

COVID-19 Enhancements for our Guests*

SMU Dining is committed to the safety and well-being of students, employees and guests. We have implemented additional safety processes and protocols to help ensure the safety of our dining guests. In addition, we are updating menu programs and operational processes to promote guest confidence to continuously deliver the standards you have come to expect from SMU Dining.

➤ Focusing on Students' Safety

- Umphrey Lee and Arnold Dining Hall
 - 6 feet social distancing indicated with floor decals
 - Limited seating indoors as per university, state guidelines
 - Building occupancy limits as per university, city, state guidelines
 - SMU Dining is now cashless; mobile payments, credit/debit cards and Flex dollars are accepted
 - No reusable cups/containers permitted, disposable to go containers will be available

- Retail dining locations
 - 6 feet social distancing indicated with floor decals
 - No reusable cups/containers permitted
 - SMU Dining is now cashless; mobile payments, credit/debit cards and Flex dollars are accepted
 - Building occupancy limits as per university, city, state guidelines
 - Limited seating indoors as per university, state guidelines
 - Outdoor seating available at Mane Course

➤ Dining Area Adjustments

- Face masks are required to be worn in all buildings including dining locations.
- Limited seating in all common seating areas
- Building occupancy limits as per university, city, state guidelines
- Marked and spaced standing/waiting areas
- All dining locations will have sanitation stations to wipe seating areas and sanitize hands.

➤ Social Distancing

- Signage and graphics encouraging required spacing

- Use stanchions and floor markings for line spacing
- Limited seating as per university, state guidelines

➤ **Communication and Student Engagement**

- Social media is the ideal tool during this time of social distancing to discuss changes, new offerings, and virtual events and much more. Follow us for all dining news @SMUDining on Instagram
- Bookmark smudining.com for menus and dining hours of operations
- We will have themed meals, national food holidays and limited time offers at Umphrey Lee and Arnold dining halls.

➤ **Evaluating Student Satisfaction**

- We recognize the importance of receiving constant feedback from guests. We encourage guests to provide the positives and improvements by leaving comments on <http://yourdiningvoice.com/>. We will respond in real time to address all feedback.

➤ **Individualized Catering**

- To further support the needs of our campus community, we have created a new platform to safely deliver catering. Catering will provide the same level of customer service, quality, and flavors in a box to ensure guest safety. This program will provide a collection of full meals across breakfast, lunch, dinner and snacks; satisfying all palettes and tastes. Customers will still have their catering orders delivered per their request.
- To access the 'Catering Box' menu, visit <https://smucatering.catertrax.com/#>

➤ **Sanitation Practices**

- **CLEANING:** Each location maintains a variety of tools and processes designed to ensure the highest levels of cleanliness are always maintained. Each station and space have a guide for specific cleaning requirements.
- **HIGH TOUCH CLEANING AND SANITIZING:** Extra and frequent cleaning of all surfaces and items that are at higher risk of contamination (door handles, light switches, etc.).
- **HAND HYGIENE**
 - **GUESTS:** Increased availability of hand wash stations, hand sanitizer, 'no-touch' service options and signage and communication to promote hand hygiene.
 - **EMPLOYEES:** Substantial and ongoing hand hygiene training, an increased schedule of increased mandatory hand washing and appropriate use of PPE (gloves).
 - **CHEMICALS, EQUIPMENT & PPE**

- **CHEMICALS:** Specified chemicals are designed specifically for food service environments. Diversey Quat-Sanitizer has the highest possible rating for efficacy. Every location also maintains an inventory of Oxivir TB Wipes, a medical grade CDC approved disinfectant to be utilized in cases of level 3 exposure
- **EQUIPMENT:** All equipment utilized in cleaning and sanitation, including dishwashers, chemical dispensers, etc. are checked multiple times per day for correct temperatures, concentrations and functionality.
- **PERSONAL PROTECTIVE EQUIPMENT (PPE):** All locations are properly equipped with the necessary PPE to ensure guest and employee safety including gloves, masks, eye protection, thermometers, aprons/gowns, etc.
- **PRODUCT SAFETY**
- **VENDORS & SUPPLIERS:** All vendors and suppliers must pass stringent safety and sanitation requirements to gain and maintain approval. Additional controls will be placed on vendor deliveries to ensure the safe transfer of all products.
- **FOOD SAFETY:** Standards for food receipt, storage, handling and preparation are very detailed and specific. Each step of the process is monitored and documented so that quality, temperature control, and contamination risks are always managed.

***Due to the fluid nature of COVID-19, this information is subject to change**