

Truffles Re-Opening Guide

The safety of our staff and guests is always our top priority. We understand the importance of taking the proper precautions to keep our staff, guests, and vendors safe. The team at Truffles have introduced new guidelines to follow when working at our office, kitchens, and venues. We are working closely with Vancouver Coastal Health and Fraser Health representatives to ensure we check all the boxes for a safe re-opening of our cafes and catering locations, and we will continue to adjust as this situation develops.

How we are adapting to various serving styles:

Meal Services

- Self-serve buffets are no longer feasible
- Passed canapes will no longer be feasible – instead, we will offer an individual plate of mixed canapes to each person separately
- All food that is not already individually plated or packaged will be served by a staff member from behind a sneeze guard (ie: buffet services, chef stations)
- We are encouraging plated or boxed meals and have come up with additional menus for these service styles

Beverage Services

- Self-serve beverage stations are no longer feasible
- Staff will pour coffee/juice/pop/water for each guest from behind a sneeze guard
- Cream, sugar, etc will be given to each person upon request and will not be available to serve themselves
- A new cup or mug must be used each time a guest gets a drink – no re-using of these items will be allowed
- Bartenders will work from behind a sneeze guard

How our staff are adapting to the new norm:

Chefs (at Truffles kitchens)

- Gloves and masks must be worn while working (gloves must be changed regularly between tasks)
- Hands must be washed every time they leave and return to their workstation
- Workstations must be sanitized every hour, and/or after each task is completed
- Chefs will be assigned to different workstations throughout the kitchen so that everyone remains physically distant
- All product must be washed upon receiving the order

- High traffic surfaces must be sanitized every half hour (fridge handles, tap handles, cupboards, light switches, etc.)
- Floor markings will be added to ensure everyone is staying 6' apart
- Any staff who feel slightly unwell are asked to stay home

Chefs (at events)

- All chefs must have their temperature taken upon arrival to venue
- Gloves and masks must be worn at all times (gloves must also be changed regularly)
- Hands must be washed every time they leave their workstation or change their gloves
- Workstations must be sanitized prior to setting up, as well as regular sanitizing between tasks
- Sanitizing stations will be set up in the kitchen area for all staff to use
- Extra PPE devices will be distributed to chefs who interact with guests (ex: face shields and plexi-barriers will be worn/set-up for chef stations)

Servers and Managers (at events)

- All servers and managers must have their temperature taken upon arrival to venue
- Gloves and masks must be worn at all times
- Regular hand washing must be done when changing gloves or switching tasks
- All equipment brought by Truffles will be sanitized upon arrival to venue (this is in addition to them being sanitized before leaving head office)
- Hand sanitizing stations will be set up for our staff to use
- Servers will be delegated tasks in different areas so they can remain physically distant when possible
- Depending on the service style, plexi barriers will be set up to separate our staff from guests while serving food
- Trays must be sanitized after each use
- Extra sanitizing equipment and PPE devices will be brought to every event to ensure we always have what we need to keep ourselves and our guests safe
- Staff will not be able to assist guests with personal items (ex: helping them hang their jacket)

Bartenders (at events)

- All bartenders must have their temperature taken upon arrival to venue
- Gloves and masks must be worn at all times
- Gloves must be changed regularly
- Regular hand washing must be done whenever they leave the bar or change their gloves
- All bar equipment provided by Truffles will be sanitized upon arrival to venue (this is in addition to sanitizing these items before leaving head office)

- Bartenders are to sanitize equipment every half hour (ex: bottle openers, shakers, strainers, etc.)
- Trays are to be sanitized after each use
- Plexi barriers will be set up at the bar to keep social distance
- Bartenders will not be allowed to refill any beverages that a guest has already been given and new glassware must be used each time
- Cash bars will only allow payment via credit or debit – no cash will be accepted

Drivers

- Gloves and masks must be worn at all times
- Gloves are to be changed before and after each delivery
- Vans and equipment must be sanitized before every delivery
- Social distancing measures must be followed – this includes both loading equipment in and out
- If necessary, additional PPE devices will be provided for our drivers to ensure a safe delivery and pick up (ie: face shield)
- All drivers are asked to stay home if they feel unwell

PPE Devices that Truffles staff will be using:

- Gloves
- Face masks
- Face shields
- Plexi-barriers/Sneeze-guards
- Hand sanitizing stations

These are some of the service styles we have revamped to adapt to the current situation:

- Plated services
- Chef stations
- Fully serviced grazing stations
- Fully serviced buffet-style stations
- Deliveries of both hot & cold meals