

Bon Appétit at Reed College

Dining FAQs for Fall 2020

Dear Reed students:

We are very excited to be able to welcome you to campus! As you'd expect, we're implementing some serious sanitation and service measures to ensure you can dine with us as safely and comfortably as possible. We'll get into those in more detail later.

While COVID-19 safety is a key priority, it is not our only one. We still believe that food has an important role to play in individual wellness and in building culture and community here at Reed. Our chefs will still be cooking from scratch, using fresh, local and seasonal ingredients that meet our sustainability standards. (We are pleased to mention that in March, the Humane Society of the United States ranked us the #1 food service company, the only one with an A+ grade!)

In addition, you will continue to find abundant plant-forward, vegetarian, and vegan options as well as ones that are made without gluten-containing ingredients every day. If you have a food allergy or other dietary restriction, please reach out to Matt Talavera, General Manager Bon Appetit at Reed College at talaveram@reed.edu. We will work with Residence Life, our registered dietitian, and you to make sure you can enjoy plenty of delicious food, safely, with us.

FAQs for Reed College

So basically, how is dining going to work?

At Commons café and the MarketPlace, you'll find a "starting table" at the entrance. We will be allowing no more than 25 people in at a time to purchase food or beverages. A door attendant will let customers in as space allows. In order to enter Commons, you are required to wear a mask that fits and is being worn properly covering your nose and mouth. Please try to view the menus online before coming in, to help speed up the ordering process. Once you enter Commons, peruse the menu, and then choose a line to stand in (6 feet apart please!) — such as grill, pizza, deli, or grab and go. Each line will have enough options, including side dishes, to make a complete meal.



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. This will help to reduce everyone's time in line and potential crowding of Commons. We are also implementing an app for your cell

phone that will allow you to order your food ahead of time and pick it up at Commons. This will be implemented ASAP; stay tuned for more information.

Reed Mask Policy

Reed is requiring students 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.



For those who choose to eat in, seating has been reduced by about 50%. There will be outside seating as well.

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

We're happy to serve you! Some self-service items are being reconfigured to be served by our staff and some are being converted to pre-packaged grab and go. We are following the Multnomah County guidelines, which in phases 1 and 2, all self service is prohibited.

- **Salad bars:** We will have an extended variety of pre-packaged salads available in the area where the self-serve salad bar was.
- **Condiments:** Ketchup, mustard, hot sauce, soy sauce, etc. are moving behind their stations, ready to be given to you in packets.
- **Silverware:** All silverware will be disposable for the time being. Automatic touchless dispensers will be available just past the registers.
- **Beverages:** Staff will dispense tea and coffee for you. Sorry, no outside containers will be allowed. Additional sizes and lower price points of bottled soda and juices will be available.
- Re-implementation of self service is to be determined, based on guidelines from Multnomah county Health department.

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 by request in Commons café, from behind the appropriate service station. For example, the deli and grill will have gluten-free breads available, and the pizza station will have the option for gluten-free crust.

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

We will have vegan and vegetarian options available throughout the café, always incorporating these into our regular menus for all stations.

I'm an athlete — how will you accommodate my need for a high-calorie diet?

Commons is declining balance, not all you care to eat. If you need more food just ask, there may be an upcharge, depending on how much more you are asking for.

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

View all our cafés' current hours of operation and menus at [Cafe Bon Appetit - Reed College](#)

Summary of most significant changes to food service at Reed College

- **At Commons Café you will find:**
 - Pre-made entrée, side and composed salads will be available pre-packaged
 - Expanded selection of grab and go items
 - Daily soup selections will be served by staff
 - Your usual favorites plus specials from the Deli, Taqueria, Grill, Daily planet, and Pizza stations
 - Desserts, pastries, and fruit will be available from each station, served by staff
 - Toast and bagels will be served by our staff at the breakfast station
 - All guests will be required to wear masks while getting their meal and checking out
 - Online ordering through an app on your phone for pick up only
 - All dishware and silverware is disposable
- **At MarketPlace:**
 - Same great selection of grocery and grab and go items
 - Masks required for entry
 - Only 3 guests at a time in the Market, please wait for your turn patiently
 - Keep 6' distance at all times
- **At Canyon Cafe:**
 - Closed for Fall semester, TBD for the rest of the academic year.

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 café supervisor 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 20 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 Matt Talavera, talaveram@reed.edu, 503-777-7286.
- Use reed.cafebonappetit.com/connect

Thank you for reading this long email. We look forward to seeing your “smiling” faces in August!

Matt Talavera, General Manager

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