



NMU Dining Operational Plan

Fall 2020 COVID-19 Response

Purpose: To ensure the highest level of safety, while maintaining the breadth of distinct dining options for students, faculty and staff.

Residential Dining

The recommendation for residential dining at Northern Lights Dining is a phased approach, beginning with an execution plan that provides multiple service points to ensure that students are comfortable when dining on campus. Access to Northern Lights Dining will be restricted to students, faculty and staff only.

Phase I-August 8th through approximately August 13th

- **Complete takeout service from Northern Lights Dining**
 - Service will emulate the style and configuration experienced at the end of the Winter 2020 semester
 - Social distance indicators will be established on the floor of the East lobby
 - Meal Periods of Lunch 11am-2pm and Dinner 4pm-7pm
 - Students will select options from a rotational menu complete with allergen friendly, vegan, vegetarian, hot, cold, prepackaged, made-to-order items, and extras at Lunch and Dinner
 - Breakfast will be offered through a Breakfast Snack Pack option that will be available for pickup at both Lunch and Dinner
- **Online ordering through the GET app from a static menu of Northern Lights Dining favorites will be made available for Lunch and Dinner**
 - Pick up of the GET orders will happen in the former Northern Lights Dining Café Space, now referred to as the “GET GO.”
 - Students will place orders ahead, will select their desired pick up time, and will receive a push notification when their order is ready for pickup
 - Single line, socially distanced spacing will be maintained in the waiting area as well as the GET GO service space

Phase II-Approximately August 14th until changes to the Executive Order or CDC guidelines provide the opportunity to transition to Phase III

- **Regular Operating Hours and Dual Line entry through Northern Lights**
 - Regular hours of operation will be 7am-8pm M-F, 9am-8pm Sat-Sun
 - Students will enter Northern Lights Dining from the main entrance and proceed through the facility in one of either two lines, taking them past the stations of their choosing
 - The majority of stations will be open with quick serve items, grab-n-go, pre-packaged and ready to pick up hot food items



- All stations will have floor markings for social distancing and Plexiglas and/or breath protection in place to prevent risk of air droplets from coming in contact with employees
- All self-serve components will be either served or eliminated including beverages
- The allergen friendly room will be served by an attendant during peak meal periods, and available upon request outside of peak periods
- **Seating by Section**
 - The dining room will be divided into 5 sections, limited to 50% capacity
 - Students entering Northern Lights will be instructed as to which section they will be seated in
 - As a section fills to capacity, it will close and guests will be seated in the next section
 - Once the first section has been cleared, it will be fully cleaned and disinfected
 - Dining Room Attendants will ensure the flow of traffic remains smooth
- **Online Ordering through the GET app, with pickup from the GET GO will remain available**

Phase III-Fully Operational with 50% or greater seating capacity (dependent upon the current guidelines and restrictions from the CDC and local health department)

- **Full Open Access to all served stations**
 - All self-serve components will remain served or eliminated
 - Made-to-order items return with enhanced customizability
- **Section or Open seating dependent upon current restrictions**
- **Online Ordering through the GET app, with pickup from the GET GO will remain available**

Retail Operations

The recommendation for all retail operations is to have counter service only, with no seating within each operation.

- **Phased Opening**
 - Temaki/Smoothie King remains open
 - Starbucks tentative opening week of August 10th
 - The Wildcat Den tentative opening the week of August 10th
 - Fieras and Cat Trax Convenience Store opening August 17th
 - Melted & Sundre opening by August 31st
- **Retail Restaurants**
 - All items will be prepared, packaged and provided to guests in Fieras, Starbucks, Melted, and Wildcat Den
 - All seating areas will either be closed or removed from Fieras and Starbucks
 - The Wildcat Den and Temaki will begin with take-out service only, transitioning to limited capacity dine-in service



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- **Convenience Stores limited capacity**
 - Sundre will be limited to two guests at a time within the space
 - Cat Trax will be limited to four guests at a time within the space
- **Online Ordering**
 - The GET app will continue to be utilized at Starbucks, will be launched immediately at the Wildcat Den and will transition to other retail operations throughout the semester