

Aramark and The University of Akron Dining Program Operating Plan Summer and Fall 2021



Updated - July 9th , 2021

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RECITAL



- Aramark Dining Services and The University of Akron's (We) commitment to the safety and health of our students, employees, and guests remains. This summer and fall, we will continue to pursue the highest levels of workplace and food safety as we adjust back to normal University Dining Operations.
- The "Operating Plan" (Plan) was originally developed to provide guidance and information about mandated and voluntary changes to the dining program during the pandemic. The (Plan) has been updated to reflect the move back toward normal University Dining Operations.
- The Guiding Documents from the Ohio Department of Health: Responsible RestartOhio, Restaurants, Bars, and Banquet & Catering Facilities and Services; and Responsible RestartOhio, Institutions of Higher Education - Dining Facilities will be followed.
- The (PLAN) is intended to be flexible and may be updated as directed by the Ohio Department of Health, or any other regulating agencies.

HEALTH AND SAFETY



- Employee's handwashing standards, sanitizing of equipment and high touch points areas will continue.
- Seating has been returned to normal.
- All former self-service stations that became attendant served will returned to self-serve by July 1st.
- Additional hand sanitizer stations will remain throughout food service areas.
- Reported positive guest or employee case within last 24 hours
 - Guest case: We will clean, sanitize and disinfect all guest service surfaces and touch points with Oxivir TB wipes or Virex II
 - Employee Case: We will clean, sanitize and disinfect all kitchen, storage and guest service surfaces and touch points with Oxivir TB wipes or Virex II
 - Management to investigate and determine all employees/others who have been in *close contact* with positive case as per Aramark Contact Tracing company policy
 - We will inform University of Akron liaison and local Health Department of positive case

SELF-OBSERVATION, QUARANTINE, AND ISOLATION

Self-Observation

- All who are self-monitoring are welcome to dine at any food location by strictly adhering to center for disease control, county health department, and University guidelines.

Quarantine and Isolation

- No one quarantined or isolated should visit any food location.
- All who reside in a University Residence Hall will be provided three meals each day and three SWIPES will be deducted from their meal plan daily. In the event a student does not have a meal plan, please contact Residence Life and Housing. The meals will be delivered by an externally contracted vendor. Delivery times are as follows;
 - Breakfast – 9am
 - Lunch – Noon
 - Dinner – 5pm
- Contact Residence Life & Housing at 330-603-8896 to arrange meal service including food intolerances and food preferences. To report a missed meal or error, contact Dining Services Monday – Friday between 8am and 5pm at 330-972-6795 after 5pm and on Saturday and Sunday between 8am and 7pm call 330-972-2102.
- Dining Services will continue to deliver meals to the front desk of Quaker Square, the externally contracted vendor will deliver the meals to the rooms.



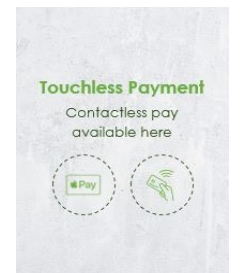
MARKETING

Signage

- Dining Services will update all food location signage to reflect the updated changes from center for disease control and the University.

Orientation

- A dining meal plan presentation is being offered at NSO's this Summer.
- Dining Services will also continue to present the parent meal plan presentation during an afternoon in-person parent session.



TECHNOLOGY

Touchless Payment via Credit Card and Campus Zip Card

- Dining Services will maintain touchless with self swipe readers at registers.
- Cashless dining locations will continue at the Student Union Food Court.
 - Students, employees, and guests may load dollars directly onto new guest cards or Zip Cards. Dollars may be loaded at a Zip Card office, or the automated loading station located within the Student Union Food Court.
- Union Market will be cashless and will install a cash to Zip Card loading machine in that area.

Grubhub Mobile Systems

- Grubhub food order pick-up points were added in both the Student Union and Polsky Building. The service remains as part of the Dining Program.

GRUBHUB

SUMMER DINING

June 1st to July 30th.

Robertson Dining Hall

Hours - MONDAY THROUGH FRIDAY

- Breakfast (7am to 9:30am) and Lunch (11am to 2pm)

MONDAY THROUGH THURSDAY

- Dinner (5pm to 7pm)
- July 5th Closed in observance of the July 4th Holiday
- July 6th through July 9th Lunch ONLY (11am to 2pm)
- Football Team Mon-Fri June 3rd 2021 through July 30th 2021.
- Faculty Staff and Employees are welcome at Robertson Dining Hall during the times above.
- NSO to eat in Student Union Ballroom for June and July.

Student Union

Hours - MONDAY THROUGH FRIDAY

- Breakfast and Lunch
- July 5th Closed in observance of the July 4th Holiday
- Starbucks - 8am to 2pm
- Chick-Fil-A - 10am to 2pm

FALL RESIDENTIAL DINING

August 2nd to December 10th

- Stanchions and identifiers in the entrance areas will continue to cue patrons to proper physical distancing and direct the flow of ingress and egress to Robertson Dining Hall.
- A touchless entry keypad with a Zip Card reader remains for ease of entry.
- All seating has been returned to normal.
- If a guest prefers a packaged food offering or is not comfortable dining in, The Meal “TOGO” option remains available. Follow the normal ticket procedures posted at the cashier front desk of Robertson Dining Hall.
- Signage will be displayed in all station lines to cue guests and ensure proper physical distancing.
- Additional hand sanitizer stations remain throughout food service areas.



RESIDENTIAL DINING

August 2nd to August 8th

Robertson Dining Hall

Hours - MONDAY THROUGH SUNDAY

- Breakfast (8am to 10am), Lunch (11am to 2pm) and Dinner (4pm to 7pm)

All students arriving early, athletes, faculty, staff and employees are welcome to dine and pay the posted price.

Call or email Ieva Balcus at 330-802-6942 or Balcus-Ieva@aramark.com to arrange individual or group meals.

RESIDENTIAL DINING (continued)

August 9th to August 22nd

- Dining Services feeds 2,000 people each day during this time period and Robertson seating is limited to only 450 seats so other campus locations will be utilized. The Fieldhouse and Robertson are the two known locations, other may be added if circumstances warrant.
 - Fieldhouse (for Athletes only)
 - Robertson Dining (all other diners)
- **The Hours of Operation:**
 - Breakfast (7am to 10am), Lunch (11am to 2pm) and Dinner (4pm to 7pm).
- **Meal Access Requirements**
 - All University of Akron **resident students** must scan their Zip Card at the point of entry. A “Pre-Semester Meal Plan” with (40) preloaded meals will be activated onto each Zip Card for the period of August 9th through August 22nd for one (1) meal, per meal period, for all meal plan holders.
 - All other University departments that need student meals should contact the Zip Card Office with an on-campus requisition to purchase meals for non-resident students and/or groups. Once approved the meals will be loaded onto a Zip Card.

NOTE: Call or email Ieva Balcus at 330-802-6942 or Balcus-leva@aramark.com to arrange individual or group meals.

RESIDENTIAL DINING (continued)

August 9th to August 22nd

Fieldhouse

Hours - MONDAY THROUGH SUNDAY

- Breakfast (7am to 10am), Lunch (11am to 2pm) and Dinner (4pm to 7pm)
- All Athletes who live in ON-CAMPUS housing, must scan their Zip Card at the point of entry. A “Pre-Semester Meal Plan” with (40) preloaded meals will be activated onto each Zip Card for the period of August 9th through August 22nd for one (1) meal, per meal period.

NOTE: Call or email Ieva Balcus at 330-802-6942 or Balcus-Ieva@aramark.com to arrange individual or group meals.

RESIDENTIAL DINING (continued)

August 9th to August 22nd

Robertson Dining Hall

Hours - MONDAY THROUGH SUNDAY

- Breakfast (7am to 10am), Lunch (11am to 2pm) and Dinner (4pm to 7pm)
- All students who live in ON-CAMPUS housing, must show their Zip Card at the point of entry. A “Pre-Semester Meal Plan” with (40) preloaded meals will be activated onto each Zip Card for the period of August 9th through August 22nd for one (1) meal, per meal period.

NOTE: Call or email Ieva Balcus at 330-802-6942 or Balcus-leva@aramark.com to arrange individual or group meals.

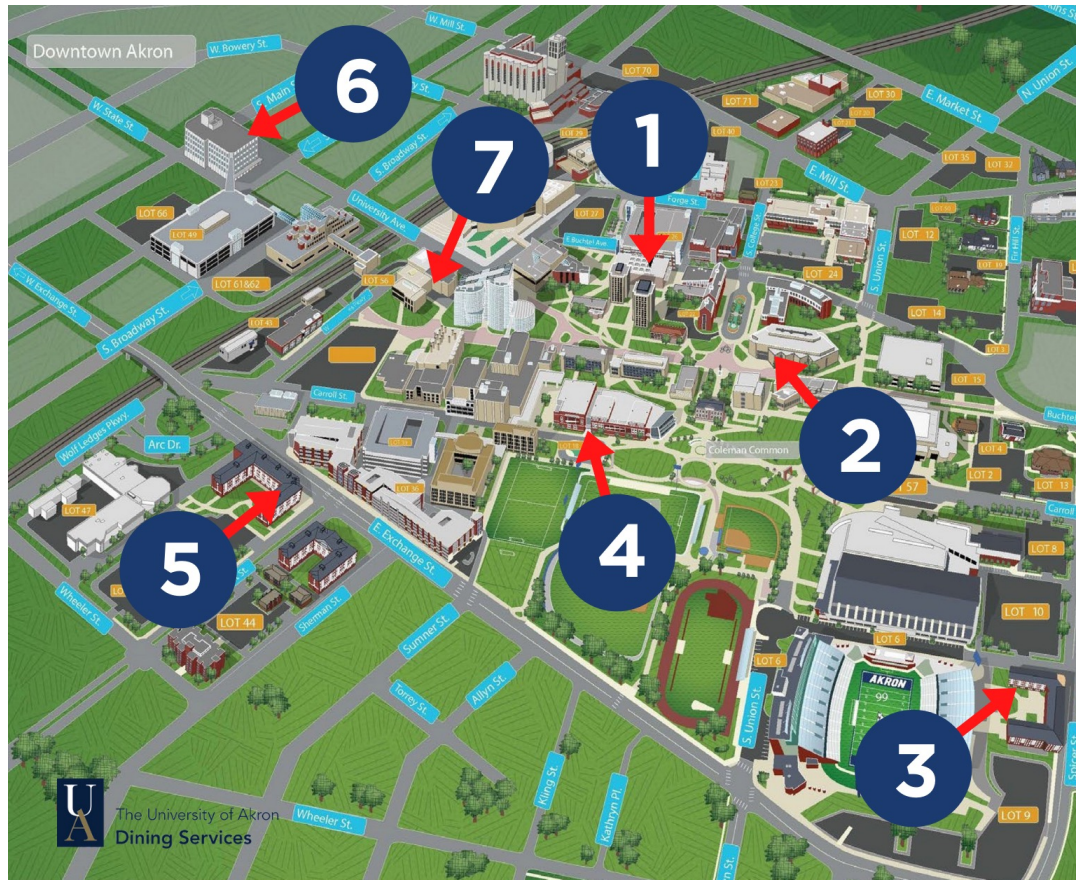
CAMPUS DINING MAPS

August 2nd to December 10th



CAMPUS DINING MAP (continued)

August 2nd to December 10th



1. Robertson Dining Hall

- Rob's Café - Aug 2nd
- Zee's - Aug 18th

2. Bierce Library

- Starbucks - Aug 23rd

3. Spicer Residence Hall

- Zee's - Aug 18th

4. Jean Hower Taber Student Union

- Union Market, Einstein's Bread and Bagels - Aug 22nd
- Auntie Anne's - Aug 23rd
- Chick-Fil-A - Aug 2nd
- Zee's/Freshens - Aug 18th
- Panda Express - Aug 23rd
- Starbucks - Aug 2nd
- Qdoba - Aug 23rd

5. Exchange Street Residence Hall

- Zee's - Aug 18th

6. Polsky Building

- Chick-Fil-A - Aug 23rd
- Starbucks - Aug 2nd
- POD Express - Aug 2nd

7. McDowell Law Center

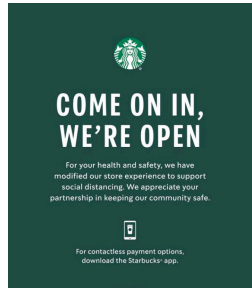
- Sufficient Grounds - Aug 23rd

RETAIL

August 23rd to December 10th

Visit Campus Dish for opening dates and hours of operation at www.akron.campusdish.com.

- Line queuing will be set to maintain physical distancing guidelines, which will be updated based on CDC and Aramark guidance. All seating will return to pre-covid levels.
- Bierce Library Starbuck's, Polsky Chick Fil-A, and the McDowell Law Center "Sufficient Grounds" will re-open and all locations service hours will be evaluated based on Fall usage.
- Union Market single point of sale (cashier) check out service will change to point of sale at each food station. Union Market point of sale will be cashless with a second Zip Card cash loading machine added in the Student Union.
- Mobile ordering will continue to be available with pick up points located at the dining locations.



CAMPUS CATERING

July 1st to December 10th

- Quaker Station events have re-opened.
- Buffet service returns to normal following the Responsible RestartOhio, Restaurants, Bars, and Banquet & Catering Facilities and Services
- We will provide a suitable menu and service solution per event. Please contact the Catering Office at catering@uakron.edu or 330.972.8215 for more information.



ATHLETIC EVENT CATERING

August 23rd to December 10th

For pricing and menu details, please
contact **Catering Director**
Ieva Balcus
Email: balcus-ieva@aramark.com
Phone: 330.208.6942

Club Level Buffet/Concessions Game Day Service

- The club floor buffet will return for game day and be served by Dining Service personnel as is customary.
- Concession stands will return to normal.
- Physical distancing guidelines will be followed.

Stadium Suite Level Game Day Services

- Updated menus will be provided for each suite.

Tommy Evans Lounge Game Day Services

- The game day buffet will return and be served by Dining Services personnel.
- Physical distancing guidelines will be followed.

CONCLUSION

It is both Aramark and The University of Akron's commitment to provide a safe environment for our students, guests and staff as we emerge from the pandemic. We understand that circumstances may cause the Plan to be changed and updated, but as presently contemplated, the Plan illustrates how Dining Services will operate as we strive to return to normal operations and provide a quality dining experience.

Thank you,

Aramark Dining Services &
The University of Akron

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