

# RETHINKING YOUR FOOD SERVICE PROGRAM



Covid-19 has transformed the way we all behave socially, at home and in the workplace. From implementing initiatives such as social distancing to wearing masks and gloves to removing open food displays and multiple consumer touch points (to name a few), it has created a need for change in our cafes as we operate to deliver safe, freshly prepared meals every day.

Dana Hospitality is a Canadian contract food service management company that has expertise in providing best-in-class food services to corporations, higher education institutions, private schools, retail healthcare and leisure markets for over 30 years. We understand that you may be facing new challenges and looking for solutions in areas of health & safety, food safety, finances and service solutions. Many organizations are rethinking the status quo and Dana Hospitality is here to help.

During this pandemic we continued to operate and provide food services to over 50 hospitals and essential services that adapted quickly to meet enhanced government health & safety requirements. A recent survey offered to our clients allowed us to best understand what is important to them at this time. With a clear focus we are responding. Below are some of our key learnings and transformations:

## HEALTH AND SAFETY SOLUTIONS

- **Temperature Monitoring** – for all team members before every shift.
- **Protective Masks** – for all team members as recommended by health officials
- **Protective Gloves** – mandatory for proper handling of food and beverages
- **Counter Guards and Enclosed Cases** – for added protection at the checkout and drive-thru
- **Social Distancing Measures** – visibly in place for both team members and guests
- **Tamper Evident Packaging** – to ensure customers can trust that the meal contents have only been touched by culinary professionals while also providing convenience and quick service
- **Sanitation and Disinfectants** – all surfaces and touch points sanitized and disinfected on an enhanced schedule and making sanitizers available for customer use

## FINANCIAL AND SERVICE SOLUTIONS

1. When opening a full service cafeteria may not be optimum, some clients are choosing Dana's enhanced **Micro Market program** where our signature scratch, fresh, local food is offered daily. Healthy and delicious eating does not change by moving to this unique model. The reduction in staff required to provide this model offers a valuable cost savings.
2. Using our **Eat Fresh Rewards Pre-order App** reduces the number of guests within the café and provides a separate area for order pickup to support social distancing and improve service times without added costs.
3. **Touch-Free Payment Solutions** enable speed of service, offer added convenience for our guests and provides yet another reduced touch point.

No matter how we adapt to meet the needs of our clients, Dana's brand Beliefs and Behaviors never waiver. We create delicious, nutritious food and meals from scratch using fresh, local ingredients every day. Our blend of local sourcing, culinary craftsmanship and inherently healthy menu choices gives our customers confidence in choosing their unique daily meal selections. With the lowest NEER rating in the industry it is clear that Health & Safety is, and has always been, front and center in Dana cafés.

To discuss a custom solution that fits your needs, please contact me at your convenience.

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