



June 18th, 2020

In this time of global concern, Kelber Catering may not be able to project what is next. What we can do is continually monitor emerging information and health standards related to COVID-19 through organizations such as the Centers for Disease Control and Prevention (CDC) and MN Department of Health (MDH).

We want to personally share Kelber Catering's commitment to you and the steps we are taking to ensure the well-being and safety of our guests, community, and staff members. Each of our clients and events have unique circumstances; Kelber Catering will work with you to determine the best and safest format for your event. We are equipped with the expertise, resources, and operational ability to create a consistently safe experience for all our guests.

With our newly implemented safety and service guidelines in place per the CDC and MDH, our culinary and service teams are anxious to begin producing exceptional events once again. In the following pages we are sharing our solutions and policies that we have created and implemented.

Regardless of the hurdles and challenges we may encounter as we reopen, our pledge to you is that we will not compromise in our commitment to providing the highest quality of food, beverage and service to all of your events. The following information is what we know as of today.

Our Staff

- Employee wellness screening prior to arrival per CDC and MDH guidelines
- All Culinary staff is HACCP trained
- Expanded hand washing protocol and the do's and don'ts of wearing disposable gloves
- All Employees wearing face masks; some staff wearing additional personal protective equipment suitable for their duties
- All employees will receive COVID-19 awareness training and continuous education

Our Kitchen

- All disinfectants are on the EPA's Registered Antimicrobial Products for use against COVID-19
- Proper handling of incoming product
- Internal mandated "Serv Safe Certification" for all culinary managers
- Redesigned to meet physical distancing guidelines

Event Meals

- Event floor workspaces sanitized prior to use for food and beverage
- Meals served tradeshow style; pre-plated and covered for guests pick up, minimal staff interaction
- Pre-set 12oz. bottled water at each setting
- Glassware and coffee cups set upside down
- Salad dressing pre-set in lidded individually-portioned containers
- Coffee pots placed for self-help with small napkins available for pouring
- Individual creamers, sugar packets, salt/pepper, and butter placed on table
- All salads & desserts prewrapped and pre-set prior to event doors opening
- Napkin rolled service ware
- Preset breads, individually cello bagged

Hospitality

- Disposable tableware and napkin rolled service ware
- Hand sanitizers available
- Points of service adjusted for social distancing
- Individually packaged snacks
- Apples washed and placed in cello bags
- Staff attendants refreshing event space continuously
- Bakery goods in cello bags
- Coffee Service served by attendant
- Individual creamers, sugar packets, and individual wrapped stir sticks
- Bulk cold beverages served by attendant

Receptions / Bars

- Individual small plate service
- Napkin rolled service ware
- Utilizing disposable glassware
- Hand sanitizers available
- Staff training for safe handling of payment transaction. Credit cards preferred; cash will also be accepted
- Individual wrapped stir sticks
- Social distancing queue lines
- Bar sets adjusted for social distancing
- Ice bin bag liners utilized and disposed after each event
- Staff training for safe handling of payment transaction. Credit cards preferred; cash will also be accepted
- Drink garnishments limited to prewashed lemons and limes
- Staff attendants refreshing event space continuously

Retail Outlets

- Individual creamers, sugar packets, condiments, and wrapped stir sticks and straws
- Redesign for social distancing
- Staff training for safe handling of payment transaction. Credit cards preferred; cash will also be accepted
- Hand sanitizer available
- Ice bin liners replaced daily
- Social distancing queue lines
- Hourly sanitation protocol
- Center screen posting Health and Safety Tips
- Compostable cutlery kits

Dunn Brothers

- Hourly sanitation protocol
- Sign holder with full menu in lobby to accommodate for social distancing
- Continuous cleaning of drink pedestal
- Staff training for safe handling of payment transaction. Credit cards preferred; cash will also be accepted
- Social distancing queue lines
- Plexi-glass barrier with pass thru for guest ordering
- Baristas will add sugar and cream as requested. Individual packets also available
- Hand sanitizer available
- Individual wrapped stir sticks and drinking straws
- Compostable cutlery kits

We deeply appreciate the opportunity to host your events in the Minneapolis Convention Center. Please do not hesitate in reaching out with any questions you may have.

Kindly,

Lisa Anderson

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