

TO: All Still Hopes Residents

FROM: Sean Elston, Interim Culinary Director

DATE: July 23, 2021

SUBJECT: Campus Dining Operations Update

Thank you for your continued patience and support as we work diligently to steer your campus dining experience back to full scale operations. Staffing remains a high focus, as that is the means to recover our service excellence for you, and it is gradually improving. We are steadily bringing on new culinary employees and we are on-boarding them as quickly as possible, while assuring they are trained to meet your expectations.

In consideration of this steady but slow progress, the following service updates will go into effect beginning immediately, and continuing through at least August 15 2021.

- Residents can now have FULLY VACCINATED guests in **all** dining venues, including the Palmetto Dining Room. However, in this current step forward, we do ask that you limit your dining venue visitors to a maximum of four guests at any one time.
- Starting on Sunday, August 1 2021, and continuing at least through Sunday, August 15 2021, the Palmetto Dining Room will offer a Sunday Buffet, and a limited amount of a la carte full-service dining. A small section of the Palmetto Dining Room will open for a sit-down, full service, a la carte, limited but varied, menu. These meal options will be available in the Palmetto Dining Room each Sunday. Seating will be on a first-come first-serve basis, for both the small full-service section, as well as the seating for buffet diners.
 - Sunday Breakfast and Brunch Buffet will be offered from 11:00 am until 2:00 pm.
 - Sunday evening, the Palmetto Dining Room will offer soup and sandwiches from 4:30 pm until 7:30 pm. The seating will be open for this evening service as it is for the buffet now.
- On Tuesday, August 3 and August 10, 2021 there will be no LUNCH buffet. A section of the Palmetto Dining Room will open for sit-down, full service, a la carte dining with limited but varied menu options. Seating will be on a first-come first-serve basis.
- On Wednesday, August 4 and August 11, 2021 there will be no LUNCH buffet. A section of the Palmetto Dining Room will open for sit-down, full service, a la carte dining with limited menu options. Seating will be on a first-come first-serve basis.
- During both the Sunday meal service, and those lunch periods where no buffet is to be served, the following seating policy will be available.
 - Those who wish to dine in the Palmetto Dining Room should check in at the host stand once their entire party has arrived.
 - To remain fair, groups may not check in until **all** members of the party are present.
 - The maximum number of diners at one table is six.
- On Monday, Thursday, Friday, and Saturday, during this two-week time period, the buffet will operate just as it does presently. On Tuesday and Wednesday EVENING, the buffet will also operate as it does now.

We understand that as a result of this step toward a recovery of our full service, it is possible that not all the residents who would like to get served in the Palmetto Dining Room for lunch on Sunday, Tuesday and Wednesday can be accommodated, but we really do need to take this important short-term interim step on our journey toward full service, as it will allow our new culinary staff to put their training into practice, so as to polish those newly acquired skills. In the event you are not able to dine in the Palmetto Dining Room, we encourage you to enjoy a meal from our other venues, such as Lowry's, Emilie's, and Caroline's. (By the time you receive this memo, I hope that the temporary restriction for Caroline's is already removed, but in the event it is not, you will be given information regarding that venue as it materializes.)

It is our plan to continue moving forward, and to steadily increase both a la carte dining days, and to steadily expand the seating all the way back to our full floor plan. We appreciate so much your good wishes, patience, and flexibility as we work this recovery plan. We also wish to thank the Operation Safe Journey Team for helping us to think this through and we trust it will meet your interim needs.

If you have any questions or concerns, please call, email or come see me. I welcome your input as we navigate the path forward.