



GEORGE R. BROWN CONVENTION CENTER

ADAPTING TO CHANGE

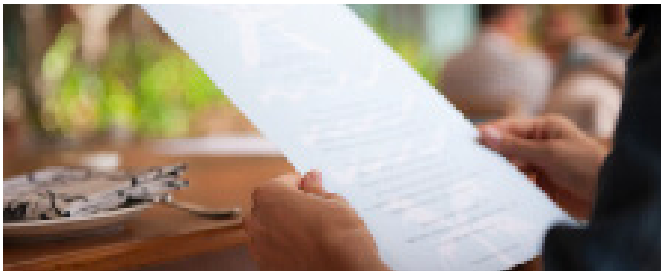
INFORMATIONAL CATERING GUIDE FOR
EVENT PLANNERS IN THE COVID-19 ERA



Planning

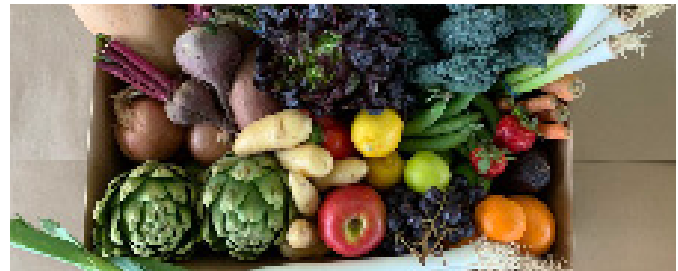
As we enter into our new normal, determining the catering selections for event functions will require a more adaptable planning approach both from our team and yours.

In order to prepare for the evolving nature of how catering events may be safely handled in the future, we have provided some example strategies and scenarios to give you the reassurance that our team is prepared.



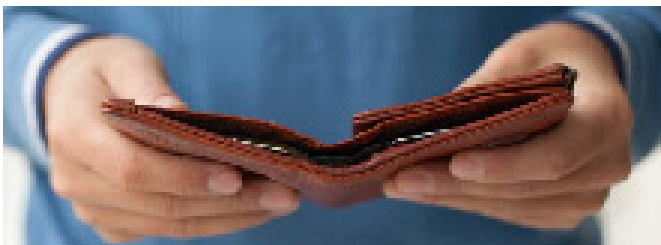
PROACTIVE

- Deadlines for planning details may need to be adjusted from the standardized catering sales timeline.
- Heightened awareness may be necessary with projected guest attendances.



FLEXIBLE

- What works for one group, may not work for another. For this reason, we will prepare custom menus that are tailored to meet your function needs.
- Wait times in lines will be increased. Strategies on how to schedule and stagger meal service times for larger groups will be discussed.



TRANSPARENT

- Outlining the catering budget earlier in the planning process is more important than ever, in order for planning alignment to be on target.
- Communication is key from all parties involved. It is important to us, that we walk you through every newly implemented planning & event execution element, in this process.



DETAILED

- Physical distancing means increased space required for food and beverage placement. Discussing catering locations may involve more in-depth discussion
- Guest arrival flow should be considered in order to adhere to physical distancing guidelines.

GUEST Experience

From the bottom of our hearts (and bellies), it is our highest priority to serve as your trusted catering partner and provide your guests with the safest processes while upholding a meaningful & delicious experience.

We feel confident that our daily awareness, newly implemented procedures, attention to detail and passion for what we do, we will meet your catering expectations.

WE ARE HERE. WE ARE WITH YOU. WE ARE READY.

STAND WITH US

WE PRACTICE PHYSICAL DISTANCING FOR YOUR HEALTH AND WELL-BEING

PLEASE FOLLOW THE FLOOR DOTS TO HELP GUIDE YOU THROUGH OUR FOOD AND BEVERAGE LINES

WORTH THE WAIT DISTANCE MAKES THE HEART GROW FONDER ALMOST THERE!

WE APPRECIATE YOUR COOPERATION AND PATIENCE AS WE EXPERIENCE THIS.

Together

SERVED Food Stations

WE PRACTICE PHYSICAL DISTANCING

PLEASE FOLLOW THE ARROWS AND FLOOR DOTS TO YOUR DELICIOUS DESTINATION

OUR FOOD SERVICE ATTENDANTS ARE WAITING TO PREPARE A PLATE, JUST FOR YOU

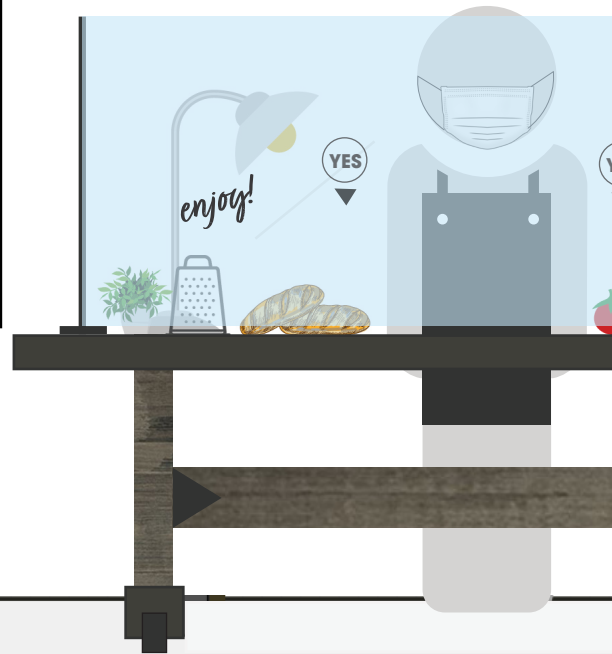
BEVERAGE Service Bar

COFFEE/ HOT TEA

WATER

SODA, JUICE & OTHER REFRESHMENT OFFERINGS

BEVERAGE OFFERINGS MAY VARY BASED ON EVENT FUNCTION



SANITIZATION Station

YOUR COMFORT AND WELL-BEING IS OUR PRIORITY

PLEASE FEEL FREE TO USE OUR COMPLIMENTARY HEALTH AND SANITIZER ITEMS BEFORE ENTERING INTO MEAL LINES

PLEASE Move Up TO THE NEXT UNOCCUPIED FOOD STATION, FOR MEAL SERVICE

EVERY SMALL STEP IN THE RIGHT DIRECTION COUNTS

DISTANCE IS NOT FOR THE FEARFUL, IT'S FOR THE *Bold*

WORTH THE WAIT

WHEN I AM WAITING IN A LONG LINE FOR FOOD, I REHEARSE MY ORDER IN MY HEAD

JUST ANOTHER MINUTE

PHYSICAL DISTANCING LIKE A PRO

BEING APART TEACHES US HOW TO BE TOGETHER

DISTANCE IS TEMPORARY

HANG OUT HERE

I HATE WAITING *But...* IF IT'S WAITING FOR FOOD, I'LL WAIT

ALMOST THERE!

DISTANCE MAKES THE HEART GROW FONDER

BE POSITIVE. BE PATIENT. BE DRIVEN. *Be Hungry*

STAND WITH US

GUEST Experience

QUICK GUIDE RELATED TO CURRENT GUEST EXPERIENCE INITIATIVES

01

Appropriate informational signage regarding service process and physical distancing parameters will be implemented with every food & beverage function in order to provide guests with direction and eliminate confusion. From an experience standpoint, our messaging and signage pieces have been designed to provide not only direction, but uplifting messages that are intended to prompt a “welcoming feeling” with a chuckle or a smile.

02

With simplistic elements & creativity, we will continuously develop new ways to take a very “sterile situation” and create an environment that makes guests feel safe and comfortable while being inviting and fun.

03

Strategic diagramming for guest service flow is at the fore-front of our minds.

04

We promote “Physical Distancing” vs. “Social Distancing” and our ways of operating should prove this. After all, our new way of life in this industry is to find ways to be “social” and gather, while physically respecting distance for everyone’s well-being.

05

Our employees are just as excited to socialize as you are! Expect to receive positive, friendly and informative interactions.

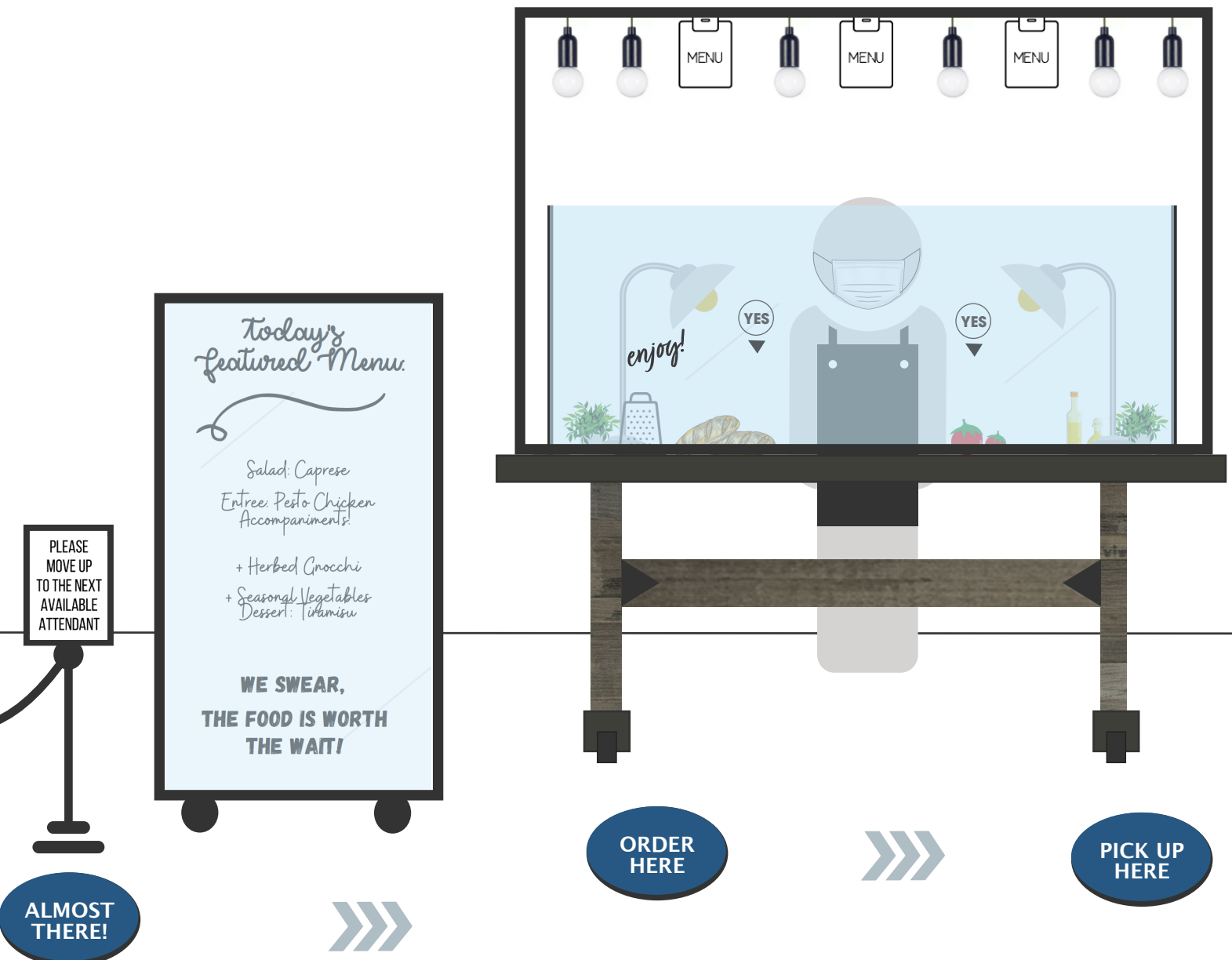
06

A pre-packaged meal should be no different in level of expectation than a served hot meal. All service scenarios will be made with care, love and creativity.

EVENT *Execution*

Modifications to service styles and catering event execution will be implemented. The duration, magnitude and ceiling to these changes are uncertain at this time. What we are certain of, is our ability to adapt and communicate effectively as we implement these changes and continue to evolve as necessary.

We will cover every detail of your event and the execution of the event in our planning process. We will also outline the safety procedures we have implemented as it relates to your guests.



EVENT *Execution*

QUICK GUIDE RELATED TO CURRENT CATERING EVENT EXECUTION PROCESSES

01

All previously self-served food and beverage displays such as buffet style catered events or reception stations, will now be served by an attendant.

02

Where available, distance barriers or guards to help prevent the traveling of breath from coming in contact with open-air food & beverage may be used.

03

Physical distancing between guests and catering employees will be enforced based on the current 6' of required distance.

04

Pre-packaged catering functions and menu items/ sealed beverages may be obtained from stations without the requirement of an attendant.

05

Beverages that are not already pre-sealed must be served by an attendant. This includes coffee stations, bars and any other beverage type that requires pouring.

06

Most, if not all service-ware may be transitioned from china options to exclusively disposable.

07

Sit-down Plated Meal services will require that all pre-set items be covered or fully contained. This includes wrapped cutlery & individual (non-shareable) condiments.

08

Linen napkins and tablecloths may not be able to be used with seated guest tables.

Precaution

At this point, it is no secret that increased health related processes are not only imperative, but should be expected.

It is important that when guests walk in our doors, they feel protected and that our operation has prepared in full, for their arrival. Equally, it is important that you as the planners, are equipped with the back-end knowledge on how our team members are contributing to the health and wellness of our practices.



HEALTH SCREENINGS

Every Levy employee will receive temperature checks prior to each shift and must show no signs of illness.



PPE

All Levy employees will wear proper Personal Protective Equipment including and not limited to face masks & gloves, which must be changed out frequently.



TRAINING

Every Levy employee will receive an in-depth training on all current & newly implemented safety measures.



INCREASED SANITATION

All food & beverage outlets & stations will be sanitized regularly and equipped with proper sanitation products.



HAND WASHING

It will be mandatory for all employees to wash their hands according to the CDC standards. In areas where a handwashing sink is not available, alcohol based sanitizer may be used.



SANITATION PRODUCTS

In some cases, we will be able to offer PPE and sanitizer products to your guests. This may incur an additional cost.



**ALL PLANNING DETAILS AND SPECIFIC
QUESTIONS ABOUT CATERING SERVICES CAN
BE DISCUSSED IN THEIR ENTIRETY WITH THE
HOUSTON INSPIRED CATERING SALES
DEPARTMENT.**

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