**Dining Operations Contingency Plans for Fall 2020**

Revised 5/18/2020

**Committee Charge**

Develop contingency plans for on-campus dining (residential, retail, and catering) to address three possible scenarios for Fall 2020:

Contingency Plan 1: Fall classes begin with social distancing expectations

Contingency Plan 2: Fall classes begin fully online

Contingency Plan 3: Fall classes begin with social distancing expectations and operations must go to an online format after the semester begins

**State Guidance**

In an Executive Order issued by Governor Kemp on May 12, 2020, and effective May 14, 2020 the following guidelines were provided for “Restaurants & Dining Services” (highlights, not comprehensive).

* For restaurants, no more than ten (10) patrons should be allowed in the facility per 300 square feet of public space.
* Employees must be screened and evaluated for signs of illness, such as a fever over 100.4 degrees Fahrenheit, cough, or shortness of breath.
* Employees are required to wear face coverings at all times.
* When possible, stagger workstations to avoid employees standing adjacent to one another or next to each other.
* Limit contact between wait staff and patrons.
* Discontinue use of salad bars and buffets.
* Between diners, clean and sanitize table condiments, digital ordering devices, check presenters, self-service areas, tabletops and commonly touched areas, and discarding single-use items.
* Remove items from self-service drink, condiment, utensil, and tableware stations and have workers provide such items to patrons directly whenever practicable.
* Update floor plans for common dining areas, redesigning seating arrangements to ensure at least six (6) feet of separation from seating to seating. Use physical barriers on booth seating when available.
* Limit party size at table to no more than ten (10).
* Where practicable, physical barriers such as partitions or Plexiglas at registers should be used.
* If possible, use an exit from the facility separate from the entrance.
* Wherever practicable, take-out and curbside pick-up services should be prioritized over dine-in services.

**State Guidance Applied to Georgia College**

Levied restriction on dining space require 300 square feet per 10 patrons (30 s.f./patron) for all dining in operations. This would reduce the capacity of The MAX facility by more than 50%, if all dining space was allocated. Below is the breakdown of current dining space and seating capacity:

|  |  |  |  |
| --- | --- | --- | --- |
| Section | Square Footage | Current Capacity | COVID-19 Capacity (EO 0514) |
| Hoke\* | 960 | 92 | 32 |
| 441 Diner | 672 | 44 | 22 |
| Magellans | 168 | 18 | 6 |
| Main Section (Windows) | 1632 | 162 | 54 |
| Sinclairs/Greene St | 560 | 58 | 19 |
| UBR-A | 1584 | 91 | 53 |
| UBR-B | 2080 | 105 | 69 |
| **TOTAL** | **7656** | **570** | **255** |
| Ratio |  | 13.5 s.f./person | 30 s.f./person |

*\* Note – If Hoke is used as a To-Go pickup point there would be corresponding reductions in seating capacity*

Dining utilization would be total patrons over a span of time, and in past terms the dining count was approximately 1,000 students during the lunch period (11:30 a.m. – 1:30 p.m.). This would make the dining utilization rate at 500/hour for lunch which is the largest utilization period. As noted by the table above The MAX dining utilization capacity was 1,710 which would be more than enough space if the students were to come in at the 570/hour rate. However, the actual load on the dining hall would be >600 from 11:30 – 12:30 which accounts for the observed overcrowding seen during peak lunch periods.

Given the mandated restriction, it would take a 4.0 hour lunch period to accommodate the typical student lunch flow, if a standard 1 hour lunch break were implemented. A possibility of reducing lunch periods to 30 minutes would allow for some relief, but only if the patrons flowed in at the regulated 255 max capacity rate. This would necessitate a flow control monitor at the point of swiping in for a meal and possibly a hostess/host setup whereby the student is shown where their table is located.

These numbers would become even more critical if any section of the dining hall were cordoned off for pickup. Due to the existing layout of The MAX, the most probable point allowing for grab-and-go lunches to be picked up would be in the Hoke section. This allows for grab-and-go to be taken directly from the kitchen to the Hoke dining area and students could easily enter and exit without adding to the occupancy of the other parts of the dining hall.

Additional consideration not accounted for in this calculation is the sanitation time factor. The tables could not be immediately turned to the next student as a significant wipe down would have to be conducted each time. Also, the cleaning of public restrooms will need to be coordinated with custodial services.

**Contingency Plan 1:**

Fall classes begin with social distancing expectations: Face-to-face instruction at GC where students will attend classes within the physical facilities of the university and where a number of students would reside in the residence halls

**The MAX Operations Modifications:**

* **Employees**

1. Additional coronavirus specific training during August employee orientation
2. Screen workers
   1. Employees use loading dock entrance
      1. Limits customer contact
      2. Allows monitoring of safety protocol
   2. 100.4 deg limit prior to clock in
   3. 7 day self-isolate if known or suspected COVID-19 infection
3. Face coverings and gloves required

* **Customers/Building**

1. Cashier registers
   1. Implement cashless policy
   2. Utilize current touchless proximity chip readers whenever possible
   3. Install sneeze guards
   4. Gloves
   5. Customer hand sanitizing station at entrance after register transaction (currently located at fruit stand)
2. University Banquet Room
   1. Dedicated seating space for The MAX at all times, no use for other events/meetings
   2. UBR exterior doors dedicated for separate exit for dine in customers
3. Seating/Capacity
   1. 10 patrons per 300 square ft;
      1. The MAX 6696 square ft = 223 customer limit
      2. Hoke not included
   2. Update seating floor plan w/ 6 ft separation
   3. Limit table size to 10 people maximum
   4. Utilize counting tracker app at entrance/exit to limit capacity
4. Schedule customer meal periods?
   1. Possible scheduling assistance from University Housing or Registrar’s Office
5. Sanitizing procedures
   1. Clean and sanitize tables between diners
   2. Frequent and visible front of house practices
   3. Enhanced back of house procedures
   4. Drink machine frequency increased (remains self-serve)
6. Adjusted hours
   1. Weekdays
      1. Breakfast 7 - 10 a.m.
      2. Lunch 11 a.m. – 2 p.m.
      3. Dinner 4:30 – 7:30 p.m.
      4. Weekend same

* **Menu/Service**

1. Hoke To Go
   1. Dedicated cashier at 2nd register
   2. Controlled access limiting customers
   3. Eliminate seating
   4. Fountain and tea
      1. To-go cups w/ lids
      2. Currently Pepsi fountain; add Coke?
   5. Breakfast offerings ideas
      1. Breakfast sandwich
      2. Parfait cups
      3. Fruit cups
      4. Cereal cups/individual milk
   6. Lunch/Dinner Offerings
      1. Entrée (variety based on volume)
         1. Hot entrée
         2. Vegan entrée
         3. Burger
         4. Entrée salad
         5. Sandwich
         6. Stir fry
      2. Three sides
         1. Side salad
         2. Cut fruit
         3. Hot veggie
         4. Hot starch
         5. Dessert
2. Service stations
   1. Limit based on business volume
   2. Eliminate self-serve
      1. Served or individual portions prepared
   3. Floor foot(paw) prints identifying 6’ spacing
   4. Prepared to order (longer times but lower volume)
   5. Attendant controls condiments, hands out cutlery, and fills drinks
   6. Create plate landing areas to limit staff/patron contact

**Retail Dining Modifications:**

* **Employees**

1. Additional coronavirus specific training during August employee orientation
2. Screen Workers
   1. Employees use separate entrance from customers (when possible)
   2. Supervisor or manager to screen prior to clock in; 100.4 deg limit
   3. 7 day self-isolate if known or suspected COVID-19 infection
3. Face coverings and gloves required

* **Customers/Building**

1. Cashier registers
   1. Suspend meal equivalency throughout retail until further notice
   2. Implement cashless policy
   3. Utilize current touchless proximity chip readers whenever possible
   4. Credit card terminals sanitized periodically
   5. Install sneeze guards
   6. Gloves
   7. Customer hand sanitizing station available after register transaction
2. Seating/Capacity
   1. 10 patrons per 300 square ft
      1. Food Court
         1. 750 square ft = 25 patrons
      2. Einstein does not have dedicated seating.
      3. Books & Brew does not have dedicated seating.
   2. Social distancing floor stickers at all locations
   3. Update Food Court seating floor plan w/ 6 ft separation
   4. Limit Food Court table size to 10 people maximum
   5. Food Court dedicated entrance (campus side) and exit (Hancock St side); employee at entrance to limit maximum capacity
   6. Books & Brew to remove bench seating in lower level and utilize stanchions and floor stickers to control spacing
   7. Due to limited size and shared space with bank and Bobcat Card office, for Einstein to open, we must eliminate lounge seats and queue customers there
3. Sanitizing procedures
   1. Clean and sanitize tables between diners
      1. Currently, CFA is now allowing seating, though this may change
   2. Frequent and visible front of house practices
   3. Enhanced back of house procedures
   4. Drink machine frequency increased (remains self-serve)

* **Menu/Service**

1. Food Court
   1. To effectively manage social distancing, Subway will close to allow CFA to maximize sales/satisfaction for campus
   2. Two CFA registers operational only
   3. Full menu options
   4. Eliminate self-serve condiments and fountain (if Subway closed)
      1. Condiments bagged with order
2. Einstein Brothers Bagels
   1. Eliminate self-serve; grab-n-go coolers still operational with limited stocking
      1. Coffee served with either condiment packets or made to order
      2. Bottled beverages replace fountain machine
3. Books & Brew
   1. Eliminate self-serve (coffee, condiments)
   2. Lunch Box still utilized
      1. Limit stock
      2. Cutlery packets and condiments provided by cashier
4. Adjusted hours
   1. Weekdays: Breakfast and lunch only (specific hours TBD per location)
   2. Weekends: Closed

**Catering Operations Modifications:**

* **Employees**

1. Additional coronavirus specific training during August employee orientation
2. Screen workers
   1. Employees use loading dock entrance
      1. Limits customer contact
      2. Allows monitoring of safety protocol
   2. 100.4 deg limit prior to clock in
   3. 7 day self-isolate if known or suspected COVID-19 infection
3. Face coverings and gloves required

* **Menu/Service**

1. Adjusted hours
   1. Weekdays only
   2. PM cutoff
      1. Pickup 7:30 p.m. (same as The MAX close)
      2. Delivery 6:00 p.m.
   3. Weekends closed
2. Boxed meal service only
   1. Complete meals packaged for individual servings
   2. Disposable service only
   3. Pickup or delivery offered
   4. Dedicated menu will be created and published

**Contingency Plan 2:**

Fall classes begin fully online: Virtual instruction where students would take classes via the internet and online. However, there may be some students who would reside in residence halls (i.e. international or out-of-state).

**The MAX Operations Modifications:**

1. Takeout only; no in-house seating
2. Service boxed directly at station
3. Similar (or stricter) cashier entry controls
4. Exit through UBR

**Retail Dining Modifications:**

1. Online format will necessitate the closure of retail units.
2. If campus population exceeds capacity of MAX takeout plan, Food Court and Books & Brew could operate a Lunch Box style takeout menu bagged by staff.

**Contingency Plan 3:**

Fall classes begin with social distancing expectations and operations must go to an online format after the semester begins: Face-to-face instruction as mentioned above but a mid-term change would require students to go into a virtual mode due to a resurgence of the COVID-19 virus and students would be required to quarantine or go into shelter-in-place mode.

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