



stay well
WITH FLIK

May 25, 2020

To the great communities and the families we serve:

As we have kept the school administrators abreast of our solid company business standing and reopening plans, we felt it was important to reach out to the families we serve and update you on where Flik is today. We are working diligently to secure a safe and healthy environment so you can be confident that your school's dining program will be a trusted service when you return.

Flik is very fortunate to have resources and support as a national company plus shared best practices with its parent company, Compass Group. We have put in place with schools that are still open, safety and sanitation requirements to ensure the customer can trust the dining service is a safe place on campus. Some programs like all-inclusive (lunch in the tuition) may be limited in its offerings initially but rest assured the value we bring to families is our rigorous safety protocols each day. Some of these practices include:

- Taking staff temperatures daily
- PPE worn each day
- COVID-19 hot line
- Social distancing in the dining room and in production
- Limiting self-serve stations
- Limited touch points

Moving forward we are getting ready to release our Manager's Guide for reopening to include summer camps and schools, this will be shared with the administration to understand the requirements recommended by the CDC, state and federal agencies.

Until your return, Flik has some great resources for our families to Stay Well during this time. Our team of registered dietitians and chefs have crafted resources on pantry essentials, meal prepping, cooking with kids, easy recipes and mindfulness. We truly believe that education can be fun and by using the tools and lessons on this website, you can engage your entire family. Easy recipes like Buffalo Cauliflower, Cocoa Strawberry Overnight Oats and Chocolate Coffee Energy Bites are just a few items you can incorporate into your weekly menu. Not sure how to spruce up your pantry with healthy and new items? Click on the Better Choice Grocery List to learn more.

Just because we are not currently nourishing your children every day at school doesn't mean we have forgotten about you and your wellness. Flik is working hard to welcome all of you back to share a meal and we can't wait to see you again. In the meantime, we wanted to share some fun resources and information for the entire family.

<http://flikcafes.compass-usa.com/Flik/Documents/Stay%20Well/Staying%20Well.pdf?lid=a1>

Wishing you and your family good health,

A handwritten signature in black ink that reads "Ray Mulligan".

Ray Mulligan
President
Flik Independent School Dining

A handwritten signature in black ink that reads "Nancy Walker".

Nancy Walker
Regional Vice President
Flik Independent School Dining



REBOOT
RESTART * RENEW * REALIGN

BACK TO SCHOOL

Flik
HOSPITALITY GROUP

OVERVIEW

Back To School: New Normal- Phased Approach

What's On Our Minds

What We're Doing

Back To School: Gearing Up

Dining Room Protocol

Menu Reboot

Service Solutions

Customer Communication & Marketing

Tech Solutions



How food is served will be changed for the immediate future.
Keeping people safe and Healthy is a top priority.

OUR COMMITMENT



Making students and
faculty feel comfortable
and safe



Creating a safe, welcoming
environment



Making social distancing
feel less distant



WHAT WE'RE DOING

Temperature and Symptom Checks



ALL associates and team members are fever free (any temp over 100.4 degrees Fahrenheit) and account for each employee's schedules.

Any team member or manager that is screened and confirmed to have a temperature of 100.4°F or above, or appear to have any symptoms that person is not to be permitted to work.

They are not cleared to return to work unless the Self-Certification Form is completed noting that they've been symptom-free for 24 hours without the use of medication.

Contactless Clock-in



Each associate clocks in through our app to prevent cross contact.

Handwashing, Glove Changing, Cleaning



ALL high touch surfaces cleaned and sanitized minimum every hour throughout service.

All food and non-food contact surfaces cleaned, sanitized and disinfected at the beginning and end of each shift (disinfectants and frequency in alignment with the CDC guidelines).

Uniforms/Safety Stations and Specifications



FOH associates required to wear face shields or safety glasses and a cloth mask.

BOH associates are required to wear safety glasses and a cloth mask.

Gloves will be placed at each area of service.

Managers will ensure all guidelines are being adhered to, including sanitation of PPE.

CONTACTLESS CLOCK-IN OPTIONS

Utilize ESS Mobile Application

Associate can scan QR Code easy access

Reduce cross contamination

Custom **GEOFENCE** can be set up 50 – 500 feet radius – enable Mobile punches



MySTAFF Mobility



Smart Phone Compatible Portal

PHONE CLOCK USAGE

If you are unable to use ESS Mobile Feature



Recommendations

- Use speaker functionality only when dialing in
- Have disposable gloves readily available
- UV Light Sanitizers
- Unique stylist for associates to use.
- Have sanitizing wipes or **spray for associate to wipe down** phone after each use.
- Antimicrobial Screen Protectors



WHAT WE'RE DOING



Right Size Scheduling

To minimize contact where possible in our kitchens



Training

Renewed focus on staff training, QA audits and daily checkpoints



Customer Confidence

Protective barriers for cashiers and between self-checkout stations



Physical Distancing

Physical distancing signage and protocol in place

****We are continuously monitoring safety in the workplace and take the following measures to ensure safety. These action will be update as this fluid situation continues to change.**





BACK TO SCHOOL



GEARING UP

- Equipment & space cleaning
- Staff PPE training
- Physical distancing tools and signage in place
- Confirm new building protocols
- All Menus confirmed
- Temperature and symptom screening
- Dish machine inspection and maintenance
- All Filters changed
- Mobile Ordering Platform established per client

BACK TO SCHOOL

- Attended stations or all items wrapped
- Increased Grab & Go
- Packaged hot & cold food
- Reduced seating
- Eliminate cash where feasible
- Dedicated FOH & BOH ambassador
- Stepped up hygiene & cleaning measures
- Reboot Catering Menu in place
- Guest facing communication – Proper Hygiene

LOOKING AHEAD

- Easing up physical distancing
- Reintroduction and testing
- Platinum Service Training
- Continuous & visible cleaning
- Monitor student & faculty counts in the dining hall
- Pre-order and pay incentives for retail operations



Class Room/ Dorm Delivery

- Associates will prepare and deliver individual boxed meals.
- Single serve beverages.
- Classroom kits-Wrapped cutlery, napkins, condiments, PPE, waste receptacles, etc. will be provided for each classroom.

Dining Hall Full Service and Grab & Go

- All stations will have grab & go options or be served by an associate.
- Single serve condiments and beverages available.
- Staggered meals periods to allow social distancing.

Increased Student Engagement

- Enhancing experience for students by offering meal options served from new area in addition to the dining hall (i.e. tents, gym, auditorium).

Customized Approach

- Schools can choose to create a hybrid model using any scenarios.
(i.e. Lower Division has boxed lunches delivered to classroom and Upper Division continues to eat in Dining Hall).

The background of the slide features a stylized, painterly illustration of a dining hall. In the upper portion, several people are depicted from the chest up, engaged in conversation. Below them, a table is set with a white plate containing a meal of meat, vegetables, and bread. The color palette is muted, consisting of earthy tones like browns, tans, and soft reds.

DINING AREAS PROTOCOL

OUR RECOMMENDATIONS

For occupancy control in Dining Hall or other points of service

STAGGERING SERVICE TIMES – i.e. lunch periods, delivering to each classroom

SIGNAGE - Clearly identify entrance only & exit only to café. Using FLIK specified floor decals, arrows and physical distancing signage

DINING ROOM SEATING area recommendations:

Removal of tables to allow distancing

Seating area signage

Identify other points of service and dining areas available on campus

SANITATION

Ensure all tables and high touch point areas are sanitized thoroughly between lunch periods

Provide additional hand sanitizing stations and sanitation wipes

Provide Social Distancing guidelines and signage



FRONT OF HOUSE

GUEST EXPERIENCE

- Crowd management supplies; tape, signage, occupancy limits, PD floor markers, single entrance
- Dining room table cleaning and sanitizing schedule
- Disposable gloves at beverage stations and kiosks
- Butcher paper place mats/disposable place mats
- Go cashless

SELF CHECKOUT

- Sanitizer stands, sanitizing wipes
- Gloves available with dispenser
- Sanitize after each use and/or every 15 minutes
- Personal stylus or keychain fob available for purchase or client provided
- Potential for germ/film guard on all touch screens (dino film)
- Re-locate as applicable

CASHIER STATIONS

- Protective barriers for cashiers and between self-checkout stations
- Install plexi glass between customer/associate
- Social distancing floor guidelines for line que
- Scanning student ID rather than fingerprint ID

MENUING

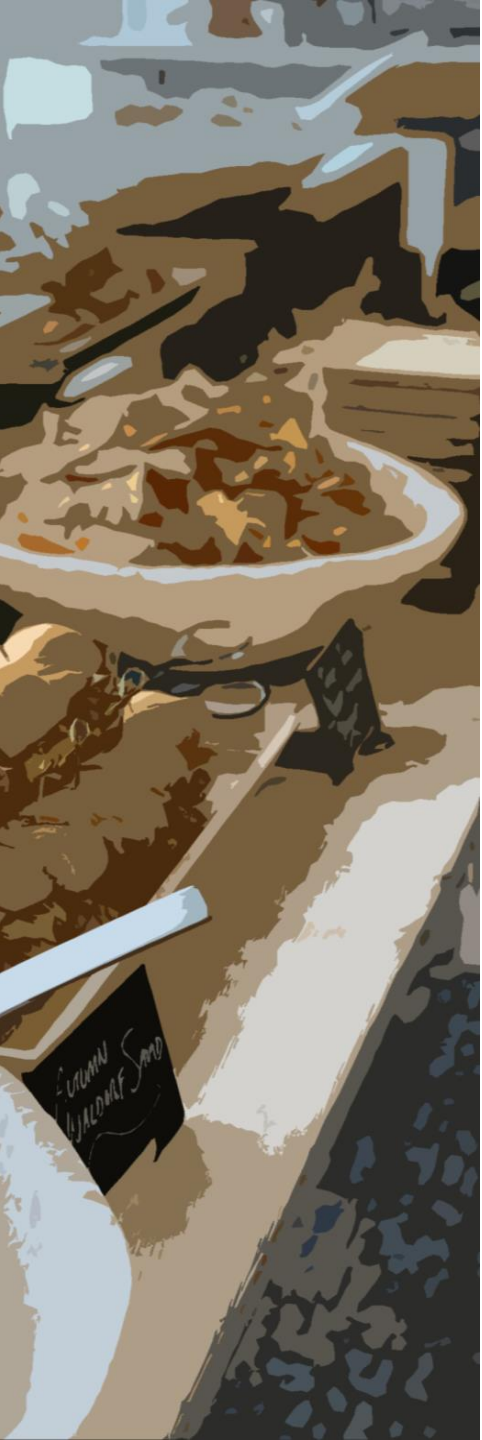
MENUS- LUNCH, GRAB & GO, CAFES, SNACK

SAMPLE MENUS CREATED FOR

- Mobile Ordering
- All Wrapped Up Catering
- FLIK Schools
- Customization Based on Client Needs

<div><div>Sample School Lunch Menu Week 1</div></div>					
LUNCH	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
		Revved Up Recipe Series	Food Focus - Sliders		
SOUP	Vegetable Orzo Soup (11375)	Tuscan Bean Soup (74241.1)	Creamy Corn Chowder (46913.9)	Oatmeal (49733)	Chicken Noodle Soup (30721.18)
ENTRÉE	Baked Chicken Tenders (58079.1)	Cheese Ravioli (75598.5) with Meat Sauce (5427.31)	Cajun Chicken Slider (45908.19), Beef Sliders (33372)	Turkey Sausage (37396.2)	Pepperoni Pizza (32147.36)
VEGETARIAN ENTRÉE	Crispy Tofu Tenders (77495.3)	Cheese Ravioli (75598.5) with Revved Up Marinara Sauce (330.15)	Revved Up Veggie Slider (58590.5)	Scrambled Eggs (37221)	Cheese Pizza (32147.20)
SIDE	Sweet Potato Wedges (31765.2)	Breadstick (32341.1)	Baked Potato Wedges (30658)	Mixed Fruit Salad (41629.2)	Sauteed Zucchini (78000)
VEGETABLE	Roasted Green Beans (31194.3)	Steamed Broccoli (31546.13)	Roasted Carrots (31142.9)	Breakfast Potatoes (42372)	Crudite (10404.2) with Revved Up Ranch Dressing (54338)
DESSERT	Housemade Applesauce (12022)	Strawberry Shortcake (60712)	Mixed Fruit Salad (41629.2)	David's Chocolate Chip Cookie (101816)	Italian Ice (3386)





BOXED/BAGGED LUNCH STANDARDS

We have the option of providing bagged or boxed lunches to each classroom, distributed by a FLIK associate. Options could be provided on the daily menu and pre-ordered by students and families. Each option will be a balanced meal and include a healthy snack option and individual beverage. Vegetarian, vegan, gluten free and Kosher options will be available to meet all dietary needs.

Each classroom will receive a kit that has all materials needed to execute lunch. This could include wrapped cutlery, napkins, sanitizing wipes.

OPTIONS	COMPONENTS	SAMPLE MENU
Sandwich Lunch	Sandwich, Crudite, Hand Fruit, Bagged Snack, Dessert, Individual Beverage	Chicken Salad, Whole Wheat Wrap, Carrot Sticks, Banana, Bag of Pretzels, Chocolate Chip Cookie, Bottled Water
Salad Lunch	Composed Salad, PC Dressing Packet, Hand Fruit, Bagged Snack, Dessert, Individual Beverage	Cobb Salad, Ranch Dressing, Apple, Whole Wheat Cheddar Gold Fish, Brownie, Lemonade
Hot Lunch	Protein, Starch, Veggie, Hand Fruit, Dessert, Individual Beverage	Lemon Herb Roasted Chicken Thigh, Steamed Rice, Roasted Garlic Broccoli, Clementine, Oatmeal Cookie, Apple Juice

DINING ROOM STANDARDS

We can continue to serve in our dining room or other points of service. Each station will be set up with grab & go options or served by a FLIK associate.

BEVERAGE STATIONS	CONVERSION	COMMENTS
Water Works, Homemade Beverages	Self-Serve Towers to be eliminated.	Can be pre-packed in Solo Cups with lids and placed in Air Screen or Refrigerator.
Self-Serve Coffee Stations	Coffee to be served at Coffee Bar where applicable.	Can be set up as self serve if PPE's are in place prior to customer serving themselves. I.e., Gloves, Disinfectant and Refuse for used Gloves. Recommend PC's for Milk, Sweeteners etc.
Self-Serve Beverage Machines	Temporarily eliminate all self-serve beverage machines / fountains	Individual Bottled / Cans or Pre-packed in solo cups with lids.
BREAKFAST STATIONS	CONVERSION	COMMENTS
Breakfast Fruit and Yogurt Station	Pre-packaged Fruit and Yogurt Parfaits	Can be set up as a served station as well.
Bagel and Toast Station	Breads wrapped in individual cello bags, all condiments to be Portion Control (PC's).	Can be set up as a served station as well.
Hot Cereal and Toppings	Must be set up as a served station.	
Hot Breakfast Buffet	Must be set up as a served station.	



DINING ROOM STANDARDS, continued

LUNCH STATIONS	CONVERSION	COMMENTS
Soup Station	Converted to a served station or Pre-portioned in containers and held hot on a thermal shelf or Hot Cabinet	Can add select soup toppings that are pre-portioned into 2oz cups.
Salad Bar	Converted to prepackaged salads or served station.	1-2 daily staples (i.e. Garden Salad) and 1-2 rotating special salads (i.e. Quinoa, Arugula) A few select toppings portioned into 2oz or 4oz cups. Four dressings pre-portioned into portion cups or purchase PC packets.
Pizza / Pasta Stations	Recommend set up as a heated to order pizza station where applicable.	Can be packaged in individual containers and held hot on a thermal shelf.
Hot Entrée Station	No self-serve stations. Recommend setting up as a served station.	Entrée's can be placed in individual containers with lids and placed on a thermal shelf or hot holding well or cabinet.
Deli	All sandwiches are pre-packaged for grab & go or made to order.	Provide 1-2 daily sandwiches with 1-2 specialty sandwiches that rotate on a daily or weekly basis. Can also display as a boxed meal which can include fruit, chips, dessert etc.
Dessert	All desserts to be wrapped individually in cello bags or pre-packed in serving containers.	
Condiments	No Bulk or Pump Style Condiments. Portion Control (PC's) only.	Pre-packed in 2oz souffle cups with lids is also an option for items not readily available in PC form.

CATERING

To mitigate the risk of virus spread, catering services will need to be altered to minimize potential risk to our guests. Limiting the catering menu to items that can be either individually wrapped and packaged will assist in this effort.

ITEM	CONVERSION	COMMENTS
Coffee Stations	Recommend PC's for all sweeteners and creamers	PPE's must be set up prior to all coffee stations, to include disinfectant wipes, gloves and refuse container for used PPE's. Customer facing signage to be posted on PPE usage.
Continental Breakfast	All pastries to be pre-packed in cello bags, yogurts and fruits in parfait containers with lids.	
Hot Breakfast / Lunches	Individually packaged in hot serving containers with lids. Recommend held hot on portable hot plates.	Served buffets are an option as long as it is served by an attendant wearing proper PPE.
Sandwich Lunches	Individually wrapped in cello sheets or bags. Side salads in solo cups with lids.	Also consider using KIKBOX with sandwiches each individually wrapped.
Breaks	All items individually wrapped, canned beverages or solo cups with lids.	No beverage towers to be used e.g. Water Works
Salad Lunches	Individually packaged salads and side salads	
Receptions	No stationary stations e.g. Cheese, Crudité etc.	Recommend all passed Hors d'oeuvres Servers must wear masks and gloves

COVID-19
SAFETY TRAINING
FOR ALL FLIK
ASSOCIATES
AND MANAGERS



FOLLOW RIGID
CLEANING
AND
SANITIZING
GUIDELINES



FOLLOW CDC
GUIDELINES FOR
HANDWASHING
AND
PROPER
HYGIENE



FOLLOW
FOOD SAFETY
MANAGEMENT
SYSTEM &
HACCP
STANDARDS
FOR FOOD
HANDLING



ALL FOOD
WILL EITHER BE
SERVED
BY A FLIK
ATTENDANT
OR
PACKAGED



FOR YOU IT'S WHAT WE DO

YOUR HEALTH
AND SAFETY ARE
OUR CONCERN
AND WE ARE
TAKING STEPS TO
HELP ESTABLISH
A SAFE DINING
ENVIRONMENT.

We Appreciate Your Patronage!
Food by FLIK

DON'T PANIC!
YOU ARE BACK AT WORK.
THE SHELTER-IN-PLACE ORDERS ARE FINALLY LIFTED AND YOU'RE READY TO JOIN HUMAN CIVILIZATION AGAIN...
...OR ARE YOU?
HAS THE "NEW NORMAL" CHANGED DINING OUT ETIQUETTE?
OUR DINING ETIQUETTE GUIDE IS HERE TO HELP YOU SMOOTHLY NAVIGATE THROUGH YOUR FIRST LUNCH IN THE NEW NORMAL.

WE CAN DO IT! WASH YOUR HANDS
TOGETHER, WE CAN FIGHT THIS! WASH YOUR HANDS BEFORE ENTERING THE CAFÉ AND FREQUENTLY THROUGHOUT THE DAY. USE THE HAND SANITIZER PROVIDED AT VARIOUS STATIONS FOR ADDED SANITATION.

"YOU CAN LEAVE YOUR STETSON AT HOME"
BUT PLEASE WEAR A MASK AND GLOVES WHEN SHOPPING IN OUR CAFÉ.

LOVE YOUR GLOVE – DON, DOFF, DISPOSE
A NEW PAIR OF GLOVES SHOULD BE WORN EVERY TIME YOU ENTER THE CAFÉ OR HELP YOURSELF TO ONE OF OUR SELF-SERVE STATIONS.
NEVER EAT OR DRINK WITH YOUR GLOVES ON AND BE MINDFUL OF HANDLING OTHER PERSONAL OBJECTS SUCH AS CELL PHONES AND MONEY.

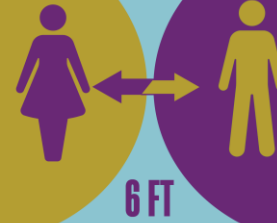
NAVIGATING THE NEW SPACE
WHEN TRAVELING THROUGH THE CAFÉ, BE SURE TO FOLLOW THE DIRECTIONAL ARROWS GUIDING YOU ONE-WAY THROUGH OUR SPACE. AVOID DOUBLING BACK TO HELP WITH TRAFFIC CONTROL AND CROWDING.

6 FEET IS THE NEW BEAT!
MAINTAIN AT LEAST 6 FEET BETWEEN YOU AND THE OTHER GUESTS WHILE NAVIGATING THE CAFÉ, CHECKING OUT AND DINING.
FOLLOW THE FLOOR DECALS LOCATED AT EACH STATION AND REGISTER OR KIOSK TO ENSURE PROPER DISTANCING.

JUST (M)ASK!
ITEMS THAT WERE ONCE SELF-SERVE MIGHT BE IN A DIFFERENT LOCATION NOW. WE ARE HERE TO HELP NAVIGATE THE NEW LAYOUT BUT BEAR WITH US AS WE GET ACCUSTOMED TO COMMUNICATING THROUGH THE MASK.
ALLOW OUR SERVERS TO REPEAT YOUR ORDER TO ENSURE ACCURACY.

Food by FLIK

THANK YOU FOR PRACTICING PHYSICAL DISTANCING



PLEASE KEEP AT LEAST
6 FEET OF DISTANCE
BETWEEN YOURSELF AND
OTHERS IN LINE.

THANK YOU FOR YOUR
COOPERATION.

Food by FLIK

SOCIAL DISTANCING SIGNAGE

Returning to school could be overwhelming to some. We have created material to help students and faculty feel comfortable and safe when they dine with us.



COMMUNITY FACING MARKETING

Opportunities to serve the school community

PPE TO GO

- Provide additional PPE materials for school communities to purchase (i.e. gloves, masks)

BULK BEVERAGE SALES

- Selling beverages by the case As grocery stores supplies run low, we'll have you covered.
- Resources on the [FLIK Beverage](#) page. See [Hot Deals here](#).

[STAY WELL](#) WITH FLIK

- Offering our school community a resource for cooking at home and staying healthy during this difficult time.
- FLIK's recipe database and videos available at no additional cost


stay well

WITH FLIK

LET'S STAY WELL TOGETHER

During these unprecedented times we have put together resources to support you and your families in staying well. Our team of registered dietitians and chefs have crafted resources on pantry essentials, meal prepping, cooking with kids, easy recipes, and mindfulness. Wishing you and your family good health.

- FLIK Hospitality



PANTRY ESSENTIALS

Wondering how to stock up your pantry or how to cook with the pantry staples you have on hand. [CLICK HERE](#) for quick tips.

KIDS IN THE KITCHEN


Cooking with your kids is a great way to make fun memories and teach your kids a new skill. [CLICK HERE](#) for ideas and kitchen tasks for different age groups.

EASY RECIPES

We have easy recipes for you for all meals from breakfast, to snacks and easy dinners. [CLICK HERE](#) for recipes.

KITCHEN BASICS

We have you covered with all things cooking. Here you will find resources on meal planning and prepping, building freezer meals, better choice grocery lists and more. [CLICK HERE](#) to get started.





COMMUNITY FACING MARKETING

- Letter to parents about the changes we made to ensure safety
- Classroom lunch delivery
- Mobile Ordering
- Stay Well Site with Video Resources

May 5, 2020



To Our Valued Partners:

It is amazing when you look back almost two months ago and compare it to where we are today. Many companies, both large and small, have been drastically downsized or shut down with an uncertain future. It is comforting to know our company, Flik Independent School Dining, along with our parent company, Compass Group, made hard but proactive decisions early on. This has kept us solvent and working through this time and beyond.

With healthcare, emergency feeding, and school foodservices still operating, we are thankful and now preparing with our partner schools to reopen this fall. Due to our proactive steps back in March, our core managers and support teams are in place working hard to get these openings right. Developing comprehensive plans for our on-site and regional teams with what we know today will be key to building the trust and confidence of your families and students. Together, we will review these plans to customize operation strategies to include:

- Sustainability Initiatives for disposables
- Style of service which can include grab and go, served food vs. self-serve, cashless checkout and catering standards
- Associate training with PPE guidelines
- Dining room management

I have included an initial guide which highlights the areas we are focusing on with a detailed step-by-step plan coming in the very near future.

I can't emphasize enough how proud I am to be with this organization. The bold and sometimes difficult strides they have taken have ensured we remain strong and fiscally ready to provide all the required steps and ensure a safe environment for you and your communities. The value of having a safe dining program on your campus to avoid allergy concerns and contamination from shared, brought from home lunches and the guidance from our EHA safety and sanitation partners is invaluable.

As I always say, Flik Independent School Dining only serves the independent school market, allowing our total focus each and every day to remain serving your students. We look forward to welcoming them back, however that may look, to enjoy our Flik food this fall.

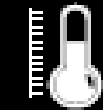
All the Best,

Ray Mulligan
President
Flik Independent School Dining

WHAT WE'RE DOING

Your safety is our top priority

We may look a little different when you return, but we are still serving the same great food with the same caring people and with the same open hearts. We cannot wait to see you again, but wanted to give you a little glimpse into what we're doing to keep you safe.



1 TEMPERATURE AND SYMPTOM CHECKS

On all associates throughout their shifts and ensure they are fever free and screened for each employee's condition. Any team member with a temperature will be sent home and will be where until symptoms from the 24 hours and a doctor's note.



2 HANDWASHING, GLOVE CHANGING, CLEANING

All high touch surfaces cleaned and sanitized whenever necessary throughout service. All food and non-food contact surfaces cleaned, sanitized and disinfected at the beginning and end of each shift according to CDC guidelines.



3 WE MAY LOOK A LITTLE DIFFERENT

All food of service associates will be wearing face shields or safety glasses and aprons. All food of service associates will be wearing safety glasses and a cloth mask. Gloves will be placed at each area of service for you.



4 RIGHT SIZE SCHEDULE

The schedule is what is possible for our locations, sales and service teams. Working until closing practices are utilized to keep everyone healthy and safe.



5 TRAINING

There is a lot to cover as the way we used to serve you has changed. This, combined with our staff training, quality assurance audits and daily checklists have been put into place.



6 PHYSICAL DISTANCING

Tables are now moved for use. Protective barriers will be placed for counters and between self-checkout stations. Physical distancing signage and protocol will also be in place to help guide and better serve you.

Food by FLIK

TECHNOLOGY

Google Forms

- Service to preorder meals for clients who do not want to pay for an app or if they own sales.

Mobile and Desktop Ordering

- Identify the mobile option for locations
 - identify cost
 - implementation timing
 - develop mobile ordering menu
 - establish preorder/payment & grab and go
 - finalize delivery and pick up locations
 - additional options

Contactless Clock-in and Desktop Options

Kiosk Safe Technology

- Individual stylist / Cleankey
- UV lights, antibacterial film

FEEVR Technology

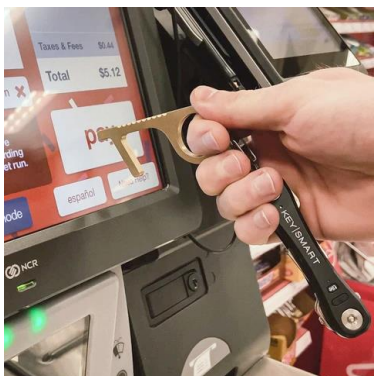
- Infra Red Technology

CATERTRAX®

MMHayes®
improving life at work

 **nutrislice**





**1 CLEANKEY & FREE RETRACTABLE
CARABINER \$24.99**



KIOSK SAFETY

DISINFECTING AND SANITIZATION SOLUTIONS

Antimicrobial Screens
Individual Styluses
UV Light Sanitizers
CleanKey

Key Features

- Reduce contamination risks without sacrificing functionality
- Ease customer concerns and provide peace of mind

<https://www.getkeysmart.com/products/cleankey>

PRE-SERVICE IN THE NEW NORMAL

With so many changes in the business, it is imperative we continue to train our associates on proper cleaning and sanitizing techniques, Platinum Service and the “new normal” in our business. We created these mobile flashcards to be used during pre-shift to keep our teams informed.



Flashcard Training Topics

Behaviors:

activities for delivering our culture in the new normal, moments of mindfulness to help alleviate emotions and rebuild team spirit and Platinum Service.

Standards:

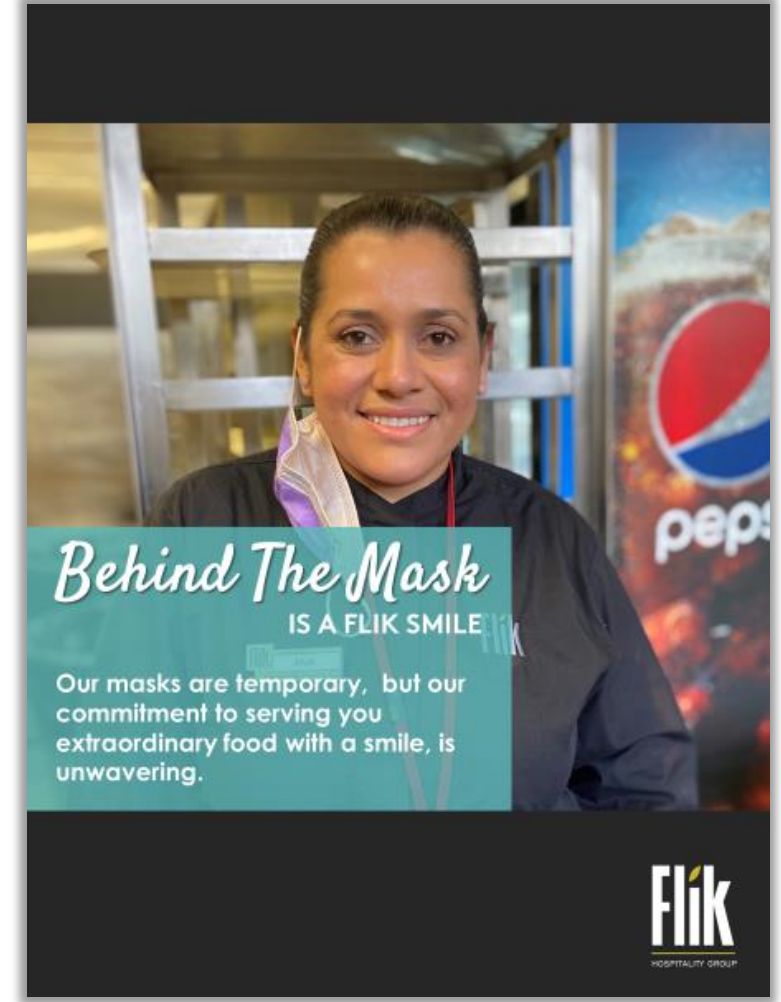
learning new station standards, team member speaking points for why we've replaced self-serve with full service

Skills/Knowledge:

handwashing, cleaning and PPE procedures as based on information from corporate/exec team

Manager's Flash Cards:

how to prepare your team for reactivation. Compassionate leadership flash cards to help your team navigate through the new normal



COMMUNITY FACING MARKETING

Behind The Mask Campaign for Social Media, Print and Site Level Recognition.



WHAT' S ON YOUR MINDS

How will the school community feel about foodservice when they return?

What are your goals?

What is your transition timeline?

What does business look like for you?