



Dear Averett students:

We are very excited to be able to welcome you to campus! As you'd expect, we're implementing some serious sanitation and service measures to ensure you can dine with us as safely and comfortably as possible. We'll go into those in more detail later.

While COVID-19 safety is a key priority, it is not our only one. We still believe that food has an important role to play in individual wellness and in building culture and community here at Averett. Our chefs will still be cooking from scratch, using fresh local and seasonal ingredients that meet our sustainability standards. (We were thrilled when the Humane Society of the United States ranked Bon Appétit the #1 food service company, the only one with an A+ grade, in their recent Food Industry Scorecard!)

In addition, you will continue to find abundant plant-forward, vegetarian and vegan options as well as ones that are made without gluten-containing ingredients every day. If you have a food allergy or other dietary restriction, please reach out to our General Manager, Michael Moroni, and we will work with Residence Life, our registered dietitian and you to make sure you can enjoy plenty of delicious food, safely, with us. (Contact info follows.)

## FAQs for Averett University Dining

### **So basically, how is dining going to work?**

At the main café, you'll enter from either the Student Center Parking lot or second floor and then proceed to the café entrance where you can show the cashier your daily health screening results, have your card swiped, peruse the menu and then choose a line to stand in (six feet apart, please!) — such as grill, pizza or market. Each line will have the same offering and enough options, including side dishes, to make a complete meal.



We are setting up the stations in the cafés for speed, with many popular items prepackaged, to reduce the number of decisions being made when ordering, and therefore reduce everyone's time in line and thus crowding.

**What's the deal with masks and seating?**

We'll be wearing masks while serving you. Averett is requiring students to face coverings in lines and while walking around in the café and to remove them only while eating. We are only offering takeout containers to encourage people to dine outside the café.



For those who choose to eat in, seating has been reduced by about 65%. Also, additional seating areas have been created under the second floor stairs and in Daly Game room. Please do not rearrange or remove furniture.

**What's happening with the self-serve salad bar, deli bar, condiment station, soda station, etc.?**

We're happy to serve you! Most self-service items are being reconfigured to be served by our staff.

- **Salad / Deli bar:** The main café will offer ready-to-go entrée salads, side green salads, ready-to-go sandwiches and weekly specials for composed salads deluxe sandwiches.
- **Condiments:** Ketchup, mustard, hot sauce, soy sauce etc. are in packets or a small cup and will available at each service station.
- **Silverware:** Individually wrapped plastic to-go silverware will be provided at each meal.
- **Other Stations:** Soda fountains, milk, coffee, cereal and soft-serve will remain self service for the time being. Sorry, no outside containers will be allowed and we will not be able to offer hand dip ice cream, self-serve waffles or omelet bars.

**Can I still get Made Without Gluten-Containing Ingredients meals? Where have the packaged gluten-free items gone?**

MWGCI and gluten-free items will be available in each café, either as an already featured menu item or by request from behind the appropriate station. The deli will have GF bread options available.

**I am vegan/vegetarian; where do I look for items?**

We will have vegan and vegetarian options available throughout the cafés, always incorporating these into our regular menus for all stations.

**I'm a student-athlete; how will you accommodate my need for a high-calorie diet?**

We are not planning to limit the quantity of food that any one student takes at one time, but are asking that you only request the amount of food you can eat at one sitting.

**So ... what's going to be available where and when?**

View all our cafés' current hours of operation and menus at [Averett.cafebonappetit.com](http://Averett.cafebonappetit.com).

- **At the Main Café you will find:**
  - The café is now cashless and only student IDs will be accepted in an attempt to speed up service. Students living off campus who wish to use the café should consider purchasing a meal plan.
  - Pre-made, ready-to-grab entrée salads and sandwiches will be available from salad/deli bar stations.
  - Our café will feature 3-4 service points utilizing the pizza, grill and market stations that will feature the same options at each.
  - Pizza as a menu item will become a feature item that is rotated into the menu each week.
  - Desserts, pastries, yogurt and fruit will be pre-packaged and available from the deli station.
  - Soda fountains, cold cereal, milk, juice and soft-serve ice cream will continue to be self-serve. We will not be able to offer ice cream cones due to their cross-contact nature but are looking into a solution.
  - Time-consuming Made-to-Order items like waffles and omelet bars will not be offered until pandemic restrictions are lifted.
- **Jut's Café:**
  - We will continue to offer snack items and beverages.
  - We will continue to have our We Proudly Brew Starbucks and featured coffee beverages.
  - Jut's will continue to offer a selection of packaged salads and sandwiches available for purchase or meal swipe.

#### **What other COVID-19 safety measures are Bon Appétit dining staff taking?**

- **All dining employees will wear masks and gloves at all times.**
- **All staff are going through COVID-19-specific training** designed by sanitation experts and updated regularly as new issues emerge. Topics covered include proper disinfection, the use of personal protective equipment (PPE), physical distancing protocols and more, and are integrated with food safety and sanitation protocols.
  - Team members wear "I'm Trained" buttons to let you know they're up-to-date on all safety measures.
  - A café attendant will be designated for each meal period to remind guests to maintain physical distancing and to ensure cleaning/disinfection protocols and schedules.
- **Amped-up cleaning and sanitation schedules** with clearly detailed procedures that meet or exceed all local guidelines and national best practices. This includes frequent disinfection of high-touch surfaces, including wiping



down tables and seats between guests, disinfecting all highly touched areas such as equipment buttons and door handles every 30 minutes.

- **Pre-shift wellness screenings for employees** in alignment with local regulations, which include no-contact temperature scans and daily interview questions.
- **Decision tree and step-by-step action plan** for unit managers who have employees who are sick or who may have had contact with someone diagnosed with COVID-19. (Bon Appétit offers paid sick leave to all employees.)



**I have a question you didn't answer! Who can I ask?**

- Contact me, General Manager Michael Moroni, [Michael.Moroni@cafebonappetit.com](mailto:Michael.Moroni@cafebonappetit.com), 919-323-9731.
- You can find more information including menus and service times on our dining website, [Averett.cafebonappetit.com](http://Averett.cafebonappetit.com).

Thank you for reading — we look forward to seeing your “smiling” faces.

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