



2020-2021

**CONTRACTS,  
OPERATIONS,  
& SAFETY**

[www.gillgrilling.com](http://www.gillgrilling.com)



## 2020-2021

On behalf of Gill Grilling, I'd like to start by thanking all of our valued clients and partners. We appreciate all the work we've done together, and will continue to do!

We know our clients are focused on operating safely and ensuring the financial viability of chapter housing. We are committed to providing food service that accomplishes those goals without sacrificing the things that make a chapter house meal plan great.

We intend for this guide to be a source of information for you. There are some best practices that we already know will be put in place, and others where we will "hurry up and wait"--selecting the best course of action when the time comes.

Please contact us for help with anything you need.

Sincerely,

Brian Gill, President

A handwritten signature in blue ink, appearing to read "BG", enclosed in a white rectangular box.

# PPE & CLEANING

Our COVID 19 protocols are focused on maintaining safe people, surfaces, and food.

From what we know of the virus, the primary means of transmission is not considered to be through food or surfaces. Our own response will include compliance with all cleaning and sanitation guidelines.

From a safe facility standpoint, we look to you to ensure that access to the kitchen is limited to employees only, whenever possible.



## MASK AND GLOVES

MANDATORY USE

Employees will be required to wear reusable masks and gloves anytime food is being served. Uniforms will be freshly laundered every day.



## DAILY SYMPTOM LOG

DETECT RISK EARLY

As a part of clocking in each day, employees will be prompted to log a self-check of COVID 19 risk factors, including exposure, body temperature, and other testing.



## UV DISINFECTION

EXHAUSITVE CLEANING

In addition to traditional surface cleaning, Gill Grilling seeks to employ whole-room UV lamps that kill up to 99% of germs and viruses.

# Contracts and Pricing

## 01

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### Pricing, Changes in Head Count, and Minimums.

Please ask us about what we call 'Average Meals Pricing'. Under this method, you pay a flat fee for overhead, then separate line items for the cost of food.

The benefits of this pricing method are:

- no minimum head counts
- partial meal plans available
- changes in head count easily accommodated

## 02

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### What is the "out clause" if a second wave comes and the house closes?

This section considers the scenario of opening on time, but subsequently ceasing food service operations--in other words, an unplanned closing because of another outbreak.

Our chefs would transition to an unpaid furlough status. To calculate your refund or credit, we would:

- count the number of missed meals to determine the percentage of the food service that was cancelled
- refund you 95% of the dollar value of the missed meals

So, why not 100%? While the food service stops, there are other parts of the contract still going. We will maintain insurance coverage on your premises, manage the perishable inventory, and be available for communication even when meals are suspended.

## 03

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### What if the semester starts late, or has a different number of days?

In this case, we can plan in advance for the number of service days.

You will only be billed for the meals you receive. If the semester starts late, your billing will start equally late. You won't be billed until food service starts.

Some Universities are planning to end early--for example, after Thanksgiving. We will count the number of meals served, and if it's less than the original contract, we'll refund you the difference: 100% of the pro-rata calculation.

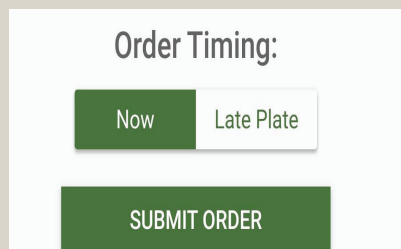
# WHAT WILL OPERATIONS LOOK LIKE

HINT: DIFFERENT

## USING THE GILL GRILLING APP FOR PROPER DISTANCING AND CURBSIDE PICKUP

The Gill Grilling app already allows chapter members to order individual meals. As we speak, our developers are building a feature where members will indicate what time they want to eat, and where they want to pick up their food.

Once a time slot fills up, the member will be shown the next available time slot. We can therefore limit the size of groups and offer meal plans for out-of-house members.



The screenshot shows a section titled "Order Timing:" with two radio button options: "Now" (selected) and "Late Plate". Below these options is a green button labeled "SUBMIT ORDER".

## What About....

**SUPER IMPORTANT DISCLAIMER:** The answers below represent the \*safest\* options. Whether these options are necessarily the best, the least expensive, or required by localities is something we'll need to wait and see. We expect to adjust our approach to operations on-the-fly, campus-by-campus, adapting quickly to provide the best service possible.

**BUFFET SERVICE?** Buffet service will likely be replaced by a different format. Likely alternatives include chefs plating meals, and carry-out containers.

**SALAD BARS?** If salad bar service is prohibited, each meal will include a prepared salad.

**LEFTOVERS AND LATE PLATES?** Bulk leftovers will not be provided, but individual late plate service will continue.

**BEVERAGES?** Bulk jugs and dispensers may be replaced by individual sized bottles.

**SUPPLIES AND SERVING WARE?** In cases where allowed, dish washing is preferred (real dishes). We will be dish washing the pots and pans anyway. In cases where this is not allowed, disposable products will be used.

**OUT-OF-HOUSE / NON-RESIDENTS?** Meal plans for non-residents, including partial plans, will still be available. Chapter dinners can only continue if there is enough physical space in the dining room. If not, we can work with you to re-allocate the chapter meal, meaning that out-of-house members can sign up for another meal during the week to attend.

# COMMON QUESTIONS

## Will The Meal Plan Cost More?

- Probably not, as long as head count and calendar are the same.
- Probably yes, if head count changes +/- 10%, or if calendar changes at all.
- Switching from real to disposable supplies can usually be accomplished in a cost-neutral way.

## Will The Meal Plan Be Safe?

- A chapter house meal plan is one of the safest possible ways to eat. The meals are cooked by a professional chef, with less person-to-person contact than restaurants or dining halls, and more accountability than sharing a residential kitchen with roommates.
- There is no evidence that food is a significant medium for spreading the virus, and employees will be monitored daily.

## How Can We Still Get Nutritious Food?

- Gill Grilling has been customizing healthy menus for decades--this won't change. Additionally, a marketplace is in development where we can offer unique health and wellness food items for individual members.

## Can We Order Cleaning and PPE Supplies?

- Yes. We have seen fairly reliable availability in hand sanitizer, masks, toilet paper, and other supplies. Let us know what you'd like and we'll place the order.

## Where Are The Best Places To Start If We Need To Cut Costs?

- Consider serving continental breakfast, rather than hot.
- Eliminate salad bar and dispenser soda service.
- Consider eliminating Friday night dinners.