

**FALL 2020  
REOPENING PLAN**



**GOURMET DINING**

## MAGILL COMMONS RESIDENTIAL DINING FACILITY - MULTI-STAGE APPROACH TO DINING

**Stage 1 Service - This format of dining would be limited to food being served in a “to go” format only.**

- **Program Overview:** A “to go” style operation where customers will place their orders via our TransAct (Blackboard) app. All core stations or food concepts traditionally available in Magill Commons are slated to be offered, and each diner’s selections will be packaged in containers and placed in a bag with all the necessary disposable utensils needed to consume the meal.
  - **Technology:** TransAct, which owns Blackboard, and is the current meal plan management system deployed at Monmouth, is slated to be incorporated to allow remote ordering and contactless pickup in such an environment.
  - **Traffic Flow:** We plan to have patrons enter through the traditional dining hall entrance using one set of double doors with the other set of doors slated for exiting the premises. We will implement a stanchion-based line system where we use floor decals and other signage to promote social distancing in a strategic pathway that allows patrons to enter the facility and pick up their order from a Gourmet Dining associate at our redemption booth (Formerly Hawk’s Brew). All patrons and staff will be masked and practice social distancing.
  - **Seating Plan:** No inside seating will be available in this format, as is the case with current dining restrictions in New Jersey under Stage One.
  - **Sanitation Measures/PPE**
    - A pre-opening cleaning will be performed at all dining locations using COVID-19 EPA-approved cleaning products and CDC cleaning protocols.
    - Daily and weekly cleaning objectives will continue to be followed.
    - We will utilize an alarm or alert (non-fire/evac) system to have all associates stop what they are doing and wash their hands every 30 minutes in addition to all the traditional instances where food service professionals are trained to wash their hands.
    - Plexiglass shields are to be installed at pick up area(s) to ensure safe handling measures are met when interacting with customers picking up their orders. Masks, gloves and other traditional food service personal protective equipment to be worn in accordance with our organization and CDC guidelines.
  - **Employee Check-In**
    - Outside Loading Dock Entrance
    - Each day associates working within this operation will report to this area upon their arrival and prior to entering the dining hall to:
      - Have their temperatures taken;
      - Answer a wellness questionnaire;
      - Complete any other measures deemed necessary by Monmouth University including the wearing of masks at all times.



**Stage 2 Service - This will be the level of service the University will operate under such time as the State of New Jersey moves to Stage 3.**

- **Program Overview:** This style of service allows for the continued use of our mobile app, TransAct, as our preferred or in some cases exclusive ordering mechanism, TransAct, for patrons to order in advance for a contactless “to go” experience similar to the customer service flow in Stage One. Stage Two now will incorporate the ability for students, faculty and staff to eat indoors, keeping in mind social distancing and strict sanitation measures within capacity limits set forth by the State of New Jersey as noted in Executive Order Number 173. Food services and indoor dining will not be available to the general public. All food service selections will be served by Gourmet Dining associates in packaged or individually wrapped disposable containers in accordance with CDC regulations. For example, cereal will be available in individually portioned cups, with 8oz. milk cartons provided alongside. Bagels and traditional baked goods will be available and will be individually-portion-size in wax paper bags or containers. In this format, all stations will be available through a mobile or remote ordering platform while ALL self service locations have been discontinued (i.e. no buffets, salad bars, etc.).
- **Technology:** TransAct App
- **Traffic Flow:** With the one set of designated double doors to enter, upon arrival students will follow routes or pathways marked on the floor for those dining inside. In an effort to maximize the experience, we are planning to include walk-up ordering at a few locations where spacing allows and is practical from an execution standpoint.
  - Mobile or remote ordering to be available at the following locations:
    - Grill, Chef’s Table, Diner, International, Deli, Rotisserie/Carving and Pizza
  - Walk Up Ordering (served by Gourmet Dining associate) available at:
    - Chef’s Table, Beverage Station, Salad Bar, Bakery, Pizza
- **Seating Plan:** Based on the guidelines set forth in Executive Order Number 173 and in consultation with our “Return to Dining” focus group, there will be limited indoor seating available. Outdoor dining will be available in strategic locations throughout the campus. Some tenting will be used. All seating, indoors or out, will involve appropriate social distancing standards.
- All patrons and staff will be masked unless eating or drinking.
- **SANITATION/PPE**
  - A pre-opening cleaning will be performed at all dining locations using COVID-19 EPA-approved cleaning products and CDC cleaning protocols.
  - Our daily and weekly cleaning objectives will continue to be followed.
  - We will utilize a clock alarm system to have all associates stop what they are doing and wash their hands every 30 minutes in addition to all the traditional instances where food service professionals are trained to wash their hands.
  - Plexiglass shields are to be installed at pick up area(s) to ensure safe handling measures are met when interacting with customers picking up their orders.
  - Masks, gloves and other traditional food service personal protective equipment will be worn in accordance with our organization and CDC guidelines.



- All contact surfaces will be sanitized immediately after use and during designated stoppage points as defined above.
- **Employee Check-In**
  - Outside Loading - Dock Entrance
  - Each day associates working within this operation will report to this area upon their arrival and prior to entering the dining hall to:
    - Have their temperatures taken;
    - Answer a wellness questionnaire;
    - Complete any other measures deemed necessary by Monmouth University including the wearing of masks.

### Stage 3 Service

- **Program Overview:** This stage of service encourages the continued use of our mobile app, TransAct, as our preferred or in some cases exclusive ordering mechanism, for patrons to order from. Stage Three, as does Stage Two, incorporates the ability for students, faculty and staff to eat indoors, keeping in mind social distancing and strict sanitation measures and within capacity limits set forth by the State of New Jersey as noted in Executive Order Number 173. Food services and indoor dining will not be available to the general public. All food service selections will be served by Gourmet Dining associates in packaged or individually wrapped disposable containers in accordance with CDC regulations. For example, cereal will be available in individually portioned cups, with 8oz. milk cartons provided alongside. Bagels and traditional baked goods will be available and will be individually-portion-size in wax paper bags or containers. ALL self service locations have been discontinued (i.e. no buffets, salad bars, etc.).
- **Technology:** TransAct
- **Traffic Flow:** The basis of the flow of traffic will be similar to that of Stage Two, but will include routes or pathways marked on the floor for those dining inside. In an effort to maximize the experience, we will include more walk-up ordering at a few locations where spacing allows and is practical from an execution standpoint. Plan for Stage Three would be as follows:
  - Mobile or remote ordering to be available at the following locations:
    - Grill, Chef's Table, Diner, International, Deli, Rotisserie/Carving and Pizza
  - Walk Up Ordering (served by Gourmet Dining associate) available at:
    - Chef's Table, International, Rotisserie/Carving, Beverage Station, Salad Bar, Bakery, Pizza
  - **Seating Plan:** We would take the most current state or CDC guidelines into account when devising our finalized floor plan and increase capacity with social distancing as allowed by Executive Order or the New Jersey Department of Health.
  - **Sanitation/PPE**
    - A pre-opening cleaning will be performed at all dining locations using COVID-19 EPA-



- approved cleaning products and CDC cleaning protocols.
- Our daily and weekly cleaning objectives will continue to be followed.
- We will utilize a clock alarm system to have all associates stop what they are doing and wash their hands every 30 minutes in addition to all the traditional instances where food service professionals are trained to wash their hands.
- Plexiglass shields are to be installed at pick up area(s) to ensure safe handling measures are met when interacting with customers picking up their orders.
- Masks, gloves and other traditional food service personal protective equipment will be worn in accordance with our organization and CDC guidelines.
- Tables will be sanitized immediately after use, and a sign will be left acknowledging it has been recently sanitized.
- o Employee Check-In
  - Outside Loading Dock Entrance
  - Each day associates working within this operation will report to this area upon their arrival and prior to entering the dining hall to:
    - Have their temperatures taken;
    - Answer a wellness questionnaire;
    - Complete any other measures deemed necessary by Monmouth University including the wearing of masks.

## **REBECCA STAFFORD STUDENT CENTER AND DUNKIN' DONUTS**

**Stage 1 Service - This format of dining would fall in line with the current food service restrictions and thus be limited to food being served in a “to go” format only.**

- o **Program Overview:** A “to go” style operation where customers will place their orders via our TransAct (Blackboard) app. Food station concepts will offer their traditional menus, and each diner’s selections will be packaged in containers, placed in a bag with all the necessary disposable utensils needed to consume the meal. We will create pick-up booths, where the gate is presently located, and all orders will be distributed from there.
- o **Technology:** TransAct
- o **Traffic Flow:** We will use what is currently the northeast exit and turn it into an entrance to funnel all people picking up orders. There will be a stanchion-style line for the food court, and another for Dunkin’ Donuts where patrons will be socially distanced as they wait to receive their orders at the pickup booth(s) or windows, which is essential during busy times. The handicapped accessible entrance will still be available for those in need and will be staffed by a Gourmet associate. A waiting area will be created for physically challenged patrons waiting on their order, customers with order errors, or customers seeking other special accommodations. This is slated to be adjacent to where cashiers used to be located, in the western-most cluster of seating.
  - o **Seating Plan:** No in-house seating would be available.
  - o **Sanitation/PPE**
    - A pre-opening cleaning will be performed at all dining locations using COVID-19



- EPA-approved cleaning products and CDC cleaning protocols.
- Our daily and weekly cleaning objectives will continue to be followed.
- We will utilize a clock alarm system to have all associates stop what they are doing and wash their hands every 30 minutes in addition to all the traditional instances where food service professionals are trained to wash their hands.
- Plexiglass shields are to be installed at pick up area(s) to ensure safe handling measures are met when interacting with customers who are picking up their orders.
- Masks, gloves and other traditional food service personal protective equipment will be worn in accordance with our organization and CDC guidelines.
- o **Employee Check-In**
  - Outside Student Center Loading Dock Entrance
  - Each day associates working within this operation will report to this area upon their arrival and prior to entering the dining hall to:
    - Have their temperatures taken;
    - Answer a wellness questionnaire;
    - Complete any other measures deemed necessary by Monmouth University including the wearing of masks.

**Stage 2 Service - This will be the level of service the University operates under until such time as the State of New Jersey moves to Stage 3.**

- o **Program Overview:** This style of service allows for the continued use of our mobile app, TransAct, as our preferred or in some cases exclusive ordering mechanism for patrons to order in advance for a contactless “to go” experience similar to the customer service flow in Stage One. Stage Two now will incorporate the ability for students, faculty and staff to eat indoors, keeping in mind social distancing and strict sanitation measures within capacity limits set forth by the State as noted in Executive Order Number 173. Food services and indoor dining will not be available to the general public. All food service selections will be served by Gourmet Dining associates in packaged or individually wrapped disposable containers in accordance with CDC regulations. For example, cereal will be available in individually portioned cups, with 8oz. milk cartons provided alongside. Bagels and traditional baked goods will be available and will be individually-portion-size in wax paper bags or containers. In this format, all stations will be available through a mobile or remote ordering platform while ALL self service locations have been discontinued (i.e. no buffets, salad bars, etc.).
- o **Technology:** TransAct
- o **Traffic Flow:** Similar as Stage One. We will use what is currently the northeast exit and turn it into an entrance to funnel all people picking up orders. There will be a stanchion-style line for the food court and another for Dunkin’ Donuts where patrons will be socially distanced as they wait to receive their orders at mobile ordering pick up booth(s) or windows, which is essential during busy times. The handicapped accessible entrance will still be available for those in need and will be staffed by a Gourmet associate upon entrance. A waiting area will be created for physically challenged patrons waiting on their



order, those with order errors, or seeking some other special accommodations. This is slated to be adjacent to where cashiers used to be located in the western-most cluster of seating.

- **Seating Plan:** Limited inside seating (Less than 20% Capacity), some auxiliary outside seating available under tented structures in accordance with Executive Order Number 173.
- **Sanitation/PPE**
  - A pre-opening cleaning will be performed at all dining locations using COVID-19 EPA-approved cleaning products and CDC cleaning protocols.
  - Our daily and weekly cleaning objectives will continue to be followed.
  - We will utilize a clock alarm system to have all associates stop what they are doing and wash their hands every 30 minutes in addition to all the traditional instances where food service professionals are trained to wash their hands.
  - Plexiglass shields are to be installed at pick up area(s) to ensure safe handling measures are met when interacting with customers picking up their orders.
  - Masks, gloves, and other traditional food service personal protective equipment will be worn in accordance with our organization and CDC guidelines.
  - Tables will be sanitized immediately after use, and a sign will be left acknowledging it has been recently sanitized.
- **Employee Check-In**
  - Outside Student Center Loading Dock Entrance
  - Each day associates working within this operation will report to this area upon their arrival and prior to entering the dining hall to:
    - Have their temperatures taken;
    - Answer a wellness questionnaire;
    - Complete any other measures deemed necessary by Monmouth University including the wearing of masks.

### Stage 3 Service

- **Program Overview:** This stage of service encourages the continued use of our mobile app, TransAct, as our preferred or in some cases exclusive ordering mechanism for patrons to order from. Stage Three, as does Stage Two, incorporates the ability for students, faculty and staff to eat indoors, keeping in mind social distancing and strict sanitation measures and within capacity limits set forth by the State as noted in Executive Order Number 173. Food services and indoor dining will not be available to the general public. All food service selections will be served by Gourmet Dining associates in packaged or individually wrapped disposable containers in accordance with CDC regulations. For example, cereal will be available in individually portioned cups, with 8oz. milk cartons provided alongside. Bagels and traditional baked goods will be available and will be individually portioned in wax paper bags or containers. ALL self service locations have been discontinued (i.e. no buffets, salad bars, etc.).
- **Technology:** TransAct





- **Traffic Flow:** Similar to the flow one uses approaching the serving area the food court in Stages One and Two, but funneling the flow of consumers all the way into the serving area to allow walk up orders at each of the five stations.
- **Seating Plan:** Limited with ancillary locations still available under tented structures. Seating within food court will follow capacity restrictions, social distancing, and other guidelines set forth and approved by Executive Order or the New Jersey Department of Health.
- **Sanitation/PPE**
  - A pre-opening cleaning will be performed at all dining locations using COVID-19 EPA-approved cleaning products and CDC cleaning protocols.
  - Our daily and weekly cleaning objectives will continue to be followed.
  - We will utilize a clock alarm system to have all associates stop what they are doing and wash their hands every 30 minutes in addition to all the traditional instances where food service professionals are trained to wash their hands.
  - Plexiglass shields are to be installed at pick up area(s) to ensure safe handling measures are met when interacting with customers picking up their orders.
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