BGSU Dining Evolution
Post - COVID-19

path to OPEN

BGSU DINING
Rapid Change
Next 120 days

CDC Guidance
State/Local Regulations
Commitment to Customization
State re-opening timelines
## Flexible Framework

<table>
<thead>
<tr>
<th>Tier</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tier 1</td>
<td>Most Distancing</td>
</tr>
<tr>
<td>Limited Seating for Dine-in or Take-away</td>
<td>Pre-Packaged Meals for Take-away only</td>
</tr>
<tr>
<td>Pre-portioned Drop-off / contactless</td>
<td>Safety Standards and Requirements – all locations</td>
</tr>
<tr>
<td>Tier 2</td>
<td>Hybrid</td>
</tr>
<tr>
<td>Limited Seating</td>
<td>Pre-portioned, individually wrapped</td>
</tr>
<tr>
<td>Tier 3</td>
<td>Less Distancing</td>
</tr>
<tr>
<td>Served by associate</td>
<td>Attendant served</td>
</tr>
</tbody>
</table>

- **Retail**
  - Served by associate
  - Limited Seating

- **Residential**
  - Limited Seating

- **Catering**
  - Attendant served
  - Pre-portioned, individually wrapped
  - Pre-portioned Drop-off / contactless
Residential, Tier 3 (least distancing)

No self service, limited social distancing

<table>
<thead>
<tr>
<th>EXPERIENCE:</th>
<th>CHANGE:</th>
<th>MODIFICATION:</th>
</tr>
</thead>
<tbody>
<tr>
<td>DINING ROOM</td>
<td>Open</td>
<td>Cleaning every 30 min</td>
</tr>
<tr>
<td>FOOD STATIONS</td>
<td>Open</td>
<td>Served by associate, no self-serve</td>
</tr>
<tr>
<td>BEVERAGE</td>
<td>Fountain open</td>
<td>Cleaning every 30 min</td>
</tr>
<tr>
<td>DISHWARE</td>
<td>Available</td>
<td>Served by associate</td>
</tr>
<tr>
<td>FLATWARE</td>
<td>Available</td>
<td>Served by associate</td>
</tr>
</tbody>
</table>

Residential Enhancement Possibilities

- Complete meal at one station
- More composed meals
  - Signature salads vs. Salad bar
  - Served full entrees
- Potential for now & later pick-up
- Reduced Seating
  - Reduced # of chairs
  - Reduced # of tables
- 6 foot floor guidance markers into dining hall and at all stations
- Changing entrances/exits to dining hall for smoother traffic flow
### Residential, Tier 2 (mid-distancing)

#### Served & Take-Away, Mid-Distancing

<table>
<thead>
<tr>
<th>EXPERIENCE:</th>
<th>CHANGE:</th>
<th>MODIFICATION:</th>
</tr>
</thead>
<tbody>
<tr>
<td>DINING ROOM</td>
<td>Open with restriction</td>
<td>Tables arranged for S.D.</td>
</tr>
<tr>
<td>FOOD STATIONS</td>
<td>No self serve</td>
<td>Served by associate Dine in or to-go options available</td>
</tr>
<tr>
<td>BEVERAGE</td>
<td>Fountain open with to-go cup option available</td>
<td>Disposable cups available for take-out</td>
</tr>
<tr>
<td>DISHWARE</td>
<td>Support take-away service</td>
<td>Dine in or to-go options available</td>
</tr>
<tr>
<td>FLATWARE</td>
<td>Support take-away service</td>
<td>Dine in or to-go options available</td>
</tr>
</tbody>
</table>

### Residential Enhancement Possibilities

- May double up favorite stations to avoid pinch points
- Now and later meals reduce trips
- 6 foot floor guidance markers into dining hall and at all stations
- Changing entrances/exits to dining hall for smoother traffic flow
Residential, Tier 1  (most distancing)

All take-away, Most distancing

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<tr>
<th>EXPERIENCE:</th>
<th>CHANGE:</th>
<th>MODIFICATION:</th>
</tr>
</thead>
<tbody>
<tr>
<td>DINING ROOM</td>
<td>Closed</td>
<td>To-go only</td>
</tr>
<tr>
<td>FOOD STATIONS</td>
<td>No self serve</td>
<td>Associates serve meals to go</td>
</tr>
<tr>
<td>BEVERAGE</td>
<td>Fountain open</td>
<td>Associates serve Disposable cups to-go</td>
</tr>
<tr>
<td>DISHWARE</td>
<td>Not used</td>
<td>All disposable</td>
</tr>
<tr>
<td>FLATWARE</td>
<td>Not used</td>
<td>All disposable</td>
</tr>
</tbody>
</table>

Residential Enhancement Possibilities

- Take-away favorites
- International & street foods
- Now and later meals reduce trips
- 6 foot floor guidance markers into dining hall and at all stations
- Limiting number of guests at one time
- Changing entrances/exits to dining hall for smoother traffic flow
Safety
Demonstrating BGSU Dining by Chartwells’ commitment to associate and guest safety

- Inspire student, parent, and BGSU community confidence in safe dining locations
- Bring solutions that are customizable, flexible, and adaptable
- Expansion of minimum safety & QA standards, policies and procedures
✓ Symptoms checks and documentation by management of all associates reporting to work
✓ Use of surface thermometers to take associate’s temperature before clocking in at all units
✓ Masks as a new component of associate uniforms
✓ Enhanced handwashing, hand sanitization and glove management
✓ Enhanced cleaning and disinfecting procedures
✓ Potential for testing when available per guidelines
✓ Adaptation to local health department guidelines and CDC recommendations
Dining Area Safety

Seat Distancing

- Table cleaning between seating
- Hand sanitizer at entrance
- Table wipes at seating areas
Social Distancing

Location Messaging Kits
Retail Options

Enhanced On-The-Go options to support social distancing and increase speed of service

Retail Enhancement Possibilities

- 6 foot floor guidance markers
- Limiting number of guests at one time
- Cleaning of all touch-points every 30 minutes
- Mobile and Starship Ordering Expansion

In-house production
Chartwells brand
Social Distancing
Retail Protection

Transaction Window
Solid Shield
National Brand Modifications

Starbucks and Dunkin Donuts

1. Meet local jurisdictional mandates
2. Establish space for physical distancing of customers
3. Serve expected volume while ensuring barista physical distancing

Options for:
+ Removing all seating
+ “Take Out” only
+ Establishing customer space with waiting zones
+ Establishing food and drink drop off counter and tables – no contact
+ Cleaning guest pick-up area every 30 minutes
+ 6 foot floor guidance markers

Continued Innovations During COID-19
path to OPEN

New Catering Options
New: Drop-off and Contactless Catering

- Pick-up or Drop-off
- All Dayparts Represented
- Individually Packaged
- Order via CaterTrax

Contactless Catering

- High-quality ingredients
- Creative take-out or delivery
- Contactless to keep you safe and healthy

Step 1: Create your mobile app
Step 2: Select menus here or call their locations
Step 3: Order & Pay. Each menu is packaged individually

path to OPEN by Chartwells
Catering Approach

**Tier 2**
- Attendant-served
- Eliminate *all* guest dishware
- Hand sanitizer available
- Observe social distancing

**Tier 1**
- Pre-portioned individual meals / contactless
- Delivered to door
- Eliminate *all* guest dishware
- Hand sanitizer available
- Observe social distancing
Communications Plan

Dining Video

Expand Digital Story Telling

DOC Website & Mobile/Starship App

Dining Hall Signage

Virtual SOAR Guide and Collaboration
Variables Impacting Service

- State, Local and CDC guidelines
- Total enrollment
- # of students on Meal Plans
- Faculty/Staff participation in dining locations
- Touchless cashier interactions
  - Cash transactions – recommend going cashless
    - Review
    - Mobile Ordering