

*path to*  
**OPEN**

GOURMET DINING

**NJIT PLANNING GUIDE**

**FALL 2020**

**NJIT**  
New Jersey Institute  
of Technology





## Updated CDC guidelines

“The more an individual interacts with others, and the longer that interaction, the higher the risk of COVID-19 spread,” the CDC said, noting that the lowest risk is in restaurants that only offer **drive-thru, delivery, takeout and curbside pickup.**

- Operators should designate one staff person each shift to be responsible for responding for COVID-19 concerns. Employees should notify the establishment’s contact if they have symptoms of or tested positive for COVID-19, or if they were exposed to someone with COVID-19 in the past two weeks.
- layouts should be modified to allow for at least six-foot social distancing
- Physical guides, such as tape on floors or sidewalks and signage, should also be used.
- Crowds should be discouraged through the use of phone apps, text technology, or signs to alert patrons when their table/food is ready.
- self-serve food and drink options such as buffets, salad bars and drink stations should be avoided.
- The CDC also encourages operators to consider options for dine-in customers to order ahead of time to limit the amount of time in the establishment.



Physical barriers like sneeze guards and partitions should be used in areas where six-foot social distancing is difficult. This includes kitchens, cash registers, host stands and food pickup areas.

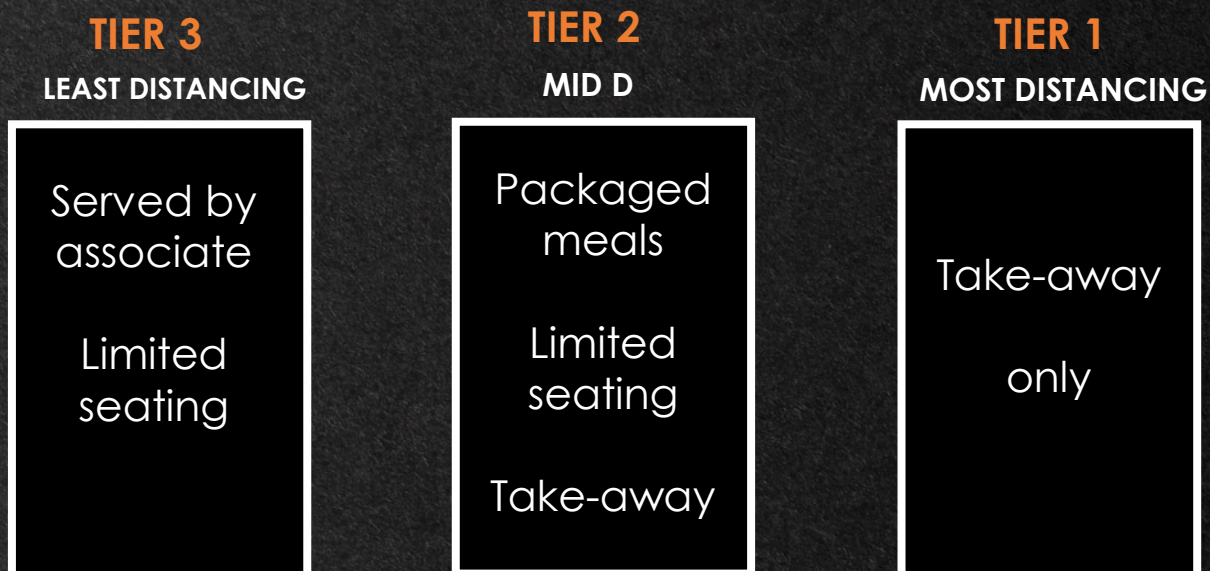
- Shared spaces, like break rooms, should be closed or their usage staggered.
- All employees should be discouraged from using public transit when possible, and all staff should be provided with cloth face coverings such as masks.
- Operators also should supply adequate hand sanitizer with at least 60% alcohol, on every table if possible.
- The CDC provided links to signs, which it recommends posting in highly visible areas such as entrances and restrooms. The signs offer information on protection measures, including handwashing and how to effectively use face coverings.
- Single-use menus, condiments and food containers are encouraged along with disposable utensils, dishes, napkins and tablecloths. If that is not possible, operators should ensure employees handle those items with gloves. Containers and utensils brought in by customers should not be used.
- Contact-free payment options should be encouraged
  - Operators should ensure ventilation systems operate properly and increase circulation of outdoor air as much as possible by opening windows and doors and prioritizing outdoor seating, the CDC said.

In order to support re-opening with a range of options for appropriate distancing, we've classified solutions into a three-tier model.

We have created this plan for **NJIT** with social distancing approached within the Café, and retain the ability to evolve as necessary.

The impact to service models, required equipment, hours of operation, safety enhancements, menu modifications and a plan for student and parent communications is outlined.

The basic safety standards will not vary, but will be used across all campus venues.



**Safety Standards and Requirements – all locations**





# SAFETY + TRAINING

## Safety Across the Business

The safety of the campus community, our guests and our associates remain our top priority. In this time of social distancing, we have adapted our procedures to include associate wellness checks. We have also increased the frequency of sanitization procedures, introduced new PPE and implemented social distancing signage.



# Safety Procedures Across Campus

At all locations, the following enhanced safety standards will be in place daily.

## ASSOCIATE SAFETY

### Daily Wellness Checks

- ✓ Every associate will receive a wellness check to include self-reported illnesses and a contactless temperature check.



MASKS REQUIRED



### Personal Protective Equipment

**Face coverings** will be provided and expected to be worn at all times by associates.

We recommend **guests wear masks** as well, except when eating.

**Gloves are worn** at all times when handling food.

**Plexi health shield barriers** used at all registers and points of service.

## What is the difference between cleaning, sanitizing, and disinfecting?

**Cleaning** is the removal of debris. This is done with our standard surface cleaners to remove the presence of food and beverage particles.

**Sanitizing** is the removal of pathogens, such as those known to cause foodborne illnesses.

Both cleaning and sanitizing protocols exist within the USDA Food Code guidelines Gourmet Dining has always followed.

**Disinfecting** is the killing of specific pathogens, such as COVID-19. CDC guidelines were updated May 20, 2020 to reflect new COVID-19 transmission understanding that high contact surfaces are not a primary source of infection.



# CLEANING AND SANITIZING

- ✓ Associates wash hands and change gloves every 30 minutes, or less.
- ✓ Associates continuously cleaning tables, chairs and all high-touch surfaces with sanitizer.
- ✓ Sanitizer stations are available for guests to use at the entrances and exits and in the production areas for associates.
- ✓ Upon closing for the day, the team will disinfect the entire facility utilizing Diversey disinfectant.
- ✓ Back of house cleaning procedures will take place every 30 minutes. The culinary team will clean and sanitize surfaces and high-touch areas.
- ✓ Restrooms will be sanitized every 30 minutes.



*“Normal routine cleaning with soap and water will decrease how much of the virus is on surfaces and objects, which reduces the risk of exposure.”*

### CDC Guidelines for Reopening

[https://www.cdc.gov/coronavirus/2019-ncov/community/pdf/Reopening\\_America\\_Guidance.pdf](https://www.cdc.gov/coronavirus/2019-ncov/community/pdf/Reopening_America_Guidance.pdf)

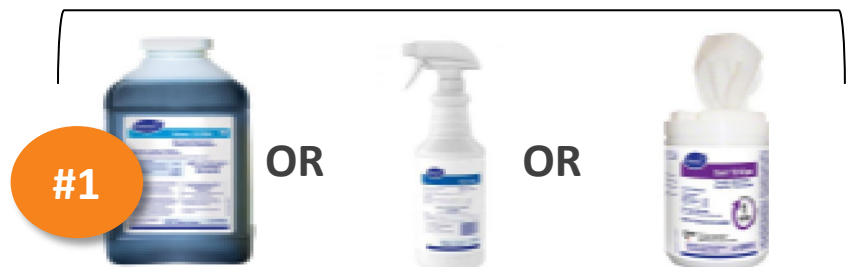
## EVERY 30 MINUTES



Diversey  
Suma Pan  
Clean or  
Suma Light  
Detergent

Diversey  
J512  
Sanitizer

## DAILY / DOWNTIMES



**#1**  
Diversey  
Virex II 256  
J-fill  
10 min

OR

Diversey Virex  
RTU Spray  
3 min

OR

Oxivir Wipes  
1 min

## Disinfectants

# SOCIAL DISTANCING AND ASSOCIATE TRAINING

## Social Distancing

WALK THIS WAY 

- ✓ One-way traffic management to help guests navigate dining and seating areas.
- ✓ Social distancing in our kitchens and other back of the house areas.
- ✓ New capacity thresholds for each dining location.
- ✓ Reduction or elimination of cash handling.
- ✓ Signage visible at all hand washing sinks and time clocks.
- ✓ Floor decals and signs for guests to follow proper distancing and flow of service.

Northeastern

PLEASE KEEP 6 FEET APART  
Thank You For Practicing Social Distancing



## Trainings

ServSafe COVID-19 safety training for both managers and food handlers.

Ongoing trainings will be covered at pre-shift meetings and provide the most up-to-date procedures.

Close coordination with local health departments on best practices.

Working through its purchasing company, FoodBuy, Gourmet Dining will ensure that vendors follow similar safety protocol for their drivers and other associates and, delivery drivers will be discouraged from entering buildings and required to wear masks.

Plan associate training to cover all COVID-19 policy changes including:

- Mask, hand wash and glove requirements
- Tobacco & cell use policies
- Cell phone use policy
- Cough and sneeze etiquette
- Guest interactions
- Cleaning policies and procedure changes
- Social distancing expectations of associates
- Symptoms/temperature checks process



# SUPPLIER RISK MANAGEMENT

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## Monitoring the Supply Chain

Gourmet Dining is closely **monitoring the supply chain for potential disruptions** due to COVID-19. Our supply chain management team is maintaining daily contact with all suppliers to monitor daily inventory at distributors, track manufacturing progress of key items, and assisting with development of mitigation plans if necessary. A supply chain task force has been developed that includes sourcing, category management, quality assurance and distribution representatives. This task force meets daily to discuss all supplier risk management issues.

Additionally, **supplier and delivery protocols** have been developed to ensure product arrives to each unit safely. We have established COVID-19 specific **distributor and manufacturer policies** that ensure pandemic preparedness in our supply chain and distribution systems. Regular supply chain updates will be shared as the situation evolves.

## ADDITIONAL OPTIONS FOR CLEANING

- Full disinfection 2-3 times per day which may require closures
- Available through SSC:
  - Electrostatic Spray Disinfection
  - Hygenia EnSURE Sanitation Verification – using a hand-held device, samples from high-contact areas are processed in a few minutes to determine efficacy of sanitation.
- Gourmet Dining has multiple options for facility deep cleaning if the operations require it.

For a detailed list of cleaning and sanitation steps, follow [this link](#).



# Service Modifications

## Location-Specific Plans

The following pages provide a plan for NJIT's campus, with special considerations and a customized approach.



# Residential Service Model Tiers 3, 2, 1

All Tiers Mobile Ordering & Cashless

## TIER 3 LEAST SOCIAL DISTANCE

EXPERIENCE:	CHANGE:	MODIFICATION:
DINING ROOM	Open	Cleaning every 30 min
FOOD STATIONS	Open	Served by associate, no self-serve
BEVERAGE	Fountain open	Cleaning every 30 min
DISHWARE	Available	Served by associate
FLATWARE	Used but protected	Served by associate

## TIER 2 MID SOCIAL DISTANCE

EXPERIENCE:	CHANGE:	MODIFICATION:
DINING ROOM	Open with restriction	Tables arranged for social distancing
FOOD STATIONS	No self serve	Associates serve pre-packaged or pick-up window
BEVERAGE	Limited fountain/bottles	Bottled/disposable cup
DISHWARE	Support take-away service	To-go packaging
FLATWARE	Used but protected	Handed out by associate, no self-serve

## TIER 1 MOST SOCIAL DISTANCE

EXPERIENCE:	CHANGE:	MODIFICATION:
DINING ROOM	Closed	To-go only
FOOD STATIONS	No self-serve	Associates serve pre-packaged or pick-up window
BEVERAGE	Limited or no fountain	Bottled/disposable cup
DISHWARE	Not used	All disposable
FLATWARE	Not used	All disposable



# Retail Service Model Tiers 3, 2, 1

<b>EXPERIENCE:</b>	<b>LEAST SOCIAL DISTANCE</b>	<b>MID SOCIAL DISTANCE</b>	<b>MOST SOCIAL DISTANCE</b>
<b>SEATING AREA</b>	Normal set up. Tables and high contact surface areas sanitized every 30 minutes.	Tables arranged for effective social distancing. Entrances and exits separated.	Closed, pick up only. Ghost kitchens.
<b>LOCATIONS</b>	Normal operations. All associate served. National brands to follow their policies.	Possible limited menus or rotation of what is open for line management. All associate served. National brands to follow their policies.	Limited menus with frequent rotations.
<b>IMPULSE ITEMS</b>	Individually wrapped, associate served.		
<b>DESSERTS</b>	Individually wrapped, associate served.		
<b>BEVERAGES</b>	Customer self-serve, sanitized every 30 minutes.	Bottle/can beverages encouraged, limited fountain possible, associate served.	Bottle/can beverage only.
<b>COFFEE</b>	Customer self-serve, sanitized every 30 minutes.	Associate served only.	
<b>COFFEE CONDIMENTS</b>	Customer self-serve, sanitized every 30 minutes.	Individual servings, associate served.	
<b>FORKS, KNIVES, SPOONS</b>	Reusable utensils or disposable in dispenser or individually wrapped.	Pre-packaged or wrapped disposable eating utensils, associate dispensed.	Pre-packaged or wrapped disposable eating utensils, associated served.

## Specific NJIT Mapping Plan

We are pleased to present our COVID-19 specific and customized plan of service following CDC, local and state guidelines.

This plan serves as a baseline given current CDC and NRA restaurant guidance on COVID-19.

Local state or health department regulations may necessitate modification to this plan, so please check with your local health department.

### The Basics

Location Name & Tier Level: Highlander Commons

Anticipated guest capacity campus-wide is: 180

Number of total associates - both full time and part time: 150

Location COVID-19 Safety Manager is Joseph Cavanaugh

## Front of the House

### STEP 1: The Dining Spaces

Define your dining spaces and designate as pickup or dine-in service. All Gourmet Dining locations at NJIT offer pick & takeout options. Gourmet Dining will also provide dorm room delivery for any individuals who may be compromised

✓ Pick up location(s):

✓ Highlander Commons

✓ Secondary pick up location(s) and/or times for compromised individuals.

✓ Meals will be made and prepped for res. Life to drop off

If offering Dine-In

✓ Determine safe seating capacity

✓ Highlander Commons 180 Seats

✓ Smash Burger 45 Seats

### STEP 2: Guest Entrance Requirements

#### All Dining Locations

- ✓ Sanitizer stand
- ✓ Plexi health shield barrier for cashier
- ✓ Associates in gloves and mask
- ✓ Signage for guests that masks are strongly advised
- ✓ Sanitizing hands is required for entrance to facility (guests and associates)

### STEP 3: Service ware Solutions

Options are available on the [Path to Open page](#) on MyCompass.

#### Residential

- ✓ Cutlery
  - Pre-wrapped kit
  - Associate wrapped disposable cutlery
  - Reusable cutlery options
  - Touchless dispenser
- ✓ Dishware
  - To-go packaging
  - Reusable to-go containers
  - Dine-in plates, cups, etc.

#### Retail

- ✓ Cutlery
  - Pre-wrapped kit
  - Associate wrapped disposable cutlery
  - Reusable cutlery options
  - Touchless dispenser
- ✓ Dishware
  - Disposable to-go packaging
  - Reusable to-go containers
  - Dine-in plates, cups, etc.



## Specific Highlander Commons Mapping Plan

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### STEP 4: Residential Station/Location Plan

Highlander Commons self service locations & Make Your Own Stations will be modified to Grab & Go options with Employee manned stations.

To support safety, the operation of the following stations have been altered and the following practices have been put into place:

- ✓ Salad bar/Deli bar – no self service
- ✓ Cereal will be served out of the bakery
- ✓ Hand fruit may be individually wrapped
- ✓ No unprotected food available for self serve-everything must be served or individually packaged
- ✓ Milk-can remain self-serve if glasses are distributed by associates
- ✓ Beverages-can remain self-serve if glasses are distributed by associates from behind the line
- ✓ Condiment stations
- ✓ Additional stations

#### Beverages

- ✓ Fountain to-go
- ✓ 16.9 oz water bottle
- ✓ Cans
- ✓ Fountain dine-in

## Specific NJIT Mapping Plan

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### STEP 5: Retail Locations Plan

Taco Bell

Tech Café

Fortes

C-Store

Grain & Leafs Hybrid

Smash Burger

Village Market

To support safety, the operation of the following stations have been altered and the following practices have been put into place:

- ✓ Common impulse buy areas
- ✓ Common condiment areas
- ✓ Specific location changes

## Specific NJIT Mapping Plan

### STEP 6: Hours of Operation (Residential and Retail)

Location	Previous Hours	Proposed Hours
Highlander Commons	7am-10pm Mon-Thurs 7am-9pm Friday 10am-9pm Saturday 11am-9pm Sunday	7am-10pm Mon-Thurs 7am-8pm Friday 10am-8pm Saturday 11am-8pm Sunday
Taco Bell	11am-11pm Monday-Friday	11am-9pm Monday- Friday
Tech Café	8am-8pm Monday-Friday 9am-3pm Saturday	8am-7pm Monday-Friday
Forte	11am-8pm Monday-Friday 11am-5pm Saturday	11am-7pm Monday-Friday
C-Store	8am-9pm Monday-Friday 9am-5pm Saturday	8am-8pm Monday-Friday
Grains & Leaf Hybrid	11am-6pm Monday-Friday	11am-6pm Monday-Friday
Smash Burger	11am-10pm Monday-Friday	11am-9pm Monday-Friday
Village Market	7:30am-1am Monday-Friday 8am-12am Saturday	7:30am-11pm Monday-Friday
Grill	7:30-3pm Monday-Friday	Closed
Highlander Pub	11-11pm Monday-Friday	Closed
Leafs	11-6pm Monday-Friday	Moved to Grains
Late Nigh Dining	N/A	8-10pm Monday-Thursday 8-9pm Friday



## Specific NJIT Mapping Plan

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### STEP 7: Guest Ordering

#### Residential

- ✓ Sneeze Guards will be put up for contactless ordering
- ✓ Sanitizing stations will be located both the entrance & exit
- ✓ All MYO Stations will be GDS manned stations

#### Retail

- ✓ Sneeze Guards will be put up at all cashier locations for contactless transactions
- ✓ 6 ft distance, plexi health shield barrier, mobile, kiosks, etc
- ✓ One-way traffic flow to stations or in and out of locations

### STEP 8: Service Styles and Menus

80/20 menus for the various tier levels are coming soon and will be available on MyCompass.

## Specific NJIT Mapping Plan

### STEP 9: Plexi Health Shield Barriers

Plexi health shield barriers will be placed at all registers and points of service. Order Guide Attached.

#### Residential

- ✓ 1-30 Double Panel & 1 Single 24' Panel

#### Retail

- ✓ List your plexi needs and sizes here:

- ✓ Pizza 30' 24' 24'
- ✓ C-Store 55' 30'
- ✓ Tech Café 24' 24' '24 3 Panel unit + 30' 1 Panel Unit
- ✓ Sandwich 2-30 3Panels + 24' Panels + 3 24' Panels
- ✓ Sushi 1-30 Panel
- ✓ Taco 30+24 Combo Panel
- ✓ Salad 1-24' 2 Panel
- ✓ Grill 2-3'30' Panels
- ✓ Wok 2-30'3 - 1-24' Panel
- ✓ Carving 1-30 Panel
- ✓ Grill 24' 2Panel – 1 30' Panel
- ✓ Buffet Line 2-30 Panel
- ✓ Village Market 2-24' Pane
- ✓ Smash Burger 2-24' Panel |

### STEP 10: Seating Modifications

If seating areas are open, identify necessary table and chair modifications to facilitate social distancing based on CDC recommendations and campus requirements.

#### Residential

- ✓ Remove tables/chairs as necessary or place signage where seating is open.
- ✓ Encourage outdoor dining if feasible.

#### Retail

- ✓ Remove tables/chairs as necessary or place signage where seating is open.
- ✓ Encourage outdoor dining if feasible.

## Specific NJIT Mapping Plan

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### STEP 11: Hand Sanitizer Stations

Freestanding touchless sanitizer stations for guests to use should be available at all entrances and exits and in the production areas for associates. Order guide is attached.

- ✓ Sanitizing Stations are located next to all kitchen prep stations
- ✓ Sanitizing Stations will be located at all Dining locations entrances & exits

### STEP 12: Guest Signage

Our signage package is designed to communicate important safety information throughout the guest experience. Details on ordering attached. Email [tony@starlitho.com](mailto:tony@starlitho.com) your order.

**Signage will be put up at all sanitizing stations located at the entrance and exit at all dining locations**

### STEP 13: Labor

#### Residential

- ✓ Cleaning Concierge
  - ✓ Joseph Cavanugh

#### Retail

- ✓ Cleaning Concierge
  - ✓ Joseph Cavanugh

## STEP 14: Equipment

- ✓ Additional specialty equipment not already indicated to fill gaps to safely serve food. Options are available on the [Path to Open page](#) on MyCompass.
- ✓ For new equipment needs, contact SES Compliance through MyAdmin to purchase equipment. To create a request, click **Capital Assets > Cap Assets Purchase > Violation > Quote Request**

### Residential

- ✓ Mobile Ordering

### Retail

- ✓ Mobile Ordering

## Back of the House

All back of the house items will be implemented in all dining locations on campus.

### General and Back of House Requirements:

- ✓ Identified back of house cleaning porter Joseph Cavanugh
- ✓ Completed daily BOH QA Checklist
- ✓ Completed daily FOH QA Checklist
- ✓ Back of House disinfection will occur Every 2 Hours (must occur at least 1 x/day with Diversey Oxivir TB Cleaner Disinfectant)
- ✓ Trainings completed include:
  - ✓ Cleaning high-touch surfaces
  - ✓ Cleaning process and differences between disinfection processes.

### Back Dock/Receiving:

- ✓ Sanitizer station for back door
- ✓ Dock cleaned and organized
- ✓ Visitor alert signage posted with manager contact for deliveries
- ✓ All delivery personnel must be wearing a mask
- ✓ Identify receiving spaces
- ✓ Follow vendor/supplier visitor guidelines
- ✓ Trainings completed include:
  - ✓ Product delivery handling
  - ✓ COVID-19 Receiving Procedures Policy



## Back of the House

### Time Clock:

- ✓ Joseph Cavanaugh to conduct wellness checks of associates clocking in.
- ✓ Review process/train managers to conduct wellness checks.
- ✓ Identify private space to conduct wellness checks (manager's office, private hallway, or exterior tent/location) to maintain associate privacy. Your goal is to minimize associates being in the preparation areas of the facility prior to symptom checks.
- ✓ Utilize [Manager Decision Tree](#) for any associate showing symptoms of illness.

### Signage Posted:

- ✓ Cough/sneeze etiquette
- ✓ Mask Use SOP's
- ✓ Tobacco/nicotine product use policies
- ✓ Cell phone use policies
- ✓ Glove and handwashing policies
- ✓ Designated workspaces
- ✓ Social distancing requirements

**These items will be consistent through all locations on campus including residential, retail and catering spaces.**

### Associate Break Room/Locker Room:

- ✓ Sanitizer in associate rest rooms, break rooms and locker rooms. 2
- ✓ Modify table/chair arrangements in break rooms and/or locker rooms to facilitate social distancing.

### Food Prep Areas:

- ✓ Rearrange and organize workstations to facilitate social distancing.
- ✓ Consider staggering of associate schedules with possible third shift to achieve proper social distancing
- ✓ Set up individual stations, avoid assembly line production



## MEAL PLAN APPROACH

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Gourmet Dining would propose A New Block Plan Structure for the NJIT Community Meal Plans. We would simplify the meal plans with offerings as a baseline meal plan for Year 1/2 students, upperclassman and commuters. These meals would be available to the student anytime and used in any Gourmet Dining non-franchised location.

### Proposed Block Plans:

#### Year 1/2 Students:

200 Anytime Meals & \$100 Dining Dollars & 5 Guest \$2100

#### Upper Classman:

80 Anytime Meals & \$200 Dining Dollars & 5 Guest \$1050



# CATERING

## Contactless Catering

NEW Drop-off and contactless catering options are available on your campus to help promote safety and social distancing practices.







## Service Model Tiers, Catering

**EXPERIENCE:** Tier 3 (least SD): Tier 2 (Mid-SD): Tier 1: (Most-SD):

	Tier 3 (least SD):	Tier 2 (Mid-SD):	Tier 1: (Most-SD):
<b>SERVICE EXPERIENCE:</b>	Self-serve buffets.	Attendant served buffets, contactless catering.	No buffets or events, contactless catering.
<b>MEALS: breakfast, lunch, dinner, snacks, desserts</b>	Self-serve buffet options available for all meals.	All meals/buffets are attendant served. Pre-ordered meals available.	All meals pre-ordered and individually portioned into disposable containers.
<b>BEVERAGES:</b>	All beverages available for self-serve.	Beverages are attendant served or for drop off only.	Cans, bottles or portioned into cups with lids, provided by order.
<b>DINNERWARE:</b>	Dishware and disposables available.	Disposable dinnerware and wrapped cutlery.	Disposable dinnerware and wrapped cutlery.
<b>SANITATION CONTROLS:</b>	Sneeze guards, chafer and platter dome covers, hand sanitizer.	Sneeze guards, chafer and platter dome covers, hand sanitizer.	No buffets. Contactless catering only.



# CONTACTLESS CATERING

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We proudly introduce drop-off and contactless catering. This menu allows for flexibility to provide catering solutions for a wider variety of service levels. **Contactless catering will be the only catering option for Tier 1.** However, contactless catering will remain an option for Tiers 2 and 3.

## How to order contactless catering

Contactless catering provides two simple platforms to order from:

1. Desktop: eCater

Orders can easily be placed online and dropped off at a designated space with no contact required.



# CONTACTLESS CATERING

## Menu and Ordering

The menu has been designed to accommodate various styles of events and appeal to a wide range of customers. Please see link to menu below. All recipes have been fully aligned with MenuWorks, have nutritional alignment and complete costing analysis.

### Taste of the South

**Option 1**  
Carolina pulled pork (cals: 400), macaroni baked beans (cals: 300) and cornbread (cals: 200)

**Option 2**  
Buttermilk fried chicken (cals: 270), cheddar biscuits (cals: 330) and jalapeno cornbread (cals: 200)

**Option 3**  
Pulled BBQ Pork rolls (cals: 282), jalapeno cornbread (cals: 330), BBQ baked jalapeno cornbread (cals: 200)

**BREAKFAST A LA CARTE**

Yogurt parfait with fresh berries and granola (cals: 250) 0.00 each

Seasonal fresh fruit cup (cals: 60) 0.00 each

**PERSONAL SNACK**

Minimum of 12 person per order

**MEZZE SPREADS** 0.00 per person

Served with crisp vegetables and pita bread

Crispy onigiri hummus (cals: 30)

Bobagounou (cals: 60)

**CHACUTIERE BOARD**

A selection of cured meats, cheeses, olives, fruit and crackers (cals: 70-1200)

**CHEESE BOARD**

A selection of hard and soft cheeses with bread, fruit and crackers (cals: 70-800)

**SWEET TREATS** 0.00 per person

Assorted freshly-baked cookies (cals: 175)

House-made fudge brownies (cals: 200)

Cheese treats

Choice of Tix, Cinnamon Toast Crunch, or Oreo (cals: 70-110)

Individualy wrapped granola bars (cals: 130-300)

Fresh whole fruit (cals: 30-110)

Fruit & nut energy bars (cals: 110)

**MORNING MEALS**

Minimum of 12 person per order

**CONTINENTAL BREAKFAST** 0.00 per person

Sage (Cals: 240-340)

Cheese omelet (Cals: 50)

Seasonal fresh fruit (Cals: 60)

Bottled cold brew (Cals: 0)

Bottled orange juice (Cals: 120)

**TRADITIONAL BREAKFAST** 0.00 per person

Cinnamon French toast (Cals: 170-240)

Scrambled eggs (Cals: 190)

Bacon (Cals: 45-70)

Seasoned breakfast potatoes (Cals: 120)

Bottled cold brew (Cals: 0)

Bottled orange juice (Cals: 120)

**VEGAN BREAKFAST BOWL** 0.00 per person

Spicy Tofu Breakfast Bowl with kale, mushroom, tofu scramble, lemon caoucous, grape tomatoes, scallion and avocado (Cals: 451)

**HAND-CRAFTED SANDWICHES**

Minimum of 12 person per order

**CHOOSE YOUR BREAD**

Crissant (cals: 300)

Biscuit (cals: 200)

Wrap (cals: 290)

English muffin (cals: 130)

**CHOOSE YOUR FILLING**

Bacon and egg (cals: 170) 0.00 per person

Egg and cheese (cals: 130) 0.00 per person

Fried chicken (cals: 270) 0.00 per person

Tomato and oyster-fresh egg (cals: 90) 0.00 per person

Hot ham and cheese (cals: 120) 0.00 per person

Sausage (cals: 450) 0.00 per person

Sample Menus

MenuWorks Nutrition Analysis Report											Report Run By: KRISTY VASQUEZ			
											Run Date: 05/18/20			
											HE CULINARY REG MA (23776)			
<b>Report Parameters</b>														
Cycle Days Included	Week 1 - 1, Sunday - Sunday					Nutrition Analysis			Sum All					
Menus Included	CHE 20 Contactless Catering Menu					Cost Analysis			Sum All					
Locations Included	Catering					Menu Item Display			All Items					
						Report Details			Detailed Totals					
<b>Menu Name: CHE 20 Contactless Catering Menu</b>														
<b>Location Name: Catering</b>														
<b>Displaying Nutrient Set (1 of 1)</b>														
											<b>Sunday, Week 1</b>			
<b>Every Day - The Morning Start</b>														
Menu Item Name	Portion Size	Weight (g)	KCAL	FAT (g)	CHO (g)	CHOL (mg)	PRO (g)	DFIB (g)	Na (mg)	K (mg)	Ca (mg)	Fe (mg)	Vit A (RAE)	Item Cost
Plain Bagel (83851.6)	1 each	113.4	270	1	55	0	10	1	430	-	150	3.6	-	0.33
Seasonal Fruit Tray (8278)	1 serving(x)	174.6	69.8	0.3	17.7	0	1.1	1.8	10.2	289.5	18.2	0.5	89.2	1.30
Cheese Omelet, Strawberry Spread, 1 oz (20472)	1 each	28.3	83.6	8.1	1	25.5	2	0	123.6	31.8	20.1	0.3	85.6	0.23
Butter PC (133072)	1 each	10	73.1	7.8	0	22.5	0	0	58.3	4.1	2.3	0	68.3	0.07
<b>The Morning Start Totals</b>			496.5	17.2	73.7	48	13.2	2.8	622.1	325.4+	190.6	4.4	243.1+	1.93
<b>Every Day - Traditional Breakfast</b>														
Menu Item Name	Portion Size	Weight (g)	KCAL	FAT (g)	CHO (g)	CHOL (mg)	PRO (g)	DFIB (g)	Na (mg)	K (mg)	Ca (mg)	Fe (mg)	Vit A (RAE)	Item Cost
Cinnamon French Toast (5063)	3 slice	112.4	255.2	7.3	32.3	149	9.8	1.1	252.6	67.3+	45.9	2.3	67.6+	0.41
Scrambled Eggs (2032)	1/2 cup	123.2	194.1	14.3	1.3	415.7	14	0	159.3	164.2	73.1	1.9	209.7	0.41
Pork Bacon (809)	1 slice	9.3	43.5	3.3	0.2	9.2	3.2	0	156.6	48.4	1	0.1	1	0.18
Pork Sausage (76680)	1 ounce	28.3	91.9	7.5	0.5	23	5.2	0	227.1	66.1	3.7	0.4	2.8	0.24
Breakfast Potatoes (8018)	1/2 cup	107.7	121.5	4.5	19.2	0	1.8	1.9	54.4	333.9	15.3	0.6	18.2	0.21
Seasonal Fruit Tray (8278)	1 serving(x)	174.6	69.8	0.3	17.7	0	1.1	1.8	10.2	289.5	18.2	0.5	89.2	1.30
Craisins (9050)	1 each	31.9	125.5	6.7	14.6	21.4	2.6	0.8	122.5	37.6	11.8	0.6	65.7	0.37
Blueberry Muffin (585)	1 each	67.2	177.5	5	31.6	0	1.7	0.6	266.5	34.7	27.7	1	0.1+	0.38
Mix Cinnamon Sweet Danish (84284.4)	1 each	42.5	150	9	15	10	2	0	45	30	30	3.9	-	0.38
Mix Vanilla Cream Danish (84294.2)	1 each	42.5	130	7	15	10	2	1	45	30	30	2.8	-	0.38

MenuWorks Recipe Card

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# CONTACTLESS CATERING

## The Packaging Approach

All menu items in the contactless catering service will be packaged individually in disposable packaging. The packaging was selected to keep foods at the proper temperatures during delivery and drop off. A complete disposables guide has been aligned for all menu items to ensure accessibility and keep costs at a minimum to remain a competitive option in the business.



Menu Item	Disposable	Description	Manufacturer	SKU	Price
Continental Breakfast - Option 1	2 Compartment Disposable	2 Compartment Disposable	Samco	C-300238	\$6.18
	Clear Poly Fresh Weight Advantage Full Size Polypropylene 12.000 OZ (340g)	Clear Poly Fresh Weight Advantage Full Size Polypropylene 12.000 OZ (340g)	Samco	MCHM-1001	\$6.91
	100% Cold Clear Poly Paper 14.25x10.75 To 12.000 OZ (340g)	100% Cold Clear Poly Paper 14.25x10.75 To 12.000 OZ (340g)	Clear Poly Manufacturer	100004	\$6.33 each
Continental Breakfast - Option 2	100% Cold Clear Poly Paper 14.25x10.75 To 12.000 OZ (340g)	100% Cold Clear Poly Paper 14.25x10.75 To 12.000 OZ (340g)	Clear Poly Manufacturer	100004	\$6.33
	Red Paper 6.5x9.5x1.50 10"	Red Paper 6.5x9.5x1.50 10"	Palati Soft	100004	\$6.25 per 1000
	Red Paper 6.5x9.5x1.50 10"	Red Paper 6.5x9.5x1.50 10"	Palati Soft	100004	\$6.25 per 1000
	100% Cold Clear Poly Paper 14.25x10.75 To 12.000 OZ (340g)	100% Cold Clear Poly Paper 14.25x10.75 To 12.000 OZ (340g)	Clear Poly Manufacturer	100004	\$6.33 each
	100% Cold Clear Poly Paper 14.25x10.75 To 12.000 OZ (340g)	100% Cold Clear Poly Paper 14.25x10.75 To 12.000 OZ (340g)	Clear Poly Manufacturer	100004	\$6.33 each
Traditional Breakfast	2 Compartment Disposable	2 Compartment Disposable	Samco	PCN0000000	\$6.25 each
	Clear Poly Fresh Weight Advantage Full Size Polypropylene 12.000 OZ (340g)	Clear Poly Fresh Weight Advantage Full Size Polypropylene 12.000 OZ (340g)	Samco	MCHM-1001	\$6.91
	100% Cold Clear Poly Paper 14.25x10.75 To 12.000 OZ (340g)	100% Cold Clear Poly Paper 14.25x10.75 To 12.000 OZ (340g)	Clear Poly Manufacturer	100004	\$6.33 each



Samples of Packaging

# CATERING SERVICE CHANGES

## Tier 2

All buffets will be attendant-served using disposables. Buffets will have the addition of portable sneeze guards or protective dome covers. Guests will be encouraged to maintain 6ft social distancing. We still recommend offering the contactless menu approach in this tier.

Servers	Service
Gloves change every 30 minutes	Buffet with portable sneeze guards
Must wear mask	All disposables



## Tier 3

In tier 3, self-serve buffets and service ware service will become available for all events. Portable domes and covers are still recommended and all serving utensils will need to be changed out every 30 minutes. Guests will be required to use hand sanitizer and put on gloves prior to going through the buffet.

Servers	Service
Glove change every 30 minutes	Buffet with portable sneeze guards
Must wear mask	Service ware or disposables





# COMMUNICATIONS & DIGITAL

## Conveying Confidence

With so many elements of the student experience changing to adapt to new safety measures, a strong communication plan is key to conveying our message. The following tools will be implemented to help generate excitement and instill confidence as students return to campus.



# CUSTOMER COMMUNICATION

A complete guest communication package will be implemented in all our locations to offer a cohesive look and feel and effectively communicate the new safety measures. Signage is available in three distinct residential graphic styles – Food Hall, The Eatery and Dine and Connect. All signage orders **must be approved** by your leadership prior to placing an order.





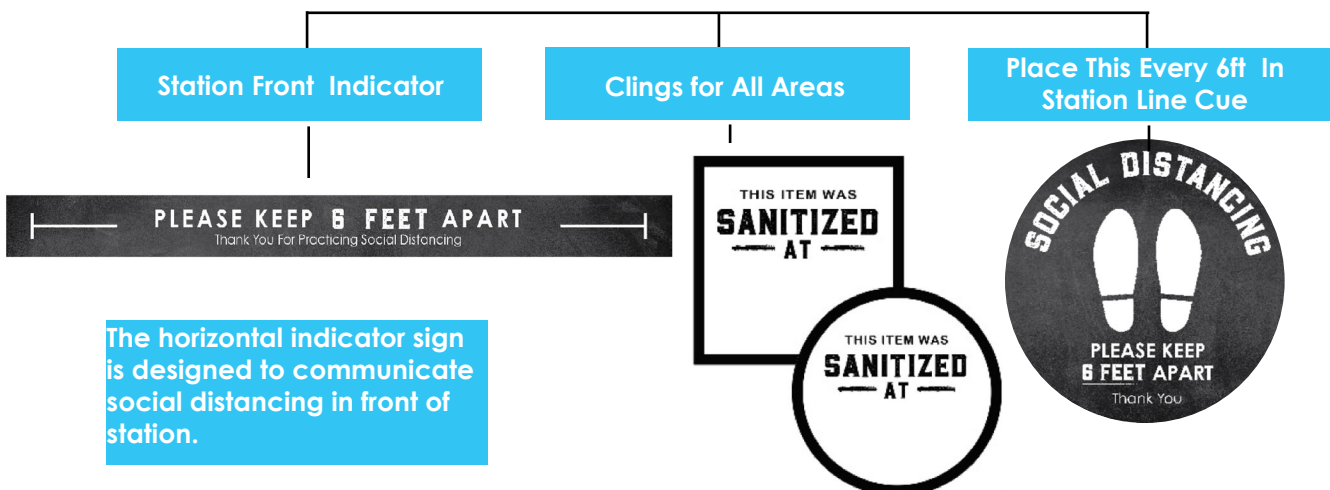
# REQUIRED SIGNAGE

Our communication approach is designed to provide instructions to our guest while providing a sense of security. Below outlines the required approaches for each area of our dining facility.

## Required at Dining Venue All Entrances



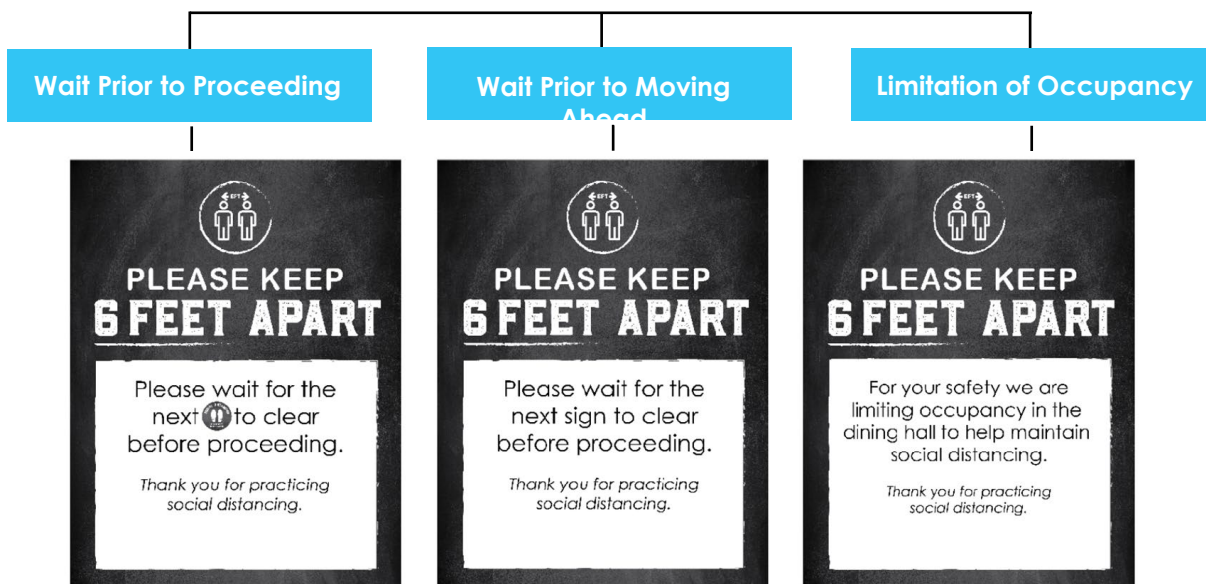
## Required at All Dining Stations or Cues



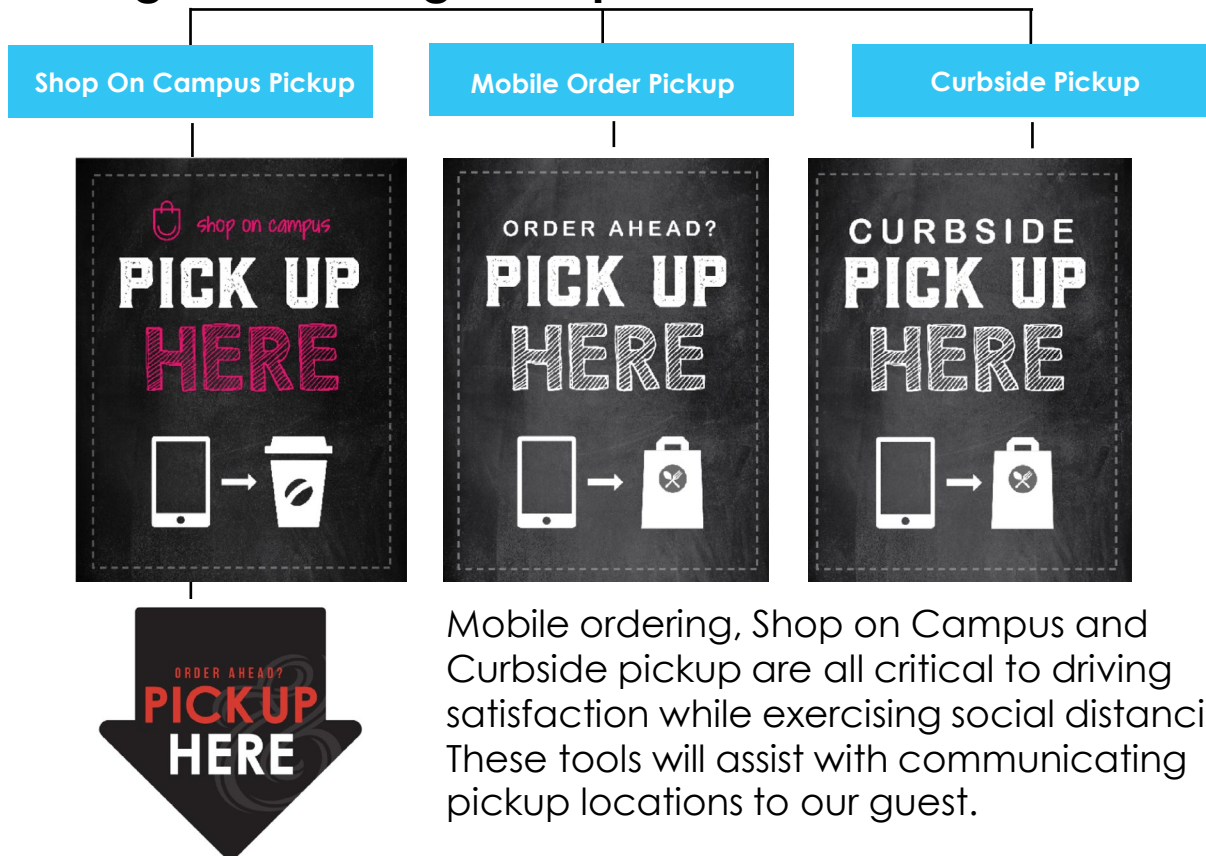
# Social Safety – Optional Signage

Line management will be critical in adhering to social distancing requirements. The communications below further highlight the various stages of line cueing management in front of food stations.

## Line Cueing Management



## Digital Ordering Pickup Zone Communication

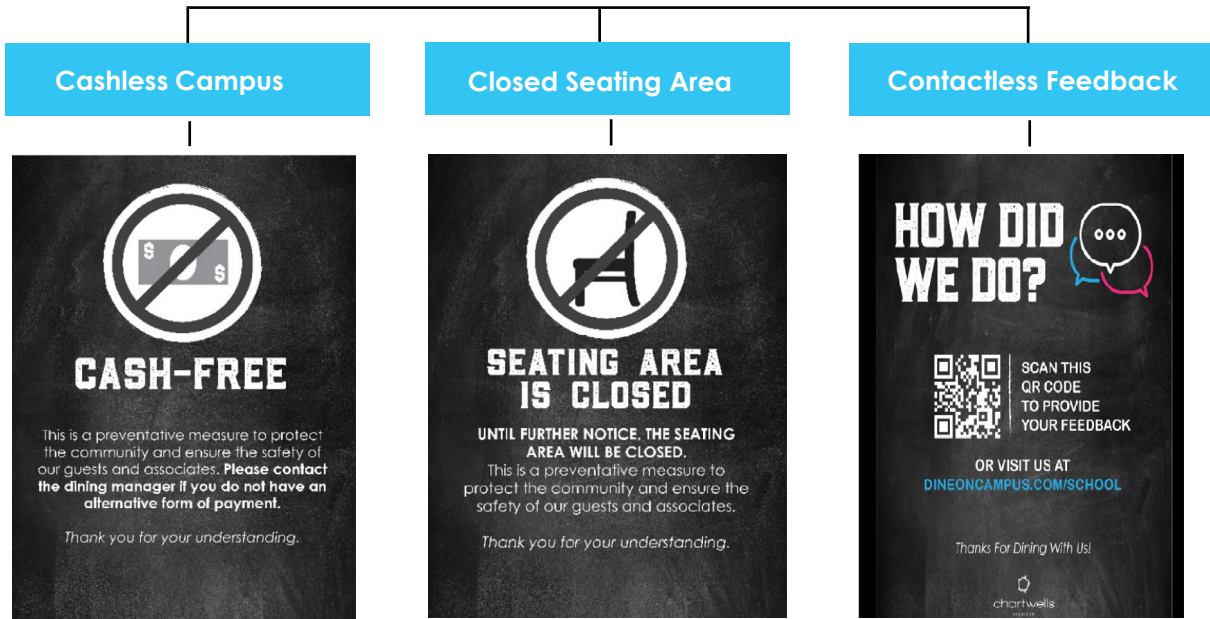


Mobile ordering, Shop on Campus and Curbside pickup are all critical to driving satisfaction while exercising social distancing. These tools will assist with communicating pickup locations to our guest.



# OPTIONAL SIGNAGE

## Campus Specific Situations



## Beverage and Reusable Communication

## Full Service and Station Utensil Communication



# COMMUNICATIONS AND DIGITAL TOOLS

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## For Students and Parents

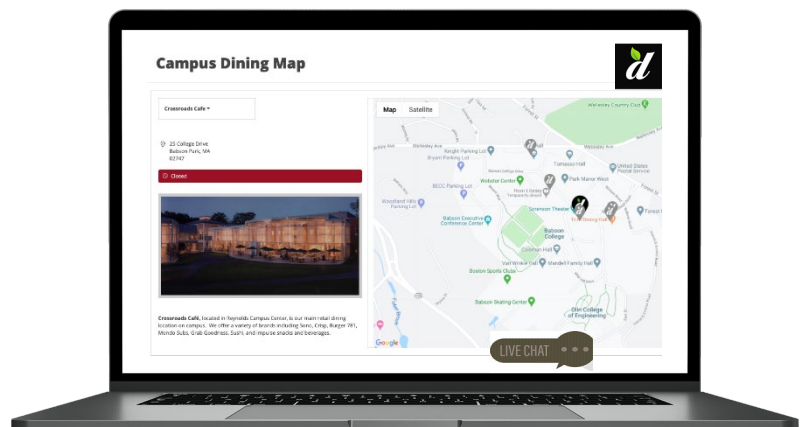
- Dining video outlining dining options, meal plan value and new safety measures.
- Paid social media advertising, targeting students and parents with ads focused on meal plan value.
- Branded newsletters for students and parents outlining dining commitments and a new student experience.
- Virtual dining committee meetings.
- Participation in virtual orientation(s).
- Guest text, email and private social messaging options.
- Virtual office hours for guests.
- Monthly/quarterly student surveys sent via email.
- Student surveys administered via social media.

## Dining Website

- Interactive dining map.
- Homepage banners to convey important information.
- Dedicated pages on our safety response.
- Up-to-date information on location hours and levels of service.
- Live chat.

## Videos

- Orientation video(s).
- Welcome back video(s).
- Virtual teaching kitchen.
- Instagram videos and
  - social takeovers.



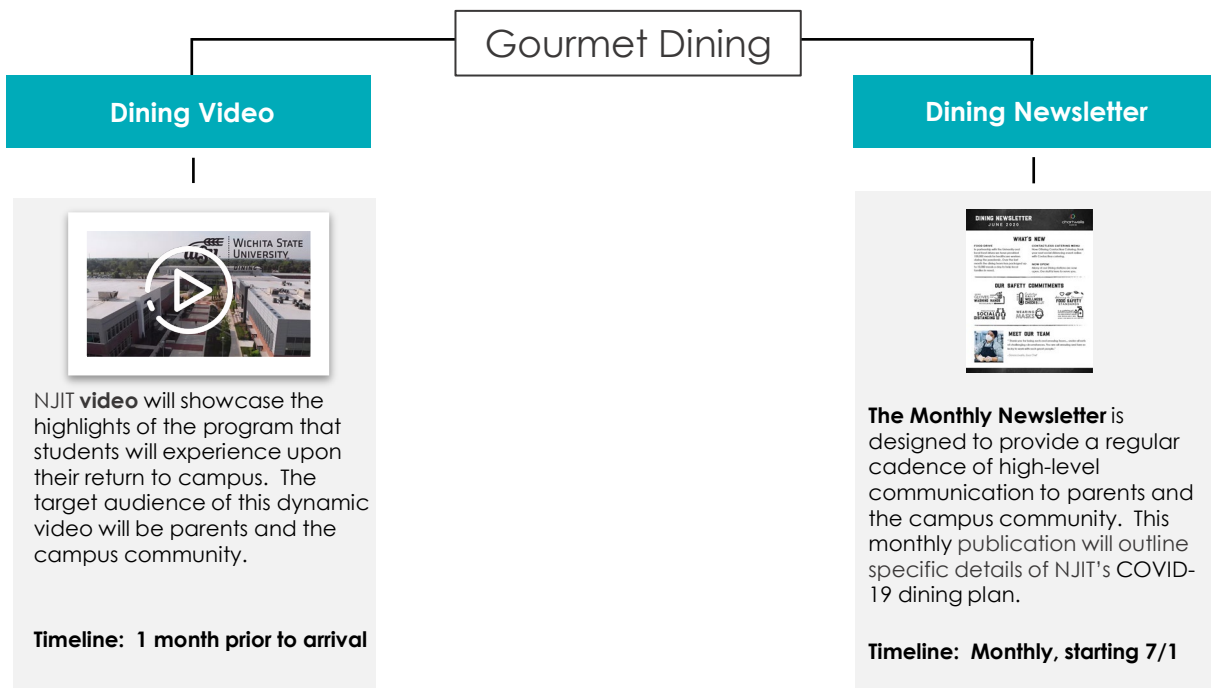
# DIGITAL MARKETING PLAN

Communicating Gourmet Dining plans to provide a safe and health dining experience for NJIT's community will be critical to building consumer confidence. On the following pages we have outlined our approach to communicating to parents, students and the campus community.



## Building Parents Confidence

Creating consumer confidence starts with ensuring parents that their students will dine in a safe and healthy environment. Additionally, parents will need to understand dining's plans on a regular cadence. The following vehicles will be included in our approach to communicating with parents.





*path to*  
**OPEN**

GOURMET DINING