

OPEN



Metz
CULINARY MANAGEMENT

**REOPENING
PLAN**

A Message from Jeff Metz

I want to begin my message by sincerely thanking you, our client-partners, for the ongoing trust you place in our family, company and team members while we do our absolute best to care for your guests/team members/patients/students/faculty/staff.

We are actively making preparations for how foodservice operations come back online in your facility and operate on a day-to-day basis, and we want to assure you that our primary concern is SAFETY for all involved. We will not compromise on this commitment plain and simple. Following safety, we know convenience will be even more important to all of our guests and to that end, our plans reflect how we intend to meet this demand.

While you review the following plans, please don't hesitate to share your feedback and suggestions to any part herein. We're all in very unfamiliar territory, however, if we work together we can create a successful future together!

Thank you again and be safe,





The following shared document is to provide as much necessary communication as possible on what to expect when returning to campus in the coming weeks.

We have adapted our procedures to correlate with what the CDC recommends including dining staff temperature checks, increased sanitation procedures, social distancing signage and instructions on flow of travel.

We have extended the times of hot meals in the dining hall (to go available), incorporated to go options out of the Chopping Block retail area, as well as implemented an online ordering program for specific retail locations to allow for more flexibility during meal periods.

The following information will remain fluid as we continue to abide by CDC directives.

If there are any questions or concerns please reach out to the Foodservice Director, Paul McMillan at 570.674.6406.



Metz
CULINARY MANAGEMENT

Be iNFORMED • Be PrEPARED • Be SaFe

SAFETY GUARANTEE

OUR COMMITMENT TO EACH OTHER

The health and well-being of guests and team members has always been our top priority.
As you enter our dining areas, we remain committed to this promise.

WHAT YOU CAN EXPECT FROM US



HEALTHY TEAM MEMBERS

Daily temperature checks



CLEAN AREA

Disinfect tables after each visit
and high touch points on frequent basis



PROTECTIVE EQUIPMENT

Masks on every team member



SOCIAL DISTANCING

Reconfigured layouts

FREQUENT HAND WASHING

Hand sanitizer stations





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WHAT WE EXPECT FROM YOU



PLAN AHEAD

Look at posted menus to
plan your choices



DO NOT CONGREGATE

At tables, in lobby or café

GIVE FELLOW GUEST THEIR SPACE

At least six feet apart



WEAR A MASK

When not at a table



HOURS OF OPERATION

John & Mary Metz Dining Hall

Monday – Friday 7 - 10 a.m., 11 a.m. - 2:30 p.m., & 4:30 - 8:30 p.m.
Saturday & Sunday 11 a.m. - 2 p.m. & 4:30 - 6:30 p.m.

Chick-fil-A®

Monday – Saturday 11 a.m. - 9 p.m.

Chopping Block

Monday – Friday 11 a.m. – 8 p.m.
Saturday 11 a.m. – 7 p.m.
Sunday 3 p.m. – 10 p.m.

Starbucks

Monday – Friday 8 a.m. - 3:30 p.m. | ME 11:30 a.m. - 12:30 p.m.
Saturday – Sunday 11 a.m. – 3 p.m.

InterMetzo

Monday – Friday 7:30 a.m. - 3 p.m. | ME 11:30 a.m. - 12:30 p.m.

Passan Hall

Monday – Friday 7:30 a.m. - 2 p.m.

ME = Meal Exchange



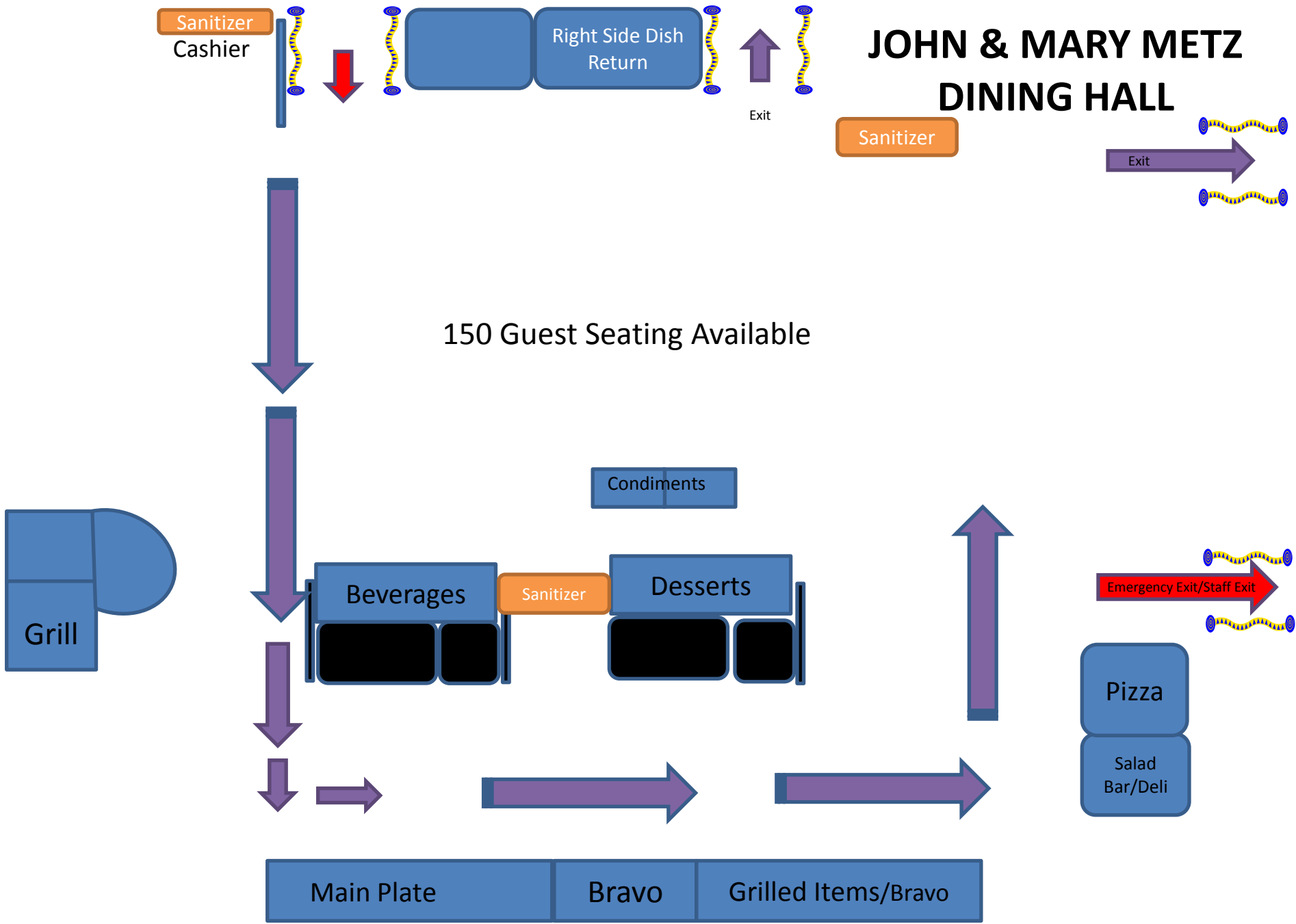
DINING SAFETY

John and Mary Metz Dining Hall | 150 Guest Capacity

1. There is one entrance to the Dining Hall. Hand sanitizing is recommended upon entering.
2. Contactless swipe check-in with meal ID. Credit and Cash can also be used.
3. Face coverings are mandatory. Masks may be removed when seated, but must be worn when away from your table.
4. Silverware will be distributed at this point of entry. If to go is requested, a disposable cutlery and 20 oz plastic cup will be distributed. If to go is desired the guest must leave the Dining Area once meal is secured.
5. As each guest enters Dining Hall there will be a screen showing how many occupants are currently inside the common area.
6. There are only 2 exits to the Dining Hall. Dish return on the right side and Exit on the top right of dining hall. These will be labeled accordingly. It is imperative that the exits are utilized accordingly as it will deduct from the occupancy count of the Dining Hall. A 25 Minute eating time will be recommended in the Dining Hall to allow for
7. All self serve options have been removed.
8. The grill area will become production area, not a service point. All grilled items will be incorporated into the Bravo area.
9. Market Street Deli has become a made to order salad area as well as premade sandwich selections.
10. Pizza and Pasta will be served from Villa Toscano.
11. Ice Cream has been removed and incorporated into the cycle menu on specific days. All desserts will be prepackaged.
12. Fountain beverage, Milk, Juice, and Coffee will remain self serve. Disposable paper will be available to use for contactless procedure, however these high touch point areas will be cleaned with a peroxide based formula throughout service periods.



JOHN & MARY METZ DINING HALL



RETAIL DINING SAFETY

Cougar's Den Area

- No Seating/Chick-fil-A®/Chopping Block Online Pickup/Meal Plan Pickup
- Banks outside seating availability

Chick-Fil-A

1. Take out only. Outside seating and other locations available.
2. Social Distancing of 6 ft is required. Floor decals are in place.
3. Face coverings are mandatory.
4. One way traffic through Banks Lobby for entry.
5. One way exit only towards Banks Lobby, labeled by floor markings.
6. Contactless payment, Cougar Points, Chick fil-A® gift cards, cash, and credit available.
7. No refills on fountain soda will be available at this time.



RETAIL DINING SAFETY

Cougar's Den Area

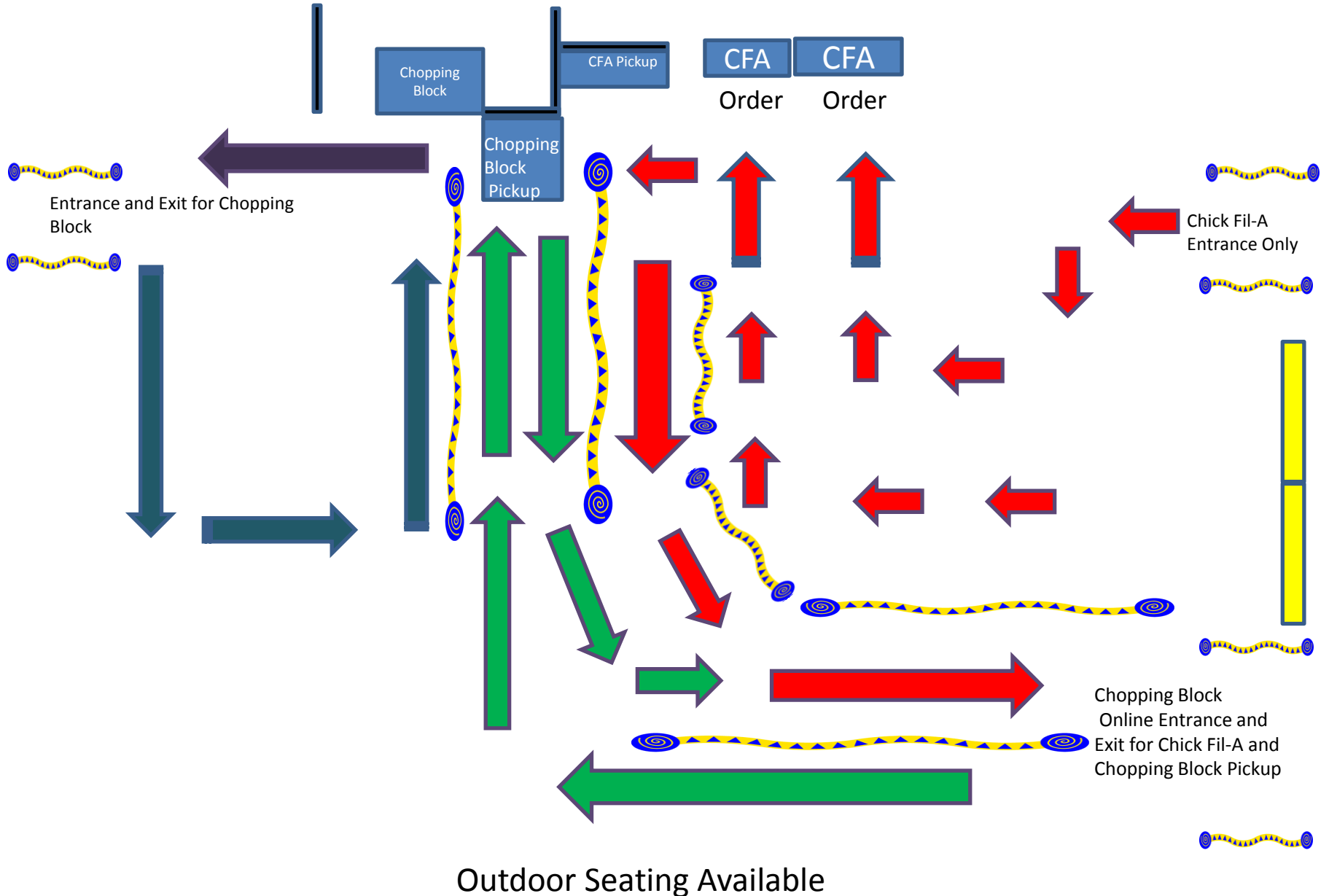
- No Seating/Chick-fil-A®/Chopping Block Online Pickup/Meal Plan Pickup
- Banks outside seating availability

Chopping Block

1. Online ordering only. Flex, credit card, and Cougar Points accepted. No face-to-face ordering at this time.
2. Pickup will be placed in air cooler with name and order number attached for contactless pickup.
3. Plexi-glass health shields have been installed at points of service and face coverings are mandatory in this space.
4. All seating has been removed from Cougar's Den area.



COUGAR'S DEN



RETAIL DINING SAFETY

Starbucks/Intermetzo/Passan Hall

1. Online Ordering is available with Cougar Points, Flex, and credit card. Contactless pickup will be available.
2. Plexi-glass health shields have been installed at points of service and face coverings are mandatory in this space.
3. Floor markings will explain the service flow with social distancing being practiced.
4. Meal Exchange menu will be available during a specific time during lunch only.
**Menu for this exchange will be available online at www.metzmu.com.
5. The Chef Fresh options have been expanded in all of our retail locations to give more variety to our guests for quick and easy pickup.

