



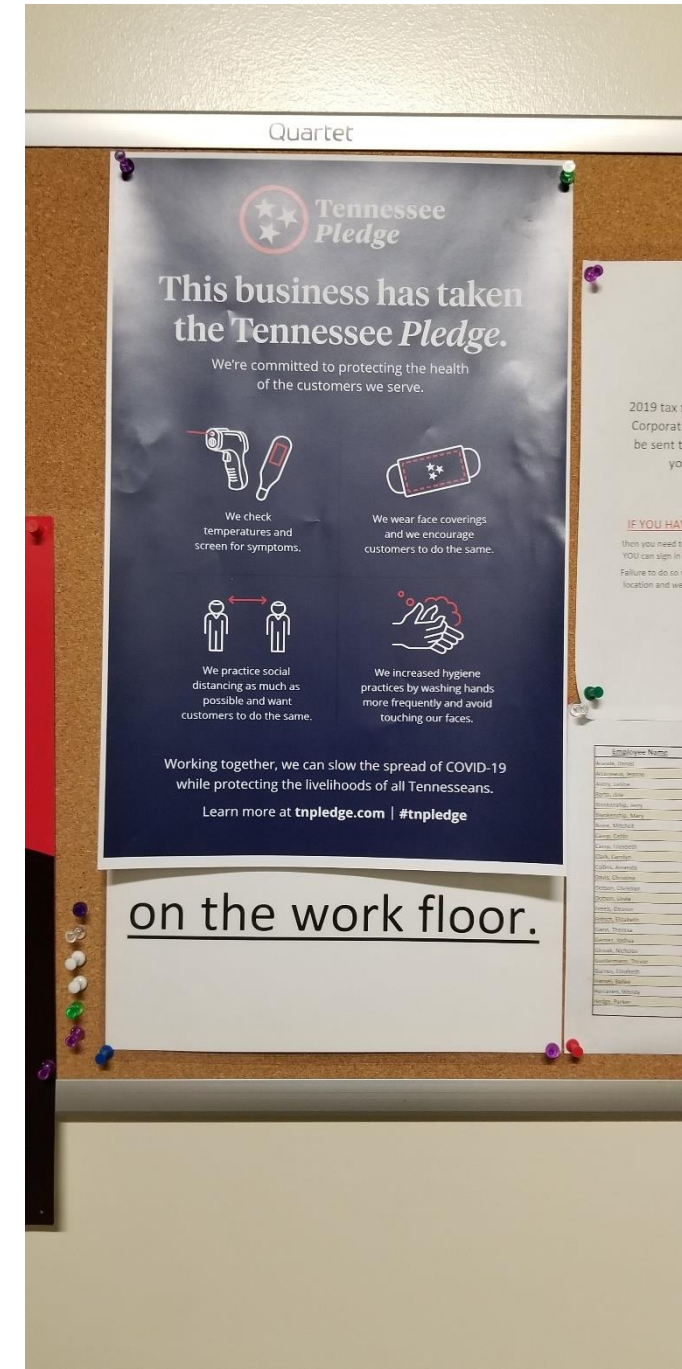
SEVIERVILLE  
c o n v e n t i o n • c e n t e r

Re-Opening Plan

SEVIERVILLE CONVENTION CENTER

# State of Tennessee - Pledge

Spectra Food service and Hospitality along side the Sevierville Convention Center will follow the outlined directives from the State of Tennessee once those directives have become public. Governor Bill Lee is expected to make an announcement with changes in the last week of the month indicating revision or recommended practices for the hospitality & tourism industry.



# Operational Commentary – General

- All cashiers will wear gloves.
- All cashier stations will have pump sanitizer.
- All workers will continue to wash hands as directed and use sanitizer often.
- No POS hardware updates needed at this time.
- Currently, no plans to modify food packing with exception of hot food items from grill area, pc condiments and pc cutlery.
- All workers will be required to wear a mask.
- All workers will be asked “if they are feeling well today”
- All workers will have their temperature readings prior to working.

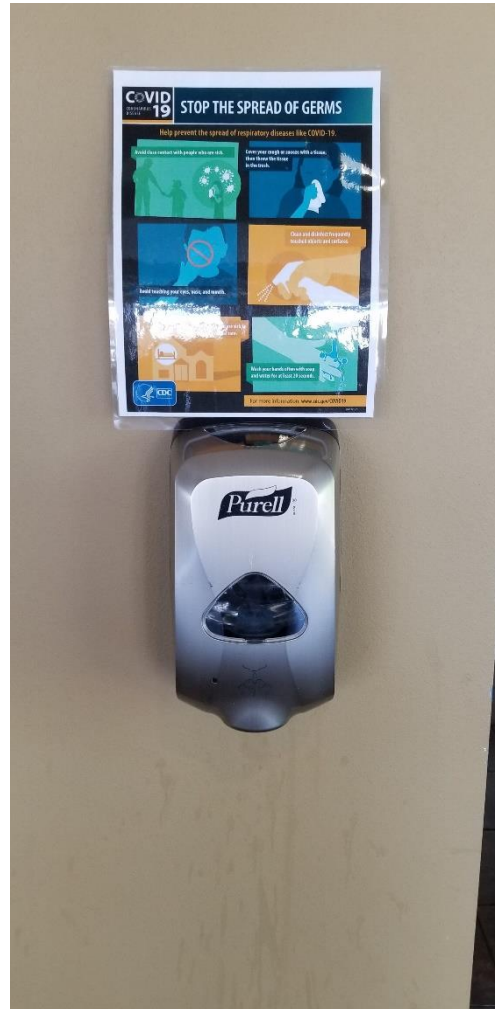
# Operational Commentary – Food Court

- Food Court consist of 8 POS:
  - For events under 500 people will open every-other register based on expected attendance thus leaving 8-10ft between register sales
  - For events 500+ will expedite hot food sales to the Pick-Up Counter, open registers as business dictates to reduce wait-lines
  - Food Court will use an expeditor to transition sales from the kitchen window to the guest using a call off ticket number for pick up. We will move the pick up area to the end of the service counter using lobby signage to indicate flow. During larger events, we will move the pick up counter to the north concession doors nearest the kitchen entrance. All food orders will be picked up at the counter using ticket number system. One worker to man the counter and expeditor to run the food orders
- Food Court will have a dedicated lobby attendance to clean tables, chairs, counters, regardless of event numbers
- Almost all, Food Court sales items currently have covered containers, those not (hamburger, chicken tenders, FF) will use a foil cover to safe guard those food items in transit to guest.
- Food Court has had protective Plexiglas installed as a barrier between guest and cashier. (building to supply)
- Food Court currently has automated hand sanitizers in place.
- Food Court will have markers on the floor outlining 6ft distance marks. (building to provide)
- Food Court tables will be offset on 10ft centers, with signs stating no more than 4 per table and not to move tables.
- Food Court high ball tables will have chairs removed.
- Food Court cashier to dispense I/W straws, I/W cutlery and pc condiments as needed.

# Operational Commentary – Food Carts

- All Concession carts will have Plexiglas installed at cashier POS. (building to supply)
- All Concession carts will utilize prepacked food items (both hot & cold)
- Concession Carts will have 6ft floor markers spaced in accordance to location. (building to supply)
- All Concessions will use prepack condiments (mayonnaise, mustard, ketchup) to be issued a Expeditor Counter
- All Concessions will use pre-poured squat cups of ranch and honey mustard dressing
- All cashiers will wear gloves.
- All cashier stations will have pump sanitizer.

# Sanitizer Stations





# Food Court Shields

Plexiglas installed in front of each cash register.

Cashiers to supply I/W straw and I/W cutlery as need

Cashier to supply needed condiments

Cashier to have a manual pump of sanitizer at station for hands



# Food Court Expeditor

Events of 500 or less we will expedite hot food orders to the far end of the Food Court or on Station at far end of dining area

