



ENABLE

Recover and Reopen 2.0

Food & Beverage Guide

entegra
PROCUREMENT SERVICES®

“ It is not the strongest species that
the most intelligent, but the most responsive
to change ”
- Charles Darwin ”



A Letter from entegra's CEO

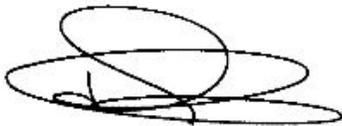
At entegra, we have always worked closely with our supplier partners to provide our clients with the most valuable information and offers. That legacy is more important now than ever during the COVID-19 Pandemic. As operations haltingly reopen around the country, we must move from crisis mode to a position of managing an ever-evolving landscape. Supply chain adjustments, labor issues, and local restrictions will impact people differently in locations across the country in the coming year and we are here to help you navigate the situation, not only to survive, but to thrive.

With the goal to provide the right tools and information to reduce the risk of virus transmission, we are continuing to develop new programs and insights. Our website is updated regularly with tips for foodservice operation, webinars and COVID-related supply updates. For clients, our client portal also contains additional offers, contracted-manufacturer updates, and procurement reporting.

In collaboration with our supplier partners, we offer you this guide on the best culinary practices and food products that will allow you to make sure your employees and customers remain healthy and feel safe in your establishment.

At entegra Procurement Services, we are grateful for the opportunity to help you recover and grow your business.

Best regards,



Damien Calderini
President & CEO,
entegra, North America

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“Must Do” Best Practices

Business as usual has been anything but usual for months. With the reopening of the economy on the horizon, things may look different in your operation. Our team of business experts compiled a list of considerations and a checklist to work on toward a full reopen.



1

Get a fresh perspective on what you want the future of your operation to be

- Will you be opening with a full menu or start with a smaller menu?
- Will you be updating your menus—LTO, beverage, dessert, lunch, dinner, kids menus, meal kits, takeout/delivery, etc.?
- Will you be making changes to takeout and delivery services?

2

Stay tuned in to what is happening

- What “social distancing” guidelines are still in place?
- Are there restrictions on capacity?
- Are there extra safety precautions that need to be followed?
- What will the Health Department require before opening?

3

Inform your customers

- How will you tell them about what’s happening with your reopening?
- Do you need to update your website or sources such as Facebook, Instagram, Google?
- What will be important for you to tell them (hours, menu, food safety, cleaning, etc.)?

4

Take an assessment of your operation by looking over your equipment, inventory, supplies and building

- Are there changes or improvements that need to be made?
- Have you cleaned equipment and turned on coolers/freezers?
- Do you need to restart subscriptions/services that you canceled or put on hold?
- Do you need to print menus—LTO, beverage, dessert, lunch, dinner, kids menus, takeout/delivery, etc.?

5

Get ready to restock

- Have you discussed your opening order needs with your Sales Representative?
- Beyond food, do you have a list of other needed supplies, such as towels, tissues, takeout containers and cleaning supplies?

6

Bring back employees

- If any staff was laid off, do you know if they are planning to return (reach out to your top employees first)?
- How will you go about recruiting new staff if needed?
- What is the onboarding and training process of returning and new employees?



OP

OPENING
MON-FRI
SAT-SUN

Additional Guidance

GENERAL

- As you move from being partially open to being fully reopened, try to limit your spending if possible.
- Decide if you will be offering a limited menu or your full menu.
- Offer your top-selling items: dishes you are known for and best represent your brand. A number of surveys/studies have indicated that customers are craving the familiar dishes that originally brought you their patronage.
- Consider eliminating typically slower-moving menu items.
- Set up a system for delivery and pick up, promoting items that will travel well and best represent your cuisine as intended. (see Carry-Out section)
- Consider implementing Promotional Specials / LTOs.
- Create or expand outdoor dining areas to promote safety for staff and customers. Several states will share public space with appropriate permits.
- Have printed, single-use, up-to-date menus or consider an electronic option from Nestle Waters.
- Ensure your website is accurate in capturing any partial menus/services currently offered.

DISTRIBUTOR - Recommendations

Get ready to restock. Call your distributor partner about your re-opening plans. Ask them what's in stock before making menu changes.

- Are there any offerings that you can take advantage of on special pricing over the next few months, to help recover lost revenues?
- Beyond food, do you have a list of other needed supplies, such as towels, tissues, take out containers, and cleaning supplies?
- Inform your customers on your hours, menu, safety & cleaning measures. Help make them feel comfortable.
- Prepare to use social media (Facebook, Instagram, LinkedIn) to communicate the cleaning and sanitation procedures of your operation.
- Any outstanding invoices need to be paid before any deliveries take place.



Click [▶](#) to view resource; click image to open/download.

Reopening Checklists



STAFFING

- Pre-open training
- Build a schedule (including a start date for each person)
- Organize hire/rehire documentation
- Set up payroll
- Order uniforms

IN ALL AREAS

- Thoroughly clean and sanitize all hard services
- Wash all tableware, small wares, pots, pans, utensils and glasses
- Take inventory of supplies needed and include as part of your open ordering plan

BAR

Check equipment
(call service if needed)

- Draft systems
- Blenders
- Beverage machines
- Dishmachine
- Ice machine
- Toss expired or compromised products
- Take inventory
- Clean up inventory sheets

KITCHEN

Check, clean and restart equipment

- Compressors
- Hoods
- Coolers
- Freezers
- Ice machines
- Dishmachine
- Toss expired products
- Take inventory
- Clean up inventory sheets

MENUS

- Develop core menus, LTO menus, kids menu, drink menu and dessert menu
- Print new menus (or consider QR code/electronic)

DINING ROOM

Check equipment
(call service if needed)

- Coffee machine
- Tea machine
- Soda fountain
- Ice machine

RESTART OPERATIONAL SERVICES

- TVs/cable
- Internet
- POS system
- HVAC
- Linens and mats service
- Garbage/grease trap pickup
- Cleaning services
- Landscape services
- Accounting and payroll services
- Marketing services
- Delivery providers

MARKETING

- Update your website
- Update Facebook, Instagram, Google, etc.
- Start a social media campaign to promote your opening and changes



MENU OF THE DAY

BREAKFAST



- Classic sandwich
Eggs, cheddar
Bacon, juice

LUNCH



- Soup, Salads
- Vegetarian or baked chicken
- Fish and chips, wine

Core / Essential Product Options

As you evaluate your menu, think about your current offer and determine how you can keep the essence while scaling down to meet any challenges with labor, supply and reduced capacity. You want to ensure your brand resonates familiarity in a manageable way.

Key questions for you to consider as you build your base:

- How many menu items can comfortably be included on a one-page disposable menu in a reasonably sized font.
- What audience you typically cater to? If your menu typically includes gluten free, vegetarian, vegan, or “healthy” options, you should include menu items that meet that need.
- What is your specialty? Can it be created easily, successfully and cost effectively taking into consideration labor, food cost and dining in at limited capacity?
- Customers will be looking for “comfort foods,” so be sure to include them!
- Comfort foods such as pasta dishes and mixed dishes (casserole type) can also provide the opportunity to stretch protein purchases.

Below are links with quick and easy menu ideas!



Click [▶](#) to view resource; click image to open/download.

Convenience / Multi-Use Products

These solutions address the Labor challenges you may be facing with staff not returning, training new employees to prepare and cook. Consider using convenience products that may be simply prepared and used in multiple recipes.

If you are not familiar with the term “speed scratch” or Plus-1 Recipes: This is a concept that takes ordinary products and makes them extraordinary with a little bit of creativity – either your own or the manufacturers’ culinary team. The advantage is variety, creativity and reduced inventory.



Click [▶](#) to view resource; click image to open/download.





For Consideration in Lodging:

Set your Breakfast bar with pre-portioned, quick-*prep* individual servings for portability – adding portability and convenience to a healthy breakfast solution will increase speed of service.

Single -Serve / Individually Wrapped Food

- Individually wrapped disposables and single serve/individually wrapped food items are natural to a menu and limit “exposure” to condiments, chips, cookies and other dessert items.
- Consider individually wrapped muffins, cookies, danish and other products you would ordinarily bake. Some options will give you greater shelf life and can meet your customers’ dietary requests.
- Consider bundling beverage, snack and dessert items for a single purchase price to minimize customers’ time inside the establishment
- Post COVID-19, guests will have an elevated perception of food safety and sanitation, and they will be looking for brands they trust.



Click [▶](#) to view resource; click image to open/download.

Beverage / Water

- In a complete reversal of the sustainability trends surrounding beverage and water service, most beverage offerings are moving away from self-serve to Ready To Drink (RTD). Self-serve is now a potential hazard in the transmission of COVID-19.
- Water remains the top seller in the beverage category.
 - Ambient temperature bottle water remains #1 and perfect for To Go.
- If you are maintaining fountain service, be sure to follow recommended procedures for re-starting your equipment:
 - Coca-Cola Equipment Restart: Coca-Cola dispenser(s) require additional steps to begin normal operation again (*reference the link below*)
 - Pepsi Foundation Startup: Cleaning steps to restart soda fountains (*reference the link below*)



Click [▶](#) to view resource; click image to open/download.





For Consideration in Health Care:

Healthcare Acute has closed many retail dining areas and Seniors are limiting dining to in-room service. If you will be re-opening service areas with fountain service, include juice and carbonated beverage machine cleaning and the re-open procedures referenced above.

Carry-Out / To-Go Packaging Solutions

- All signs indicate that customers have adapted to pick-up and delivery and will likely continue to utilize these methods as your business ramps back up. Once you have determined the content of your menu, evaluate the carry-out packaging options that best preserve the integrity of your food
- Take full advantage of the national push for “Takeout Tuesdays”
- Whenever possible, use packaging that serves as microwave dish, plate/bowl and storage container
- Create a great guest experience through packaging; the first impression of your food may now come through the look and feel of your takeout packaging
- Demand for tamper-evident packaging is rising
- More demand for packaging means more waste, so consider sustainable choices like these from Pactiv
 - Reduce waste by using products that use 50 percent mineral materials
 - Recycle by using PET containers with minimum 25 percent post-consumer content
- Use third-party pickup stations, with double bagging and/or use tamper-evidencing stickers
- Banquets and buffets will move from self-service to pre-packaged service; use transparent lids to highlight contents and seal the dish for takeaway



Click [▶](#) to view resource; click image to open/download.



For Consideration:

Include reheating instructions for customers to use when purchasing for takeout or delivery. Here are some general guidelines:

SUPPLY PARTNERS

- Core / Essential Items
- Convenience/Multi-Use
- Single-Serve / Ind-Wrapped
- Beverage / Water
- Packaging Solutions

Anchor Packaging					●
Aryzta/Otis Spunkmeyer			●		
Basic American Foods		●			
Blue Bunny			●		
Campbell's	●	●		●	
CH Guenther		●			
Coca-Cola				●	
Dart					●
Dixie					●
Ecoproducts					●
Edward Don					●
General Mills	●		●		
Great Lakes			●		
Handgards					●
Hubert					●
Impossible Foods	●				
Jennie-O	●				
Koch	●				
Kraft/Heinz	●	●	●		
McCain/Simplot	●				
Nestlé		●	●		
Nestlé Waters				●	
Novolex					●



SUPPLY PARTNERS



	Core / Essential Items	Convenience / Multi-Use	Single-Serve / Ind Wrapped	Beverage / Water	Packaging Solutions
Ocean Spray				●	
Pactiv					●
PepsiCo			●	●	
Pilgrim's Pride	●				
Plat du Chef Opti-Pak			●		
Rich's	●				
Sara Lee			●		
Schwan's		●			
Slade Gorton	●				
Sugar Foods		●			
Sweet Streets			●		
Trident Seafood	●				
Tyson			●		
Unilever	●	●	●		
Ventura	●				

DISTRIBUTORS

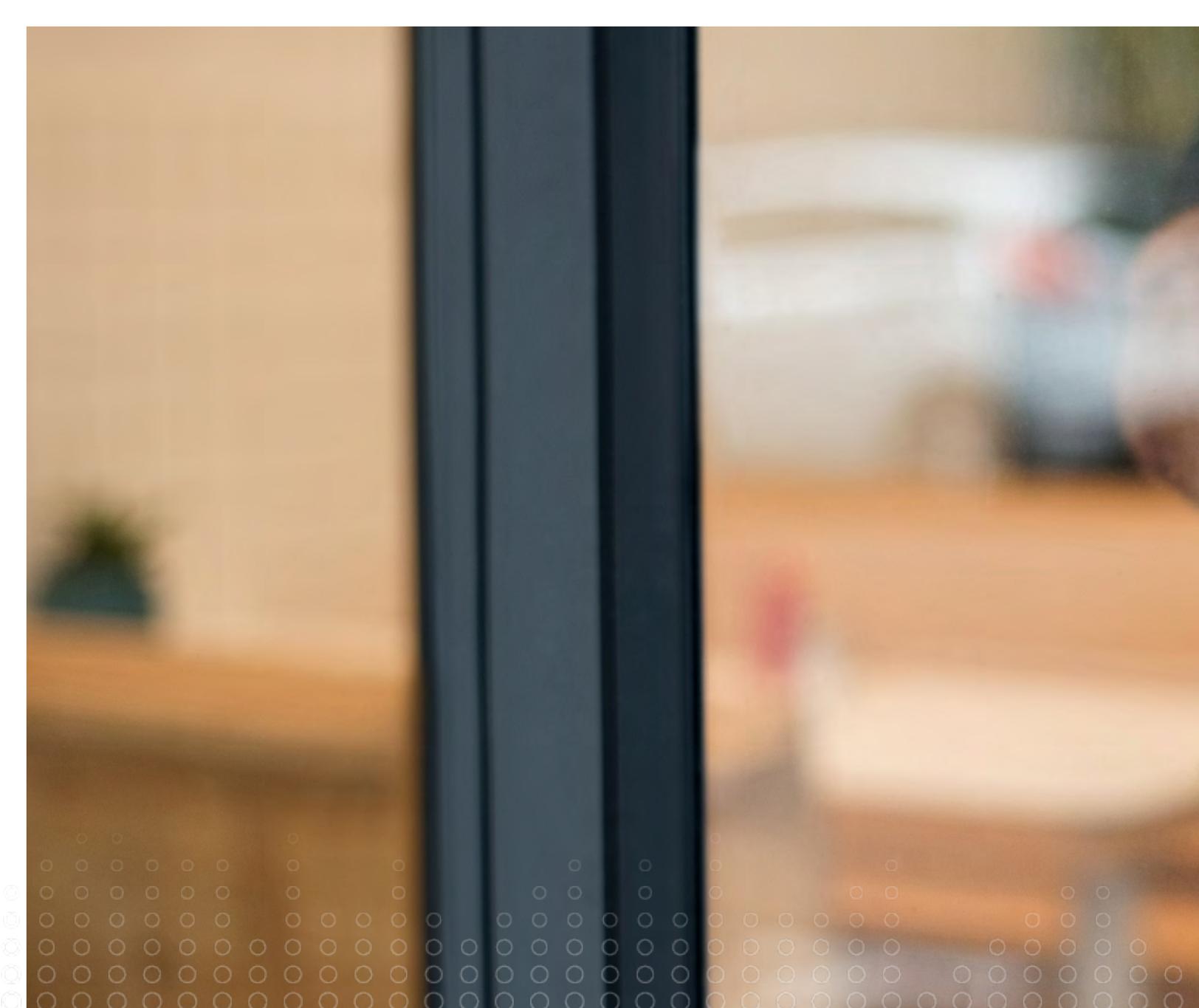
GFS	●	●	●	●	●
PGF	●	●	●	●	●
Sysco	●	●	●	●	●

PRINTING

- Curtis
- Imprint-plus

TEMP LABOR

- Anserteam
- Instawork



HOW TO CONNECT WITH ENTEGRA SUPPLIERS

To connect with the entegra suppliers listed within this document and access on-program value and pricing, please contact your entegra National Account Executive or the entegra Call Center team at 866-ENTEGRA (368-3472) or CallCenter.USA@clientps.com 

12.00 - 23.00



If you are not currently an entegra client, contact us at 866-ENTEGRA (368-3472) or

CallCenter.USA@clientps.com >

to become a fee-free entegra Program Participant

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