

*Delicious*

*Fresh  
and  
Tasty*

EVERYONE IS HAPPY WITH

Metz

ON THE TABLE

Metz Culinary Management is proud to bring you the best on-campus food program with a variety of tastes that is sure to please.

 Albion College

*Sweet*





# COVID-19 Dining Services FAQ

## **Who is Metz Culinary Management?**

While the name Metz might be new to you, we are a family-owned company that has been providing on-site dining and support services to colleges like Albion College for more than 25 years. Our home office is located in northeastern Pennsylvania; however, we have a strong presence in 22 states currently serving more than 52 colleges and universities. Michigan is also home to another partner of ours, the University of Detroit Mercy in Detroit.

## **Are there any changes to meal plans?**

No, there are no changes to the meal plan program for the fall semester.

## **Will hours of operation for Eat Shop, Between The Grinds, or Baldwin Hall be Changing?**

We are currently not changing service hours, however, given the need for social distancing we anticipate having to make modifications to ensure everyone has the appropriate time to eat.

## **What will service in Baldwin Hall Look like?**

While we are still working through distancing and current government mandates, self-serve options will not be available. Instead, Metz team members will be available at each station to serve you. At present, the state of Michigan mandates similar changes to condiment stations, beverage stations, etc. You will notice that we have established traffic flow patterns in the dining hall to accommodate social distancing. Newly installed digital screens will help communicate how to access a station. Finally, as another option to dining in, you will have the option to take your food to go.

## **What will Food service look like in the Eat Shop?**

Like Baldwin Hall, the Eat Shop will also look different this fall. Convenient store items have been moved around to accommodate social distancing. Our concept Bravo! Express, is an assembled-to-order concept that offers rotating menus each week to keep things fresh and new. We will also have daily specials available.

## **Will there be seating available in Baldwin Hall?**

Yes, but with current 6' distancing, we estimate it will be 40% of previous capacity. We will be opening (and serving) in Upper Baldwin Hall for the fall to increase our seating capacity.

## **Are there any new locations that will be open on campus?**

We are excited to bring you a new smoothie shop in the athletic center, and at least for the fall semester, we are planning to include meal exchange options. The Dub Box will also be utilized far more often to help alleviate the crowding we anticipate in some of the existing venues on campus.

## **Is COVID-19 Transmitted by food?**

Currently, there is no evidence the coronavirus is transmitted by food products. You can trust that we will take every precaution available to ensure that we provide all of our guests the safest, highest quality food, and service possible.





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## How will Metz ensure student and staff safety in the dining areas?

We will implement many safety procedures to ensure the safety of both our students and staff. These procedures fall in line with our Metz Safety Guarantee as well as CDC recommendations and the Calhoun County Health Department. Some highlights for our guests include:

- Practicing social distancing with each other and amongst our team members
- Protective shields at all greeter stations and checkouts
- Touchless payment options
- Additional hand sanitation stations
- Modified dining areas, ability to take meals to go from Baldwin Hall, and enhanced meal exchange options
- And much more!

## Will students have any say on how food service is provided this fall?

Absolutely - we will work with the Albion community to solicit as much immediate feedback as possible, with comment cards, online surveys, and most importantly, visible management in every service area to listen to questions and concerns. We've tasked our management teams to react quickly to ensure the highest quality food and service for you. They will do the right thing every day to ensure you have the best on-campus dining experience.

## What else should students know?

In mid-August we will launch our dining website, [www.albionmetz.com](http://www.albionmetz.com). From here, you will be able to view our menus, get nutritional and allergen information, hours of operation, complete our allergy and food sensitivity self-declaration form, and so much more.

We will also launch our Facebook and Instagram accounts. When you dine with us, be sure to tag us in your photos and be on the look out for our social media promotions and specials; it's our way of saying thanks for following us!

Finally, we invite all of you to join us in our grand opening celebration. More details will be available when you return to campus.

