

# RE-ENGAGING:

## Event Protocols



The Classic Catering People is ready and pleased to re-engage in full service catered events. We are committed to proceeding with the safety and well-being of our guests and team members as our top priority, while still celebrating life's special occasions.

Our event protocols will occasionally change with recommendations from the CDC, state and local jurisdictions and we will update these guidelines accordingly. In addition, we will continue to engage weekly with our industry peers at the Leading Caterers of America, the International Caterers Association and the Restaurant Association of Maryland to introduce best practices.

### SETTING UP A SAFE AND SUCCESSFUL EVENT

Responding effectively to COVID-19 is a shared responsibility.

Notify your guests in advance regarding what they should expect and your guidelines for entertaining.

Ask any guest or participant to stay home if they are not feeling well or have had any exposure to COVID-19. People at high risk should opt to remain home. Please consider live streaming ceremonies or highpoint moments for guests who could not attend.

Host or venue representative will collaborate with Classic to determine the guest screening and physical distancing requirements, as well as any safety signage, common area monitoring (i.e. bathrooms), and possible contact tracing.

Each event will have a designated Health and Safety Concierge responsible for ensuring proper event safety protocols. This individual will review compliance with physical distancing of furniture and seating, proper PPE, queueing and line management, temperature checks and questionnaire for staff and be a liaison with the host and venue to assist with any other health and safety protocols.

Venue sanitation requirements will be determined and reviewed for each location according to its jurisdiction.

### TEAM MEMBER GUIDELINES FOR EVENTS

Managers and key lead staff will be thoroughly briefed on the rules and protocols for each event.

Managers with the health and safety concierge will supervise the arrival protocol of each Hospitality Team Member which includes a CDC questionnaire, temperature check, proper uniform including face coverings, gloves, hand washing procedures and safe service guidelines.

All staff are required to watch a ServSafe COVID-19 precaution training video as well as a mandatory Classic Catering People safety and service protocol training class prior to working.

# Event Protocols continued

## FOOD & BEVERAGE SERVICE

Hors D'oeuvres will be passed in individual vessels and served to the guest with tongs or gloves.

Server and chef attended buffets and action stations are being offered.

There will be no self service food options including bar snacks or stationary hors d'oeuvres.

Each course of a seated served meal may be presented with a plate cover, which is removed table side.

Silverware will be pre-rolled in a napkin.

Pre-set glassware and passed beverages will be covered with paper lids.

When returning to bars or food stations, a new plate or glass will be provided.

Bar and food stations will require 6 foot queueing for social distancing.

Bars and served food stations may have plexiglass shields.

Bars will be stocked with high grade disposables in most cases.

Bartenders in addition to wearing gloves and having sanitizer at the bar, will break every 30 minutes for hand washing.

## PRIMARY CONSOLIDATED RESOURCES

**Restaurant Association of Maryland**

[marylandrestaurants.com](http://marylandrestaurants.com)

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# OUR HOSPITALITY TEAM:

## Off-Site Protocols



Each event will have a Hospitality Health and Safety Concierge from Classic who is responsible for protocols supporting each event.

Team members will be required to remain home if demonstrating signs/symptoms of illness.

Team members that arrive to work displaying the above symptoms will be sent home immediately.

Team members will wear face coverings and gloves.

Sanitizer kits will be sent to all events, protocol requires that these kits be set-up first and be placed in a visible back of house location.

Staff are required to wash or sanitize hands every 45 minutes.

Team members will maintain mandated distancing measures when possible.

Routine sanitizing of all catering surfaces both in the front and back of the house will take place throughout the event.

Equipment rentals will remain in original packaging and be moved to the dining room just prior to being unwrapped and handled.

Additional or backup products will remain in original packaging until needed.

Service items on the table which are typically communal (salt and pepper shakers, sugars, creamers) will be brought out upon request, served in individual portions and removed by server.

Social distancing guidelines apply to all transportation to and from an event. If there is more than one person in a vehicle then appropriate face coverings must be worn.

Consultations such as pre-shift meetings will take place in spaces that allow an appropriate amount of distance based on the number of guests and team members will maintain social distancing.

Staff meals will be offered, no outside food or beverages will be permitted, please notify the office prior to your shift if you have any dietary preferences.

If at any time you are concerned or uncomfortable with circumstances around the protocols please contact Diane Speert or Chris Meaker.

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# OUR COMMISSARY TEAM:

## In-House Protocols



Team members will be required to remain home if demonstrating signs/symptoms of illness, including but not limited to a fever, headache, coughing, sneezing, runny nose, or nausea.

Team members that arrive to work displaying the above symptoms will be sent home immediately.

Team members will be directed to a common entrance, sign in, fill out a daily questionnaire and have your temperature checked by the Health and Safety Concierge of the day. It is your responsibility to seek out the Concierge upon arrival. By signing in you are acknowledging our health and safety practices on the white board.

Face coverings will be worn by all team members at all times while in production and in common areas until The Maryland Department of Health recommendations are changed. If you need a Face Covering please see Ronnie Ching or Chris Meaker directly as we have options on types of masks and shields.

Team members must wash or sanitize hands prior to beginning work and in between tasks, a minimum of every 45 minutes.

Team members will wear disposable gloves at all times. Gloves are to be changed if torn, contaminated, when switching tasks, and in specified intervals.

Team members will maintain social distancing measures when possible and in respect for others.

Locations including offices, kitchens, warehouse, common areas, restrooms and vehicles as needed will be sanitized and disinfected routinely throughout the day.

Vendors will wear a mask and gloves at all times. Items are to be delivered to the outside loading dock area, where a Classic employee will check the order in for accuracy. We are implementing this vendor protocol, as we want to take as many precautions as possible for health and safety of all. This will be enforced at all times.

Remote assignments, flex time and shift rotation will be in-place as needed.

If you wish to access the building please contact Chris or Ronnie 24 hours in advance to receive the protocols and alert the Health and Safety Concierge for your arrival.

If at any time you are concerned or uncomfortable with circumstances around the protocols please contact Diane Speert or Chris Meaker.

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# WELCOME BACK:

## Phasing our team back in



Team members will receive a “welcome back” letter. Please thoroughly read, sign, and return.

Team members will be trained on the guidelines of the CDC and local government in regards to safety guidelines/protocols for all team members and guests. Team members will watch a ServeSafe Covid-19 precaution training video as well as a Classic safety video and take a short quiz before returning to work. We will communicate frequently on your health and safety, and measures we are taking to support you.

Each team member is to fill out a team questionnaire prior to returning to Classic and give to human resources. Additionally, prior to starting all shifts, a sign in sheet with health related questions and a temperature check will be required.

If you are not feeling well, please stay home. Any team members that arrive to work displaying the above symptoms will be sent home immediately. Remote working is acceptable.

### PLEASE MAINTAIN RECOMMENDED SOCIAL DISTANCING

Office staff should stay within the confines of the front office as much as possible to limit movement contact during the workday. Hand sanitizer will be provided for each workstation, and at all entrances and throughout the building. i.e. bathrooms, copier area.

Please only one person in the copy room at a time.

We are sanitizing on a frequent basis all high touch points, i.e. walk in door handles, doorknobs, light switches, toilet handles, office phones, and sink handles. We are thoroughly sanitizing tables, chairs, and any other commonly used items after each work shift.

Classic will provide all employees with a grab and go lunch of chef’s choice to be posted by 10:00am daily. Please update the magnet board by 10:30am if you would like lunch.

**Please continue to practice social distance responsibilities.**

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