

FOOD AND DINING: THE FUTURE STATE

FOOD SAFETY WEBINAR SERIES
SEPTEMBER 30, 2020



WELCOME TO FOOD SAFETY MONTH



What is Restaurants Rise from Nation's Restaurant News?

- **Direct access** to information, insights and solutions specific to the challenges the industry faces today.
- Explore more at *RestaurantsRise.com* and **join the community** of more than 12,000 foodservice leaders.

ADVANCING FOOD SAFETY TOGETHER TO HELP RESTAURANTS RISE

- Food safety is a top concern even during the pandemic.
- Protect your brand and build a resilient business by ensuring a strong food safety culture at your restaurant.



FOOD SAFETY MONTH WEBINAR SERIES



**Ensuring Customer and Employee
Confidence During COVID-19**

View On Demand



**Health Inspections: What You
Need to Know Now and Then**

View On Demand



**Demystifying Sanitation in Foodservice:
New Procedures and Approaches**

View On Demand



Food and Dining: The Future State

View On Demand

WE ARE ECOLAB

Ecolab is the global leader in water, hygiene and energy technologies and services

PROVIDING AND
PROTECTING
WHAT IS VITAL



CLEAN
WATER



SAFE
FOOD



ABUNDANT
ENERGY



HEALTHY
ENVIRONMENTS

Every day, we work to make the world
cleaner, safer and healthier

FOOD AND DINING: THE FUTURE STATE

Agenda

- Redefine and rethink the future
- Future of health and safety
- Reevaluating efficiency
- Q&A




76%

“a restaurant’s cleanliness & food safety procedures will always matter more to me now than it did before.”



80%

I will be **more careful** to check
if places are strictly enforcing safety precautions
before deciding where to eat



REDEFINE AND
RETHINK THE
FUTURE

Doug Davis, CPFS



**Sr. Director Global Food Safety
Marriott, Global Operations**

Doug is an experienced Food Director with a demonstrated history of working in the hospitality industry. Strong operations professional with over 40 years in the food and hospitality business.

Skilled in Culinary Skills, Food Science, Quality Assurance, Food Quality, and Menu Development.

FOOD & BEVERAGE FUTURE STATE

KEY CONSIDERATIONS

REDEFINE our approach to minimize risk and enhance safety

RETHINK the ways guests engage and experience food and beverage

LEVERAGE the relevant elements of innovation

Phased Reality

Restaurants will need to be flexible, adapt to changing guest demand, staffing & business levels, supply chain impacts and adopt innovative technology.

	PHASE ONE	PHASE TWO	PHASE THREE
RESTAURANT OPERATIONS	Reservation capacity modified to limit capacity as mandated by regulatory.	QR codes link to virtual menu and theatrical cleaning employed.	Contact items will not remain key areas but indoor air quality improved and touted.
BUFFETS	Offerings are moved to convenience items, self-service items are eliminated.	Buffett attendants assist guest in food selection, plating or serving food.	Buffets resume new normal arrangements, with enhanced measures.
BARS	Bottled/individual cocktails, single-serve or splits of wine are offered where available. NO bare hand contact.	Limited bar seating will necessitate designated ordering areas with limited queuing and cocktails to-go legal.	Enhanced outdoor bar seating with weather control devices. Self-contained cocktails prevalent.
SERVICE & SETUP	Contactless and low-touch service are expected for the safety and comfort of guests. No pre-set anything on tables.	Sanitizing wipes provided with the check and face coverings offered gratis.	Al fresco dining re-emerges, sophisticated temperature screening.



CLEANLINESS CHAMPION

For all hotels including restaurants

In partnership with Ecolab globally

- Training (including videos)
- Quizzes
- Audits with pictures
- Finally “certification”
- Ongoing engagement from center
- 9300 trained globally







New Standards

F&B GLOBAL STANDARDS

1. Enforce frequent hand washing practices
2. Institute physical distancing
3. Wear face covering as part of uniform
4. Increase cleaning frequency in public spaces (electrostatic spraying)
5. Implement hand sanitizers in high traffic areas
6. Install barriers / partitions
7. Implement contactless F+B
8. Implement Cleanliness Champion
9. Flexible leave & screen for illness symptoms
10. Stay in touch with Local Authorities

2 - 20 – 20 HEIGHTENED SANITATION

Food handlers must wash hands (or use hand sanitizer) every 20 minutes for 20 seconds and clean workstations every two hours.





FUTURE IN HEALTH AND SAFETY



Dan Goldberg



**VP of Quality Assurance
BJ's Restaurants**

- Dan Goldberg began his career in food safety as an Environmental Health Specialist at Orange County's Health Care Agency. After two years of inspecting restaurants, Dan helped pioneer a new program for the Health Care Agency that specialized in foodborne illness investigations and community outreach.
- In 2005, Dan joined Starbucks as a regional QA manager eventually promoting to National Quality Assurance Manager to help continue the food safety culture enhancements over the western half of the United States and Canada; overseeing the food safety and sanitation for over 2,500 Starbucks stores including Canada.
- In 2008, a unique opportunity came across to work for the Walt Disney Company, a Black Pearl winning organization. Dan went to work for the most famous mouse in history as the Principal Food Safety and Public Health Manager at the Disneyland Resort.
- In 2011, Dan had the opportunity to start the Quality Assurance program for Orange County based BJ's Restaurants. Dan utilizes education, training and partnership as key components to continuously raise the bar in food safety and sanitation.



Restaurants- The Future in Health and Safety

- Employee and Guest Safety/Wellness
- Technology
- Restaurant build



Employee and Guest Safety/Wellness

- Cleanliness and hygiene
 - Disinfection stations
 - Hand sanitizers are here to stay
 - Symptom screening
 - Onboarding and training
 - Food Safety and Health Communications
 - Encouraging flu shots



Technology


- QR Codes
- Contactless payment and delivery
- Air purification
 - HEPA
 - Photohydrionization
- Wearables for contact tracing



Restaurant Build

- Patios
- Partitions
- Curbside pick-up
- Third party delivery





REEVALUATING EFFICIENCY

Bessie Politis, R.E.H.S



**Sr. Manager, Retail Food
Safety and Regulatory
Starbucks**

Bessie Politis, R.E.H.S. is a Senior, Manager in Food Safety and Regulatory for Starbucks Coffee Corp. A previous 27 year regulatory with Los Angeles County, Bessie works in the development, implementation and maintenance of company Food Safety programs while effectively promoting the mission and values of Starbucks.



RE-EVALUATION OF EFFICIENCY
WITHIN A RESTAURANT SETTING
POST COVID-19 PANDEMIC:



Re-evaluation of “efficiency” within a restaurant setting

- Re-evaluate construction of both the kitchen, back of the house and customer space.
- Physical appearance of the store (customer perspective)
 - Building out the Back of house keeping safety measures and physical distancing in mind.
 - Less seating capacity, increasing distance between customers.
 - Workers wanting worker safety and customer safety.
 - Adjustment in how businesses will communicate the purpose/value/need for change with safety measures.
 - Keeping the human connection with the customer connection in mind.
- Maintain Business efficiency
- Rise of automation and AI to make space for partners to have more human connection with customers
- Parking changes and requirements





Sustainability

What will post-COVID Pandemic sustainability look like?

- Customer personal cup use
- Increase use of single use items
- Will compostable and recyclable single use development change?
- Will new laws require re-invention of single use items



COVID-19 RESPONSE AND RECOVERY RESOURCES

Robust resources to help reopen and recover across the foodservice industry. Access these resources and more at: www.ecolab.com/coronavirus


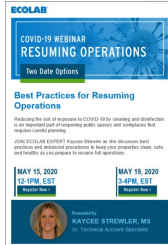
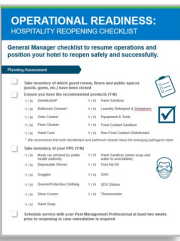



PREPARE ENVIRONMENTS

Reopening Checklists

On-Demand Webinars

EcoSure Assessments



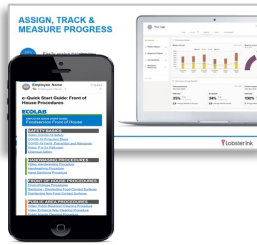


ENABLE STAFF

Enhanced Cleaning Procedures

Product Innovation, Promotions & Support

Staff Training
Lobster Ink Rebound Program & Quick Start Guides






ASSURE CUSTOMERS

Window Clings & Signage

Flyers



FOOD SAFETY AND PUBLIC HEALTH RESOURCES

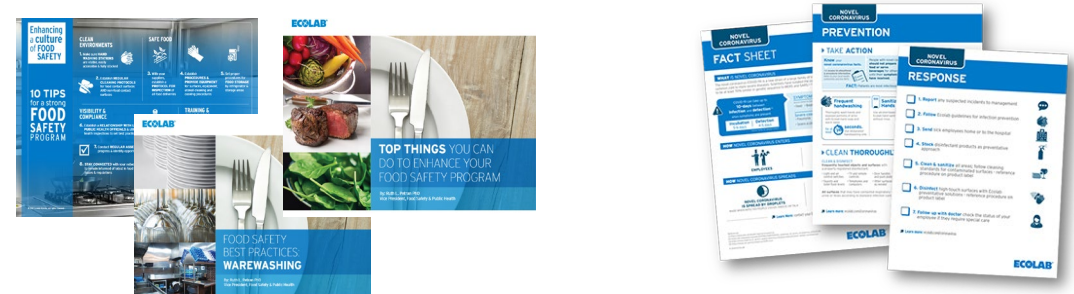
FOOD SAFETY AND PUBLIC HEALTH MATTERS WEBINARS



Quarterly and On-Demand Webinars

Food Safety and Public Health Matters webinar series informs and educates food service professionals on Food Safety and Public Health topics.

FOOD SAFETY RESOURCE LIBRARY



Food Safety Articles and Tips

Food Safety Readiness Kits

Access these Food Safety Resources and more on Ecolab.com

Q&A



RESPOND WITH RISK MANAGEMENT STRATEGIES

Follow CDC and WHO guidance to protect yourself and others:



Wear a mask as advised.



Wash your hands.



Stay home while sick.



Cover your mouth and nose.



Avoid close contact.



Clean and disinfect.



Increase ventilation where possible in indoor environments

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THANK YOU FOR ATTENDING

