



# Upper Crust

FOOD SERVICE



**Post COVID-19  
Operational Plan**

# WELCOME TO A "NEW NORMAL"...

Our thoughts and prayers go out to everyone affected by the recent COVID-19 pandemic. This unprecedented event has certainly affected Greek Life in a major way. At Upper Crust Food Service we have always taken pride in leading our niche industry in innovation when it comes to delicious food offerings and operational excellence. We are now taking that same dedication and turning our attention towards what our "new normal" will look like in the Fall.

As we return to campus many of the traditional ways that our food service company interacts with our customers will change based on local health department regulations. We expect that just as every house has unique flavor profiles, that each University and local health authorities will respond to this pandemic in different ways. Our promise to our customers is that we will stay on top of these new requirements and communicate suggested best practices as part of our "new normal".

We have put together this Post COVID-19 Operational Plan to address many of the common questions we have received as well as outline best practices that we are suggesting in the upcoming school year. I would encourage you to reach out to anyone on our team if you have questions or concerns at any point during this unprecedented process.

Our country, campuses, and chapters are resilient and I have no doubt that we can all work together to continue to provide the essential nutritional needs of our members in a safe environment.

We thank you for your continued support during these times. Stay safe!

Warm Regards,

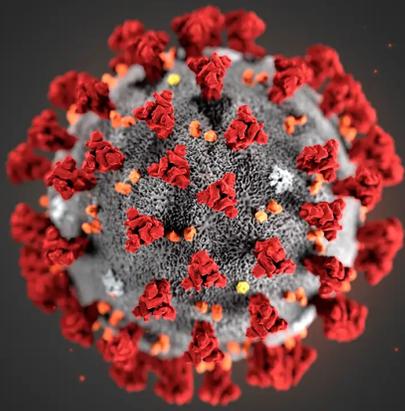


A handwritten signature in black ink, appearing to read 'AGuy'.

Adam Guy, President  
Upper Crust Food Service



**CLICK HERE** to reach out to our dedicated team of culinary professionals.



## POSSIBLE FOOD SERVICE PRACTICES POST COVID-19

### **BUFFET SERVICE ELIMINATED?**

The way that meals are served will likely change. Traditional self service buffet lines and salad bars may not be approved by local health officials. Suggestions for new service methods include having kitchen staff serve members from the buffet to eliminate contamination from utensils, serving food in individual containers, or implementing a made to order menu for a la carte plated service.

### **KITCHEN ACCESS LIMITED**

Access to the preparation areas of the kitchen should be limited to the food service professionals.

### **BEVERAGE CHANGES**

Beverages should transition to individually packaged options as opposed to machines or bulk containers.

### **SNACK PROGRAM CHANGES**

Bulk snack containers should be replaced with individually packaged snacks.

### **KITCHENETTE CHANGES**

24/7 kitchens should consist of only individually packaged foods and no individual member food storage. Any plates or utensils used in this area should be disposable.

### **LATE PLATES/LEFTOVERS**

Late plates can continue but bulk leftover containers should be eliminated.

### **SERVICWARE**

It is suggested that all meals be served with single use plates and utensils. If real items are used we must ensure that the dishwasher is properly stocked with chemicals.

## **Billing Post COVID-19**

We realize the economic impact that this pandemic has had on our partners. As we look forward to the 2020-2021 school year we will not start billing for your account until service actually begins at your chapter house. This means that if you start service later than normal that your billing will be pro-rated to your starting date.

### **What if this happens again?**

If in person classes are canceled or your chapter house is forced to shut down at any point during your contract, UCFS will stop service and billing during the down time. We would ask customers to budget for two weeks of normal service payment to cover perishable inventory and transitioning staff to a furlough situation. We realize that you will need to refund your members and we want to be part of the solution during these times.

### **Contact us with Billing ?'s**

We are happy to assist with your billing questions. Simply email Lori Wells at [office@uppercrustfoodservice.com](mailto:office@uppercrustfoodservice.com)

# FREQUENTLY ASKED QUESTIONS

## **Is COVID-19 a food safety issue?**

- CDC and USDA are not aware of any reports at this time of human illnesses that suggest COVID-19 can be transmitted by food or food packaging.

## **Is food imported from countries and states affected by COVID-19 at risk of spreading COVID-19**

- Currently, there is no evidence to support transmission of COVID-19 associated with imported goods and there are no reported cases of COVID-19 in the United States associated with imported goods.

## **Can I get sick with COVID-19 from touching food, food packaging, or food surfaces?**

- Currently there is no evidence of food or food packaging being associated with transmission of COVID-19.
- Coronaviruses need a living host (animal or human) to grow in and cannot grow in food.
- Like other viruses, it is possible that the virus that causes COVID-19 can survive on surfaces or objects.

## **If a kitchen employee became infected with COVID-19, would the food produced at that facility be safe to eat?**

- Food personnel who are ill with COVID-19 or any other illness should be excluded from work activities that could create unsanitary conditions.
- Currently, there is no evidence to support transmission of the virus directly by eating food that might contain the virus.

## **Will kitchen employees be screened for COVID-19?**

- UCFS has procedures in place to screen employees for common symptoms of COVID-19. Any employee showing symptoms will not work in the facility until those symptoms have subsided.

## **Does UCFS have access to CDC approved cleaning products?**

- Yes, our suppliers are stocking CDC approved cleaning products which our staff will use to sanitize the kitchen. Customers can request additional products to be purchased for the sanitation of the rest of the house through our PO ordering system.

## **Should I increase my disposable budget for next school year?**

- We recommend increasing your supplies and disposables budget to cover additional sanitation chemicals and single service disposable containers for food. This should not have a huge impact on budgets but likely will increase them.

## **What is happening with the food supply chain?**

- We have seen some food production plants shut down due to COVID-19 outbreaks which may create some instability in the food markets. Customers should plan to be flexible if some menu items are more difficult to source than previous years.

## **Will your staff wear masks?**

- Yes! We believe that masks are the new gloves for the immediate future and our kitchens will be equipped with masks for all employees to use everyday.

## **Is our price going to increase due to COVID-19?**

- We do not expect prices to increase due to this pandemic. We are dedicated to providing the highest level of quality and service at the best price and unless our environment changes dramatically we do not anticipate price increases. Two things that could impact your overall food budget would be the potential increased cost in disposables and cleaning chemicals and if you are looking a dramatic decrease in your meal plan participation. This may result in a higher cost per person to cover the cost of the chef.

## **If our members want additional meals at the house since it is a safe environment can you accommodate that?**

- We do have some customers who have asked about increasing the amount of meals provided at the house so that parents and members feel comfortable that every meal is being served in a sanitary and controlled environment. We are happy to discuss this change with you upon request.

We realize that our Post COVID-19 Operational Plan will be fluid and will change based on the latest developments from health authorities. Our commitment to our customers is that we will stay on top of these latest updates to ensure that we are serving your members in the safest possible way.

For more information about Upper Crust Food Service Please Contact:



Shana Smith  
Director of Strategic Partnerships  
573-874-3033 office  
205-861-8173 cell  
shana@uppercrustfoodservice.com



KEEP  
CALM  
AND  
WASH  
YOUR  
HANDS



U.S. Department of  
Health and Human Services  
Centers for Disease  
Control and Prevention





Help prevent the spread of respiratory diseases like COVID-19.

Avoid close contact with people who are sick.



Cover your cough or sneeze with a tissue, then throw the tissue in the trash.



Avoid touching your eyes, nose, and mouth.



Clean and disinfect frequently touched objects and surfaces.



Stay home when you are sick, except to get medical care.



Wash your hands often with soap and water for at least 20 seconds.



For more information: [www.cdc.gov/COVID19](http://www.cdc.gov/COVID19)  
Questions? Ray Nunnelly - 573-874-3033  
[ray@uppercrustfoodservice.com](mailto:ray@uppercrustfoodservice.com)