



Dear Valued Customers,

As you all know the COVID-19 situation continues to develop, an individuals and organizations throughout the country and the world are making changes and adapting. Our team is committed to providing a healthy and safe environment for our employees and clients alike. We are closely monitoring the CDC website and news media outlets, as well as vendors and client communications, in order to remain up to date on new developments on COVID19.

As a food service provider, we take employee hygiene and workplace cleanliness very seriously. We strictly adhere from guidelines outlined by local health department and CDC.

Safety is at forefront of everything we do. Most importantly we have taken many proactive steps to extend our already secure sanitation practices at every level.

Here are some of the new safety measures we have implemented to ensure everyone's safety:

- Our trucks are equipped with sanitation stations. Our food lines will provide hand sanitizer and we will ask for everyone to practice safe social distancing.
- Our employees will be wearing masks and gloves at all times, and our food lines will have proper sneeze guards. All cold food will be iced, and hot food will be kept at proper temperatures in our chaffing unit with sterno fuel to ensure food safety and quality.
- We are communicating will all vendors and purveyors to ensure the safety of supply chains remain intact as well as sourcing a variety of products from potential alternative vendors.

In addition to our new safety measures, we have added new bagged and boxed lunches for an easy "Grab N Go" to ensure your guests are able to social distance.

We are committed to providing you with the information you need to make an informed decision on any upcoming events you may have.

**Below is a detailed description of our Catering Procedures & Definitions during this Covid pandemic.**

We look forward to serving you and your guests soon!

Sincerely,

Longhorn Catering & Events

# CATERING PROCEDURES & DEFINITIONS - COVID

## Health and Safety – Employees:

- All catering personnel will receive temperature checks and screened for any symptoms prior to each shift.
- All employees are required to wear health department-approved face masks.
- All employees are required to wear food service grade disposable gloves.
- All employees are required to practice frequent handwashing and sanitation.
- All employees are required to maintain social distancing.
- If a staff member presents any symptoms of being ill, our procedures require that they get tested immediately and present a clean bill of health before returning to work.

## Sanitation – Equipment:

- All Catering Foodservice equipment will be sanitized before and after each use. This includes Pots, Pans, Serving Utensils, Hot & Cold Holding equipment.
- All Mobile Kitchens, Trucks, and Delivery vehicles will be cleaned and sanitized before & after each use.
- Each delivery vehicle will contain a health department-approved hand washing station and an approved hand sanitizer dispenser, for use by catering staff.
- All equipment used for serving food on site while catering will be equipped with approved barriers or sneeze guards.

## Catering Methods & Descriptions

### Drop Off Catering:

An event defined by Longhorn Catering & Events as a delivery with Guest count ranging between 25 people and 65 people. The different methods of service for these events are as follows:

#### Bagged OR Boxed Lunches (dependent upon chosen menu):

- Each meal will be presented in an appropriate container (either individual boxes or bags).
- Single-use condiments and utensils will be included in package.
- Beverages will be presented to each guest and will be individually packaged. (Bottled Water or Canned Soda)
- All Individual meals will be “Delivered and Displayed” as directed by customer

#### Buffet Style:

- Product will be delivered in disposable aluminum foil pans. Food will be presented in separate pans, according to selected menu. In addition, disposable, single use, plastic serving utensils are always provided. (Contact should provide designated person(s) to serve food to guests, as well as conform to mandated social distancing procedures.)
- Longhorn staff will ensure all product is displayed as directed by customer. Longhorn Staff will remain on site until customer is satisfied and comfortable with product, policies, and procedures.

## **Serve:**

An event defined by Longhorn Catering & Events as a "Serve" is a minimum of 65 guests. The different methods of service for these events are as follows.

### Food Service provided by Longhorn:

- Longhorn Catering & Events will provide service tables, table covers, hot holding units with Health Department approved covers.
- Hand Sanitizer will be provided at the beginning AND end of food service line. Longhorn Staff will continuously sanitize food service area as needed with a Health Department approved sanitation solution.
- Longhorn will provide reminder signage of physical distancing, face coverings, sanitizer use, and staying home with symptoms.
- Guests will serve themselves, and Serving Utensils will be removed and replaced each hour as the food service time dictates.
- Longhorn also provides single use plates, eating utensils, and condiments that are appropriate for each chosen menu.
- Beverages will be individually packaged, usually bottled water or canned soda.
- Staff will remain on site during the entire service time. In addition, staff will ensure proper social distancing, as well as ensure all local, county, and state mandates are being followed.

### Food Service provided by Longhorn (Buffet Style):

Longhorn Catering and Events may provide Catering Buffet Service for an APPROVED event, methods are as follows:

- Longhorn Catering & Events will provide service tables, table covers, hot holding units with Health Department approved covers.
- Hand Sanitizer will be provided at the beginning AND end of food service line. Longhorn Staff will continuously sanitize food service area as needed with a Health Department approved sanitation solution.
- Longhorn will provide reminder signage of physical distancing, face coverings, sanitizer use, and staying home with symptoms.
- Guests will serve themselves, and Serving Utensils will be removed and replaced each hour as the food service time dictates.
- Longhorn also provides single use plates, eating utensils, and condiments that are appropriate for each chosen menu.
- Beverages will be individually packaged, usually bottled water or canned soda.
- Staff will remain on site during the entire service time. In addition, staff will ensure proper social distancing, as well as ensure all local, county, and state mandates are being followed.