



KING'S COLLEGE

WILKES-BARRE • PENNSYLVANIA

Return to Campus **Spring 2021**

The safety of the King's College community, our guests and our associates is, as always, Dining Services' top priority. We are sharing this communication so that you know what to expect as we return to campus and to give you an overview of the measures that we have set in place for your safety and satisfaction. In this time of social distancing, we have adapted procedures according to CDC guidelines to include associate wellness checks, increased the frequency of sanitization procedures, introduced new Personal Protective Equipment (PPE) and implemented social distancing along with appropriate signage. Meal plans have been adjusted to allow more flexibility and we will implement a new BOOST Mobile Ordering platform that will allow students, faculty and staff to order ahead and lessen the amount of time waiting in lines. Each of these points is detailed in the following pages, but will remain fluid as new directives come from the CDC of the Commonwealth of PA.

If you have questions regarding anything contained here, please reach out to the Director of King's Dining, Jeffrey Thomas at 570.208.8301 or Safety Manager, Derick Carpenter at 570-208-6033



Dining Safety Procedures Across Campus

ASSOCIATE SAFETY

- Every associate will receive a wellness check to include temperature and symptom check daily
- Face coverings provided and expected to be worn at all times
- Gloves worn at all times when handling food
- Plexi-glass health shield barriers installed at all registers and points of service

CLEANING AND SANITIZING

- Handwashing and glove change every 30 minutes
- Continuous cleaning of high-touch areas
- King's Court will close between meal periods for deep cleaning
- Sanitizer stations in all campus restaurants at entrances, exits and production areas
- All areas disinfected daily

SOCIAL DISTANCING

- One-way traffic management to help guests navigate dining and seating areas.
- Social distancing in our kitchens and other back of the house areas.
- New capacity thresholds for each dining location.
- Floor decals and signs for guests to follow proper distancing and flow of service.
- Contactless methods of payment

TRAINING

- ServSafe COVID-19 safety training for both managers and food handlers.
- Ongoing trainings will be covered at pre-shift meetings and provide the most up-to-date procedures.
- Close coordination with local health departments on best practices.
- Our foodservice partner, Chartwells, will ensure that vendors follow similar safety protocol for their drivers and other associates and, delivery drivers will be discouraged from entering buildings and required to wear masks.



HOURS OF OPERATION

Location	Hours
King's Court	7am-10:30am Mon-Fri 11am-3pm Mon-Fri 4pm-7pm Mon-Fri 10am-2pm Sat-Sun 3pm-7pm Sat-Sun
Connerton's Cafe	11am-11pm Mon-Thurs 11am-4pm Fri Closed Saturday 4pm-11pm Sun
Susquehanna Place	7:30am-3pm Mon-Fri
Monarch Mart	10am-10pm Mon-Fri 4pm-10pm Sat-Sun
Chick-fil-A	10:30am-7pm Mon-Sat



MEAL PLANS

PLAN STRUCTURE

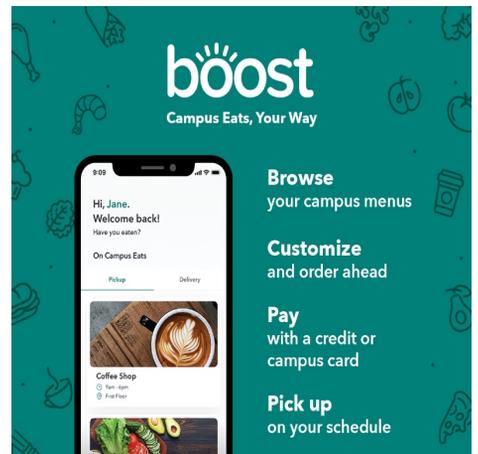
- Meal plans have been restructured with additional FLEX

FLEXIBILITY

- FLEX may be used in any on-campus dining location
- Meal swipes are now accepted in Monarch Mart for Grab 'n Go bundles as well in King's Court, Connerton's Café and Susquehanna Place

MOBILE ORDERING

- Order ahead and avoid waiting in long lines
- Browse menus from Connerton's Café and Susquehanna Place
- Customize your order
- Choose your time for pick up
- Pay with Flex, Kings' Cash or credit card in the app; Swipe for meal equivalency when you pick up your order
- Download free from the App Store or Google Play



Get the app



Boost Ordering



SPECIFIC STEPS FOR DINING SAFETY

This plan serves as a baseline given current CDC and NRA restaurant guidance on COVID-19.

Local state or health department regulations may necessitate modification to this plan. We are working closely with our local health department officials.

KING'S COURT *Guest Capacity 100 *Staff 15 *Safety Manager Derick Carpenter

- Social distancing is required. Signage and decals in place
- Face coverings are mandatory while in this space. They may be removed when seated, but must be worn whenever away from your table - food stations, rest rooms, etc.
- Hand sanitizing is required for entrance to facility (guests and associates)
- King's Court is dine-in at all meal periods with the option for take out.
- Entry is the normal entrance near the check stand.
- Exits near the dish return and near my Pantry.
- For ADA compliance, the elevator will be for both entry and exit for patrons with disabilities.
- Payment methods (options)
 - Contactless check-in with college ID
 - Credit only will be accepted at this time



SPECIFIC STEPS FOR DINING SAFETY

KING'S COURT CONTINUED... To support safety, the operation of the following stations have been altered and the following practices have been put into place:

- Allergen Station will remain as usual, attended by an associate.
- Salad bar/Deli bar – no self service, associates will serve salads and sandwiches.
- Ice cream freezer is removed. Ice Cream features will be added to the cycle menu and served at stations.
- All items usually available at my Pantry will be served at the existing Bakers Crust station by an attendant. Made to order waffles, bagels and yogurt & fresh fruit parfaits.
- No unprotected food will be available for self serve-all food will be served or individually packaged.
- Plates, cups and cutlery will be handed out by the attendant at each station
- Fountain beverage and milk stations will remain self serve, associates will hand out cups at stations.



SPECIFIC STEPS FOR DINING SAFETY

On-Campus Restaurants:

CONNERTON'S *Capacity 55 (Outdoor seating available weather permitting)

SUSQUEHANNA PLACE *Capacity 35

- Social distancing is required. Signage and decals in place
- Face coverings are mandatory while in this space and may be removed when seated, but must be worn whenever away from your table - food stations, rest rooms, etc.
- Sanitizing hands is required for entrance to facility (guests and associates)
- One-way traffic for entry, ordering and exit
- Menus have been streamlined to create faster service and ease large gatherings-redesign of grab and go offerings to include re-heatable meals
- Mobile ordering is highly encouraged
- Pick-up areas have been identified and marked for mobile orders
- Disposable packaging, cups and cutlery handed out by associate
- Tables and chairs have been removed and arranged to accommodate for social distancing guidelines based on occupancy. Signage placed to designate areas that are restricted from seating.
- Credit only will be accepted at this time.



SPECIFIC STEPS FOR DINING SAFETY

RETAIL: MONARCH MART *Capacity 2 customers

- Social distancing is required. Signage and decals in place
- Face coverings are mandatory while in this space at all times.
- Sanitizing hands is required for entrance to facility (guests and associates)
- One-way traffic for entry, and exit
- Meal Exchange accepted for designated Grab 'n Go bundles
- Contactless payment with Flex, Meal Exchange and King's Cash
- Credit card accepted for all items at this time.

RETAIL: CHICK-FIL-A

- Take Out ONLY. Lobby will open as guidelines evolve
- Social distancing is required. Signage and decals in place
- Face coverings are mandatory while in this space. Sanitizing hands is required for entrance to facility (guests and associates)
- One-way traffic for entry, ordering and exit
- Contactless payment with Flex and King's Cash
- Credit card accepted for all items at this time



SOLUTIONS FOR INNOVATIVE OPPORTUNITIES

The following practices and tools will be implemented to help speed up service and practice safe social distancing on campus:

- **King's Court Breakfast**
 - Breakfast take-out offering will be available in King's Court daily featuring breakfast sandwiches, pastries and beverages and other favorites from Connerton's cafe
- **Expanded Grab and Go**
 - We have expanded our Grab and Go selections to include re-heatable meals, a wider selection of wraps, sandwiches and salads to ease the large gatherings around retail areas. Meal exchange will be available at Monarch mart for selected items.
- **Boost Mobile Ordering**
 - Students and faculty are encouraged to use Boost online ordering through promotions and giveaways to ease the lines and gathering in retail locations.
 - Pickup stations have been identified for Connerton's Café and Susquehanna Place to allow guests to pickup their orders without the usual congestion.
- **Retail Streamlining**
 - Menus in retail locations have been streamlined to accommodate for fast service.
- **Susquehanna Café will be primarily "Grab and Go".**
 - Hot food can only be ordered through Boost mobile ordering app to eliminate pinch points in a small, yet busy retail area.
- **Monarch Mart**
 - Two students will be allowed in the Monarch Mart at a time with a cashier present to allow for proper social distancing.

