



S.M.A.R.T

In light of COVID-19, Arizona Catering has developed a cohesive plan to help reduce risk. Our plan is called Arizona Catering SMART. SMART is an acronym which stands for:

S – SANITIZE AND CLEAN

M – MAINTAIN SOCIAL DISTANCING

A – ACCOMMODATE CATERING REQUEST

R – REQUIRE EMPLOYEES FOLLOW COVID-19 GUIDELINES

T – TECH DRIVEN IN APPROACH

As our knowledge of the virus and how it is transmitted evolves, so will our protocols. Our staff will undergo detailed training and briefings on these new protocols before welcoming students and faculty so we can provide the safest environment possible. Details for Arizona Catering SMART are below.

S – SANITIZE AND CLEAN

- Cleaning will focus on high touch point areas (door handles, push plates, crash bars, light switches, elevator buttons, countertops, faucets and restroom).
- Hand sanitizing stations placed in high traffic areas, including foyers and meal rooms.
- The frequency of cleaning and disinfecting in high traffic back of house areas with an emphasis on the employee work areas, employee entrances, employee locker rooms, employee restrooms, loading docks, offices and kitchens.
- Student Union will also provide cleaning/disinfecting products that are approved by the U.S. EPA for use against COVID-19.
- Meeting amenities will be sanitized frequently and single use items will be disposed of each day.
- Utilizing electrostatic sprayer technology at the Student Union.

M - MAINTAIN SOCIAL DISTANCING

- Floor plans aligned to appropriate physical distancing protocols utilized in all meetings and events. These capacities will be adjusted to meet local, state and federal guidelines as they evolve.
- Practicing physical distancing guidelines in client interactions wherever feasible: site inspections, sales calls, events, entertainment, registration desk, trade-shows and exhibits.

A – ACCOMMODATE CATERING REQUEST

- We know enjoying our unique food and beverage offerings is one of the highlights of visiting campus. We are working to adapt our catering menus and our dining experiences to provide safe environments for our student, faculty and staff.
- Suspension of self-service buffet-style food service. Employees will be required to serve guests.
- Providing more pre-packaged food options for guests.
- Providing additional hand washing stations with signage for customers.
- Digital menus available for guests to view on personal mobile devices.

- Cleaning and disinfecting of eating areas with an EPA-approved disinfectant.
- Dining tables will be placed at least 6 feet apart to allow for proper physical distancing.

R – REQUIRE EMPLOYEES FOLLOW COVID-19 GUIDELINES

- Masks will continue to be worn in accordance with University policy, which is consistent with CDC guidance and any state or local directives.
- When gloves are worn, staff will follow proper donning/doffing procedures.
- Staff that need to enter an event room will wear gloves; after finishing work in the room and before entering the next room, employees will remove gloves and wash hands with soap and water for at least 20 seconds.
- Staff using gloves must avoid touching their face and will wash their hands frequently.
- Staff will wash their hands with soap and water for at least 20 seconds as needed.
- Signage will be posted throughout the student union to reminding staff of the proper way to wash hands, sneeze and to avoid touching their faces.
- Prior to starting a job, staff will clean/disinfect commonly touched surfaces and tools.
- Daily staff health screenings of employees at the start of each shift.
- All employees will receive training on COVID-19 safety and sanitation protocols.

T - TECH DRIVEN IN APPROACH

- Arizona Catering understands the value of live events and meetings. We will be implementing new digital tools for meeting planners.
- Electronic sales kits for site inspections distributed and viewed on client's personal devices when possible.
- Virtual showcases and site inspections offered when possible and physical showcases and site inspections conducted based on new established.
- Website ordering for students in self-isolation awaiting COVID-19 test or results.
- Offer Retail Catering for delivery or pick up.



Student Unions