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Mississippi State University Dining Services’ commitment to the safety and health of our students and faculty and staff, our associates, and the surrounding community we serve has never been more crucial. We will continue our efforts to achieve the highest levels of workplace and food safety as we navigate our new normal in delivering experiences that enrich and nourish lives. The details of our robust re-open strategy are outlined in this guide.

**Committing to Campus Health**
MSU Dining Services pledges to ensure our associates come to work healthy and safe, leaving and returning in the same condition at the end and beginning of each shift. By delivering on these safety measures we are committing to the overall health of our people and campus community.

To ensure that our associates feel comfortable returning to work, we want our approach to go above and beyond government requirements. Among many employee safety measures are:

- Mandatory handwashing every 20 minutes
- Associate temperature monitoring
- Proactively procured PPE for associates
- Physical Distancing
- Plexiglas Barriers

**Cleaning and Sanitation**
Each location maintains a variety of tools and processes designed to ensure the highest levels of cleanliness are maintained at all times. Each associate has a Day-At-A-Glance Tool to guide them on specific cleaning requirements for every station and space.

We will implement extra and frequent cleaning of all surfaces and items that are at higher risk of contamination (door handles, light switches, condiment stations, etc.)

**Hand Hygiene**
For Guests: Increased availability of hand wash stations, hand sanitizer, ‘no-touch’ service options and targeted signage and communication to promote hand hygiene.

For Associates: Substantial and ongoing hand hygiene training, an increased schedule of mandatory hand washing (every 20 minutes) and appropriate use of PPE (gloves).

**Product Safety**
All vendors and suppliers must pass stringent safety and sanitation requirements to gain and maintain approval. Additional controls will be placed on vendor deliveries to ensure the safe transfer of all products.

Food Safety: Standards for food receipt, storage, handling and preparation are very detailed and specific. Each step of the process is monitored and documented so that quality, temperature control, and contamination risks are managed at all times.
**Chemicals, Equipment and PPE**

Specified chemicals are designed specifically for food service environments. Diversey Quat-Sanitizer has the highest possible rating for efficacy. Every location also maintains an inventory of Oxiver TB Wipes, a CDC approved disinfectant for the pathogen treatment of spaces that have been exposed to the COVID-19 virus.

All equipment utilized in the cleaning and sanitation, including dishwashers, glass cleaners, chemical dispensers, etc. are checked multiple times per day for correct temperatures, concentrations and functionality.

Mississippi State University Dining Services ensures that all locations are properly equipped with the necessary PPE to ensure guest and employee safety – including gloves, masks, eye protection, thermometers, aprons/gowns, etc.
As our teams return to campus this year, training will be critical to our success. Many returning experienced team members have had extended time away from work and all team members will be operating under new working conditions. Our welcome-back and orientation materials were updated to ensure all team members have a clear understanding of MSU Dining Services’ expectations for them in their roles.

**Personal Protective Equipment**
To ensure we continue to meet and exceed CDC recommendations on COVID-19 prevention and safety, MSU Dining Services has implemented new policies on facial coverings and associate health monitoring.

Facial coverings are required:

- In all dining locations on campus.

Disposable face masks will be kept on-hand should an associate forget theirs for a shift.

Protective barriers will be installed at dining locations across campus to facilitate associate and student safety.

**Associate Health Monitoring**
All MSU Dining associates and vendors will be screened when they first enter their facility.

Associate Health Monitoring:

- Visual Monitoring
  - Continuation of existing policy
  - Identification of employees exhibiting symptoms of illness
- Associate Health Attestation
  - Daily associate confirmation regarding symptoms, exposure, and international travel
- Temperature Screening
  - We will check associates’ temperatures at the start of their shift.
  - Per CDC guidance – employees with temps of 100.4 or higher are not allowed to work.
Ensuring students return to a campus environment that fosters safety and connection is paramount. We will deploy communications and processes to provide peace of mind for students, parents, faculty, staff, guests, and associates. Our team is developing digital and social media communication plans, creating signage, and planning increased engagement activities to reassure students about our safety practices, explain operational changes, and support the campus community.

**Virtual Meal Plan Sales and Changes**

For this upcoming fall semester, we have moved all Meal Plan sign ups and changes online. There will be no paper forms to complete. Visit dining.msstate.edu, select “Meal Plans,” and then choose your classification to see all Meal Plan options available to you. Students will be able to checkout by charging to either their Student Account or using a credit card.

A Meal Plan Change Form will be added to the website to make a Meal Plan change during the first two weeks of classes (students are able to change during both fall and spring).

**Welcome Back and Safety Signage**

A series of new communications were developed to inform, engage, and welcome students. Additional general informational or enhanced service practices are available to proactively communicate any new service changes, physical distancing measures, and sanitation protocols that locations have in place to deliver a great experience.

**Digital Dining Brochures**

Students will now be able to find Digital Dining Brochures on our website, dining.msstate.edu. There are two options, the Freshman Dining Guide, and the Upperclassman Dining Guide. These guides provide information about dining on campus and available meal plans.

**Website and Communications**

Any updates or changes that are made during the fall semester will be posted on our website and social media. Please visit dining.msstate.edu and follow us on Instagram, Twitter, and Facebook @msstatedining to receive all updates on Mississippi State University Dining Services.

Have questions about your Meal Plan or just dining in general? Text “MSU” to 844-737-7646 to send us your question.
To keep our associates and community safe and healthy, we are adapting our service styles to adjust for physical distancing and other safety practices. Menu modifications and service area adjustments are some of the initiatives we are taking to ensure a safe dining environment for our students and school community.

**Seating Availability**
- Seating availability in all dining locations will be reduced from full capacity to 0-50% capacity.
- Seating will be spaced at least 6 feet to allow for physical distancing.

**Personal Protective Equipment**
- Associates will be provided with reusable masks and we will keep disposable masks on hand.
- Plexiglas shields will be installed at all dining locations.
- We will have temperature checks before shifts for associates.
- Hand sanitizing stations will be located at all dining locations.

**Enhanced Cleaning**
- We will perform extra and frequent cleaning of all surfaces and items that are at higher risk of contamination.
- We will implement the use of a CDC approved disinfectant for treatment of spaces.

**Safety Signage**
- Floor decals will be used at all locations to indicate 6 feet spacing.
- Hand Sanitizer stations will be located at all dining locations and will have signage with tips on stopping the spread.
- Location flow signage will be installed at all locations.

**Payment Methods**
- We will be introducing touchless payment methods this fall.
  - All credit card readers will be turned towards the customer for a touchless transaction.
  - We will install PROX readers for MSU IDs that will make transactions with Flex Dollars, Block Meals, or MoneyMate “tap to pay.”
- Cashless Payment will be starting this Summer 2020.
Catering Modifications

*Catering*
- We will expand our Catering Box Lunch Program to now also include a full offering of breakfast meals, lunch meals and snack selections.
- This new aspect of the catering program will provide a safe delivery method for catering your meetings, events, and get-togethers.
- If you require customization, we are happy to provide additional options.
- Place an order with MSU Catering at msucatering.com or by calling 662-325-3663.

*Retail Catering*
- Einstein Bros Bagels
  - Einstein Bros Bagels offers individual lunch boxes for your catering events.
  - Boxes include a sandwich, like the Tasty Turkey or Hummus Veg Out, a gourmet cookie and choice of chips.
- Moe’s Southwest Grill
  - Moe’s Southwest Grill offers Burrito Boxes featuring a Famous Joey Bag of Donuts Burrito with your choice of protein.
- Subway
  - Subway offers their Subway to GO! Meals. These are boxed meals with your choice of sandwich, chips, and a drink.
- Chick-fil-A
  - Chick-fil-A offers individually packaged boxes with either a sandwich or nuggets, chips, and a cookie.

*Please visit our website or call the office to place a Retail Catering order.*
Residential Dining Modifications

Entrances and Exits
Marketplace at Perry
- The main entrance to Perry will now be located on the south side of the building.
- We will also have a to-go only entrance located on the north side of the building.
- The main doors will be used as an exit only.

Fresh Food Company
- The front north doors will continue to be the main entry at Fresh Food Company.
- Exit doors will be located on the east front and east back sides.

Templeton Dining
- Templeton will use the main southwest door for entry.
- The exit door will be located on the northwest side of the dining hall.

Seating Availability
- Seating availability in the Residential Dining Halls has been reduced to 50% capacity and seats will be spaced at least 6 feet apart.

- Overflow Tent Seating will be located next to the Moe’s Pavilion and at Fresh Food Company.

Self-Serve Stations
- Salad Bars will either be converted to made-to-order, tossed salad stations or pre-made salad options.

- Served Drink Stations will be available for dine-in and canned drink options will be available for to-go.

- All stations located in the dining halls will be served only, no self-serve.

- The Dining Halls will provide multiple served-option stations.

Customer Flow
- Station lines will be separated by stanchions.

- 6 feet floor decals will be placed within each line.

To Go Option
- All dining halls will provide a ready to go carry out option available with a canned drink or water.

- At the Marketplace at Perry, you would enter the to-go entrance for the to-go option. All other orders made within the dining hall will be for dine-in only.

- At the Fresh Food Company, a to-go station will be located to the left side of the cashier stand. Students will use the same entrance and exits for this station, as highlighted above.
Colvard Student Union

All Union Locations

• Seating in the Colvard Student Union Food Court will be limited to 50% capacity.

• There will be a 20 minute seating time at the food court tables.

• Seating will be spaced at least 6 feet apart.

• Plexiglas will be installed at all locations.

• There will be an increased number of stanchions to separate location lines.

• All drinks will be either served or bottled/canned.

Starbucks

• Starbucks will have a separate entrance and exit. The exit will be clearly labeled with signage.

• All condiments including sugar and creamer will be located behind the service line and you will be able to ask the barista for what you need.

• In addition to the 6 feet floor decals, there will also be “Wait Here” floor decals for customers to wait for their orders.

• Coming Soon – Starbucks Tablets for quicker checkout.
  • Use with your Flex Dollars.
  • Tap and Go system for payment

Chick-fil-A

• New this fall - Chick-fil-A will be introducing touchless tablet ordering. This will be in addition to the regular checkout area and will provide more checkout options to guests for faster service overall.

State Fountain Bakery

• For the safety of our guests and staff, we will limit capacity to no more than 5 guests inside the store at a time.

• All condiments, including sugar and creamer, will be located behind the service line and you’ll be able to ask your cashier for what you need.
P.O.D. Markets and Expresses

**P.O.D. Modifications**
- There will be no more than 5 guests inside a P.O.D. Market at one time.

- Grab and Go options will be available, including pre-packaged sandwiches and salads.

- We will remove all self-serve options for the fall. These include bulk candy, hot dogs, and fountain machines.

- Coffee will be served behind the cashier counter and will have modified options.

- There will be no seating areas inside the P.O.D. Markets for the fall.

- Fresh fruit offerings will now be wrapped for guest safety.

**Subway**

**Subway Modifications**
- Subway guests will now enter from the front door only.

- The exit to Subway will be on the east side of the building and will be clearly marked with directional signage.

- All seating has been removed from Subway for the fall.

- Subway will be providing bottled beverages and are looking into infrared readers for touchless pour, coming later in the fall.

**Moe’s Southwest Grill**

**Moe’s Southwest Grill Modifications**
- The entrance to Moe’s Southwest Grill will now be located on the east side of the glass sunroom.

- The west side main door will be used as an exit only.

- All fresh salsa options will now be served behind the line and you’ll be able to ask an associate for the one you prefer.

- The Coca-Cola Freestyle Drink Machine will not be in use this fall and bottled beverages we be offered instead.

**Steak ‘n Shake**

**Steak ‘n Shake Modifications**
- All seating has been removed from Steak ‘n Shake for the fall.

- Individually wrapped cutlery will now be offered behind the cashier stand.

- All bar seating will be removed for the fall semester.

- We will have one line with 6 feet floor decals and a “Wait Here for Next Cashier” sign.
Einstein Bros Bagels

**Einstein Bros Bagels Modifications**
- Einstein Bros Bagels will now serve drip coffee and iced coffee behind the counter.
- All condiments can be found behind the counter and provided by an associate.
- The fountain machine will be removed for the fall semester and bottled beverages will be offered in the grab-n-go cooler.
- All seating will be removed to make space for physical distancing within the line and location will be to go only.

Pegasus Dining and McArthur Café

**Pegasus Modifications**
- Pegasus Dining at the Wise Center will offer a hot line served to go on Monday through Friday.
- Pegasus also offers grab-n-go items including snacks, drinks, and sushi.
- The fountain drink machines and coffee will not be available for the fall semester; bottled or canned beverages will be provided.

**McArthur Modifications**
- McArthur Café at McArthur Hall will reduce it’s seating to 50% capacity.
- It will offer a hot line option, as well as a pre-packaged salad option.
- The fountain drink machines and coffee will not be available for the fall semester; bottled or canned beverages will be provided.

* Signage will be placed on all tables
Contact Dining Services:
msudining@aramark.com | 662-325-7120 | Text “MSU” to 844-737-7646
@msstatedining