

# Fall 2020 Service Modifications

Although there will be modifications to the “way” we serve our food during this time, we want to assure you that the quality of “what” we serve will not change. We will be preparing meals daily, from fresh, high quality ingredients that adhere to Quest’s Food Philosophy. Modifications to the way we serve are outlined below.

## Menu and Service Modifications

**Quest has made modifications to ensure your meal is served in the safest and freshest way possible. These service changes include:**

- Eliminating self-serve options including salad, veggie and fresh fruit bars.
- Increasing grab and go meal options.
- Purchasing sustainable and earth friendly disposable packaging when available.
- Eliminating shared condiment stations and providing individual condiment packets.
- Utilizing wrapped cutlery or touchless dispensaries for cutlery.
- Encouraging a cashless payment system and/or touchless transactions wherever possible.
- Expanding mobile ordering and contactless delivery and pick-up.

## Safety & Sanitation Enhancements

- Posting appropriate signage and floor decals to maintain social distancing.
- Wearing proper personal protective equipment (PPE) including gloves and masks.
- Protecting our guests and our employees with the addition of barriers at check-out and pick-up areas.
- Increasing the frequency for sanitizing our work stations, tools, equipment, and high touch surfaces.
- Sanitizing surfaces between each customer transaction when touchless pay is not possible.

## Catering Service Modifications

**Quest has made modifications to our catering service to include:**

- Eliminating self serve style buffets.
- Serving in individually packaged containers from a redesigned menu.
- Altering set-up to increase spacing between guests.
- Adhering to CDC guidelines for leftovers.



# Service Modifications cont.

## Classroom Delivery Service

### When Classroom Delivery is required:

- Ensuring the safe holding and transport of food.
- Packaging individually, fresh made meals daily.
- Ensuring a safe hand-off of meals to the classroom, all those involved wearing PPE.
- Assigning specific employees to specific classrooms to minimize number of persons involved with service.

## Quest Employee Safety and Sanitation Practices

### Quest requires all employees, vendor or visitor, volunteers or guests to abide by the recommendations provided by the CDC which include:

- Staying home if sick.
- Checking temperatures daily.
- Implementing daily health checks for symptoms.
- Designating an employee to monitor that social distancing and increased sanitation guidelines are adhered to.
- Redesigning workflows to ensure social distancing in our kitchens and workspaces.

