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REOPENING GUIDE

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*Your premier foodservice distributor
in the Upper Midwest*

REOPENING GUIDE

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WHEN YOU'RE READY, WE'RE HERE



REOPENING INTRODUCTION



It's no surprise that Americans will continue their COVID-19 behaviors as the country starts to reopen, as many don't have complete trust in people or establishments to take needed precautions. Restaurants can help alleviate concern by making sure increased sanitation and social distancing efforts are obvious to guests. Employing tactics like rearranging dining rooms to provide more space between tables and making it easy to social distance in waiting areas will help build guests' trust.

WHAT YOU NEED TO KNOW

Consumers will take a phased approach toward getting back to "normal."

Americans are excited to get back to life as they once knew it, but it is not without some apprehension. It will take time to rebuild comfort and trust that the everyday world can be safe again, and consumers will progress at their own pace. Some Americans are ready to jump back in immediately,

while others will need the security of COVID-19 precautions like gloves or social distancing. And while most will look to the medical experts for the go-ahead, they will also look for cues and milestones to trust that it's OK to move forward. It could mean no new cases locally, seeing others out socially with no repercussions, or even a promising cure or vaccine.

Operators will need to follow guidelines to reassure customers, but tactics that go beyond sanitation and social

distancing will also help rebuild trust and may even speed up the "return to normal." Recognize that customers have different needs and be prepared to accommodate things like special senior seating or designated hours. Continuing carry out options even after dining rooms reopen may be a way to re-engage with those who have been wary of eating out.

This guide contains the tools and resources you need to reopen your establishment.

KEY INSIGHT

As restaurant dining rooms reopen, consumers will come back, but they will want some reassurance. Sanitation and social distancing are key, but don't just talk about it, demonstrate it.

When dining rooms reopen, what can restaurants make you do to feel safe?

	<i>Absolutely Required</i>	<i>Helpful, But Not Required</i>	<i>Not That Important</i>
Regularly / visibly wiping down tables, kiosks, other things people touch	71%	21%	9%
More food covers / sneeze guards / enclosed cold cases, etc.	57%	32%	11%
Providing disinfectant wipes for me to use	54%	35%	11%
Employees visibly wearing food safety apparel (masks, gloves, hairnets)	54%	33%	13%
Visible food safety inspection results	53%	34%	13%
More space in between tables / no communal seating	50%	38%	12%
No open containers of food	46%	38%	17%
If restaurants made it so you don't have to touch door handles	38%	48%	14%
Enabling mobile ordering for contactless payment	38%	42%	20%
Serving everything individually wrapped	33%	43%	24%

Keep an eye out for more insights like these throughout the guide!

WASHING YOUR HANDS



WHEN AND HOW TO WASH YOUR HANDS

Content source: Centers for Disease Control and Prevention

Hand washing is one of the best ways to protect yourself and your family from getting sick. Learn when and how you should wash your hands to stay healthy.

Wash Your Hands Often to Stay Healthy

You can help yourself and your loved ones stay healthy by washing your hands often, especially during these key times when you are likely to get and spread germs:

- **Before, during, and after** preparing food
- **Before** eating food
- **Before** and **after** caring for someone at home who is sick with vomiting or diarrhea
- **Before** and **after** treating a cut or wound
- **After** using the toilet
- **After** changing diapers or cleaning up a child who has used the toilet
- **After** blowing your nose, coughing, or sneezing
- **After** touching an animal, animal feed, or animal waste
- **After** handling pet food or pet treats
- **After** touching garbage

FOLLOW FIVE STEPS TO WASH YOUR HANDS THE RIGHT WAY

Washing your hands is easy, and it's one of the most effective ways to prevent the spread of germs. Clean hands can stop germs from spreading from one person to another and throughout an entire community—from your home and workplace to childcare facilities and hospitals.

Follow these five steps every time.

- **Wet** your hands with clean, running water (warm or cold), turn off the tap, and apply soap.
- **Lather** your hands by rubbing them together with the soap. Lather the backs of your hands, between your fingers, and under your nails.
- **Scrub** your hands for at least 20 seconds. Need a timer? Hum the "Happy Birthday" song from beginning to end twice.
- **Rinse** your hands well under clean, running water.
- **Dry** your hands using a clean towel or air dry them.

USE HAND SANITIZER WHEN YOU CAN'T USE SOAP AND WATER

You can use an alcohol-based hand sanitizer that contains at least 60% alcohol if soap and water are not available.

Washing hands with soap and water is the best way to get rid of germs in most situations. If soap and water are not readily available, you can use an alcohol-based hand sanitizer that contains at least 60% alcohol. You can tell if the sanitizer contains at least 60% alcohol by looking at the product label.

How to use hand sanitizer

- Apply the gel product to the palm of one hand (read the label to learn the correct amount).
- Rub your hands together.
- Rub the gel over all the surfaces of your hands and fingers until your hands are dry. This should take around 20 seconds.

Sanitizers can quickly reduce the number of germs on hands in many situations. However,

- Sanitizers do **not** get rid of all types of germs.
- Hand sanitizers may not be as effective when hands are visibly dirty or greasy.
- Hand sanitizers might not remove harmful chemicals from hands like pesticides and heavy metals.
- **Caution!** Swallowing alcohol-based hand sanitizers can cause alcohol poisoning if more than a couple of mouthfuls are swallowed. Keep it out of reach of young children and supervise their use.

REOPENING GUIDE

SANITIZING & DISINFECTING

SANITIZING AND DISINFECTING — WHAT'S THE DIFFERENCE?

Not all cleaning is created equal. We're going to break down the difference between sanitizing and disinfecting to give you some peace of mind about your operation.

SANITIZING VS. DISINFECTING

The goal of both sanitizing and disinfecting is to decrease the amount of germ contamination present on a surface, but disinfecting, by definition, kills more germs than sanitizing. Product manufacturers and agencies like the Environmental Protection Agency use the word "sanitizing" to refer to a solution that reduces the number of germs on a surface by 99.9% or more, which is a level that's considered safe by public health standards. The word "disinfecting" is used for chemical products that are engineered to kill virtually everything on a surface.

WHEN SHOULD I SANITIZE?

Sanitizing is necessary for surfaces that come in contact with food, like plates, prep areas, and cooking surfaces. Essentially, sanitizing sprays will make those surfaces safe to touch again.

Sanitizing can also be done without chemicals, by an appliance like a dishwasher. Dishwashers bring contaminated surfaces into contact with extreme heat, at least 170F, to kill bacteria and other germs.

WHEN SHOULD I DISINFECT?

If you need to remove every single bit of contamination from a space, you'll need a good disinfectant spray to get the job done. A quality disinfectant should remove 100% of the microscopic organisms on your surfaces. These effectively stop the spread of diseases and viruses.

You may consider reaching for a disinfectant to treat high-touch areas like doorknobs, light switches, and bathroom faucets. To be effective, disinfecting solutions need to remain in contact with the surface for a specified length of time, refer to the manufacturer's instructions.

You don't want to skip the step of cleaning before you disinfect, though. Dirt and other organic material can make some disinfectants less efficient, so cleaning and wiping is necessary before disinfecting. Using antibacterial cleaners isn't enough to disinfect unless you first remove visible dirt from the surface.



CLEANING & HYGIENE



KEY INSIGHT

Diners insist on the basics, and everything else is gravy.

As restaurants reopen, consumers won't require them to jump through hoops to be part of their consideration set. Thorough and frequent cleaning will be a must, from common areas to surfaces to menus. Assurance of healthy staff and steps to social distance are also prerequisites. Extra assurances like double-washed dishes, wrapped utensils, and covered drinks are "nice to haves," but not necessarily deal breakers if you don't. Restaurants that go above and beyond may be more attractive to diners as they ease back into "normal" eating habits.

*Source: Datassential COVID-19 Report
15: Ready or Not, 4.23.20*

475522 - 2/1 GAL.
Liquid Time Saver
Floor Cleaner

482246 - 4/1 GAL.
No Bac Liquid Sanitizer
Restroom Cleaner

482249 - 2/64 OZ.
Quick San 10 Liquid
Sanitizer

482250 - 2/1 GAL.
Quick San 10 Liquid
Sanitizer

475524 - 2/64 OZ.
Multi Surface Liquid
Spray Kleen

482224 - 4/1 GAL.
Pot & Pan Burst

475614 - 8/1000 ML.
Sundrops 59 Foam
Hand Soap

CREATIVE WAYS TO MARKET YOUR REOPENING

You've got the products, your staff is trained, your dining room has been set up, now you just need the people. We have some unique marketing ideas to spread the word about your re-opening.

KEY INSIGHT

The first customers returning to restaurants will want to savor it. When asked whether their first trip back to a dining room should be a quick, streamlined affair to minimize their risk of exposure to Coronavirus or a full-length dining experience, consumers are split across all demographic cuts, with one notable exception. People who indicate they "absolutely" would return to restaurants right away tend to want the entire eating experience they've been missing. Those who wouldn't return right away nonetheless think restaurants should speed things up to make dining out safer.

Source: Datassential COVID-19 Report 15: Ready or Not, 4.23.20

- Advertise it as a grand reopening celebration.
- Update your website and social media profiles with your expected opening date. Be sure to clearly outline all safety measures and social distancing guidelines you've put in place so diners can feel safe at your restaurant. Also reflect any changes in days/hours of operation.
- Make it personal. Talk about who you are, who your employees are, and why you want to serve good food to the community.
- Facebook Live and Instagram Live videos showing what you have on the menu that day.
- Geo target adds help when people are looking for good restaurant close to home. Invest where it makes most sense.
- Signage, signage, signage. Did we mention signage? Grab customers' attention with outdoor banners or sidewalk menu boards.
- An oldie but a goodie: direct mail campaign.
- The high-tech version of a direct mail campaign: email. Send e-blasts to your customer distribution list. Craft a simple email message about the new opportunity for your community and diners. Include photos of your products, menu and describe the new restaurant set-up. Oh, and be sure to check spelling before hitting Send.

- Post menu photos.
- Engage. Answer all questions people have.
- Radio, TV, newspaper advertising

SAMPLE SOCIAL MEDIA POST

Attention [your neighborhood name], we're excited to announce our grand reopening! Stop by for [popular menu item], [insert another item], [insert an even more awesome item], and so much more! Our staff has been trained to follow all safety practices and social distancing. Visit our website or call today for a reservation. [Insert days and hours of operation].

KEEPING EMPLOYEE MORALE HIGH

Measures taken by the government to slow down the spread of the coronavirus have compelled restaurants, bars, and cafes in the United States to reduce their hours of operation, pivot to take out and delivery, or to close entirely.

As the economy slowly begins to reopen, the key to a successful reopening is not just about the quality of the food. It is about the experience, and one of the greatest influences on the quality of the experience is the people who deliver it: your staff. Here are some tips to ensure good morale among your workers during this pandemic.



1 PROVIDE YOUR EMPLOYEES WITH BASIC PERSONAL PROTECTION EQUIPMENT

Forget everything you have read up or heard about face masks and hand sanitizers being ineffective against the COVID-19. These items at least provide a line of defense that is better than none. In some countries, wearing face masks and latex gloves are even mandatory when someone leaves the house.

Give your staff members, especially your delivery drivers, face masks, gloves, and hand sanitizer.

Set up stations where your employees can wash their hands and make sure that you have enough soap and paper towels. You must make your employees feel as safe as possible. Being in a safe environment can boost your team's morale in these difficult times.

2 LISTEN TO YOUR EMPLOYEES' CONCERNS

This period challenges us all in different ways and many of us has concerns. Listen your employees and provide them with proper solutions to fix your staff's problems if you can help. But even if you cannot help, listen your team members problems if they are willing to share them with you.

When employees feel like their concerns are being listened to, they can concentrate and complete the tasks on hand more easily and distraction will be minimized.

Moreover, listening and addressing your staff concerns during the COVID-19 pandemic shows your employees that you care about their health, as well as their safety.

3 KEEP YOUR EMPLOYEES INFORMED

Stay informed about the current situation, but make sure that you are getting information from reliable sources to avoid spreading misinformation and panic. Share essential information with your employees and discuss every important matter with them.

Remember that your employees might be dealing with anxieties, family stress, and employment stability.

Communicating more about the steps your restaurant is taking in this situation may help your employees feel safer. Being empathetic and understanding, will not only help you maintain employee morale, but you as well as your employees will feel more relaxed.

4 PROVIDE MENTAL HEALTH RESOURCES FOR YOUR EMPLOYEES

According to the BBC, the coronavirus pandemic could have a significant effect on people's mental health. Isolation along with the current economic uncertainty can lead some employees to suffer from mental health issues such as depression.

As an employer, you should talk about this with your team and if you notice that some team members have serious problems, try to help them. The first thing that you can do to help your staff is providing information, provide employees with mental health resources such as list of free counseling services. In these uncertain and difficult times, we must care for each other, we must show empathy and sympathy. It could save lives!

RESTAURANT EQUIPMENT



BUCKET

San Jamar Model No. KP256RD (8 qt.) or KP196RD (6 qt.)

Kleen-Pail®, ergonomic handle with bail handle design, embossed lettering, graduated markings, trilingual design ("sanitizer"), dishwasher safe, plastic, meets HACCP guidelines, red, NSF 900846



POCKET THERMOMETER

Taylor Precision Model No. 9848EFDA

Pen Style Pocket Thermometer, digital, blue backlit LCD display, -40° to 450°F (-40° to 232°C) temperature range, Safe-T-Guard anti-microbial sleeve and housing, recalibratable, CR2032 battery included.



THERMOMETER PROBE CLEANING WIPES

Cooper-Atkins Model No. 9150-0-8

Antibacterial Probe Wipes, 2"x2" (10 boxes of 200 single use probe wipes) (Cooper) 438377DC



MOP BUCKET WRINGER COMBINATION

Continental Commercial Products Model No. 226-312YW

Packed 1st Splash Guard™ Mop Bucket/Wringer Combination, 26 qt. oval bucket, SW12 squeeze wringer, international caution symbol, 3" non-marking casters, structolene, yellow.



WET MOP HEAD

Continental Commercial Products Model No. A904128

Stinger Wet Mop, head only, #32, 1-1/4" headband, cut-end, 4-ply, cotton, natural 991982



FLOOR SWEEPER

Continental Commercial Products Model No. 5325

Huskee™ Powerator Sweeper, rotor type, 44" x 9-1/2" x 8-3/10", ABS construction, black 394834DE



COMMERCIAL WASTE CONTAINER

Continental Commercial Products Model No. 1001GY

Huskee™ Container, 10 gallon capacity, 17-1/2" x 15-3/4" dia., round, general purpose waste, without lid, linear low-density polyethylene, grey, NSF 538289DE

FIRST AID SUPPLIES

SAN JAMAR MODEL NO. MKBD100

Mani-Kare® Bandage Dispenser, includes:



- (1) large patch bandage cartridge (10 bandages per cartridge)
- (1) knuckle bandage cartridge (10 bandages per cartridge)
- (3) strip bandage cartridges (15 bandages per cartridge)
- Wall mount, pilferage-resistant with locked upper compartment, blue bandages

REFILL OPTIONS

- Strip Bandage Refill, for Mani-Kare® Dispenser, blue (3 pack - 15 bandages per cartridge)
- Knuckle Bandage Refill, for Mani-Kare® Dispenser, blue (3 pack - 10 bandages per cartridge)
- Large Patch Bandage Refill, for Mani-Kare® Dispenser, blue (3 pack - 10 bandages per cartridge)

HUBERT COMPANY LLC MODEL NO. 18121

Bloodborne Pathogen Protection Kit, includes:



- Gown, cap, eye shield, mask, nitrile gloves, CPR protector, ILSC powder, scraper, scoop bag, crepe towels, antiseptic wipes & biohazard bags
- OSHA compliant

TO ORDER EQUIPMENT, PLEASE CONTACT DAVE STRANG AT DSTRANG@ULFOODS.COM

CASHIER SHIELD

Models: CS3040P, CS3236SP

Hatco's lightweight, clear, transparent Cashier Shield can help you in your effort to prevent the spread of germs and viruses at checkout registers, restaurants, pharmacies and other customer interaction areas. It acts as a physical barrier that can limit the passing of contagions at customer interaction points. Clear partitions are more important than ever. Cashier Shield can stand on it's own and does not require tools for assembly. Feet can be secured to surface using mounting screw holes if desired.

STANDARD FEATURES

- Helps maintain social distance and physical separation
- Helps protect customers and employees
- Easily sanitized using non-abrasive cleaners
- Completely transparent/clear - will not obscure vision
- More impact resistant than glass
- Durable and light weight
- Rounded edges
- Easy to install



CS3040P:

- Convenient pass-through window at base of shield
- .375" (10 mm) thick sturdy polycarbonate shield
- 14 gauge Stainless Steel feet with mounting holes provided

CS3040P

\$252.00
plus freight from WI

CS3236SP:

- .227" (5.8 mm) thick Acrylic shield
- 1" (25 mm) square box Stainless Steel tubing support legs
- Easy to assemble without tools (simple thumb screws secure shield to legs)
- Legs have screw holes for secure mounting
- Shield stands at a 70° angle

CS3236SP

\$116.00
plus freight from WI



HANDS FREE OPTIONS

CONSIDER ADDITIONAL MEASURES OF KEEPING HANDS CLEAN BY INSTALLING HANDS-FREE DEVICES ON YOUR RESTROOM DOORS AND TOILETS. WE DO NOT DISTRIBUTE THESE ITEMS, THEY ARE AVAILABLE ONLINE FROM VARIOUS SITES.

"The proper cleaning of hands is the single most important thing we can do to keep from getting sick and spreading it to others." - Center for Disease Control



Photo from coolthings.com



Photo from footpull.com

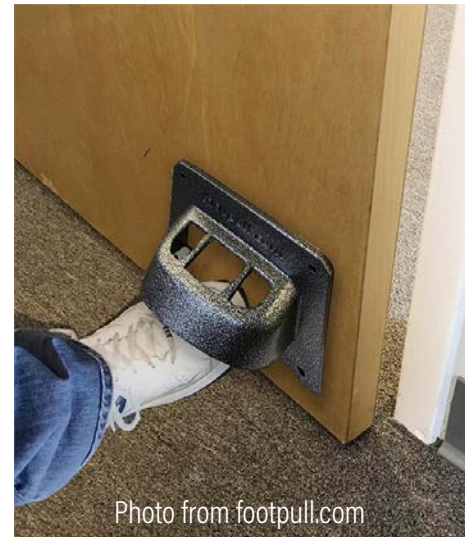


Photo from footpull.com

YOU DELIVER THE MEALS, WE'LL DELIVER THE SAVINGS

Uber Eats

We understand this is a challenging time for your business, and UniPro is here to help you!

Check out the savings UniPro customers will receive with the Uber Eats program:



Delivering SAVINGS

Sign up and you will receive:

- **\$350 savings via waived activation fees**
- **Up to 10 additional photos for use in the app – a value of \$250**
- **0% fee for customer pickup orders for a limited time only**

Submit referrals here: <http://t.uber.com/unipro2020>

Delivering CONVENIENCE

With staff shortages and other difficulties you're facing, Uber Eats offers three delivery options to ease your load:

- **When customers pick up their orders directly, the fee is reduced to 0% (limited time only)**
- **Restaurant delivers orders via their own staff**
- **Use Uber Eats' full-service delivery system**

Delivering SAFETY

Safety has never been more important than it is in today's environment. Follow these tips to keep everyone safe.

- **"Leave at Door" Delivery:** To minimize contact, Uber Eats offers the option to use delivery notes to convey how they would like to receive their orders ("Leave my order at the door.", for example). Instructions are available in the app under 'customer note'.
- **Financial assistance for affected drivers and delivery people:** Any driver or delivery person who is diagnosed with COVID-19 or is asked to self-isolate by a public health authority will receive financial assistance for up to 14 days while their account is on hold.
- Additional tips can be [accessed here](#).

Using Uber Eats for the first time?

Attach this code:
"WELCOMETOEATS"
to your Uber Eats account to take
\$10 off your first order.

To access the code, log in to the Uber Eats app and click "Account", then click on the "Promotions" tab.

UniPro
FOODSERVICE



THE BASICS OF A SUCCESSFUL TAKEOUT PROGRAM

BY DAVE PAVESIC,
RESTAURANTOWNER.COM

IF YOU WANT YOUR TAKEOUT PROGRAM TO FLY, YOU NEED TO HEED THE FOLLOWING GUIDING PRINCIPLES.

1. The process of ordering, pickup, payment, reheating, serving and storing of the food must be simplified and easy

When a customer calls or uses the Internet to place an order, the process needs to be easy to understand and execute. On telephone orders, informed personnel are essential. Order accuracy is one of the most important elements of a successful takeout and delivery service. Consider the steps in filling a takeout order. First and foremost, the person answering the phone must put the order into the POS correctly. More than likely, the same person must expedite the food order in the kitchen. They have to put the entire takeout order together. This includes getting all the dressings and sauces that go with the order, any bread or side dishes that are included or ordered.

They need to make sure that the food was prepared according to the customer's specifications and be sure all of the order is packed correctly with hot foods separated from cold food. These are activities that the customer never sees. What they do see is the employee bringing out the order to the counter or to their car. If you serve the wrong vegetable or salad dressing to dine-in customers, you can still bring it out. When you are wrong with your delivery or takeout order, you have ruined the meal for the customer. Nothing is worse than getting home to find that the order is not correct and having to drive back to get the right order. The kitchen staff doing the preparation should not be the ones assembling the completed order for pickup. You need a takeout expediter for this important function. This will eliminate many of the mistakes that can occur in packaging the order.

2. Special takeout menus should be written because not all your menu items will 'travel well!'

Foods that get cold quickly and lose their crispness or texture when not eaten immediately after preparation should not be on the takeout menu. Print up special takeout menus for customers. Design the menu so it can be used as an order form and suitable to be faxed as well as called in. Items that travel well include cold sandwiches, salads with dressings on the side, and tortilla wraps.

3. Cold food should be packaged separately and never put in the same bag or package as hot foods

For hot foods, pizza and barbecue travel really well but French fries and even burgers get cold relatively quickly. If burgers come with lettuce, tomato and pickle (cold condiments) they should be packaged separately from burgers. Baked and grilled foods travel well. It is critical that delivery vehicles use insulated food carriers and warmers. In the case of either hot or cold food, a maximum drive time from restaurant to the location should be kept to no more than 10 minutes. Ten minutes equates to about a three-mile radius of the restaurant (relative to traffic density and road conditions).

4. You need to address food safety issues with food leaving the restaurant for off-premise consumption

Labels explaining shelf life and reheating instructions are very important.

CONTINUED ON THE NEXT PAGE >>>

5. The packaging you use for your takeout needs to be selected for both food quality and food safety concerns

If reheating is necessary, packaging must be oven-proof, at least for temperatures up to 375 degrees Fahrenheit. Packaging is becoming an “environmental issue.” You want packaging that does not just hold the food without leaking and keeps it hot or cold. The materials used should be environmentally friendly and not give the customer a guilt complex about disposing it. Place “use by” date stickers on all packaging with instructions to refrigerate the product if it is not eaten immediately. If you are really serious about building a takeout business, your packaging should be custom-designed with your logo so it reflects well on your restaurant.

6. Provide special parking spaces near the entrance for those coming to pick up orders

Curbside signage also promotes the takeout to dine-in customers.

7. Designate a takeout area within the restaurant with distinct signage that says things like ‘Pick Up Takeout Orders Here.’

This lets dine-in customers know that you are serious about takeout service.

8. Market your takeout service

Offer “takeout specials” as incentives to increase the number and frequency of takeout orders. Promote your menu as a “home meal replacement” program that offers complete family meals during the workweek. These meals include salad, entrée, vegetable and dessert. Don’t forget to offer items that are “kid friendly” so you appeal to the whole family.

9. Promote the takeout service on your Web page

Make ordering online easy with software programming that allows orders to be placed with a click of the mouse and automatically ask for name, address, telephone and credit card number.

10. Offer a 100% guarantee on all takeout foods

If their order is not correct, they do not have to pay. This communicates to the skeptical customer who is wary of using takeout and sets a high standard that will give your restaurant a competitive edge. Be sure you walk the talk in the event of a customer who is not satisfied. Use those opportunities to “fine-tune” your takeout program and correct any shortcomings.

11. Offer items at three different price points; e.g., low, medium and high

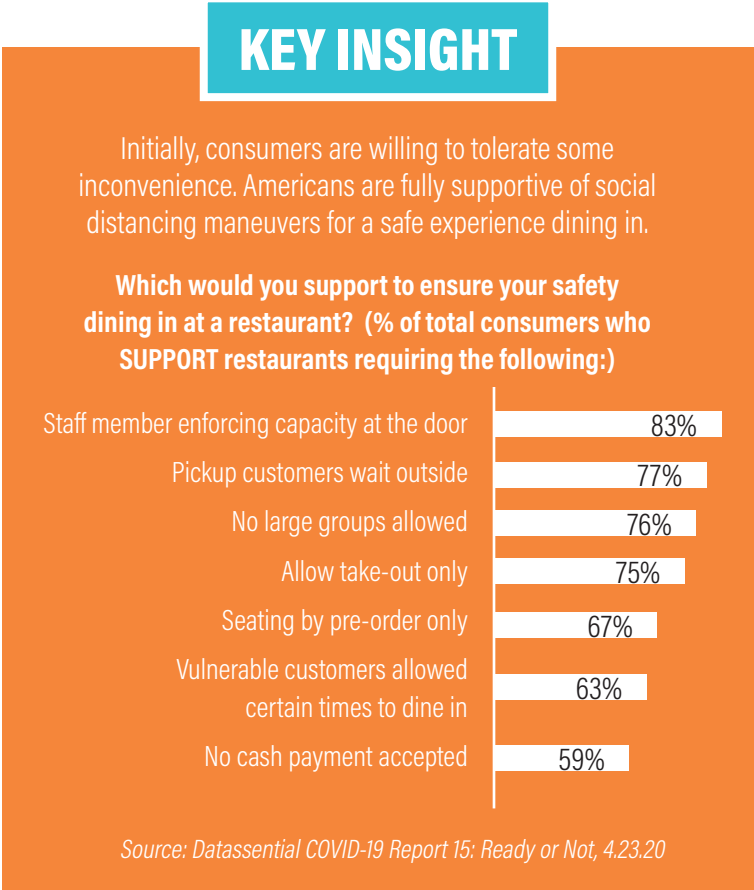
This might be offering three choices, such as, Pasta with meat sauce, salad and garlic bread at \$5.95 per person; Roast Chicken, stuffing, green vegetable with salad at \$7.95 per person; and Beef tips and noodles, salad and vegetable for \$9.95 per person, respectively. You can package “dinners for two,” “dinners for four,” and “family dinners.” The three price points of dinners would be \$14.95, \$18.95 and \$21.95 and include a dessert like a fruit or cream pie or fresh-baked cookies as a bonus. These prices are lower than what would be spent for dine-in, however, consider that you do not have the overhead that accompanies dine-in meals. The point is that you do not have to charge regular menu prices for takeout orders and you certainly should not charge more than regular menu prices.

12. Develop a ‘frequent takeout club’ program

For example, reward customers after they spend \$50 on takeout.

13. Build a database of takeout customers and send them information on new takeout specials or special offers to members of the frequent takeout club

If you do takeout, you can also promote catering to large parties at the same time. Track takeout sales and costs separate from dine-in as the food cost will be higher and distort your dine-in food cost if both are included when you calculate your month-end food cost percentage. You should also separate takeout labor from dine-in labor for the same reason.





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REOPENING GUIDE

ESSENTIAL SUPPLIES

CUTLERY & NAPKINS

845218 - 1/250 CT.

Cutlery Kit (One piece each: Fork, Teaspoon, Knife, Spoon, Salt & Pepper, & Napkin)

845203 - 1/1000 CT.

Medium Weight Polypropylene White Fork

845204 - 1/1000 CT.

Medium Weight Polypropylene White Knife

845202 - 1/1000 CT.

Medium Weight Polypropylene White Spork

845200 - 1/1000 CT.

Medium Weight Polypropylene
White Soup Spoon

845215 - 1/1000 CT.

Medium Weight Polypropylene White Spork

845201 - 1/1000 CT.

Medium Weight Polypropylene
White Teaspoon

827056 - 10/200 CT.

17"x17" 3 Ply 1/8 Fold White Napkin

826415 - 1/4200 CT.

15"x17" 1 Ply 1/8 Fold White Napkin

826720 - 1/6000 CT.

12.5"x11.5" 1 Ply 1/4 Fold White Napkin

880105 - 1 EA.

Black Countertop Napkin Dispenser 826104

826104 - 24/250 CT.

6.5" x 9.85" 2 Ply Brown Napkin for 880105

CONTAINERS

813613 - 4/125 CT.

6"x6" White Foam Hinge Clam

813614 - 4/125 CT.

6"x6" Black Foam Hinge Clam

845388 - 2/100 CT.

8"x8" One Compartment
Compostable Hinge Container

813601 - 2/125 CT.

8.3"x8.3"x3.3" One Compartment
Clear Deli Container

805466 - 2/100 CT.

9"x9"x3" One Compartment
Molded Hinge Container

845392 - 2/100 CT.

9"x9"x3" One Compartment
Compostable Hinge Container

813615 - 2/100 CT.

9"x9" One Compartment White
Foam Hinge Clam

813621 - 2/100 CT.

9"x9" One Compartment Black
Foam Hinge Clam

813626 - 2/100 CT.

9"x8" One Compartment Black
Foam Hinge Clam

813616 - 2/100 CT.

8"x7.5"x2.25" Three Compartment
White Foam Small Hinge Clam

813617 - 2/100 CT.

8"x7.5"x2.25" Three Compartment
White Foam Medium Hinge Clam

813618 - 2/100 CT.

9"x9" Three Compartment
White Foam Hinge Clam

PLATEWARE

812958 - 500/10.25"

Heavy Weight Paper Plate

812966 - 500/8.5"

Heavy Weight Paper Plate

812990 - 8/125 CT.

12 oz. Heavy Weight Paper Bowl

DRINKWARE

845018 - 1/1000 CT.

12 oz. Compostable Hot Cup

845016 - 1/1000 CT.

16 oz. Compostable Hot Cup

845015 - 20/50 CT.

Compostable Hot Lid Cup for 845018 & 845016

802020 - 20/50 CT.

12/14 oz. Polypropylene Cup

802005 - 10/100 CT.

12/20 oz. Compostable Clear
X-Slot Lid for 802020

ESSENTIAL SUPPLIES

802003 - 10/100 CT.

12/20 oz. Compostable Dome
Hole Lid for 802020

802022 - 20/50 CT.

20 oz. Polypropylene Cup

802039 - 10/100 CT.

16/24 oz. Clear Dome Hole Lid for 802022

SOUP & SOUFFLÉ

237223 - 1/250 CT.

2 oz. Translucent Souffle Cup

237226 - 1/125 CT.

2 oz. Souffle Cup Lid for 237223

237224 - 1/125 CT.

3.25 oz. Black Souffle Cup

237227 - 1/125 CT.

Souffle Cup Lid for 237224 & 237225

237225 - 1/125 CT.

4 oz. Translucent Souffle Cup

845060 - 1/250 CT.

8/10 oz. Soup Cup w/Lid

845061 - 1/250 CT.

12 oz. Soup Cup w/Lid

845062 - 1/250 OZ.

16 oz. Soup Cup w/Lid

PAPER SUPPLIES

881131 - 1 CT.

S/O Black Towel Dispenser

860509 - 6/800 FT.

Brown Towel for 881131

860510 - 6/800 FT.

White Towel for 881131

SOAP

881125 - 1 CT.

S/O Black Soap Dispenser

881126 - 1 CT.

S/O White Soap Dispenser

881124 - 2/1200 ML.

Fragrance Free Soap Bottle for 881125 & 881126

GLOVES

903048 - 1/100 CT.

Small Powder Free Black Nitrile Gloves

903049 - 1/100 CT.

Medium Powder Free Black Nitrile Gloves

903050 - 1/100 CT.

Large Powder Free Nitrile Gloves

903108 - 1/100 CT.

Small Powder Free Poly Gloves

903109 - 1/100 CT.

Medium Powder Free Poly Gloves

903110 - 1/100 CT.

Large Powder Free Poly Gloves

903015 - 1/100 CT.

Small Powder Free Poly Stretch Gloves

903017 - 1/100 CT.

Medium Powder Free Poly Stretch Gloves

903019 - 1/100 CT.

Large Powder Free Poly Stretch Gloves

903018 - 1/100 CT.

Extra Large Powder Free Poly Stretch Gloves

903100 - 1/100 CT.

Medium Powder Free Vinyl Gloves

903101 - 1/100 CT.

Large Powder Free Vinyl Gloves

903102 - 1/100 CT.

Xtra Large Powder
Free Vinyl Gloves

HAIRNETS

869555 - 1/144 CT.

Large Light Weight Dark Brown Nylon Hairnet

031090 - 10/100 CT.

S/O Dark Brown Beard Net

SANITIZERS

860500 - 80/2 OZ.

Gel Hand Sanitizer

860502 - 25/1 LT.

Hand Sanitizer Bottle

860507 - 6/64 OZ.

Hand Sanitizer

MASKS

954279 - 1/50 CT.

Face Mask w/Ear Loops

WIPES

860501 - 1/1000 CT.

8"x5" Antiseptic Wipe w/Alcohol & BZK

860508 - 400/.04 OZ.

Single Use Hand Sanitizer w/65% Alcohol

THERMOMETER

**965952 - 1/1 CT.**

Medical Infrared
Thermometer

SOCIAL DISTANCING: EVERY STEP OF THE WAY



To prevent the spread of COVID-19, the CDC recommends maintaining a physical distance of six feet from other people. Here are some tips for social distancing in your restaurant as you open for dine-in, delivery, or curbside pick-up.

ALWAYS ADHERE TO CDC AND LOCAL MUNICIPALITY GUIDELINES.

BACK OF THE HOUSE

- Start with a small staff, limiting the amount of people coming in contact with the food.
- Review hand-washing best practices and make sure everyone has the proper materials they need to keep a safe and clean workspace (masks, gloves, disinfectant, etc.).
- Stagger employees' start times to reduce congestion in back of house and storage areas.

DINE-IN

- Clean carpets, floors, windows, tables, chairs, and front of the house thoroughly. Let your guest know you care and have provided a clean and safe restaurant
- Consider your dining room layout. Tightly packed tables may cause some guests to be uncomfortable.
- Expand your waiting area or consider moving it outside if possible.
- Your host should be well-versed in the "new normal" and stress key points you want guests to know.

PICK-UP IN YOUR RESTAURANT

- Remain at least 6 feet away from other people.
- Place tape on the floor of the restaurant in traffic areas and in the checkout line to show customers how far apart they should be.
- Limit the number of customers in the restaurant at a time.
- Have a staff person dedicated to monitoring crowd control, traffic flow, and social distancing.
- Distribute wipes or hand sanitizer at entrance for customers.

DELIVERY/CURBSIDE PICK-UP

- Set pickup order times with customers, so they don't have to leave the car and can get their food as it comes right out of the kitchen.
- Give your customers the option to have their food left on the doorstep to avoid personal contact.
- Include heating and reheating instructions if applicable.

SAFE CHECKOUT

- Allow your customers to order by phone, email or text, websites, mobile pay and apps to create a smooth experience and avoid in-person contact.
- Consider mobile or touchless payment methods.
- Wear gloves while collecting payment.
- Keep a safe distance during the transaction.
- Keep sanitizer or wipes nearby if available.



CONDIMENTS

DRESSINGS



463310 - 4/1 GAL.
Sweet Tart Red French Dressing

270160 - 4/1 GAL.
Refrigerated New York Style
Blue Cheese Dressing

270120 - 6/32 OZ.
Gluten Free Refrigerated
Original Ranch Dressing

270115 - 6/32 OZ.
Gluten Free Light Ranch Dressing



270126 - 1/1 GAL.
Refrigerated Creamy
Caesar Dressing

463355 - 6/32 OZ.
Light Balsamic Vinaigrette Dressing

270155 - 4/1 GAL.
Refrigerated Buttermilk
Ranch Dressing

463345 - 6/32 OZ.
1000 Island Dressing

DISPENSER CONDIMENTS



448258 - 1/3 GAL.
Fancy Ketchup Bag in Box

448259 - 6/114 OZ.
Fancy Ketchup Jug w/Pump

448241 - 6/114 OZ.
Fancy Ketchup Pouch

232791 - 6/105 OZ.
Marinara Sauce Pouch



448340 - 24/14 OZ.
Plastic Squeeze Fancy Ketchup

448465 - 16/20 OZ.
Upside Down Fancy Ketchup



274020 - 12/8 OZ.
Squeeze Bottle Yellow Mustard

INDIVIDUALLY WRAPPED CONDIMENTS

SAUER BRANDS, INC.

290404 - 100/1 OZ.

BBQ Sauce Cup

290407 - 200/12 GR.

BBQ Sauce Packet

275212 - 100/1 OZ.

Cocktail Sauce Cup

221607 - 200/4 GR.

Lemon Juice Packet

353608 - 200/9 GR.

Honey Pouch

349661 - 200/.5 OZ.

Assorted Jelly (Grape,
Fruit, Strawberry)

349994 - 200/.5 OZ.

Assorted Jelly (Grape,
Apple, Strawberry)

350029 - 200/12 GR.

Assorted Diet Jelly (Grape,
Mixed Fruit, Strawberry)

350038 - 200/.5 OZ.

Grape Jelly Cup

350040 - 200/.5 OZ.

Strawberry Jelly Cup

290430 - 100/1 OZ.

Honey Mustard Cup

274640 - 200/9 GR.

Mayonnaise Packet

274101 - 500/5.5 GR.

Mustard Packet

274119 - 200/5.5 GR.

Mustard Packet

274640 - 200/9 GR.

Mayonnaise Packet

274363 - 200/12 GR.

Buttermilk Ranch Dressing Packet

274347 - 100/1.5 OZ.

Buttermilk Ranch Dressing Cup

247345 - 100/1 OZ.

Lite Ranch Dressing Cup

281518 - 200/9 GR.

Sweet Pickle Relish

290591 - 200/.5 GR.

Picante Salsa Sauce Packet

354319 - 100/1.5 OZ.

Pancake Syrup Cup

354320 - 100/1 OZ.

Syrup Cup

354398 - 100/1 OZ.

Sugar Free Pancake Syrup Cup

275223 - 100/1 OZ.

Marinara Sauce Cup

290447 - 100/1 OZ.

Sweet N Sour Packet

290570 - 200/9 GR.

Taco Sauce Packet

274994 - 100/1 OZ.

Tartar Sauce Cup

275009 - 200/12 GR.

Tartar Sauce Cup



290615 - 200/.25 OZ.

Hot Sauce Packet



342085 - 3/1000 CT.

Salt Packet

342086 - 3000/1 GR.

Pepper Packet



216663 - 1/600 CT.

Margarine Cup



215267 - 720/5 GR.

ZTF Euro-Whipped Butter Blend



463378 - 160/1.25 OZ.

Original Ranch Dressing Cup

274314 - 84/1.5 OZ.

Gluten Free Fat Free Ranch
Dressing Packet

274334 - 160/1 OZ.

Gluten Free Light Ranch
Dressing Cup

463499 - 60/1.5 OZ.

Buttermilk Ranch Dressing Packet

463510 - 84/1.5 OZ.

Fat Free French Dressing
w/Honey Packet



448266 - 1000/9 GR.

Fancy Ketchup

448276 - 336/1 OZ.

Fancy Ketchup

448277 - 250/1 OZ.

Folds of Honor Ketchup

448265 - 1000/9 GR.

Low Sodium Natural Ketchup

448475 - 336/1.5 OZ.

Fancy Ketchup Ramekin Pull Top

448469 - 168/3 OZ.

Salsa Dipping Cup

448268 - 1000/8 GR.

Sriracha Chili Ketchup

448468 - 250/1 OZ.

Fancy Ketchup Dunk Cups

448474 - 168/2.5 OZ.

Marinara Sauce Cup



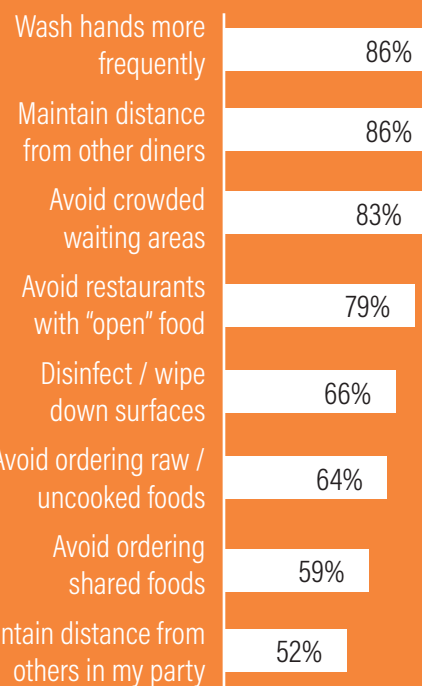
RESTAURANT READINESS CHECKLIST



KEY INSIGHT

Diners see minimizing risk as a two-way street. Consumers expect restaurants to maintain a safe environment once reopened, but they intend to do their part as well. They won't be quick to abandon COVID learned behaviors like social distancing and extra sanitizing.

What measures would consumers adopt to minimize risk at sit-down restaurants? (% of total consumers who PROBABLY WOULD do the following:)



EXTERIOR

10:30AM	5:30PM	Close	Check for Readiness
			Windows/Doors Clean- Streak free
			Sidewalk clean- no stains or debris
			Parking lot clean, free of trash
			Landscape appealing/neat,mulched,litter free
			Dumpster area clean/lid closed
			Exterior lighting is on/working properly
			Awnings clean and in good repair
			Monument/Building signage working,
			Reader Board Current/ No missing letters
			Green cleaning buckets/proper solution in use
			Red santi bucket/ proper solution & ppm verified

WALK-IN, FREEZER, & DRY STORAGE

10:30AM	5:30PM	Close	Check for Readiness
			Storage area clean and organized, grocery fronts
			Cleaning supplies stored properly
			Walk in cooler clean and organized, Proper temp.
			Walk in Freezer clean and organized, Proper temp.
			Floor free of water pools, clean, wet floor signs
			All products rotated by FIFO, Labeled
			Temperatures checked and recorded (Proper settings)
			Hand sinks stocked and operating per requirements



TEAM MEMBERS

10:30AM	5:30PM	Close	Check for Readiness
			All crew in proper uniforms, gloves, face coverings
			Hat and hair restraints in use where applicable
			Proper shoes, leather, closed toe, non-skid, clean
			Attitudes are positive, pre-shift meeting complete
			Every team member talked into position

MANAGER FUNCTIONS

10:30AM	5:30PM	Close	Check for Readiness
			Daily, weekly, monthly cleaning assigned
			Doors open (morning) Locked (Closed)
			Line check complete, shift notes recorded in log
			Travel paths and walk abouts completed

DINING ROOM

10:30AM	5:30PM	Close	Check for Readiness
			Blinds/shades up halfway a.m/ all the way up p.m
			Floor in vestibule clean, floor mat clean/vacuumed
			Dry erase board/ black board set up/current
			Railings and ledges dusted/ clean, windows clean
			Lights on and working ,correct levels per day-part
			Highchairs/boosters clean and serviceable
			Plants clean and watered
			Pictures/mirrors clean and in good order
			Menus stocked, special boards updated
			Green cleaning buckets/proper solution in use
			Red santi bucket/ proper solution & ppm verified
			Hand sanitizer stations set up through dining/bar area
			TV Programming/correct programming on
			Thermostats checked, correct settings per weather
			Sound system theme and volume correct
			Trash receptacles clean, inside and exterior
			Neon signs, p.o.s working and in good order
			Vending/juke box machines clean and serviceable
			Tables/Booths/Chairs clean and chairs posted
			Tables set up per schematic/floor chart
			HVAC vents clean, high dusting clean
			Condiments/table tops clean and sanitized
			Server station clean and sanitized, Beverage area
			Floors/Trash receptacles clean and odor free
			Balloons, kids menus/activity sheets available

RESTAURANT READINESS CHECKLIST

KEY INSIGHT

When restaurants reopen, America will consider dining in. More than half of diners would at least consider dining in at a restaurant right away after it reopens. Males, Millennials and households with kids are more likely to be ready as soon as they open.

Source: Datassential COVID-19
Report 15: Ready or Not, 4.23.20

RESTROOM (MEN'S AND WOMENS)

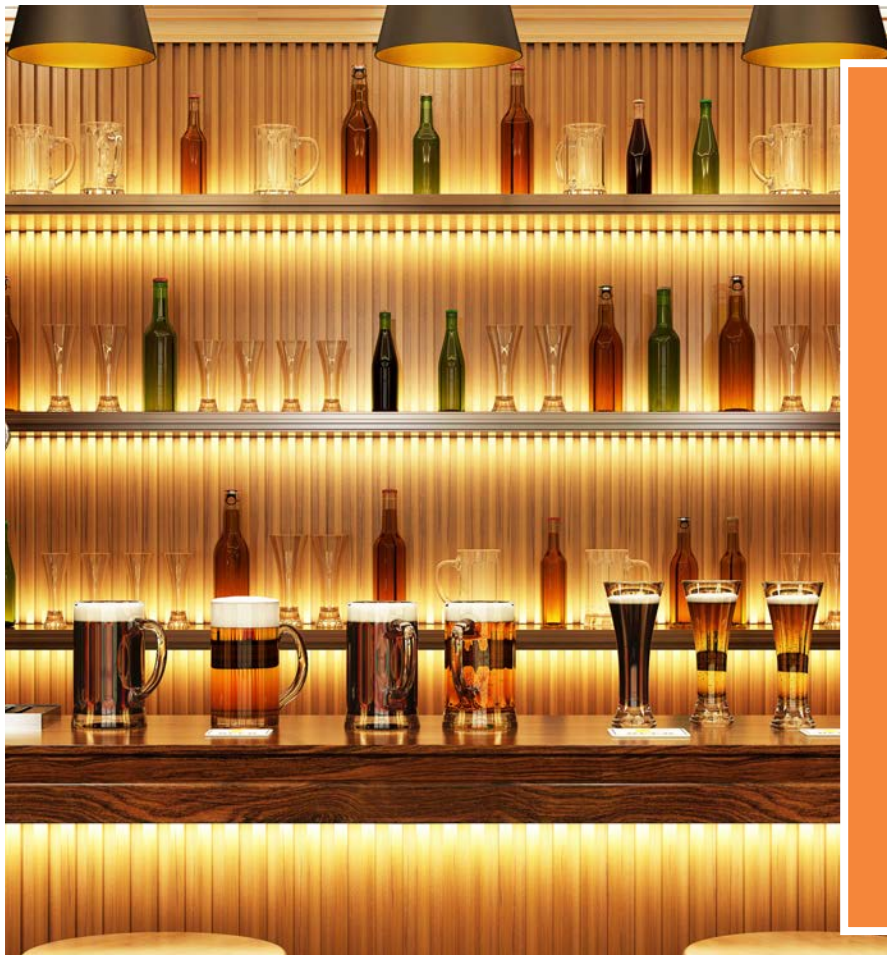
10:30AM	5:30PM	Close	Check for Readiness
			Doors clean/ no kick marks
			lights on (off at night) & working
			Walls and HVAC vents clean (no dust bunnies)
			Floor clean including baseboards
			Mirror clean, free from streaks & smudges
			Trash receptacles clean, Lid, placed by door
			Toilet/Urinal fixtures clean & shining, working
			Plumbing in proper working order, no leaks
			Paper supplies in place, hand towels & toilet paper

HEART OF HOUSE

10:30AM	5:30PM	Close	Check for Readiness
			Back door clean and secured
			Floors/fatigue mats clean
			Walls and retune/HVAC vents clean
			Lights on and working
			Equipment working properly (off at night)
			Alley area and warming drawers clean
			Toasters, slicers, microwaves, heat lamps clean
			Hoods, fryers, cook line clean
			Green cleaning buckets/proper solution in use
			Red santi bucket/ proper solution & ppm verified
			Fryers filtered/ filter machine clean after use
			Grill clean, hot and cold areas noted
			Ice machine working & clean, scoop in holster
			Pans/utensils clean and stored properly
			Prep tables clean and set up, santi bucket/towels
			Trash receptacles clean- interior/exterior
			3 compartment sink clean and set up wash,rinse sanitize
			Mop sink, santi buckets, wet floor signs clean and in use
			Coolers and reach-ins clean and purged (FIFO) used
			Wall charts/ 5 in 1 labor posters clean and posted
			Hand sinks stocked and operating, warm water, soap,towels
			Prep production complete or in progress (Time Goals)
			Hand sinks stocked and operating per requirements

BAR AREA

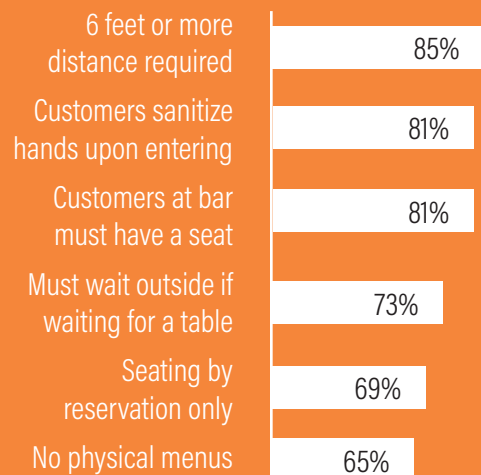
10:30AM	5:30PM	Close	Check for Readiness
			Ice Bins stocked and cleaned
			Beer walk-in is organized/clean
			Floors/Fatigue mats clean
			Menu's and bartop set-up for service
			Register properly set-up/clean and organized
			Shelves organized & clean
			Liquor towers organized & clean, spouts flagged
			Equipment clean and sanitized
			All equipment working properly
			3 compartment sink set up. Wash/rinse/sanitize
			Tables, stools clean posted towards entrance
			Trash receptacles clean and odor free
			All products restocked, (labels facing forward)
			Tables set up per schematic
			Tap towers wiped down and streak free
			Fresh fruit cut daily- Shift to Shift
			Green cleaning buckets/proper solution in use
			Red santi bucket/ proper solution & ppm verified



KEY INSIGHT

Diners support tactics that promote social distancing and sanitation.

Which would you support to ensure your safety dining in at a restaurant? (% of total consumers who SUPPORT restaurants requiring the following:)



Source: Datassential COVID-19 Report 15: Ready or Not, 4.23.20



KEY INSIGHT

"Social distance" and "wash your hands" have been our mantras for the past month. We are barraged daily with PSAs that remind us of why it's important and the alarming consequences of not complying. So it's no surprise that consumers are reluctant to go back to their old ways.

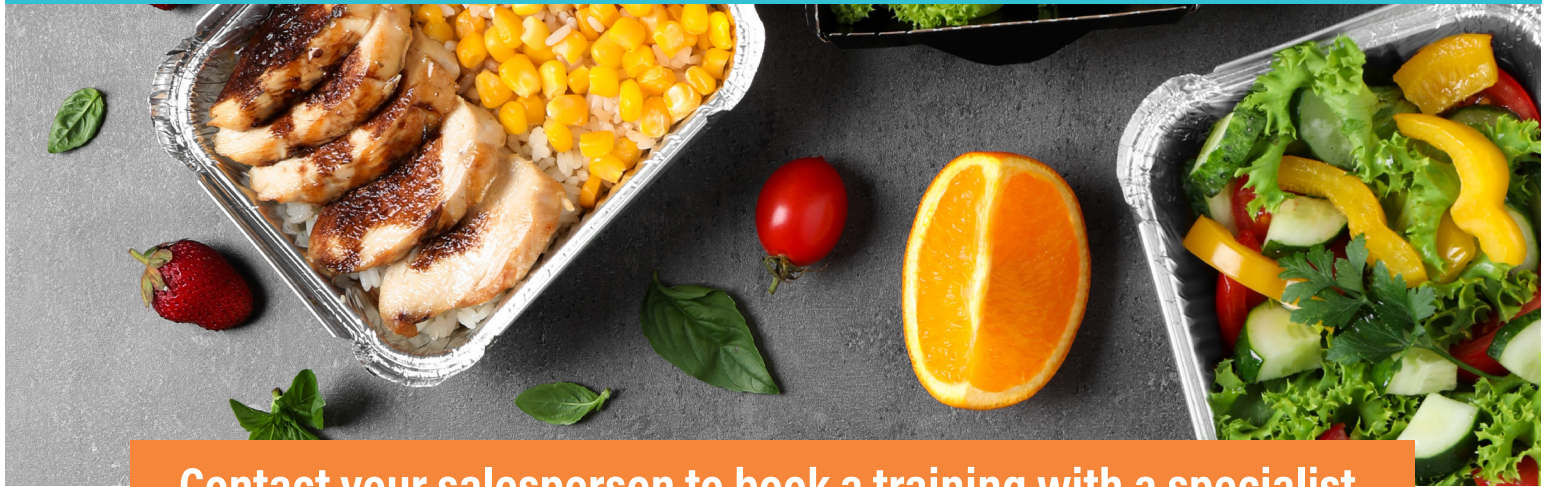
When the COVID-19 situation improves and social distancing recommendations are eased, will you....

	<i>Probably Continue</i>	<i>Probably Stop</i>	<i>N/A</i>
Wash my hands more than I would have before coronavirus	77%	14%	9%
Disinfect shopping carts / baskets at stores	68%	19%	13%
Carry hand sanitizer with me wherever I go	66%	17%	17%
Maintain my distance from others out in public	64%	28%	8%
Avoid open / multi-person foods (buffets, salad bars, etc.)	52%	31%	17%
Order for delivery or takeout (instead of dining in)	50%	28%	22%
Disinfect takeout / delivery packaging and surfaces I eat on	49%	26%	26%
Use my own dishes to eat takeout / delivery food	47%	22%	31%
Shopping for food online (groceries, restaurant delivery, etc.)	41%	24%	35%
Avoid raw foods if ordering from restaurants	41%	25%	34%



SPECIALIST SUPPORT

UPPER LAKES FOODS' CURRENT AND ON-GOING SPECIALIST OFFERINGS



Contact your salesperson to book a training with a specialist.

OPERATIONAL/FINANCIAL

- 3 Year business plan assistance to obtain business loan support.
- Sales forecasting, income forecasts, expense forecast
- 100 Pennies seminar, true financial results, and benchmarks of restaurants
- Employee wage and labor scheduling based on percentile and sales per labor hour.
- Declining budget establishment and forecasting for direct expenses
- Inventory and order guide shelf to sheet systems. (Beginning Inv.+ Purchases- Ending Inv.=Cost\$)
- Daily, monthly, weekly financial reconciliation through P.O.S systems
- Invoice tracking based on chart of accounts to accurately measure results by account.
- Labor proforma's based on restaurant volume periods and average rates of pay. Reopening staffing.
- Fire up, Fire Down Utility expense schedules, calibrate equipment efficiencies.
- Menu engineering based on actual seasonal velocity and product mix reports.
- K-12 Support for MSFBG Contracts, Net off invoice, Farm to School, and USDA Commodities, menu planner and sampling of new and trend products.
- Find them and keep them, recruiting and on-boarding quality staff, proper on boarding.

STAFF AND MANAGEMENT TRAININGS OFFERED

- Floor Management learning systems
- Hospitality training- Server, bartender, Hostess, Server Assistant staff. Customized per ownership.
- 100 Pennies (staff) True financial expectations/ actual results of Restaurant operations.
- Menu knowledge worksheets with Menu knowledge testing
- Responsible service of alcohol accreditation through NRA- (New)
- Servsafe Food Handler certification through NRA- (New) 2 ½ hour basic food safety program.
- Servsafe Manager certification, certify with each state CFPM (Certified Food Protection Manager) 8 Hour full course and proctored examination, 4 Hour re-certification (Mn only)
- Back of the house station set ups based on maximum efficiencies for productivity.
- Station trainings for Knife skills, culinary techniques, and best practices.
- Food costing and product cross utilization for multiple menu items.
- Point of sale training and programing assistance for accurate financial reconciliation.
- Bar spotting and Mystery shop evaluations.
- Current trend menu theme's and best practice execution

CONTINUED ON THE NEXT PAGE >>>

REGISTERED DIETITIAN SUPPORT

Healthcare

- Kitchen & Dining Audits- according to state and CMS regulations; help prepare your kitchen and staff for inspection
- In-services- multiple areas of training covering kitchen sanitation, safety, nutrition, allergens, etc.
- IDDSI Dysphagia Regulations- trainings, resources, policies available for those utilizing the new Dysphagia regulations
- Menu trends- keep up to date on trends and incorporate new ideas into your facility menu
- Healthcare Resources Platform- easily accessible menus, recipes, in-services all in one tab on Megabite ordering platform
- Custom order guides on Megabite- help building order guides that correspond with your menu
- Menu pricing- keep in line with or under budget (based on per resident per day cost)
- Recipe development and standardization
- Allergen and Therapeutic Diet consultations
- Simplified Nutrition Online (SNO)- available for customer purchase/access to online menu and tray card system

Camps

- Kitchen & Dining Audits- according to state and CMS regulations; help prepare your kitchen and staff for inspection
- In-services- multiple areas of training covering kitchen sanitation, safety, nutrition, allergens, etc.
- Menu trends- keep up to date on trends and incorporate new ideas into your facility menu
- Recipe development and standardization
- Allergen and Therapeutic Diet consultations

Restaurants/Etc.

- Nutrition Labeling- nutrition labels created according to FDA standards
- Calorie counts and healthier menu options- can be a specified menu section or a handful of menu items
- Allergen consultations- Gluten free, Big 8 Allergens, etc.

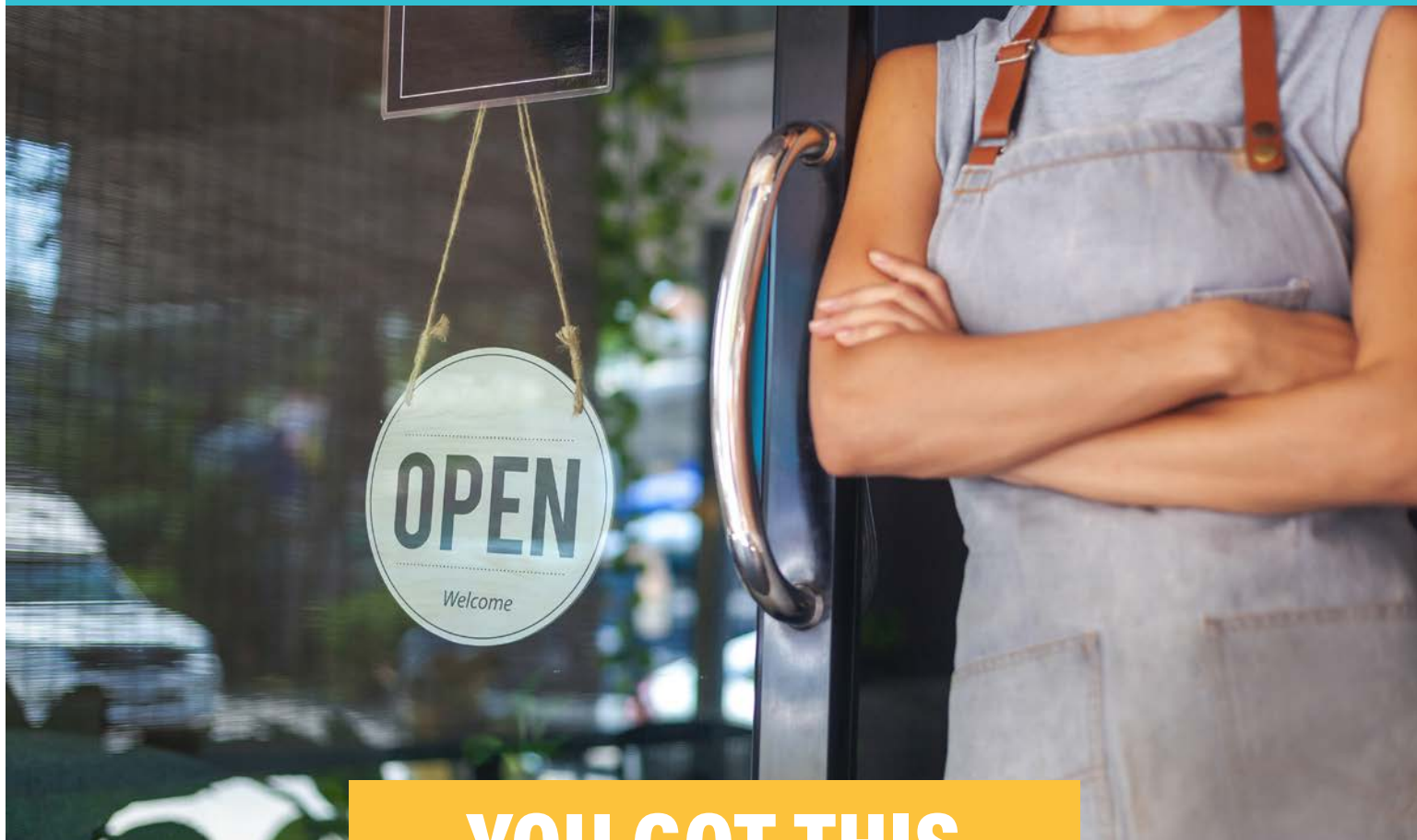
REGISTERED DIETITIAN TRAININGS

- Enhancing Flavor without Added Sodium
- Unintentional Weight Loss
- Virtual Grocery Store Tour
- Food Trends
- The Elderly and Dysphagia
- Elderly Nutrition 101
- Customer Service

K-12 SCHOOL SPECIFIC TRAININGS

- School Cafeteria Consulting- Promoting meals, digital menu boards, clear labeling, line flow efficiencies.
- Quick scratch recipe consulting- commodity food or farm to school products
- Social Media- How to promote your child nutrition program





YOU GOT THIS

REOPENING IS A PROCESS

And we'll be with you every step of the way. Restaurants symbolize a return to normalcy. As we navigate this new world, we'll be driven by the excitement to celebrate a return to everyday life, accompanied by a need to stay safe.

Restaurants can help ease this tension for diners in several ways. This could mean providing a safe, yet fun socially-distanced meal.

Or on a more emotional level, it could be letting diners know that their patronage ultimately helps others; your family, your staff, and generally restarting the local economy.

The restaurant industry is a resilient one. COVID-19 has highlighted the need for strong and supportive community, and we're here for you.

MORE RESOURCES

Find more COVID-19 resources, tips, videos, trainings and more on our website - upperlakesfoods.com

LET US KNOW WHAT YOU NEED

As the COVID-19 situation continues to evolve and affect your business, just tell us how we can help you.



• FAMILY-OWNED AND OPERATED •

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