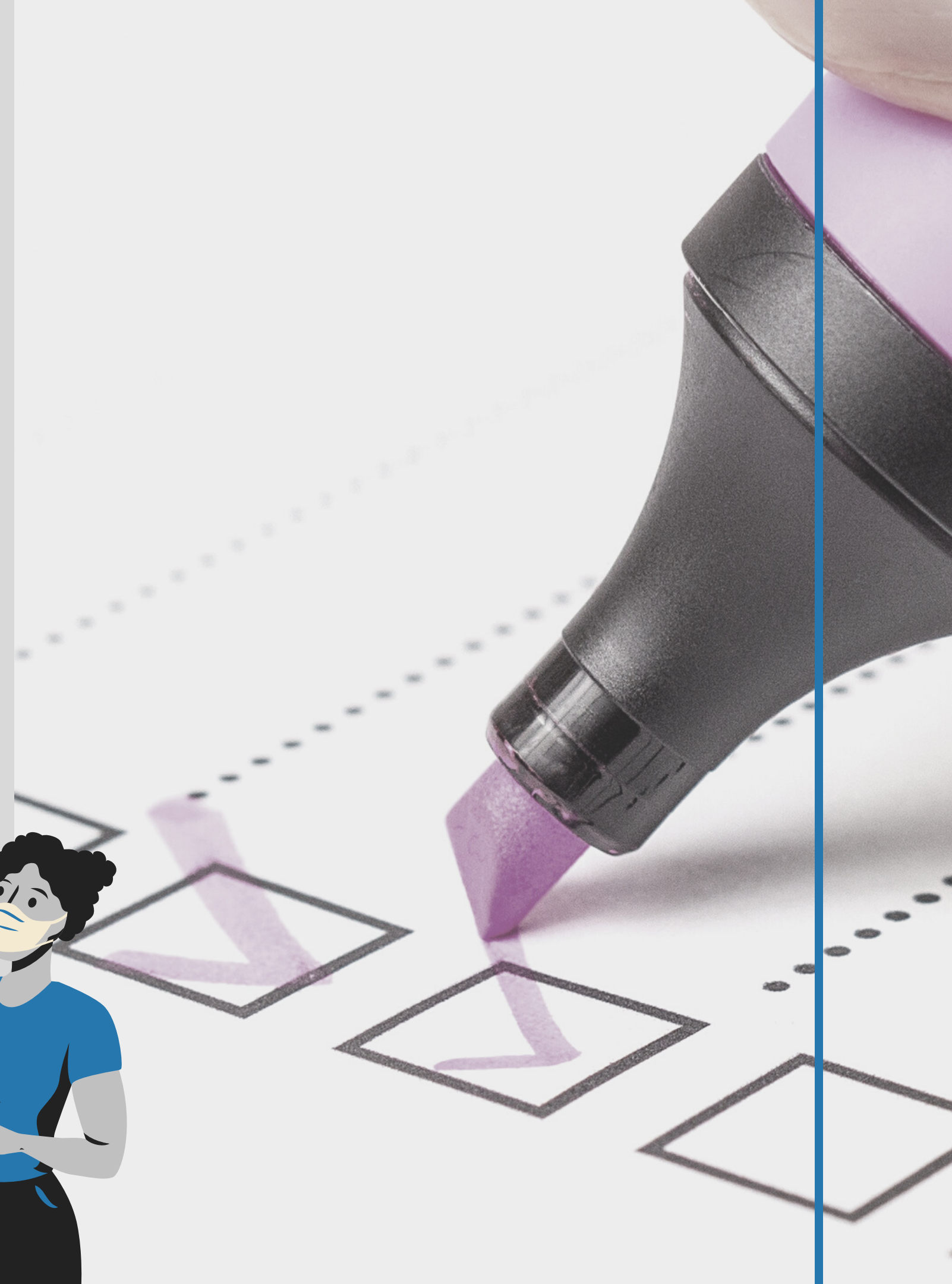
- Cleaning and Sanitizing Procedures
- Staff Sick Protocol
- Options for Dining
- Staff Restroom Protocol
- Hasher Responsibility and Practice
- Emergency Meal Plan



# PREPARATION

## OVERVIEW

- Enhanced questioning in the interview process for staffing.
- Enhanced training on communicable disease protocols for all staffing, including external links for guidelines and best practices from CDC, ServSafe, Ecolab and our partner food distributors.
- Staff and client onboarding to coordinate details of service and communication expectations.
- Updated guidelines and monitoring of staff illness, with coverage plans from local/district support chefs and emergency meal options.
- Opening checklist for cleaning and sanitizing of kitchen, storage, dining and service areas.





# TRAINING

- Operations Team is currently training the District Managers on weekly training seminars over the entire summer prior to opening our accounts in the fall.
- District Managers train the Private Chefs, Kitchen Assistants, and Hashers at the opening kickoff meeting before the opening of our accounts in the fall.

## TOPICS

- Beverage Service
- Bathroom cleaning and maintenance
- Snacks Kitchen setup
- Physical distancing dining room setup: lines, seating max occupancy, staggered serving times
- Out of house service: to-go service for out of house members not allowed to eat in the chapter house Options for dining: cafeteria style, to-go only, and full service
- PPE list Prep of Kitchen with an opening checklist
- New 7 keys checklist for Private Chef
- Menus that cover all dietary preferences
- Emergency Meal Plans – products and procedures
- Client onboarding going forward New interview questions around new standard operating procedures
- Staff sick protocol – coverage and sanitizing
- Hashers - responsibilities
- Links to external info CDC, EcoLab, ServSafe, NRA, etc.
- Cleaning and sanitizing procedures, as well as trash removal checklist.





# OUR SANITATION STANDARDS



## OSHA STANDARDS AND GUIDELINES

OSHA standards and guidelines are followed to ensure the very highest levels of safety for clients and our staff by providing safety resource binders and conducting bi-yearly safety audits in each account.

## COMMERCIAL GRADE DISINFECTANTS

Commercial grade food service disinfectants and cleaning chemicals used in all our client houses (these have been double checked and aligned with CDC guidelines for COVID-19 protection).

## CHEMICAL TEST STRIPS

Test strips are used to check the chemical levels in dishwashers and sanitizer buckets are at a safe level.

- A chlorine sanitizer solution should have 50-100 parts per million (ppm) in 75-100 degree water. Quaternary ammonium sanitizer (multi-quat) should have 200ppm in 75-100 degree water. For food service sanitation buckets, they should be changed every 2-4 hours. Both are effective at destroying the virus if used at that correct ppm. Test strips are easily obtained through food service vendors or Amazon.



# ONBOARDING

## FOR YOUR HOUSE

- Meet with client virtually as soon as possible with Chef present to discuss service guidelines.
- Work with the Chapter to determine the best way to keep crowds from forming around the service area. If the plan is to stagger mealtimes, determine if a shared Google doc, attending report, or sign up sheet works best for Chapter members.
- Ensure the Chapter the guidelines in place are there to protect Chapter members and Campus Cooks staff.
- Go over local guidelines and ensure the client Campus Cooks will operate under those.





# DELIVERY

## OVERVIEW

- Three options for meal, snack, and beverage service based on local service and physical distancing regulations:
  - Touchless to-go Service
  - Cafeteria Service
  - Buffet Service
- Plans to serve out of house members on the meal plan who may or may not be able to dine on premise.
- Options for Emergency Meal Plans based on staffing, local service and physical distancing regulations.
- Personal protective equipment (PPE), signage, and markings to promote safe service and operation. Including but not limited to hand-washing reminders, hand sanitizing stations, and physical distancing for service and dining.



# CHEF PPE (PERSONAL PROTECTIVE EQUIPMENT)

## MASK

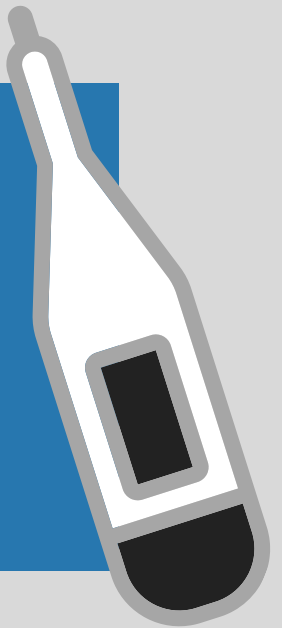
All employees wear branded masks; style and type in accordance with local guidelines.

## GLOVES

All employees provided with Nitrile Gloves.

## THERMOMETER

Staff temperature checks required and documented.

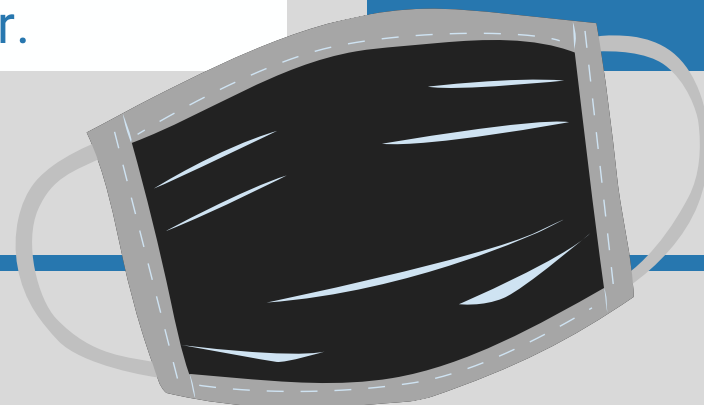


## CHEF COAT, APRON AND LONG PANTS

Professionally laundered chef wear, kitchen towels, and aprons by a commercial provider.

## HEAD COVERING

## NON-SLIP SHOES





# KITCHEN PREP

- The kitchen environment is to be set up daily to maintain proper sanitation, food safety and employee safety throughout the day. Included in this policy is that all kitchen appliances are to be checked daily to ensure they are in proper running condition.
- All on-site staff to follow Communicable Disease Protocol (CDP) as outlined by CDC, local and university governments, and the individual chapter.
- On-site staff execute CDP per provided cleaning schedules and guidelines per account. District Managers are responsible for maintaining and enforcing CDP with a minimum of 2 visits per week for local accounts, and two visits per month for remote accounts.
- District Managers provide a weekly CDP update to House Directors and student leaders to maintain open communication and transparency.



# UPDATED CHECKLISTS



## ACCOUNT OPENING CHECKLIST

Our chefs will be onsite a week prior to opening to ensure proper cleaning and sanitizing of the kitchen and all food preparation, storage, and service areas.

## 7 KEYS CHECKLIST

The Campus Cooks 7 Keys Report (our proprietary daily checklist) has been updated to ensure that it is up to date with the current COVID-19 Pandemic. This checklist for facility cleaning and food safety is conducted daily, as well as weekly and monthly inspections by staff and management team; all recorded and tracked.

## DAILY OPENING AND CLOSING CHECKLISTS

We have added two new checklists to ensure a higher standard of cleaning from our chefs throughout their entire shift.



# DINING CONSIDERATIONS



## TOUCHLESS TO-GO SERVICE

All meals prepared on site by private chefs, packaged in to-go containers, and served in a way that enforces maximum physical distancing. Set the bar high. Promote the safest service style first. Then ease back to full service as restrictions relax.



## CAFETERIA SERVICE

All meals are prepared on site and plated individually for members by their private chefs during meal periods. Physical distancing is required by the chef and chapter members.



## FULL SERVICE

Meals are prepared on site by private chefs and served on a hot/cold buffet line, family style, or plated as per the chapter's preference.





# TOUCHLESS TO-GO SERVICE

- **Benefits:** Promotes physical distancing, limits interaction and cross contamination, encourages portion control (cost effective).
- **Drawbacks:** Additional cost of takeout containers, not environmentally friendly, students likely will need to adhere to a pickup timing window.

## HOW WE DO IT

- Single serve, touchless To-Go service for members on the meal plan, with leftovers and late plates given a tamper-evident seal to allow easy identification of exposure to someone other than staff and intended student.
- There will be no shared utensils in service. Ex. Scoops, tongs, forks, spoons.
- Limiting the use of the kitchen to anybody outside of Campus Cooks staff.
- PPE usage training: use of disposable containers, maintaining a safe food environment, maintaining food quality, following relevant cleaning schedules, ordering individually wrapped foods and equipment, and maintaining physical distancing.
- **Cleaning and Sanitation:** Surfaces and common touch points will be wiped and sanitized a minimum of once every 3 hours. While cleansing the area PPE equipment is always required. Regularly scheduled sanitation of hard surfaces will be performed throughout the day. Immediately following the return to the kitchen, staff will discard contaminated PPE equipment, wash hands, and replace PPE equipment with new set.



# CAFETERIA SERVICE

- **Benefits:** Encourages portion control, students get more face time with their chef, minimal surface touch points because chef is serving every meal.
- **Drawbacks:** Labor intensive on chef, students will likely need to adhere to a pickup timing window.

## HOW WE DO IT

- Following and maintaining a meal service schedule that allows for social distancing while serving.
- Following relevant cleaning schedules created.
- Ordering individually wrapped foods and equipment.
- Limiting the use of the kitchen to anybody outside of Campus Cooks staff.
- **Cleaning and Sanitation:** Common touch points need to be cleaned with an approved disinfectant at a minimum of 3 times per day. Staff will continue to use PPE, including masks and gloves.







# FULL SERVICE

- **Benefits:** Relaxed physical distancing, students serve themselves, reusable dishes reduce waste, less labor intensive for the chef.
- **Drawbacks:** Potential spike in cases if not cautious, minimal physical distancing, multiple surface touch points (i.e. plates, serving utensils, cutlery).

## HOW WE DO IT

- Following cleaning and sanitation schedules for all shared utensils and spaces while following any additional precautions issued by the chapter.
- **Cleaning and Sanitation:** Surfaces must be cleaned a minimum of twice per day or as needed to remove soiled single serve items and to maintain a clean environment. When cleaning make sure to use an approved disinfectant and cleaner to remove debris from any surfaces.

# OUT-OF-HOUSE MEALS

Campus Cooks staff will work with House members to arrange a policy and procedure for Out-of-House meals. District Managers and Private Chefs will work with House leadership to find policies and procedures that work best for their desires.

## TO-GO SERVICE

- Chapter members are encouraged to come to the house for meals during designated service times to pick up meals in a designated pick up area.
- Pickup areas and procedures will be organized and executed by Campus Cooks staff and be approved by chapter members.
- Campus Cooks employees will work with chapter on a customized pickup system.
  - Members can request pickup through the app or on a local signup sheet, such as Google Docs.

## CAFETERIA SERVICE

- Chapter member is encouraged to come to the house for meals during designated service times for meals while social distancing guidelines are in place.
- Meals will be served by Campus Cooks staff cafeteria style in a designated buffet area.
- If social distancing cannot be set up in the dining area in a manner to accommodate out of house members, staff will prepare a takeout style meal for the member to pick up during designated mealtimes.

## FULL SERVICE

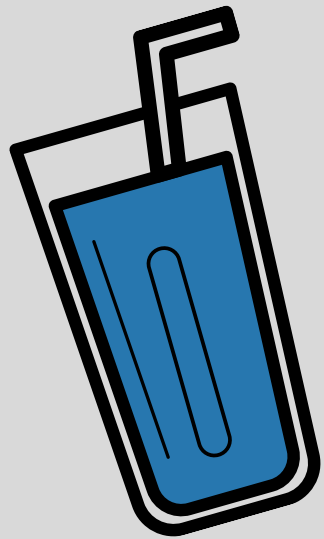
- Chapter members are encouraged to come to the house for meals during designated service times. Buffet lines will be open, and members will be allowed to serve themselves at designated service area.
- If chapter member is unable to make it to the house during designated mealtime, they can request a late plate on the Campus Cooks App (Applies to all types of service).





# SNACK AND BEVERAGE SERVICE

Staff will adhere to the following procedures and directions based on which style of food service is deemed safest for that account. Safety guidelines will be determined by the CDC, state or local governments, university policies, or client preferences (whichever is the strictest).



## TO-GO SERVICE

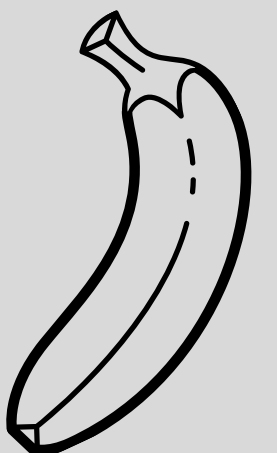
- The use of exposed items is strictly prohibited (i.e. open fruit, snack mixes, shared liquids (milk/juice)).
- If items are made or single serve items are used, they must be in individual wrapped servings in a separate container from one another (i.e. Wrap fruit in service wrap and then placed in a paper/plastic bag).
- There will be no shared utensils in service (i.e. Scoops, tongs, forks, spoons). Snacks will be stocked at lower amounts more frequently throughout the day.

## CAFETERIA SERVICE

- The use of single serve items is allowed, but precautions need to be followed to reduce the risk of infection.
- Snack mixes and trail mixes are allowed but need to be placed in a single serve container for consumption (i.e. sealed plastic bag).
- Fruits and handheld snacks must be wrapped or individually packaged and will be stocked in lower amounts more frequently through the day.

## FULL SERVICE

- Staff will need to prepare as many snacks from scratch as possible (i.e. Trail mix, snack mix).
- Single serve items are to be replenished a minimum of one time per day or based on what the client has requested.
- Fresh fruit (bananas/apples) need to be on hand for consumption and will be discarded/repurposed when appearance has faded or after 2 days of display.
- Rotate single serve items at least once a month. If the client prefers some items over others keep those and rotate the ones that are not as popular.





# EMERGENCY MEAL PLANS

- **The Emergency Meal Plan (EMP)** will be completed using specific procedures and directions based on which style of food service is deemed safest for that account.
- Chef will prepare emergency meals for individual service and batch service:
  - **Single-Service Meals:** Individually wrapped, single serve meals that are available to heat up. (i.e. Ramen noodles, frozen breakfast sandwiches, boxed pasta).
  - **Batch Meal Service:** Large, family-style meals that can be prepared and frozen, then reheated per instruction from Private Chef (i.e. lasagna, Shepard's pie, baked mac and cheese).





# MAINTENANCE

## OVERVIEW

- Ongoing training for all staff covering best practices and guidelines for safety and sanitation, meal service under CDP including out-of-house members, late plates and dietary preference meals.
- Enhanced cleaning and sanitizing schedules that are commensurate to local regulations and CDC guidelines for all areas of food service, storage, and preparation.
- Increased auditing of safety measures for operations, including an expanded 7 Keys inspection checklist (our propriety kitchen checklist), increased number of monthly audits from District Managers (some may be virtual).
- Adherence to self-wellness monitoring.
- In case of sick staff, coverage plans from Executive/District chefs, or use of an onsite emergency meal plan.
- Regular communication through email, video chat, menu meetings and monthly reports with House Directors, Student leadership, Housing Corp and Advisors to ensure all needs are being addressed and details of service expectations are known to all as they change with local regulations and CDC recommendations.
- Through procurement with our primary food service distributors, maintaining supplies to employ our communicable disease protocol of individual packaging.



## Hourly cleaning, sanitation and trash checklist

## 90 minute rotation

[illegible]



# STAFF SICK PROTOCOL



## OUR POLICY

- If an employee has any COVID-19 symptoms (fever, cough or shortness of breath), employee must notify their District Manager immediately and should stay home until symptoms are not present for at least 5 days.
- District Managers can take their employees' body temperatures if they report symptoms.
- The Equal Employment Opportunity Commission now allows employers to require employees with symptoms to stay home, even if they have not tested positive for COVID-19.
- If an employee does show symptoms, they should immediately be separated from all people and sent home.
- If the employee does show symptoms or tests positive, ask the employee for the names of anyone that they have been in close contact with in the last 14 days, including other employees, vendors, and delivery personnel.
- Those people should be informed without revealing the employee's identity. Campus Cooks will encourage employees to self-monitor for signs and symptoms of the virus



# COVID DAILY CHECKLIST

Employees are required to complete this self-check every morning before arriving to work. If the reply is YES to any of the questions below, they must STAY HOME (with pay) and call their manager.



## COVID-19 Daily Self Checklist

Review this COVID-19 Daily Self Checklist each day before going to work

If you reply YES to any of the questions below, STAY HOME (with pay) and call your manager.

If you start feeling sick during your shift, contact your manager.

1) Do you have a fever (temperature over 100.2F)?

Yes No

2) Have you taken any fever reducing medications?

Yes No

3) Are you experiencing muscle aches?

Yes No

4) Do you have the chills?

Yes No

5) Have you experienced any gastrointestinal symptoms such as nausea/vomiting, diarrhea or loss of appetite?

Yes No

6) Have you, or anyone you have been in close contact with been diagnosed with COVID-19, or been placed on quarantine for possible contact with COVID-19?

Yes No

7) Have you been asked to self-isolate or quarantine by a medical professional or a local public health official?

Yes No

## QUESTIONS



1. Do you have a fever (temperature over 100.2F)?
2. Have you taken any fever reducing medications?
3. Are you experiencing muscle aches?
4. Do you have the chills?
5. Have you experienced any gastrointestinal symptoms such as nausea/vomiting, diarrhea or loss of appetite
6. Have you, or anyone you have been in close contact with been diagnosed with COVID-19, or been placed on quarantine for possible contact with COVID-19?
7. Have you been asked to self-isolate or quarantine by a medical professional or a local public health official?





# **GIVING CONTROL PROVIDING SUPPORT OFFERING TRANSPARENCY.**

**Through Preparation, Delivery and Maintenance**





# WANT TO LEARN MORE?

CONTACT US



**WILLIAM WOHLT**

Director of Field Operations

T 847-892-5040

[william.wohlt@campuscooks.com](mailto:william.wohlt@campuscooks.com)



**ANDERSON DOLTON**

National Account Manager

T 818-281-5241

[anderson.dolton@campuscooks.com](mailto:anderson.dolton@campuscooks.com)

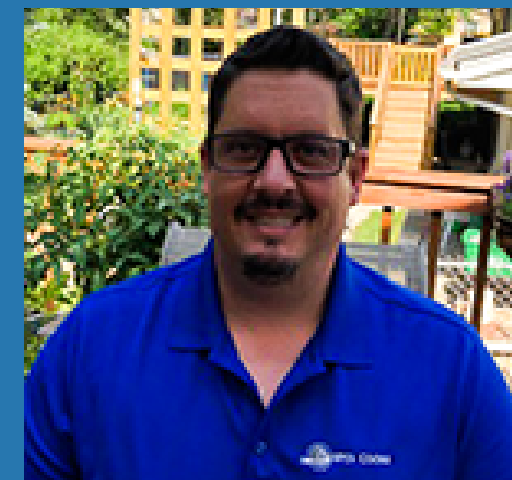


**PATRICK BECKER**

Account Manager

T 847-886-0059

[patrick.becker@campuscooks.com](mailto:patrick.becker@campuscooks.com)



**DAVID IANTORNO**

Account Manager

T 847-478-337

[david.iantorno@campuscooks.com](mailto:david.iantorno@campuscooks.com)