

AUSTIN CATERERS PROMISE

PREVENTING THE SPREAD OF COVID-19

Austin Caterers' Promise Pursuant to guidelines outlined by the Governor's Report to Open Texas, the Texas Restaurant Promise, and Minimum Standard Health Protocols for both Texas Restaurants and Wedding Venues, the following standards have been approved and will be followed by the major catering companies in the Austin-area market.

We will continue to be a leader in safe sanitation practices with all team members certified in safe food handling and a certified manager on every shift. Also, all employees will be trained on appropriate cleaning and disinfection, hand hygiene, and respiratory etiquette.

We are aligned on the following protocols for safe & effective service, including:

All employees must pass a health screening before starting the shift, this includes:

- Non-invasive temperature checks will be logged before shift begins; employees above 100 degrees are sent home
- Mask and glove usage is required of staff at all times
- Case notification to the correct governmental bodies & an employee with a positive COVID-19 test is required to have a doctor's note to return to work
- COVID-19 training and/or COVID monitor on every shift to ensure policies are upheld
- Our policy to all staff is, if you're not feeling well, just stay home.

Employees will wash or sanitize their hands upon entering the kitchen and venue, and between interactions with guests.

- At a minimum, employees will wash their hands and change gloves every 30 min. This reminder is to be carried out by the manager-on-duty or COVID monitor depending on event size.
- Management will post "Help Prevent Disease" signs provided by Austin Public Health in a prominent location so it is clearly visible to all staff.
- We provide hand-washing stations at all kitchen spaces, including one at the bussing station for staff use each time they remove dirty service items.
- Hand sanitizing stations will be available to all catering employees in kitchen, bussing stations and at food stations. If the venue does not provide guest hand sanitizer stations, caterers will provide them at additional cost.
- Staff will aim to maintain at least six feet distance apart from other individuals at all times.
- We will keep all service items clean and wrapped in the back-of-house until in use. Once items are pre-set, we will ensure they are watched over diligently until guests are seated. We will not leave condiments, silverware, flatware, glassware, or other traditional tabletop items on an unoccupied table while guests are present. If anyone touches a pre-set item and walks away, staff will clear the item, sanitize, and replace the setting. We will provide condiments only upon request, and in single use (non-reusable) portions.
- If a buffet is chosen, catering staff will serve the food to attendees. Buffets, bars, beverage stations, and appetizer stations will be behind food screens or 6' distancing spacers.
- All beverages will be served by bartenders or servers. There will be no self-serve beverage stations or shared carafes. Our team will pour water at the tables and attend beverage stations. Clear barriers may be required depending on the event and venue at an additional cost.

A sales team member will work with you on:

- Seating capacities and floor plans to be reviewed on an event by event basis to ensure appropriate physical distancing that follows relevant Fire Department, Texas DSHS, and CDC guidelines
- Buffet or food station layout that minimizes contact and spaces out guests, including plexi-glass screens as appropriate
- Floor distancing marker recommendations when appropriate
- We will clean and maintain all food stations, kitchens, bars, and bussing stations.

What the caterers request from our venue partners:

- Make hand sanitizing stations available for venue employees/contractors and guests upon entry to the reception and throughout the venue as appropriate.
- Screen employees and contractors before coming into the venue with health screening to include temperature check.
- Have employees and contractors wash or sanitize their hands upon entering the venue, and between interactions with attendees.
- Consistent with the actions taken by many businesses across the state, consider having all employees and contractors wear cloth face coverings (over the nose and mouth).
- Consider having an employee or contractor manage and control access to the venue, including opening doors to prevent attendees from touching door handles.
- Regularly and frequently clean and disinfect any regularly touched surfaces, such as doorknobs, tables, and chairs. Regularly and frequently clean restrooms, and document the cleanings.
- Place readily visible signage at the venue to remind everyone of best hygiene practices.
- Clean and disinfect the area used for dining (table, etc.) after each group of attendees depart, including the disinfecting of tables, chairs, stalls, and countertops.
- Consider having an individual wholly or partially dedicated to ensuring the health protocols adopted by the venue are being successfully implemented and followed.

What the caterers request from our planners and clients:

- Sanitation Station plan with hand-washing, hand-sanitizer, disposable masks, polite signage and temperature checks to guests upon arrival.
- Have security on-site to assist with intoxicated guests, monitoring lines & spacing, mask usage, etc. Release table by table to space out the lines during food service.
- Consider Grab & Go type food (packaged) that is great and easy to serve to minimize contact between staff and guests. At-risk guests are strongly encouraged to watch or participate in service remotely.
- Designate an area inside the facility reserved for the at-risk population, or offer a service area for at-risk population attendees only.
- Keep at least two empty seats (or six feet separation) between parties in any row or area, except for two or more members of the same household who can sit next to one another. Tables of no more than six people.
- Parties maintain this six foot distance from each other at all times, including while waiting to be seated or in line at food stations or bars.
- We ask that all guests wear a mask or face covering when approaching a bar, buffet or food station.
- If bathroom or sanitation attendants are not provided by the venue, the caterer can provide one at an additional cost. Attendants will clean restrooms and wipe down door handles continuously throughout your event.



Crave

