



divine

EVENTS

GUIDELINES FOR
OPERATING AFTER COVID-19

This guide is intended to be fluid. We will continue to closely monitor regulations and recommendations as they are issued by the CDC and local government agencies. Our processes will evolve and adapt as we work these new policies into our service standards. Health, safety, and our dedication to deliver amazing guest experiences remain our priorities through this unique time.



Health & Safety

Pre-Shift Screening

Each day, at the start of each shift, all employees will be required to answer the following questions:

1. Do you have two of the following symptoms: Fever of 100.4 F or higher, chills, repeated shaking with chills, muscle pain, headache, sore throat, or new loss of taste or smell?
2. Do you have a new cough that cannot be attributed to another health condition?
3. Do you have shortness of breath that cannot be attributed to another health condition?
4. Have you come into close contact with someone who has a laboratory confirmed COVID-19 diagnosis in the past 14 days?

If an employee answers **YES** to ANY of the above questions, they will be excluded from work and asked to self quarantine for 14 days.

If an employee answers **NO** to ALL of the above screening questions they will be allowed to start their shift.



FEVER
COUGHING
DIFFICULTY BREATHING

Personal Protection

- Gloves and masks will be worn by all service staff at all times.
- Employees will be required to wash their hands every 30 minutes or when gloves are ripped or dirtied - whichever is sooner.
- Sneeze guards, physical barriers like stanchions, and floor dots will be incorporated into the event to manage lines and physical distancing where appropriate.
- Sanitation stations will be placed directly behind food service and bar areas.
- The kitchen, buffet equipment, stations, and bars will be sanitized before service and every hour thereafter.
- Sadly, for the time being, we have instituted a no handshake policy.



**WASH HANDS WITH SOAP AND WATER
FOR AT LEAST
20 SECONDS**

Hosts & Guests

- It is important that you encourage guests to stay home if they have a fever, cough, shortness of breath, or are just not feeling well.
- It is equally important that you show your support to any of your guests that are in a high risk group or do not feel comfortable attending a large gathering and would prefer to stay home.
- Please stress the importance of physical distancing as much as possible. Continual and constant reminders throughout the course of the event are absolutely prudent.
- We ask that you keep open communication and that you notify us if you are aware of any guests contracting a confirmed case of COVID-19 after the event has concluded.
- We would suggest providing hand washing or sanitizer stations at the entry to the event.



**COMMUNICATE
OFTEN**

Service Style Adjustments

Buffets & Stations

- Guests will not be able to serve themselves. Buffets and food displays will have chafers and platters turned toward the service staff and all items will be served by them.
- Serving utensils will be changed out and sanitized every 20 minutes.
- All plates will be handled by service staff only until handed to the guest.
- Action stations will be served on small plates and be plated to order.
- Utensils will be pre-wrapped and handed to the guest by service staff when they get their food.
- Double sided buffets will no longer be allowed.
- The client will be required to have higher number of service staff to meet these guidelines.



Hand Passed Items

- All items will be passed on trays with built in protection or aftermarket sneeze guards.
- To avoid potential contamination items on trays will be limited to no more than eight pieces.
- All items will be served in individual disposable vessels by gloved servers. If an item doesn't require a vessel the gloved server will use tongs to pass the item to the guest.
- Serving tongs will be cleaned and sanitized when they are contaminated or every 20 minutes whichever occurs first.
- Bussing and serving trays will be cleaned and sanitized when they become soiled or hourly whichever occurs first.
- An increase in trashcans throughout the service space will be required and guests will be encouraged to throw away their own disposables.



Plated Meals

- China will be limited to plates that can accept plate covers.
- Plate covers will remain on plates from the time they leave the plating area until they are placed in front of the the guest and removed by the server.
- Flatware will be provided in rollups only.
- Family style service will no longer be allowed.
- Bread will now be served on individual bread and butter plates instead of a shared bread basket.
- Dessert will be served on individual plates rather than shared platters.
- Communal condiments will be replaced by individual options and served on request only.
- Food trays will be cleaned and sanitized between each course.



Beverages & Bars

- All beverage stations will need to be attended by a member of the service team.
- Single use disposables and glassware will not be allowed to be refilled and we will not fill reusable cups provided by guest (i.e. travel mugs).
- Client must provide enough glassware for three glasses per person. If we run out we will switch to plastic.
- Beverage and bar tools will be changed out and sanitized every 20 minutes.
- Bartenders will no longer squeeze fresh fruit on site. Instead we will bottle fresh lemon and lime juice in our kitchen for cocktails.
- Cocktail service will be encouraged rather than allowing guests to line up at the bar.



Rooms, Tables, & Rentals

Physical Distancing

- We will stay in constant communication with venues to ensure maximum guest counts are adjusted to government regulations and ensure appropriate physical distancing is maintained during the event.
- Tables will need to be spaced so there is a minimum of six feet between including chair depth. This will reduce the amount of tables we can traditionally fit into a space.
- We will abide by all rules regarding maximum guests count per table. As of now we are anticipating that being 50% capacity or six guests per six foot round.
- When utilizing buffet service we will ask that only one table of guests comes to the buffet at a time. Our Banquet Captain will work with the client to ensure VIP tables are released first.
- Buffets, stations, bar and beverage locations will be strategically placed within the room to ensure one way flow for guests.



**MAINTAIN
PHYSICAL
DISTANCING**

Rental Items

- Divine Events owned rental equipment will be cleaned and disinfected before and after each use.
- All linens and linen napkins are professionally cleaned and bagged between each use and will only be opened once inside the event space.
- We are working with our preferred rental company, RSVP Party Rentals, to ensure all items rented will be properly cleaned and sanitized prior to entering the event space.
- When choosing to rent china, glassware, and flatware please note that we will not be able to wash anything on site so quantities will need to be higher to accommodate seconds and multiple drinks. We will work with you to figure out the right quantities for your group but for right now we recommend china and flatware for 150% and glassware at 300% of your group count. Should we run out of china, glassware, or flatware we will automatically switch to fancy disposables.

