



Covid-19 Resources



Desktop or Mobile
Curated Information

Customer Toolkit Samples

foodie.sysco.com/covid

- Information on COVID-19
- Information, **TOOLS** and helpful products to drive off-premise business
- Information, **TOOLS** and helpful products to promote safety and sanitation



**RESTAURANT
ASSOCIATION**

COVID-19

What Experts Say

America's restaurant and foodservice industry is made up of more than 1.5 million businesses and 15 million workers. The industry is the backbone of the U.S. economy and provides the food and beverage service that we all need every day.

“There's no indication, health officials say, that the coronavirus can be transmitted that way. The food is not going to be contaminated. It's not going to be spread by a trained employee, and in restaurants, the food is handled behind a protective glass barrier and a dedicated food handler.”

—Lorena Weiss, M.D., Training Specialist, Health Policy and Practice, Johns Hopkins University Center for Communications Programs, Washington University, The Washington Post, March 20, 2020

“Currently there is no evidence to support transmission of COVID-19 associated with food.”

—CDC, Centers for Disease Control and Prevention, CDC page on COVID-19, March 19, 2020

“As things stand today, based on the information we have from the Centers for Disease Control and information from state and local public health officials, I do not see any basis for recommendations that people should decline out.”

—Stephen J. Thomas, MD, Professor and Head, Food Safety Center, University of California, Davis, USA Today, March 19, 2020

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“Coronavirus is a respiratory illness spread through droplets, from a cough or sneeze, from person to person or else one's own eyes. There's no evidence that the virus is transmitted through food.”

—Brett A. Gold, M.D., Director, Division of Infectious Diseases, University of California, San Francisco, USA Today, March 19, 2020

“There may be a threat to the restaurant industry but in reality, they are the safest places other than your own kitchen.”

—Stephen Joseph, M.D., M.P.H., Director, Division of Field Epidemiology, Centers for Disease Control and Prevention, USA Today, March 19, 2020

For more information, visit www.restaurant.org/COVID19



YOUR TRIP LOG HERE

tips to avoid **CONTAMINATION**



CLEAN YOUR HANDS

By regularly washing with soap for at least 20 seconds. Use hand sanitizer whenever soap is not available.



COVER YOUR MOUTH AND NOSE

with a tissue when coughing or sneezing or use the inside of your elbow. Throw used tissues in the trash.



STAY HOME WHEN YOU ARE SICK

if you have a fever or other symptoms, except to get medical care.



AVOID CONTACT

with anyone who is sick. Keep six feet between others when possible to reduce possible transfer.



KEEP YOUR AREA CLEAN

by disinfecting surface around you. Especially those that other people touch, like counters, handles, and doors.

Add personalized text here



At the heart of
food and service

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Nitrile Gloves

Syng's Classic High Performance Nitrile Gloves offer a sleek and comfortable, high performing glove that travel well and last. Syng's Classic brand delivers Dependable, quality foodservice products.

Syng
Classic

Appealing. Satisfying. Dependable.

The Syng's Classic brand family includes an extensive selection, from poultry applicators and forks and tongs for food to prepared products and hundreds of other options. Syng's Classic brings the quality foodservice you and the range of choices customers demand under one brand, and delivers them both to your. More value for the price, with quality equal to or better than other national and leading brands...that's Syng's Classic.

Syng
Classic

Sysco

**OFF-PREMISE
DINING**

Solutions

For more information about the products listed in this brochure, contact your local Marketing Associate

THIRD-PARTY DELIVERY

Sysco	Uber Eats	DOORDASH	POSTMATES	GRUBHUB
<p>Delivery Model</p> <p>Use a "Virtual Hub" exclusively owned by Sysco to manage and transport its deliveries. Restaurants are compensated by Sysco, meals are handled from the restaurant to the driver. Run from the driver's home.</p>	<p>Delivery Model</p> <p>Standard wall-to-wall delivery to restaurants with a variety of options. Restaurants are compensated by Uber Eats (for example, event, live, or video coverage) app.</p>	<p>Delivery Model</p> <p>Full delivery and grocery delivery from Sysco's virtual hubs under their "Flash" apps. The program requires specific delivery steps and specific food origins, and requires the driver to be present at the delivery location.</p>	<p>Delivery Model</p> <p>Free to use for its customers, but restaurants pay for delivery fees.</p>	
<p>Commission Rate</p> <p>Varies from 15% to 25% (other delivery services in 15-20% range) as credit card, payment, and location.</p>	<p>Commission Rate</p> <p>Commission rate per pay of 15-20% (other delivery services in 15-20% range) as credit card, payment, and location.</p>	<p>Commission Rate</p> <p>Commission based on pay of 15-20% (other delivery services in 15-20% range) as credit card, payment, and location.</p>	<p>Commission Rate</p> <p>Commission ranging from 15% to 25%.</p>	
<p>Other Features</p> <p>Grid-based delivery fees based on applicable time.</p>	<p>Other Features</p> <p>Grid-based delivery fees based on applicable time.</p>	<p>Other Features</p> <p>Grid-based delivery fees based on applicable time.</p>	<p>Other Features</p> <p>Grid-based delivery fees based on applicable time.</p>	

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OPERATIONS

Tips for Tackling Takeout and Delivery

As off-premise dining becomes an ever-greater slice of restaurant revenue, more operators are getting in on the takeout trend. Here are four tips from our Business Resource experts for how to do takeout and delivery right.

June 28, 2019

Email article

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A hand holding a smartphone displaying a red screen with a white Wi-Fi symbol, a white dome-shaped icon, and a white button labeled 'ORDER'. The background is a blurred indoor setting.

Be Mindful About the Menu

"Dishes on your takeout menu should be quick and easy and should travel well," says Mike Sniffen, Director of Business Resources at Sysco Baltimore. Sniffen advises developing a limited menu just for off-premise. Most French fries don't travel well, although **Sysco Imperial Ultimate Crisp Heavy Battered French Fries** have a special coating that allows them to stay crispy on the ride home.

Perfect the Packaging

"The most important thing an operator can do is investing good-quality packaging," says Steven Goll, Director of Business Resources at Sysco Western Minnesota. Both Goll and Sniffen recommend cold containers with see-through lids like those made by **Earth Plus**. The containers look great, hold temperature and have compartments for hot and cold foods. The products you choose should also be strong and leak-resistant.

Market Your Services

The rise of off-premise dining has turned the tables on the restaurant industry. These days, diners want to enjoy great restaurant food in the comfort of their own homes, and they've grown accustomed to dialing it up at a moment's notice. In fact, 38 percent of today's restaurant traffic is off-premise, according to *Restaurant Business*. Take out is not right for every restaurant. It can disrupt the flow of in-house dining, and third-party delivery companies take up to 30 percent of the meal price in commission. We spoke with Sysco experts about how

Menu Services: Hotline and Dedicated Menu Team

- Pivot to operationally simpler menu using sluggers and menu templates
- Create a limited menu for carry-out and delivery
- Create marketing pieces – posters, discount cards
- Create digital menus/images for social media
- Service partners to setup a website, online ordering and delivery services
- Quickly make temporary price changes to your menu

Call **1-800-380-6348** or email **info@syscomenuservices.com**

Sysco Marketing Services IS HERE TO HELP

Sysco | MARKETING SERVICES

Sysco | Studio

Sysco Marketing Services is here as
your advocate during this uncertain time.

We can help you shift through all the tools, tips, and products Sysco has available to help you continue to develop your business – such as carry-out and delivery menus, social media messaging, and more.

We have a team of associates available to assist you to:

- Create a limited menu for carry-out and delivery
- Create marketing pieces – posters, thank-you's, and discount cards
- Create Pop Up Shop menus and marketing pieces
- Connect you with our service partners to setup a website, online ordering, and delivery services
- Provide social media messaging
- Provide you with access to helpful tools, such as Sysco|Studio

To enlist our help,
please call 1-800-380-6348,
email info@syscomenuservices.com,
or reach out to your Sysco Marketing Associate.



For more information about how Sysco can support
your business please go to Foodie.Sysco.com/Covid

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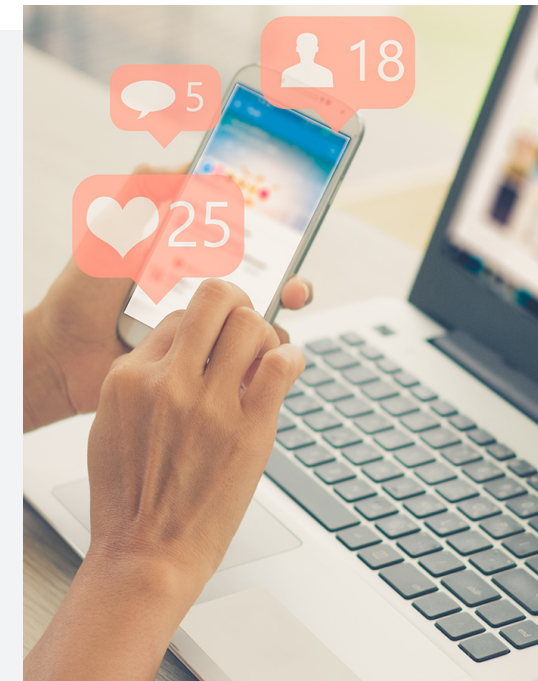
Social Media & Customer Communication Playbook

Social Media Toolkit

Social media guidance social media templates and professionally written sample copy with publishing tips, including carry-out and delivery menus, social media messaging, and more.



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Social Media Toolkit

Best Practices During
Coronavirus COVID-19
Pandemic



Social Media Basics



Best Practices



Sample Posts

