

Expert in The Room Webinar Series

Session 3: Food & Beverage, July 14, 2020

Q&A

Special Note from Doug McClaine, ACC General Manager – We are a multipurpose facility with multiple rooms so we can host multiple spaces of 50 people, and it does include our staff. We can stream to multiple rooms of 50 people too. We'll manage crowds and stagger arrival and departure times.

1) What will F&B look like moving forward?

- a. We want to invoke confidence. We want you to feel taken care of and safe with no loss of quality. We've been having a lot of staff trainings and lots of rethinking our procedures. We're thinking about plated meals, drop off meals, rethinking buffets, we have lots of options.*
- b. Mazzone has had events with less than 50 people at some of our other properties so we have been able to practice social distancing.*
- c. Employees have their temperatures taken, they are going through new trainings, hospitality and pandemic trainings, learning new standards and revisiting standards they've always had.*
- d. We temperature check delivery drivers, sanitize boxes, our kitchens are setup differently, nothing is shared anymore, each individual chef has their own items. All personal is fully trained, scheduled appropriately, glove and mask wearing are required. We're not shaking hands or congregating; we're using individual spaces and outdoor spaces when possible.*

2) How do we help people to feel good about coming back and planning events?

- a. No question is a dumb question, we're all in this together and learning together!*
- b. You're buying our knowledge, so please let us help you!*
- c. **Every event can look different.** The restrictions still give us opportunities to do new things. What's your focus, how do you want to incorporate food? Do you want to keep food behind the scenes, quick service or do you want a plated service or staff attended station? We'll give you a sense of normalcy, let us help you with that!*
- d. We want to be the experts for you, talk to us, let's plan together! We can make a plan A and a plan B! If new guidance comes out, we'll read it, digest it and become the experts! Let us figure out how to meet it and help you with your events.*

3) Back to business – What has the last 3 months looked like for your company?

- a. For everything, breakfast, snacks, lunch and dinner we will give you options to allow you to select from menus without letting the culinary experience die. We've perfected the boxed hot meal. We have taken what we already had and have expended on them like boxed salads and lunches. We now offer different breads, sauces and creative touches to give you*

*the best deli experiences. We have add-on options to make nice touches even better like sweets, cookies and chocolates! **We have a full menu and we can share those!** Any of these menus we can customize as well to help with religious or dietary restrictions, we can hit everything!*

- b. We're usually preparing for thousands in a convention center so when we're preparing for 50 guests, we can look at the details better and there's no room for error. Our chefs are really working on this and making sure the items we're offering are the best most and most successful items.*

4) Buffets Vs. Plated Meals? Can plated meals still be served?

- a. Buffet meals have a variety of selections and can be quicker, but now there will be attendants at all buffets. This will make buffets take a little longer, but they will be safe. In the past we've gone by the standard of one buffet for every 75-100 people, but now we'll have two buffets for 50 people with a few less options so it can be faster. You still can have same selections as before; we're just thinking about timing.*
- b. More time without masks on can be more comfortable for guests too. When you get up you need to have a mask on in the building. For plated meals you don't have to get up, you can be served your meal at your seat. We have options for beverages, bottled water, individual wine and beer, we're even getting creative with cocktails! We can have cocktails served in a mason jar with a top on it making it creative and fun! We can fill water in front of you, cocktails can be poured in front of you too, lots of options. We want you to feel comfortable. Nothing will be shared like the salt and pepper. We'll have individual packets now. Plated meals will be plated in the back like we've always done. Food is covered in kitchen keeping it safe. We can uncover it in front of guests or in the room on the side, whichever you feel is best to let people see it, so they feel safe and confident.*
- c. **The most efficient way is a plated meal, but the most variety is in the buffet. Use both! Mix it up.***
- d. How comfortable do you want to make it is totally up to you! For example, if you have an event with the same officemates, they may feel more comfortable together vs. people traveling as individuals from all over for your event. Think about what will be best for your group! We have plenty of tables, spaces and ways to customize for your groups and make you feel comfortable! Every event is unique and different.*

5) Disposables Vs. Glassware and China.

- a. The concern of Covid being transferred through touching is down now so we can use china and utensils if you want. We can have utensils rolled up in a cloth napkin in the back for an extra layer of safety, that is still an elegant touch.*
- b. There are incredible disposables out there! A disposable plate wrapped up is great on a buffet so you can see it being unwrapped by an attendant with gloves on. That can make people feel super safe, which is what you may want right now.*

- c. *All of our china, glasses and utensils, prior to Covid, went through very high sanitation practices so we are comfortable that this is still true and will keep everyone safe.*
- d. *We have options so we can go either way you want. China will always seem more elegant and plastic will seem more casual, but people may want disposables to feel safer during these times. There are pros and cons to each, but please tell us what you want. You make the decisions and we'll take care of it either way safely.*
- e. *Our staff will have black plastic gloves which they will be changing regularly.*

6) Beverage Stations – Coffee? Water? Bars? What will they look like?

- a. *Here at the ACC all coffee urns have their own self pour mechanisms. We will no longer have open sugar and creamers. Everything will be prepacked. We'll have an attendant and we'll manage cups and hand those out. If it's setup properly someone will grab their own disposable cup, pour their own coffee, get their own individual creamer and sugar, grab your top and that's it. We'll have hand sanitizing stations next to every beverage station. We have multiple hand sanitizing stations at the ACC that can be moved throughout the building.*
- b. *Bars – All bars need to have signage, human help or signs on the ground. Nothing will be setup in front of the bars anymore, ice will always be covered, bartenders will wear gloves and cash handling will be done by a separate person not bartenders. Our bars will be designed to have guests walk up to them, order a drink and move along. We will think about the number of bars as well since we can't congregate at this time.*

7) Can you explain in more detail the coffee station? You mentioned guests would be handed a cup and then they would be able to pour their own coffee. Is it touchless?

- a. *Creamer won't be in a pitcher; it will be individual packages and we will manage them, so we can make sure everyone is following these new rules and only touching their own items. If you are all together in a group, you can decide if you don't want that attendant if you feel comfortable with just this new setup and our hand sanitizing stations.*

8) Question about buffet service and staffing - Will your staff levels be increased across the board to include service guides? Meaning, will the catering team (and/or the venue staff) be calling tables, maintaining social distance in buffet lines, etc? Or will those responsibilities for staffing fall to the client to control?

- a. *If it includes F&B yes Mazzone will handle this and yes, we have increased staff because of this and all of our added responsibilities. When you hire us, you don't have to worry! Our Mazzone catering team and ACC team will work together to take care of you and all the hospitality for your event.*

9) What are your thoughts on groups entering and exiting spaces and transitions between spaces?

- a. *We're lucky because the ACC has a bunch of options. Signage also helps and properly trained staff will help move guests throughout the building. We want to help greet guests when they*

arrive. We're going to stay 6ft apart, but we're still going to greet you with a smile under our masks and help you know where to go and what to do. We want to make this feel normal. We will respect these new social distancing rules and will lead by example so everyone can feel safe.

- b. Try to explain these "new normal" scenarios in advance to your guests. Include information in your email reminders or programs about mask wearing, staying socially distant and maybe have staggered arrival times.*

10) What's the new norm? Have you found that yet?

- a. Biggest thing we can take out of this is that everyone in the world is more knowledgeable about washing hands, being clean and safe. We're thinking about what has someone else touched that you touched? Cross contamination? We've been thinking about that forever with allergens, now it's about the virus. There is heightened energy about hand wash stations, sanitizing stations and thinking about where are the hot spots within our facility that need to stay cleaned regularly? We have our ACC team actively cleaning the building and we're cleaning our kitchen. People want to see cleaners working in the building and these stations so people can feel safe and comfortable. I think this is going to stay forever.*

11) Cocktail Hours? What do they look like?

- a. Right now, cocktail hour does not look, feel, or resemble what it used to be. We're seeing manned stations. We have seats at our high-top tables, that way we can serve everyone in your party at a cocktail table and you don't have to have a mask on because we are considering you all to be in the same party. If you move around you need a mask and you must socially distance by party or by table. If you're sitting, you can have your mask off and you can eat and drink as long as everyone else social distances around you. Mingling is on hold and it's tough because that's what cocktail hour is! We can have stations around the room, or we can serve an app at the table so people can be comfortable just sitting at their table and not in this kind of awkward new cocktail hour setting.*

****Special Note – ACC event managers are working on new socially distance floor plans.**