



April 29, 2020

2020-2021 Food Service Operations

Hello Everyone,

In addition to navigating the continuing impact of COVID 19 on our present-day lives, many of us are turning to the 2020-2021 academic year and what it may look like. We have prepared this information to address a number of pertinent issues.

What Gill Grilling Is Doing For Our Team Members

Our staff continues to be paid during the Spring 2020 shutdown. With many states reporting problems and delays in Unemployment payments, we are happy to be able to maintain consistent weekly wage payments.

We are very closely monitoring the risk of chefs not returning in the fall. Right now, we believe that risk to be relatively low, or at least not substantially greater than any other summer break. However, this risk increases if the pandemic worsens or if campuses delay their openings. We are working with our team to understand how their priorities may have changed and plan to continue engagement with our team members over the summer.

What If My Campus Doesn't Open In The Fall--What Are My Financial and Contractual Obligations?

If campuses don't reopen in the fall, your price will be adjusted accordingly. **You will not incur charges until food service begins.** Signing / renewing your contract for 20-21, in itself, does not commit you to any payments or early termination fees. Your financial obligation starts only when we know the start date of food service. If that date is anything other than the normally scheduled start of the academic semester, we'll re-price the contract for your review. In the (hopefully unlikely) event that service starts, but then is subsequently suspended for any reason, we'll again work with you to calculate a refund.

When Service Does Resume, What Will Be Different?

Depending on government guidelines and general health risks, Gill Grilling is ready to implement any of the below necessary measures. Implementation of these measures will be on a case by case basis once we are closer to the service start date.

- | | |
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| -salad bar discontinued | -all disposable supplies |
| -mask use | -chefs serve all meal / no buffets |
| -all leftovers discarded | -bulk service discontinued (ex: cereal jugs removed) |
| -service only for in-house residents | -regular schedule of virucide sanitization |

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In addition to the above safety protocols, we have a number of convenience protocols that were originally designed to provide customized meals designed around individuals' schedules. Our grab-an-go services and electronic app ordering will help to maintain distancing (if needed) and increase the attractiveness of the meal plan.

We Need To Be Price-Conscious. What Are The Options?

Besides the pricing of the contract based on when food service actually begins, the first place to start would be to capitalize on any requirements already in place for safety reasons. Those items are indicated by an asterisk below. The most powerful way to decrease per-person costs is to add more people to the meal plan. The economies of scale achieved by adding people to the meal plan vastly outweigh the cost savings that can be achieved by cutting services. Here are options to think about for chapters placing an increased priority on reducing expenses.

- reducing salad bar service*
- switching to more cost effective supplies*
- replacing soda fountain service with different soft beverages
- implementing our new streamlined electronic lunch order system
- reducing lightly attended meal services, especially hot weekday Breakfasts and Friday Dinners
- increasing meal plan participation, especially by adding out-of-house members to a partial plan

Where Can I Keep Up With Updates?

We will update and maintain current info on this page: <https://gillgrilling.com/latest>

Please feel free to contact us with any questions. We are happy to discuss in more detail.

Sincerely,



Brian Gill, President

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