



Operations Roundtable Catering Business Reopening Case Studies

June 10, 2020

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UPCOMING SESSIONS

Upcoming Sessions

ICA Executive Chef Roundtable – Friday, June 12 at 2pm

ICA Sales Mixer – Monday, June 15 at 2pm ET

ICA Operations Roundtable – Wednesday, June 24 at 2pm

Register for all upcoming sessions on the ICA homepage.

www.internationalcaterers.org

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DISCLAIMER

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- The International Caterers Association (ICA) does not accept liability as it relates to the timeliness or content of the information we are sharing today or may share in the future (and we are under no legal duty to update any such information or recommendations)
- We encourage you to check in with your attorneys, CPAs and financial advisors for additional insight.



S B VALUE

W E G R O W V A L U E

Make more Profit with better Pricing



We use the leverage of 23,000 companies with \$7B in spending leverage to give our members better pricing than any could working alone

No fee, ever. Buy whatever you want. Get out anytime

ICA member save, on average, 16%, \$24,000 annually

Let us show you the prices

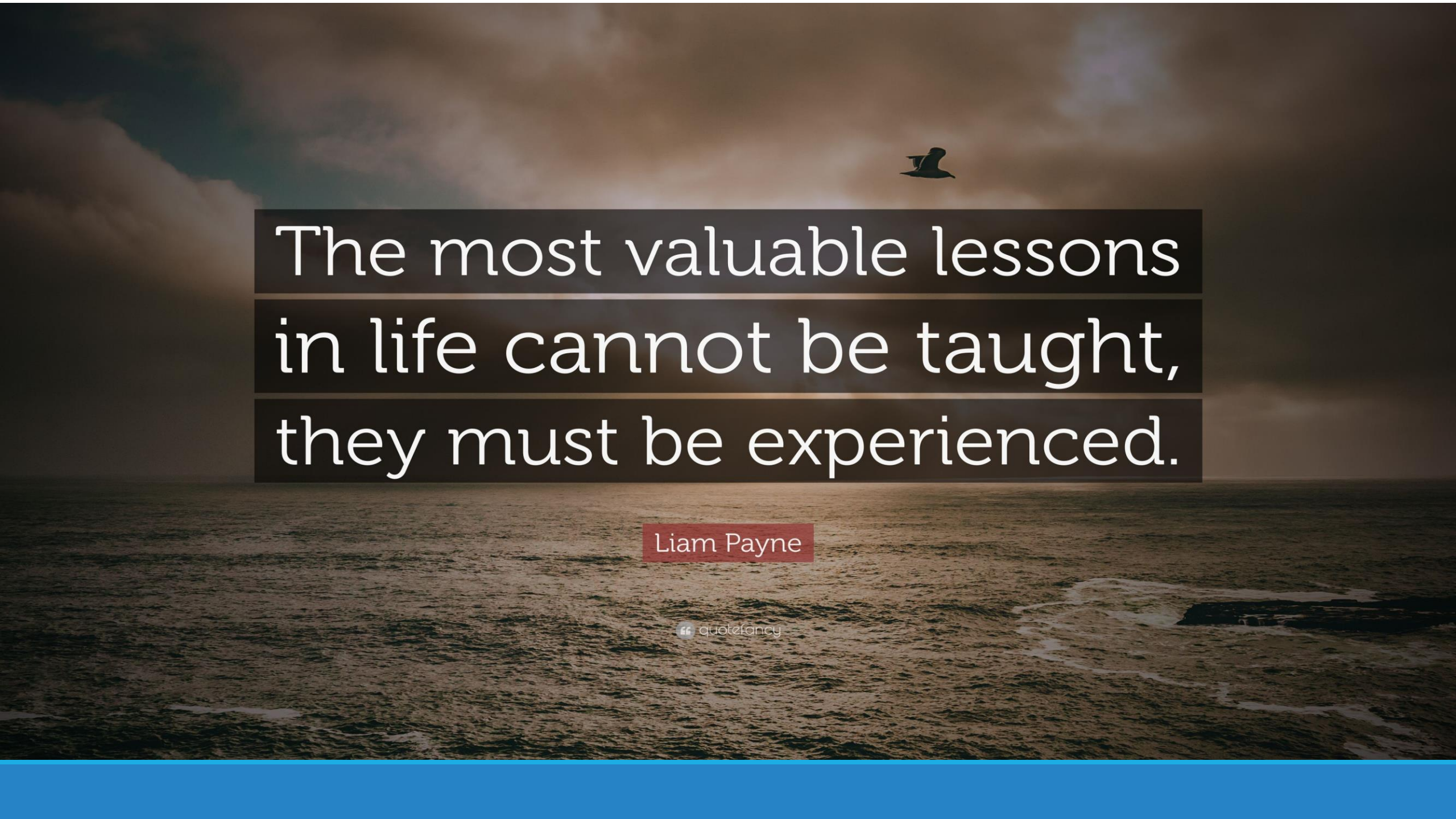
Don't believe me? Ask other ICA Members

A Fare Extraordinaire	Creative Cuisine Catering	Preferred Sonoma	Chef Penelope's Catering	Brancatos Catering	Spice Catering Group
A Thyme To Cook	Creative Hands Cuisine	Purple Onion	Cojo Unlimited Catering	Casa Cubana Catering	Sugar Pine Catering
All Occasion Catering	Diamond Event Center	Quality Catering	Common Plea Catering	Catering by Design MN	Sugarsnap LLC
ART Catering & Events	Empyrean Events	Revel Catering	Crave Catering PDX	Catering Creations by Toni	Tall Guy Catering
Attitude on Food	Forks & Corks Catering	Elegant Affairs Caterers	Crave Catering TX	CBK Catering and Events	Tony Caters
B & B Catering	Funky's Catering	Seasonal Catering	Palmer's Catering	Whatever Works	Post Exchange Catering
Bella Sera Catering	Gourmet Galley Catering	Signature Banquets	Someone's in the Kitchen	Lon Lane's Inspired Occ.	Tastebuds Custom
Olive Events	Lighthouse Catering	Simply Thyme Catering	Perfect Plates by Shawn	Mangia Catering	Tasty Catering
			Marcia Selden	The Lantana	Vibrant Occasions Catering

Free ICA Membership



- Join SB Value, save money, make more profit and we'll pay for your ICA membership
- Just join SB Value, buy through our program for just one month so we can prove how much we'll save you and we'll pay for your ICA membership this year
- If you don't like it, you can go right back to how you buy food now
- There is absolutely no risk.



The most valuable lessons
in life cannot be taught,
they must be experienced.

Liam Payne

quote fancy

Topics to Cover Today

1. Prepping your business for re-opening events
2. Operations during events post Covid-19
3. Recommendations for companies as they get ready to reopen and produce events
4. Venue coordination (Waivers, PPE Enforcement, Safety and Sanitation)

TOPIC #1

Prepping your business for re-opening events

<https://puffnstuff.com/movingforward/>

PREPPING YOUR BUSINESS FOR REOPENING



PREPPING YOUR BUSINESS FOR REOPENING

ADDENDUM

Coronavirus-Related Cancellation Policy:

Above all else, Swift + Company endeavors to operate ethically and with great empathy. The current situation is extremely unfortunate, and we want to be as sensitive to you, our valued clientele, as possible. We are in this together, and ultimately want you to view Swift + Company as the company who went above and beyond to be sure the negative repercussions of the Coronavirus pandemic is minimized— on both of our ends. Should an event need to be rescheduled, we fully understand the position you are in and will handle each situation on a case-by-case basis.

Once your deposit is paid, you are guaranteed one of a very limited number of events Swift + Company will execute on a given day, and we start working in earnest on your event when you confirm. We hold several different creative and operational meetings, correspond regularly, perform walk-throughs and tastings among many other administrative tasks leading up to your event. Should you cancel 31 days or more before your event, Swift + Company will perform an event audit assessing expenditures dedicated to your event. We will do everything we can to accommodate rescheduling an event with limited or no additional charges but are not required to do so.

If your event is canceled due to government restrictions (such as mandatory quarantine), we will release you from any further obligations of your bill with the exception of any deposits, and the results of an event audit to see what costs we incurred towards preparation of your event.

If the event is rescheduled to a date within 120 days of the original date, we will apply payments incurred to your rescheduled date. The new date must be within 120 days from the original date.

If the event is cancelled outright 30 days or less, the cancellation policy per your contract will apply (up to 50% refunded to client for cancellations from 11-30 days) (no monies returned if cancelled 10 days prior to event), with us performing an event audit and assessing only what we must to cover our expenditures dedicated to your event.

Customer Initial

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TOPIC #2

Operations during events post Covid-19

First Full Service Catering During COVID-19

5-16-2020

WEDDING RECEPTION

THE BARN AT RIVERBEND IN PECULIAR, MO.

115 ESTIMATED GUESTS / 80 ACTUAL GUESTS
AND 15 VENDORS / 95 TOTAL ONSITE



Thank you

TO OUR FAMILY AND FRIENDS,

WE WOULD LIKE TO TAKE THIS OPPORTUNITY TO THANK YOU FOR JOINING US AS WE BEGIN OUR NEW LIFE TOGETHER.

WE FEEL EXTREMELY FORTUNATE TO BE SURROUNDED BY SO MANY OF OUR LOVED ONES WHO HAVE SHARED AND HELPED SHAPE OUR LIVES. YOUR PRESENCE TODAY IN CELEBRATION OF OUR LOVE AND COMMITMENT TO EACH OTHER MEANS SO MUCH TO US.

WE HOPE YOU ENJOY TONIGHT'S CELEBRATION AND THOSE WE'LL SHARE FOR YEARS TO COME.

WITH LOVE,

the Newlyweds



05.16.2020



Ceremony on-site: Outdoor reception space no masks / no social distancing in seating area / venue made recommendations on seating



Staff: Masks provided by Brancato's Catering and heavy weight gloves / all PPE required for staff at event

Appetizers and beverages: Set up with sneeze guard barrier / Attendant Station / All items prepackaged and individualized / Handed to guests upon request / bottled water and attendant for beverages



Buffet Setup: Sneeze guards as barriers / Allowed guest to make selections closer to food while protecting food and staff / made in house / Allowed guest to see selections



Service: No self service items as staff plated all food / items in individual containers when applicable / masks and gloves required



Lack of social distancing: Even after being informed of protocol by venue



Venue's stance on a couple of issues I brought up

- 1. Did you have people sign in at the event:** Having people sign an information sheet is breaking privacy laws and if we need to get in contact with them we have the information from the couple with their list of the RSVP's. We also have all the information of our vendors.
- 2. Did you take temperatures upon arrival:** We are not taking temperatures of all the guests because it is not required and with an outdoor venue we have different weather temperatures and the accuracy of the thermometer would not be correct.
- 3. Did you inform the guests of social distancing guidelines:** In Cass country we are only under the Social Distancing Mandate for our Guidelines as a venue, so we are instructing all of our couples to inform their guests of this mandate prior to the wedding and entrusting them to implement it with their guests. We also have signs to instruct guests to follow the guidelines

Driveway 60th Birthday Party

OPERATIONS DURING EVENTS
POST COVID-19



TOPIC #3

Recommendations for
companies as they
get ready to reopen
and produce events

RELEASE OF LIABILITY AND ASSUMPTION OF RISK

The individuals named below (referred to as "We" or "Us"), and their guests, desire to participate in photography and other activities related to the following individuals _____ [Client last name] on the following date ____ [date of event] (the "Activity") which shall be provided by Epaga Foto & Design, Inc. (the "Company"). As lawful consideration for the value that We will gain by participating in the Activity, we agree to all the terms and conditions set forth in this agreement (this "Agreement").

WE ARE AWARE AND UNDERSTAND THAT THE ACTIVITIES ARE POTENTIALLY DANGEROUS ACTIVITIES AND INVOLVE THE RISK OF SERIOUS ILLNESS, INJURY AND/OR DEATH. WE ACKNOWLEDGE THAT WE ARE AWARE OF THE COVID-19 VIRUS AND ITS ABILITY TO BE TRANSFERRED FROM PERSON-TO-PERSON CONTACT. WE ARE ALSO AWARE THAT ANY PERSON MAY CARRY THE VIRUS AND BE ASYMPTOMATIC. WE UNDERSTAND THAT THE COMPANY CANNOT GUARANTEE THAT WE OR OUR GUESTS WILL NOT BECOME INFECTED WITH COVID-19, DESPITE THE COMPANY'S BEST EFFORTS TO ABIDE BY STATE AND FEDERAL GUIDELINES SURROUNDING COVID-19. WE ACKNOWLEDGE THAT WE ARE VOLUNTARILY PARTICIPATING IN THE ACTIVITIES, AS WELL AS OUR GUESTS WHO ARE VOLUNTARILY PARTICIPATING, WITH KNOWLEDGE OF THE DANGER OF ILLNESS INVOLVED AND HEREBY AGREE TO ACCEPT AND ASSUME ANY AND ALL RISKS OF ILLNESS, INJURY, OR DEATH. FURTHERMORE, WE ARE AWARE AND HAVE READ MISSOURI'S DIRECTIVE DATED [DATE], WHICH ADDRESSES THE PHASED REOPENING OF MISSOURI. WE UNDERSTAND AND AGREE TO ABIDE BY EACH PHASES' GUIDELINES AND CONDITIONS, INCLUDING, BUT NOT LIMITED TO, THE MAXIMUM PER-PERSON LIMIT OF PEOPLE AT AN EVENT AND THE STRICT 6-FEET PHYSICAL DISTANCING PROTOCOLS BETWEEN NON-HOUSEHOLD MEMBERS. WE ACCEPT FULL RESPONSIBILITY FOR INFORMING OUR GUESTS OF THESE RESTRICTIONS. LASTLY, WE ARE AWARE THAT SHOULD THE COMPANY OBSERVE VIOLATIONS OF THE GUIDELINES AND CONDITIONS, AND/OR SHOULD WE OR OUR GUESTS REFUSE TO COOPERATE OR BLATANTLY DISREGARD THE STATE AND LOCAL RESTRICTIONS THAT ARE IN PLACE, WE WILL BE IMMEDIATELY REPORTED TO THE COUNTY HEALTH DEPARTMENT AND LOCAL AUTHORITIES AND COULD HAVE OUR EVENT SHUTDOWN AND BE EVICTED FROM THE LOCATION/VENUE. WE ALSO ACKNOWLEDGE THAT NO REFUND WILL BE GIVEN IN SUCH A SITUATION. FURTHER, DURING THE ACTIVITY IF ANY COMPANY EMPLOYEE OR CONTRACTOR FEEL UNEASY OR APPREHENSIVE ABOUT THE NUMBERS OR HEALTH CONDITION OF INDIVIDUALS AT THE ACTIVITY OR FEELS LIKE PROPER SOCIAL DISTANCING MEASURES OR SAFETY PRECAUTIONS ARE NOT BE FOLLOWED, THE EMPLOYEE OR CONTRACTOR MAY BE EXCUSED FROM FURTHER PERFORMANCE OF HIS/HER DUTIES AND DISTANCE HIM/HERSELF FROM THE ACTIVITY FOR A PERIOD OF TIME NOT TO EXCEED THIRTY (30) MINUTES TO GET COMFORTABLE. IF THE EMPLOYEE OR CONTRACTOR IS NOT ABLE TO GET COMFORTABLE WITH THE ENVIRONMENT AFTER THIRTY (30)

MINUTES, HE/SHE MAY BE EXCUSED FROM PERFORMING FURTHER DUTIES AT THE ACTIVITY WITHOUT PENALTY.

We hereby expressly waive and release any and all claims, now known or hereafter known, against the Company, and its officers, directors, employees, agents, affiliates, successors, and assigns (collectively "Releasees"), on account of illness, injury, or death arising out of or attributable to our participation in the Activities, and all of our guests' participation in the Activities. We agree not to make or bring any such claim against the Company or any other Releasee, and forever release and discharge the Company and all other Releasees from liability under such claims.

We shall defend, indemnify, and hold harmless the Company and all other Releasees against any and all losses, damages, liabilities, deficiencies, claims, actions, judgments, settlements, interest, awards, penalties, fines, costs, or expenses of whatever kind, including attorney fees, fees and the costs of enforcing any right to indemnification under this Agreement, and the cost of pursuing any insurance providers, arising out or resulting from any claim of a third party related to the Activities. This includes all third-party claims made by our guests at the Activity.

This Agreement constitutes the sole and entire Agreement between the Company and Us with respect to the subject matter of release of liability and assumption of risk contained herein and supersedes all prior and contemporaneous understandings, agreements, representations, and warranties, both written and oral, with respect to such subject matter. If any term or provision of this Agreement is invalid, illegal, or unenforceable in any jurisdiction, such invalidity, illegality, or unenforceability shall not affect any other term or provision of this Agreement or invalidate or render unenforceable such term or provision in any other jurisdiction. This Agreement is binding on and shall inure to the benefit of the Company and Us and their respective successors and assigns. All matters arising out of or relating to this Agreement shall be governed by and construed in accordance with the internal laws of the State of Kansas without giving effect to any choice or conflict of law provision or rule. Any claim or cause of action arising under this Agreement may be brought only in the federal and state courts located in Wyandotte County, Kansas, and We hereby consent to the exclusive jurisdiction of such courts.

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RECOMMENDATIONS FOR COMPANIES AS THEY GET READY TO REOPEN AND PRODUCE EVENTS

events + catering + rentals



Employee Health Status Checklist

Date 2020 Name _____

Shift Work Location _____

Important: Complete this checklist answering the questions truthfully and to the best of your knowledge.

Have you had the Corona virus? No Yes

When? Dates _____

Were you tested for Covid19 Virus? Date _____ 2020

Where? _____

Results? Negative Positive

Have you been tested for Covid19 Virus Antibodies No Yes

Date _____ 2020

Where? _____

Have you been around anyone who had the virus last 14 Days? No Yes

Symptom	Start Shift		End Shift	
Been sick last 6 days?	N	Y	N	Y
Been around any sick people?	N	Y	N	Y
Temperature <100.4F?	F		F	
Dry Coughing?	N	Y	N	Y
Breathing Restricted?	N	Y	N	Y
Sore Throat?	N	Y	N	Y
Abdominal Pain?	N	Y	N	Y
Headache?	N	Y	N	Y
Pink Eye?	N	Y	N	Y
Vomiting < 48 Hrs.?	N	Y	N	Y
Skin Rash?	N	Y	N	Y

___ Not suitable for work. Released and sent home.

___ OK to work? Yes

Has: Face Mask Gloves

Disinfected: Cell Phone Wine Opener Flashlight Pen

I have answered the questions truthfully and to the of best of my knowledge.

X _____ Date _____ 2020

Checklist information reviewed by _____

www.swiftevents.com

2137 West Alabama
Houston, Texas 77098

713 526.7600
fax 713 526.3336

COVID19 SAFETY PROCEDURES MAY, 2020



RECOMMENDATIONS FOR COMPANIES AS THEY GET READY TO REOPEN AND PRODUCE EVENTS



The safety of our employees and guests remains Brancato's overriding priority. As COVID-19 (coronavirus) continues to evolve, the Company is monitoring the situation closely and will periodically update company guidance based on the current recommendations from the Center for Disease Control (CDC) and World Health Organization (WHO).

To prevent the spread of COVID-19, and reduce the potential risk of exposure, we are conducting a simple screening. Your participation is important to help us take precautionary measures to protect you and everyone in this building.

LOCATION: EMPLOYEE NAME: MANAGER PERFORMING
SCREEN: DATE:

SECTION 1 – CURRENT SYMPTOMS

Is the employee exhibiting any of the following symptoms? Check all that apply:

Fever at or above 100.4°	Vomiting	Fatigue
Cough	Nausea	Other:
Difficulty Breathing		
Diarrhea	Stomach Pain	

If any of the boxes above are checked, the employee must be sent home. In that event, enter the time below and cosign this document. If none of the boxes are checked, proceed to Section 2.

SECTION 2 – 14 DAY LOOKBACK

- 1) Have you experienced any cold or flu-like symptoms in the last fourteen (14) days (to include fever, cough, difficulty breathing, or respiratory illness)?
YES NO
- 2) Have you been in close contact with someone diagnosed with COVID-19 within the last fourteen (14) days?
YES NO
- 3) Have you been in close contact with anyone who has traveled outside of the United States within the last fourteen (14) days?
YES NO

If you answered "YES" to the above, which country or countries did they travel to?

- A "YES" to any of the above questions – notify MANAGEMENT immediately for guidance before checking in.

Email this Screening Log to GFEUERBORN@BRANCATOSCATERING.COM anytime an employee is sent home on the basis of this screening.

TIME SENT HOME (IF APPLICABLE):

COMPANY REPRESENTATIVE SIGNATURE:



TOPIC #4

Venue coordination (Waivers, PPE Enforcement, Safety and Sanitation)

SAMPLE VENUE CHECK IN FORM

VENUE UPDATE FORM

VENUE:



PRIMARY CONTACT

PHONE1

ADDRESS

PHONE2

EMAIL:

COST CENTERS

WEBSITE:

GUEST COUNTS

CAPACITY SEATED -
CAPACITY COCKTAIL -
OTHER EVENTS -

COVID-19 SAFETY REQUIREMENTS:

Are there special requirements for us/guests to follow that are implemented by venue? Please list/get copy of checklist. Send copy of our checklist.

LOAD-IN/LOAD-OUT NOTES:

ADDITIONAL INFORMATION:

CAN WE CATER?
CAN WE PROVIDE BAR SVC?
CAN WE DO FLORALS?
CAN WE DO DECOR/DESIGN?

RESTRICTIONS:

NEXT DAY/LATE NIGHT?

SPECIAL NOTES:

VENUE COMMISSIONS?
VENUE FEES?

SWIFT + COMPANY, 1919 EDWARDS, HOUSTON, 77007

DATE ENTERED: _____

PARTY OUTLINE WITH NOTES FOR STAFF

Blue 21st Birthday

Karen is pretty "anti"-Covid so treading lightly here in some areas, at the same time covering ourselves and protecting our staff.

- Individual water bottles for everyone
- Having service staff serve the items off the passing trays with tongs, as opposed to the girls grabbing them
- Set out hand sanitizer throughout the tables and one at the bar (if Karen is okay with this)
- Alberto will be monitoring glassware to make sure we do not set it out, not do we re pour in the same glass- (mostly the champagne cart)
- Every guest has their own mini ketchup and mustard to use for their slider.
- Using sparkler candles on the cake, to avoid blowing of candles. Kitchen will slice it and well present it on plates with a fork to prevent multiple hands on utensils.

Hines Engagement Picnic

- Everyone's food is wrapped individually on bamboo plates per "set"/" table" of people. All disposable.
- Each box will have mini hand sanitizers. As well as custom made masks
- I will have a bathroom attendant wiping down the handles of door and knobs after each use.
- Every table will have their own white and rose bottle of wine.
- Beer and sparkling water will be in individual bottles as well.
- The specialty cocktails will be presented as guests walk in with description cards to limit staff guest interaction/cross contamination.
- Staff member will replenish cocktails by new glass only!

***All staff members will wear gloves and masks from set up to tear down.

***We will take staff temperatures at arrival, before food is set, and at departure and log these temperatures for our documents. Thinking about logging these on a staff sheet?

Important links for updated guidance

COVID-19 Resources

International Caterers Association | www.internationalcaterers.org

- Ecolab
<https://ecolab.widencollective.com/portals/fbqbtovd/FoodserviceCOVID-19ResourceLibrary>
- CDC
<https://www.cdc.gov/coronavirus/2019-ncov/communication/guidance-list.html?Sort=Date%3A%3Adesc>
- OSHA guidance and risk assessment
<https://www.osha.gov/SLTC/covid-19/hazardrecognition.html>
<https://www.osha.gov/SLTC/covid-19/controlprevention.html>
- EPA Approved Cleaning Agents
<https://www.epa.gov/pesticide-registration/list-n-disinfectants-use-against-sars-cov-2>
- National Restaurant Association
<https://restaurant.org/covid19#info>
<https://www.servsafe.com/Landing-Pages/Free-Courses?fbclid=IwAR1Mf8Pljcd89Y7R88kX5puDmBbulaBEGIXkFpa1F87Yhp7QChTPxawBakE>
<https://restaurant.org/Downloads/PDFs/business/COVID19-Reopen-Guidance.pdf>
- Federal Unemployment Updates
<https://fortune.com/2020/06/05/extra-unemployment-benefits-money-coronavirus-stimulus-cares-act/>

POST COVID RESOURCES

The Event Safety Alliance Reopening Guide



**For Event Professionals During the COVID-19
Pandemic**

Edited by Steven A. Adelman

Please share this Guide – We all want to reopen safely

https://www.eventsafetyalliance.org/esa-reopening-guide?fbclid=IwAR0KpGb6Z27zSSXrRqgWUkef_6d7QEDm vY5A8Hs3ffJXQ0pFH--nyGLAqjA



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Stay tuned for
our next
webinars