



EVENT MANAGEMENT, DINING, AND HOSPITALITY

Illinois State University

Redbird Return and Restore Illinois Event Guidelines

General

- The Bone Student Center is following physical distancing guidelines and building/room capacities determined by recommendations from the University, Center for Disease Control and Prevention (CDC), and Illinois Department of Public Health (IDPH).
- Gatherings may occur on campus with 50 people or less, using the requirements in this guideline and current CDC and IDPH guidance for face coverings, hand hygiene, and physical distancing.
- Face coverings are required in all university common spaces, defined as any space where more than one individual may be at a time, including but not limited to, hallways, restrooms, retail establishments, elevators, stairwells, conference rooms, etc.
- All guests must keep face coverings on throughout the meeting, conference, or event; unless they are eating food during a designated meal period.
- Disposable face coverings will be available for guests that enter the building without one.
- Hand sanitizer stations are placed throughout the concourse and near each meeting room.
- Event Management, Dining, and Hospitality (EMDH) encourages clients to conduct meetings/events by using Zoom when possible to help control the spread of COVID-19. EMDH offers technology to support virtual meeting needs.

What to Expect from Guest Services

- Guest Services staff will be visible on the floor to ensure guests are wearing face coverings and practicing proper physical distancing, as well as monitoring events to ensure they do not go over the maximum number of attendees in each space.
- Building Service Workers will continue to clean with special attention to doorknobs, light switches, countertops, toilets, faucets, sinks, and water filling stations.
- Guest Services staff will disinfect all public spaces as well as all tables, chairs, and equipment after each event. A hand-held disinfectant spray will be used for items without a hard surface.
- Event rooms will remain locked until client arrival time ensuring rooms have been cleaned and disinfected after each use.
- When an event concludes, doors will be locked after staff cleans the room and equipment.
- Guests will not be allowed in meeting rooms unless it is booked in advance through an event planner.
- Furniture has been relocated to ensure physical distancing guidelines are met and must remain in the new location.

What to Expect from Catering

- Staff will go through a temperature and symptom screening at the beginning of their shift and again during their shift.
- All staff will use approved gloves when servicing events.
- Menu options may be reduced until phase 4 concludes. The available options will meet service safety guidelines and help support staffing levels.
- Self-served food and beverage tables will be eliminated.
- Utensils provided will be individual, disposable packets or flatware properly rolled in linen.
- Pre-set items will not be available. Condiments, such as salt and pepper, will be single use.
- Plated Meals
 - Plated meals will be limited to the Bone Student Center only.
 - All salads, breads, entrées, and desserts will be served on china using a tray. All of these items will be served to the guest at the same time. Lids will remain on the entrées to keep the food hot.
- Buffets/Hors D'oeuvre Stations
 - Buffets and stations will be limited to the Bone Student Center only.
 - Food tables will be doubled in width to create appropriate space between the guest and the food.
 - Guests will approach the buffet/station and proceed through the line indicating the menu items they would like. This area will have stanchions and social distancing signs.
 - All items will be plated directly from the hot or cold holding vessel onto a plate by catering staff. Once a plate is complete, it will be transferred to the guest via the “Sanitation Zone” at the end of the table. The “Sanitation Zone” will be clearly defined with a visible marker and hand sanitizer. The plate or beverage will be placed by staff and then taken by the guest to ensure no person-to-person contact.
- Breaks/Continental Breakfast
 - These items will be wrapped/packaged and placed in disposable bags to be served to each guest.
- Beverages
 - Pre-filled cold and hot beverages will be offered at served and buffet meals by catering staff. Beverages will not be pre-set.
 - Refills will be served in a fresh, clean glass each time. Pitchers will not be used.
 - Beverages ordered as a break must be individual bottles of water, bottles of juice, and canned soft drinks that will be served to each guest. Coffee and hot tea will be served to each guest by catering staff.
 - Bar service will be set up with designated order and pick-up areas.
- Catering outside of the Bone Student Center
 - Catering requested at other venues on campus will be dropped off in disposable boxes/containers.
 - Menu options will be limited and consist only of cold items.
 - It will be the responsibility of the client to ensure these items are served to each guest safely.

What to Expect from the Event Services and Catering Office

- The office will be open, but guests should make an appointment to limit the number of guests in the office. Each appointment in the office is limited to one person. If there are more people that must be present for the meeting, a meeting room will be used to ensure social distancing guidelines are met.
- Events booked by email, Bone Student Center website, or phone are encouraged.
- Space is limited due to physical distancing guidelines, so it is recommended that clients prepare to provide alternate dates to ensure space is available.
- Additional language has been added to the agreements regarding physical distancing, face coverings, and other safety guidelines.

What to Expect from Production Services

- Production staff will clean all production equipment after each use.
- Sharing of equipment between presenters will not be allowed, including microphones, clickers, and laptops.