



# ADAPTING WITH CHANGE

INFORMATIONAL  
CATERING GUIDE FOR  
EVENT PLANNERS

**Levy**  
CONVENTION CENTERS



# PLANNING

## DETERMINING THE CATERING SELECTIONS FOR EVENT FUNCTIONS WILL REQUIRE A MORE ADAPTABLE PLANNING APPROACH BOTH FROM *our team and yours*

In order to prepare for the evolving nature of how catering events may be handled in the future, we have provided some example strategies & scenarios to give you the reassurance that our team is prepared



### PROACTIVE

Deadlines for planning details may need to be adjusted from the standardized catering sales timeline

Heightened awareness may be necessary with projected guest attendances



### TRANSPARENT

Outlining the catering budget earlier in the planning process is more important than ever, in order for planning alignment to be on target

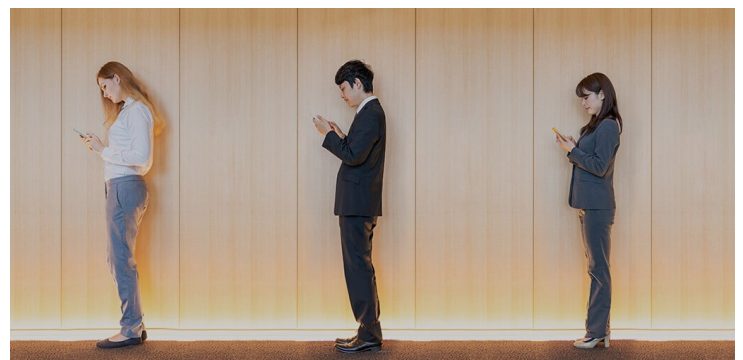
Communication is key from all parties involved. It is important to us, that we walk you through every newly implemented planning & event execution element, in this process



### FLEXIBLE

What works for one group, may not work for another. For this reason, we will prepare custom menus that are tailored to meet your function needs

Wait times in lines will be increased. Strategies on how to schedule and stagger meal service times for larger groups will be discussed



### DETAILED

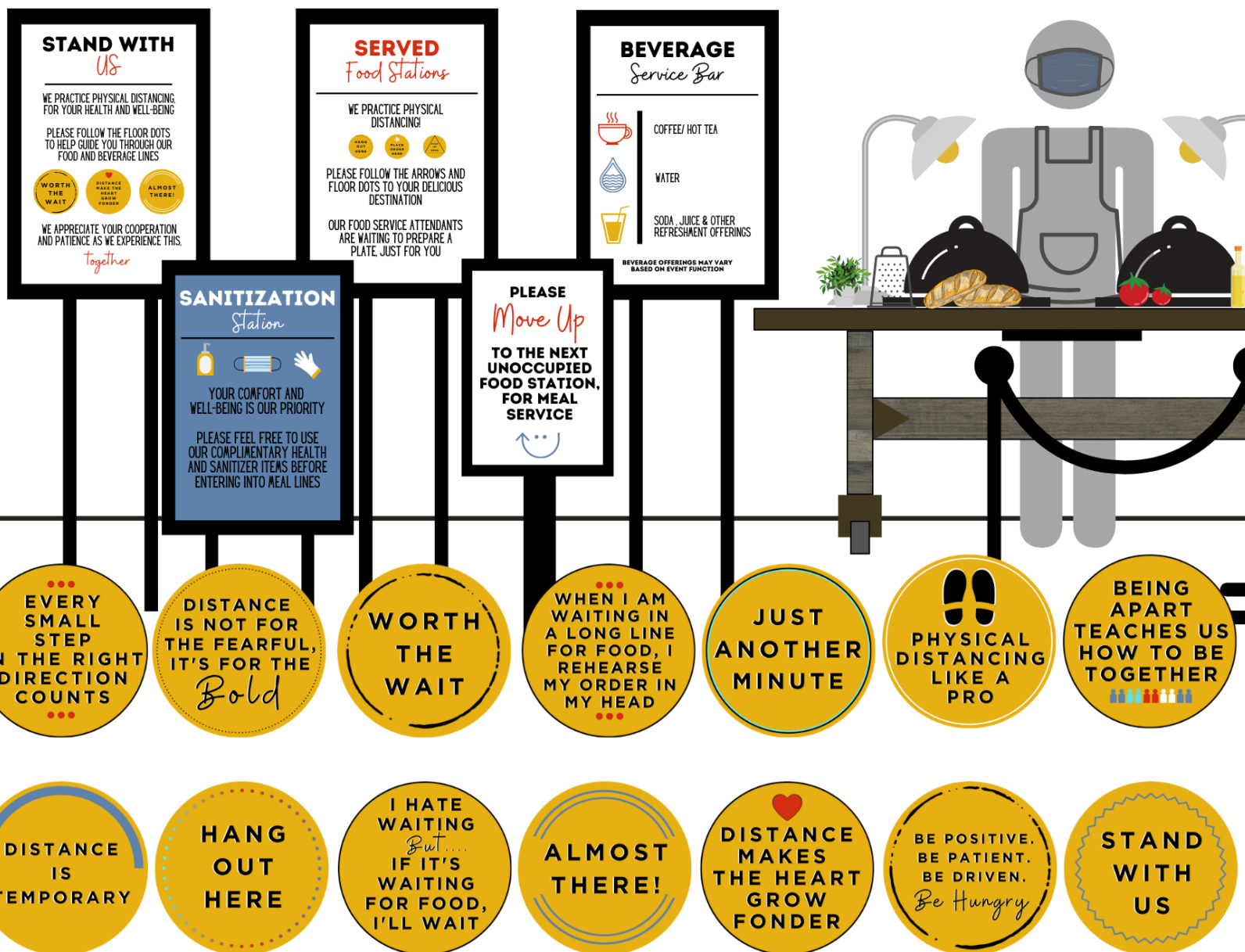
Physical distancing means increased space required for food and beverage placement. Discussing catering locations may involve more in-depth discussion

Guest arrival flow should be considered in order to adhere to physical distancing guidelines

# EXPERIENCE

FROM THE BOTTOM OF OUR HEARTS (AND BELLIES), IT IS OUR HIGHEST PRIORITY TO SERVE AS YOUR TRUSTED CATERING PARTNER AND PROVIDE YOUR GUESTS WITH THE SAFEST PROCESSES WHILE UPHOLDING A MEANINGFUL & DELICIOUS EXPERIENCE

We feel confident that our daily awareness, newly implemented procedures, attention to detail and passion for what we do, will meet your catering expectations.  
We are here. We are with you. We are ready.



# EXPERIENCE

## QUICK-GUIDE RELATED TO CURRENT GUEST EXPERIENCE INITIATIVES

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1

APPROPRIATE INFORMATIONAL SIGNAGE REGARDING SERVICE PROCESS AND PHYSICAL DISTANCING PARAMETERS WILL BE IMPLEMENTED WITH EVERY FOOD & BEVERAGE FUNCTION IN ORDER TO PROVIDE GUESTS WITH DIRECTION AND ELIMINATE CONFUSION. FROM AN EXPERIENCE STANDPOINT, OUR MESSAGING AND SIGNAGE PIECES HAVE BEEN DESIGNED TO PROVIDE NOT ONLY DIRECTION, BUT UPLIFTING MESSAGES THAT ARE INTENDED TO PROMPT A “WELCOMING FEELING” WITH A CHUCKLE OR A SMILE

2

WITH SIMPLISTIC ELEMENTS & CREATIVITY, WE WILL CONTINUOUSLY DEVELOP NEW WAYS TO TAKE A VERY “STERILE SITUATION” AND CREATE AN ENVIRONMENT THAT MAKES GUESTS FEEL SAFE AND COMFORTABLE, WHILE BEING INVITING AND FUN

3

STRATEGIC DIAGRAMMING FOR GUEST SERVICE FLOW IS AT THE FORE-FRONT OF OUR MINDS

4

WE PROMOTE “PHYSICAL DISTANCING” VS. “SOCIAL DISTANCING” AND OUR WAYS OF OPERATING SHOULD PROVE THIS. AFTER ALL, OUR NEW WAY OF LIFE IN THIS INDUSTRY IS TO FIND WAYS TO BE “SOCIAL” AND GATHER, WHILE PHYSICALLY RESPECTING DISTANCE FOR EVERYONE’S WELL-BEING

5

OUR EMPLOYEES ARE JUST AS EXCITED TO SOCIALIZE AS YOU ARE! EXPECT TO RECEIVE POSITIVE, FRIENDLY AND INFORMATIVE INTERACTIONS

6

A PRE-PACKAGED MEAL SHOULD BE NO DIFFERENT IN LEVEL OF EXPECTATION THAN A SERVED HOT MEAL. ALL SERVICE SCENARIOS WILL BE MADE WITH CARE, LOVE AND CREATIVITY

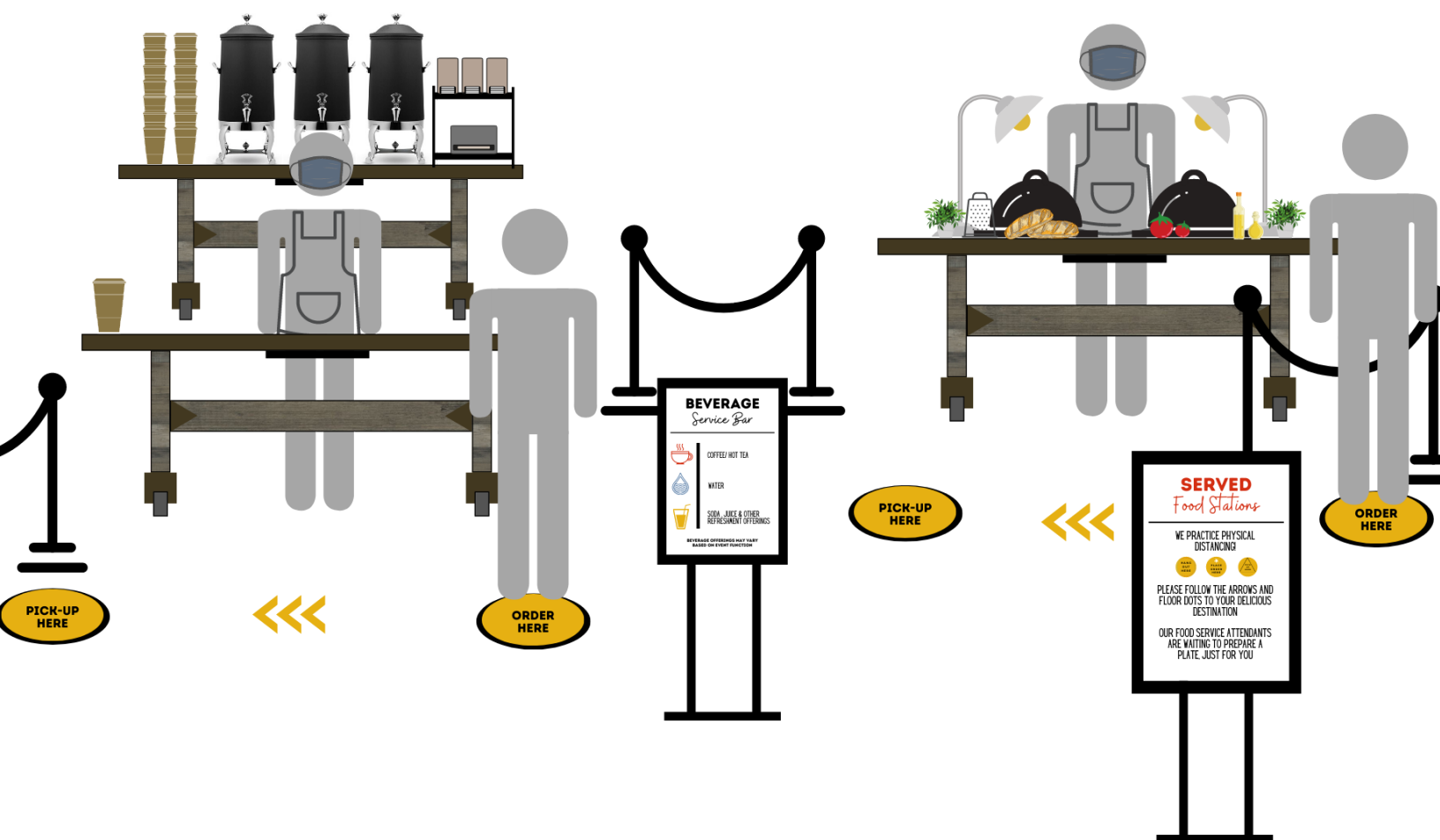


# EXECUTION

## MODIFICATIONS TO SERVICE STYLES AND CATERING EVENT EXECUTION WILL BE IMPLEMENTED

THE DURATION, MAGNITUDE AND CEILING TO THESE CHANGES ARE UNCERTAIN AT THIS TIME. WHAT WE ARE CERTAIN OF, IS OUR ABILITY TO ADAPT AND COMMUNICATE EFFECTIVELY AS WE IMPLEMENT THESE CHANGES AND CONTINUE TO EVOLVE AS NECESSARY

We will not only provide descriptive detail regarding catering event function execution to you in the planning process, but we will provide your guests with informative direction and outline the safety procedure expectations as it relates to them



# EXECUTION

## QUICK-GUIDE FOR CURRENT CATERING EVENT EXECUTION PROCESSES

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1

ALL PREVIOUSLY SELF-SERVED FOOD AND BEVERAGE DISPLAYS SUCH AS "CHEFS TABLE" (BUFFET STYLE) CATERED EVENTS OR RECEPTION STATIONS, WILL NOW BE SERVED BY AN ATTENDANT

2

WHERE AVAILABLE, DISTANCE BARRIERS OR GUARDS TO HELP PREVENT THE TRAVELING OF BREATH FROM COMING IN CONTACT WITH OPEN-AIR FOOD & BEVERAGE MAY BE USED

3

PHYSICAL DISTANCING BETWEEN GUESTS AND CATERING EMPLOYEES WILL BE ENFORCED BASED ON THE CURRENT 6' OF REQUIRED DISTANCE

4

PRE-PACKAGED CATERING FUNCTIONS AND MENU ITEMS/ SEALED BEVERAGES MAY BE OBTAINED FROM STATIONS WITHOUT THE REQUIREMENT OF AN ATTENDANT

5

BEVERAGES THAT ARE NOT ALREADY PRE-SEALED MUST BE SERVED BY AN ATTENDANT. THIS INCLUDES COFFEE STATIONS, BARS AND ANY OTHER BEVERAGE TYPE THAT REQUIRES POURING

6

MOST, IF NOT ALL SERVICE-WARE MAY BE TRANSITIONED FROM CHINA OPTIONS TO EXCLUSIVELY DISPOSABLE

7

SIT-DOWN PLATED MEAL SERVICES WILL REQUIRE THAT ALL PRE-SET ITEMS BE COVERED OR FULLY CONTAINED. THIS INCLUDES WRAPPED CUTLERY & INDIVIDUAL (NON-SHAREABLE) CONDIMENTS

8

LINEN NAPKINS AND TABLECLOTHS MAY NOT BE ABLE TO BE USED WITH SEATED GUEST TABLES



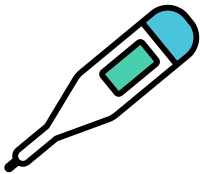
# PRECAUTION

## AT THIS POINT, IT IS NO SECRET THAT INCREASED HEALTH RELATED PROCESSES ARE NOT ONLY IMPERATIVE, BUT SHOULD BE EXPECTED

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It is important that when guests walk in our doors, they feel protected and that our operation has prepared in full, for their arrival. Equally, it is important that you as the planners, are equipped with the back-end knowledge on how our team members are contributing to the health and wellness of our practices

### HEALTH SCREENINGS



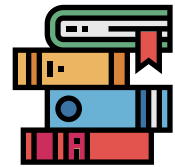
Every Levy employee will receive temperature checks prior to each shift and must show no signs of illness

### PPE



All Levy employees will wear proper Personal Protective Equipment including and not limited to face masks & gloves, which must be changed out frequently

### TRAINING



Every Levy employee will receive an in-depth training on all current & newly implemented safety measures

### INCREASED SANITATION PRACTICES



All food & beverage outlets & stations will be sanitized regularly and equipped with proper sanitation products

### HAND WASHING



It will be mandatory for all employees to wash their hands according to the CDC standards. In areas where a hand-washing sink is not available, alcohol based sanitizer may be used

### PROVIDED SANITATION PRODUCTS



In some cases, we will be able to offer PPE and sanitizer products to your guests. This may incur an additional cost



**ALL PLANNING DETAILS AND  
SPECIFIC QUESTIONS ABOUT  
CATERING SERVICES CAN BE  
DISCUSSED IN THEIR ENTIRETY  
WITH THE CATERING  
CATERING SALES DEPARTMENT**