

These are extremely challenging times, so it is vital that we all come together to stay strong as an industry. Many businesses are even having to adapt to survive. Below, we've distilled some of the best information, advice and ideas to share with you for guidance.

# FIGHTING COVID-19 IN FOODSERVICE

A SURVIVAL GUIDE

## WAYS TO...

### Keep your business ticking over

- Offer drop and drive deliveries to stay-at-home customers or community drops
- Advertise on your website, on email and on social media that you're still open for business
- Adapt your business to sell or deliver retail items to your customers
- Tell customers about the hygiene measures you're taking to keep your staff and customers safe
- Support those in need in your community to win hearts, minds and loyalty
- Offer discounts, re-bookings or gift vouchers instead of cancellations
- Remember those staying at home will need a treat delivered to them now and then, so look at ways of getting involved with this

### Cater with a skeleton staff

- Review your menus to keep dishes simple to prepare for example comfort food favourites with a twist
- Go for easy to make or thaw and serve options that require very little preparation
- Consider serving a reduced menu
- Stock up on products that are versatile for use across dishes and day-parts
- Stock up on your key ingredients
- Your team may not all be qualified chefs, so knife skills and hygiene standards need to be promoted
- Adapt your operating hours
- Go cashless by having online payments only
- Train your staff so they can cover each other's roles, if necessary
- Support staff morale - keep them motivated
- Get them involved by asking them for input into the menu
- If they are helping the community, talk about it on social media

## Put together a takeaway or delivery offer

The government have announced they will relax planning regulations to allow pubs and restaurants to start providing takeaways without a planning application. If you're planning on taking advantage of this:

- explore whether both takeaway service and delivery options are possible for your business
- if delivering, consider whether established delivery providers, or developing your own resources, makes most sense for you
- streamline your menus to offer dishes that are transportable and portable
- choose packaging that keeps your food secure and at the right temperature
- consider a drinks range to pair with the meals, or up-sell by offering other grocery staples on the same delivery
- assess the options you want to offer for payment.



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### Prepare for a site lockdown

- Choose frozen and canned foods over fresh options, so you can order less often and still make great recipes
- Give your supplier advanced notice of your contingency orders so they can secure the stock
- Buy in multi-portion or individual ready meals in case you're short on staff
- We've put together a range of contingency products that can be prepared with minimal resource - contact your Account Manager for information or click here

<https://simplyfoodsolutions.co.uk/>

- Don't forget about those who need texture modified meals
- Put in place FaceTime or Skype, to encourage phone calls to limit loneliness
- Organise lots of activities within social distancing guidelines, to keep morale up

### Wage war on waste

- Reduce your inventory and even your menu
- Use off-cuts for other dishes like sides or toppings to avoid waste
- Consider switching to frozen or canned products
- Consider pastes or pre-made components to save on waste
- Find out which local food banks, operators and schemes will take any surplus food you can't sell
- Monitor 'use by', 'sell by' and 'best before' dates closely
- Plan recipes that use up all of your ingredients

### Work with your suppliers

If you are planning to change your orders, do give your suppliers plenty of notice so they can ensure they have the products you need, when you need them, and can make alternative delivery arrangements with you, for example:

- if you're planning to close a site or go in lockdown
- if your menus are changing
- or if you plan to build up contingency stocks

### Where to go for more information:

<https://www.gov.uk/government/publications/guidance-to-employers-and-businesses-about-covid-19/covid-19-support-for-businesses>

<https://www.ukhospitality.org.uk/page/coronavirus> for advice for hospitality businesses

<https://www.acas.org.uk/coronavirus> for advice for employers and employees

<https://fareshare.org.uk/> a national network of charitable food distributors.

