



Health and Safety Protocols

Food and Beverage

Aventura Catering



a v e n t u r a
A PREMIER CATERING COMPANY

Safety & Sanitation

Food Safety and Sanitation has always been a top priority for Aventura Catering. To ensure our standards continue to go above and beyond in the post-COVID-19 environment, we have added to the recommendations of leading organizations like the FDA, NRA, OSHA, NIH, CDC, and the WHO. Among these measures are:

- Creating Clean Teams in conjunction with the Phoenix Convention Center a visible, actionable resource to engage in a process of constant cleaning and disinfecting
- Revising Aventura's hygiene policy standards and procedures
- Revising cleaning and sanitation procedures to include new processes and products
- Extensive expansion of training
- Modification of employee standards such as uniforms, check-in, and screening
- Staff temperatures checked and health surveys prior to shift
- Personal Protective Equipment (PPE) - Face coverings required at all times for staff



Safety & Sanitation

Cleaning and disinfecting are part of a broad approach to preventing infectious diseases.

The Clean Team Program

- Areas, equipment and utensils to be cleaned on a high frequency throughout each day
- Designated employees responsible for specific cleaning
- Cleaning and disinfecting with products specifically EPA approved
- Frequency of cleaning, disinfecting, inspection and monitoring of equipment and records on a daily basis

Cleaning Protocol

- Thoroughly detail-clean and sanitize food and beverage facilities daily
- Follow appropriate procedures to ensure proper cleaning and sanitizing of all areas and equipment
- Utilize the list of high touch point areas to be addressed on a daily basis
- PPE (Personal Protective Equipment) — such as slip-resistant shoes and face mask — is used by employees every day as part of Aventura's normal operations and employee job duties

Enhanced Employee Training

- Additional health policy and procedures for all staff including hand washing and proper use of PPE (Personal Protective Equipment)
- Frequent handwashing every 15 minutes, and at the beginning and at the end of each shift and break, after using the restroom, sneezing, touching their face, cleaning, eating or drinking
- Enhanced education and training to ensure proper food safety and handling
- COVID-19 daily pre-shift training for all food and beverage staff

Personal Protective Equipment (PPE)

- All employees are required to wear masks to protect both employees and guests
- Install sanitizing units in high-traffic areas for both guests and employees, such as at condiment carts, near concessions stands, portables and food stations



Service Style Changes

The terms "unprecedented" and "challenging" have become the norm in describing the current environment, so it's no surprise that expectations of service will be equally unprecedented and challenging.

Aventura Catering takes great pride in handling every detail of your food service needs, providing the utmost in quality, flavor, presentation and variety.

Our team has thoughtfully planned out options that abide by high safety standards, while giving you the flexibility needed to customize your dining experience.

These standards will evolve and continuously align with local, state and federal guidelines, as well as our company health and safety protocols.



Catering

Buffet Service

A shift from the buffet presentation of food and serviceware to individually wrapped, covered or prepared items provides the highest level of sanitation and ensures minimum touch points among guests.

Hot food is served by an attendant behind a sneeze guard. Cold and ambient food is served from the buffet line, served individually and presented as a Market experience. Drinks are all pre-packaged self-serve or served by attendant.

Serviceware for Buffets and Stations

Napkins, plates and utensils set out for self-serve use will be discontinued. All efforts will be made to use the most sustainable disposable products available. Products made of renewable materials, such as paper and fiber along with products made of recycled content will be used where possible.

Flatware and Napkins

- Disposable flatware and napkin in wrapped sleeve
- Napkins are individually wrapped with utensils
- Sanitation station provided to guests near each buffet station
- Linen, China and Glassware will be temporarily discontinued for Buffets

Plated Meals

Please consult your Aventura professional to work closely with you to find creative options that work best for your event.

For all plated events the following protocols have been put into place:

- Rolled silverware is used at each place setting
- No communal items will be preset or serviced
- All beverages will be individually packaged or preset with a paper cover



Condiments

Open-air communal condiment containers will be discontinued. Personal-consumption packets will be utilized on request. This includes individual salt & pepper, dressings etc.

Breaks

- All snacks will be served individually packaged or served by attendant
- All beverages to be served by attendant or prepackaged

Water Service

- Bulk water stations and water coolers eliminated unless served by attendant
- Touchless water bottle refill stations are located throughout the facility

Boxed Meals

An expanded Bento boxed meal program has been implemented that will include both hot and cold meals for breakfast, lunch, dinner and snacks.

Receptions

- Cold and ambient food is served in closed containers
- Personal-consumption condiments are served on request
- Food stations are served by attendant behind sneeze guard

Tray Pass

Temporary reduction in tray pass service - please consult your Aventura Sales Manager

Sample Packaging



Alcohol Policies

Age Verification Process

Guests to hold up ID for bartenders to avoid interaction. Bartenders only touch IDs if there is a concern with its validity. If guest is wearing a mask, the mask must be pulled down to verify ID.

Host Bar Service

- All cocktail fruit at bar locations provided on skewer by bartender
- All glasses will be switched out between pours

No Host Bar Service

- All cocktail fruit at bar locations provided on skewer by bartender
- All glasses will be switched out between pours
- Cashless transactions only

Cashless Transactions Only

Cashless transactions with credit / debit cards reduce touch points and increase speed of service. For those guests that do not carry credit / debit cards, reverse ATMs (or cash-to-card kiosks) that dispense prepaid debit cards will be located in main lobbies.



Concessions

Traditional Locations

- All food served by attendant handed directly to guest or in individual prepackaged containers
- Plexiglass dividers to protect both guests and employees
- Queuing lines managed with stanchions and signage to keep guests distanced from one another
- Sanitizer wipes/pumps will be provided throughout the area
- Cashless transactions only

Self-Serve Locations

- All food served by attendant handed directly to guest or in individual prepackaged containers
- Plexiglass dividers to protect both guests and employees
- Limit the number of point of sale open to allow distances between self-serve ordering locations and/or provide barriers between point of sale
- Dedicated attendants to keep kiosks sanitized and to monitor guest compliance
- Sanitizer wipes/pumps will be provided throughout the area
- Cashless transactions only

Show Concessions - Exhibit Hall

- All food served by attendant handed directly to guest or in individual prepackaged containers
- Plexiglass dividers to protect both guests and employees
- Control guest's route using stanchions and signage
- Queuing lines managed with stanchions and signage
- Bottled soda, water and other beverages in sealed containers
- Sanitizer wipes/pumps will be provided throughout the area
- Cashless transactions only

Cashless Transactions Only

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