

FAQs for Otis College of Art & Design

So basically, how is dining going to work?

At Elaine's and Rose Hill's cafés, we are setting up the stations in the cafés for speed, with many popular items prepackaged, to reduce the number of decisions being made when ordering, and therefore reduce everyone's time in line and thus crowding. We have implemented an order-ahead-and-pick-up app called GET, Download it anywhere you download apps.



What's the deal with masks and seating?

We'll be wearing masks while serving you. Bon Appétit is requiring students and guests to wear masks in lines and while walking around in the café — we will also have some directional wayfinding to reduce crowding — and to remove them only while eating. We are offering takeout containers to encourage people to dine outside the café.



When local county guidelines lifts resuming indoor dining, and for those who choose to eat in, seating has been reduced by about 50%. We have placed sanitize-me/just-sanitized signs indicating a seat's status for you. Please do not rearrange furniture.

What's happening with the self-serve salad bar, condiment station, soda station, etc.?

We're happy to serve you! All self-service items are being reconfigured to be served by our staff.

- **Salad & Sandwich bars:** At Elaine's Dining Commons, we can make you your salad just the way you like it, but we'll also offer some popular combinations in ready to grab versions. Rose Hill's Café will also offer ready-to-go entrée salads, sandwiches and side green salads.
- **Condiments:** Ketchup, mustard, hot sauce, soy sauce etc are moving behind their stations, ready to be given to you in packets or a small cup.
- **Silverware:** Packaged plastic to-go silverware will be provided with each meal.
- **Beverages:** Staff will dispense fountain drinks and coffee for you. We will offer a variety of individual cartons of whole milks and non-dairy milks. Sorry, no outside containers or reusable cups/thermos will be allowed. We may also have attendants at bottled beverage coolers during peak periods to reduce touching of door handles.

Can I still get Made Without Gluten-Containing Ingredients meals? Where have the packaged gluten-free items gone?

MWGCI and gluten-free items will be available in each café, by request from behind the appropriate station. For example, the deli and grill will have GF breads and pizza crust is available in a GF version.

I am vegan/vegetarian, where do I look for items?

We will have whole food plant based vegan and vegetarian options available throughout the cafés, always incorporating these into our regular menus for all stations.

So ... what's going to be available where and when?

View all our café's current hours of operation and menus at otis.cafebonappetit.com

- **At Elaine's Dining Commons you will find:**
 - Premade entrée salads and daily soup selections served by staff
 - Your usual favorites plus specials from the Deli, Classics, Grill, and Pizza stations
 - Desserts, pastries, and fruit will be available from the deli station at breakfast, and from behind the hot beverage/ cereal line at lunch and dinner
 - We are also adding essential sundries and grocery items to our menu offerings for pick-up or delivery

- **Rose Hill's Café:**
 - Premade entrée salads and daily soup selections served by staff
 - We will be expanding our snack selection to include a larger variety of healthy snack items and fresh juices
 - We will continue to have our cold brew coffee, hot teas, cappuccinos and smoothies available for pickup only
 - Freshly baked pastries and stuffed croissants
 - Grab & Go Microwaveable meal exchange entrée options

What other COVID-19 safety measures are Bon Appétit dining staff taking?

- **All dining employees will wear masks and gloves at all times.**
- **All staff are going through COVID-19-specific training** designed by sanitation experts and updated regularly as new issues emerge. Topics covered include proper

disinfection, the use of personal protective equipment (PPE), physical distancing protocols, and more, and are integrated with food safety and sanitation protocols.

- Team members wear “I’m Trained” buttons to let you know they’re up to date on all safety measures.
- A ambassador will be designated for each meal period to maintain physical distancing by guests and to ensure staff follow cleaning/disinfection protocols and schedules.
- Separate workspaces for food preparation will allow for required safe physical distancing (6-ft rule) between colleagues.
- **Amped-up cleaning and sanitation schedules** with clearly detailed procedures that meet or exceed all local guidelines and national best practices. This includes frequent disinfection of high-touch surfaces, including wiping down tables and seats between guests, disinfecting all highly touched areas such as door handles every 30 minutes.
- **Pre-shift wellness screenings for employees** in alignment with local regulations, which include no-contact temperature scans and daily interview questions.
- **Decision tree and step-by-step action plan** for unit managers who have employees who are sick or who may have had contact with someone diagnosed with COVID-19. (Bon Appétit offers paid sick leave to all employees.)



I have a question you didn't answer! Who can I ask?

- Contact me, General Manager Belinda McKinney, belinda.mckinney@cafebonappetit.com, 424-207-3740.
- Use [the form on our dining website, Otis.cafebonappetit.com](https://www.otis.cafebonappetit.com)

Thank you for reading — we look forward to seeing your “smizing” faces in August!

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