



Georgia World
Congress Center
Authority

COEXISTING WITH COVID-19

CATERING
APPROACH

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 due to COVID-19, 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

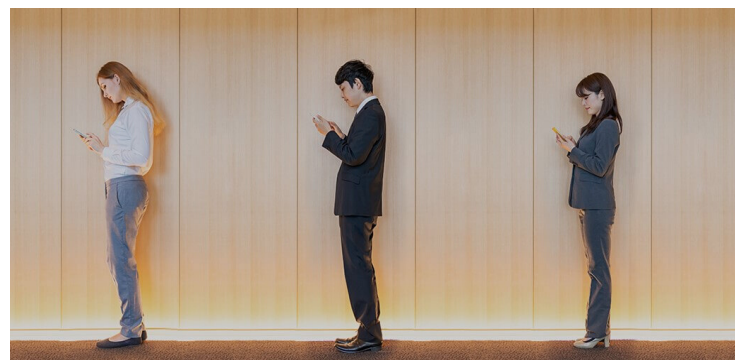
Communication is key from all parties involved. It is important to us, that we walk you through every newly implemented planning & event execution element, in this process



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 not only meet your catering expectations, but leave you feeling like "even a pandemic can't get in the way of a great time". Though the processes might be different than what we are used to, the end result in satisfaction should be the same. We are here. We are with you. We are ready.

STAND WITH US

WE PRACTICE PHYSICAL DISTANCING FOR YOUR HEALTH AND WELL-BEING

PLEASE FOLLOW THE FLOOR DOTS TO HELP GUIDE YOU THROUGH OUR FOOD AND BEVERAGE LINES

WORTH THE WAIT | DISTANCE MAKES THE HEART GROW FONDER | ALMOST THERE!

WE APPRECIATE YOUR COOPERATION AND PATIENCE AS WE EXPERIENCE THIS.

Together

SERVED Food Stations

WE PRACTICE PHYSICAL DISTANCING

PLEASE FOLLOW THE ARROWS AND FLOOR DOTS TO YOUR DELICIOUS DESTINATION

OUR FOOD SERVICE ATTENDANTS ARE WAITING TO PREPARE A PLATE, JUST FOR YOU

BEVERAGE Service Bar

COFFEE/ HOT TEA

WATER

SODA, JUICE & OTHER REFRESHMENT OFFERINGS

BEVERAGE OFFERINGS MAY VARY BASED ON EVENT FUNCTION

SANITIZATION Station

YOUR COMFORT AND WELL-BEING IS OUR PRIORITY

PLEASE FEEL FREE TO USE OUR COMPLIMENTARY HEALTH AND SANITIZER ITEMS BEFORE ENTERING INTO MEAL LINES

PLEASE Move Up TO THE NEXT UNOCCUPIED FOOD STATION, FOR MEAL SERVICE

BEING APART TEACHES US HOW TO BE TOGETHER

EVERY SMALL STEP IN THE RIGHT DIRECTION COUNTS

DISTANCE IS NOT FOR THE FEARFUL, IT'S FOR THE *Bold*

WORTH THE WAIT

WHEN I AM WAITING IN A LONG LINE FOR FOOD, I REHEARSE MY ORDER IN MY HEAD

JUST ANOTHER MINUTE

PHYSICAL DISTANCING LIKE A PRO

BEING APART TEACHES US HOW TO BE TOGETHER

DISTANCE IS TEMPORARY

HANG OUT HERE

I HATE WAITING *But...* IF IT'S WAITING FOR FOOD, I'LL WAIT

ALMOST THERE!

DISTANCE MAKES THE HEART GROW FONDER

BE POSITIVE. BE PATIENT. BE DRIVEN. *Be Hungry*

STAND WITH US

EXPERIENCE

QUICK-GUIDE RELATED TO CURRENT GUEST EXPERIENCE INITIATIVES

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. WE REALIZE THAT EVERY FUNCTION LOCATION IS DIFFERENT AND MANY SPACES MAY BE UTILIZED. EFFECTIVE DIAGRAMMING IS IMPERATIVE TO THE GUEST EXPERIENCE

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

6

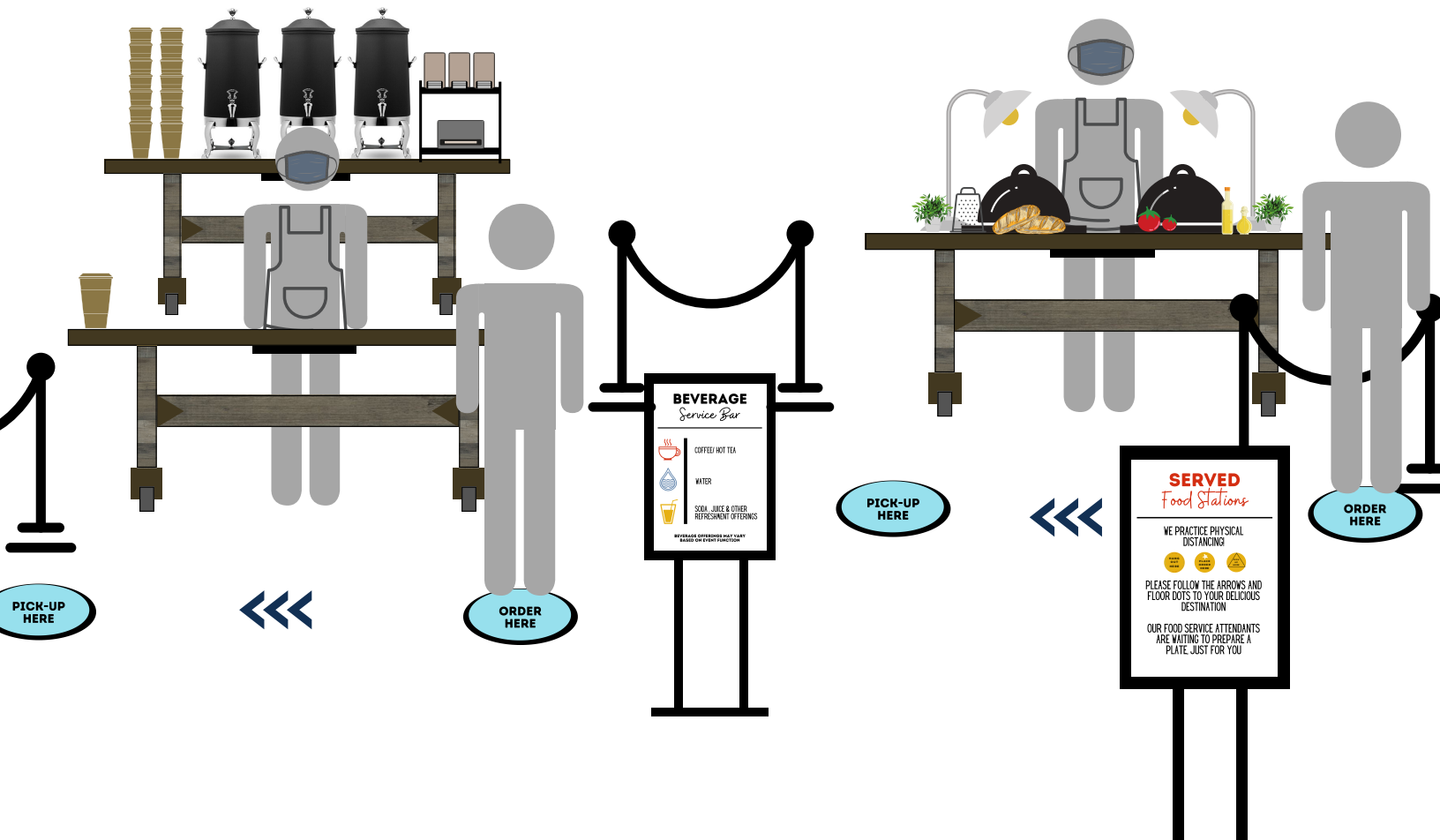
A PRE-PACKAGED MEAL SHOULD BE NO DIFFERENT IN LEVEL OF EXPECTATION THAN A SERVED HOT MEAL. ALL SERVICE SCENARIOS WILL BE MADE WITH CARE, LOVE AND CREATIVITY

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

1

ALL PREVIOUSLY SELF-SERVED FOOD AND BEVERAGE DISPLAYS SUCH AS 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

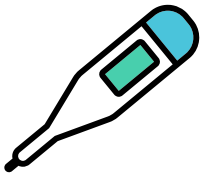
LINEN NAPKINS AND TABLECLOTHS MAY NOT BE ABLE TO BE USED WITH SEATED GUEST TABLES

PRECAUTION

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

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



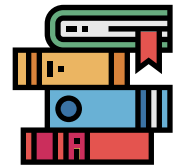
Every Levy employee will receive temperature checks prior to each shift and must show no signs of illness

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
FOOD AND BEVERAGE SERVICES DEPARTMENT**

PLEASE CONTACT:

**STEVIE RABUN
DIRECTOR OF SALES
FOOD AND BEVERAGE SERVICES
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