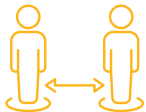




## CBORD GET™ and Dine-In Reservations

### Meal Period Zones and Continual Cleaning



**Enforce physical distancing** through set capacity limitations during mealtimes.



**Let students reserve spots** in 15-minute increments to support come-and-go meal periods.



**Ensure sterilization procedures** are followed between shifting meal period times and assigned seating areas.



## SAFER SIT-DOWN DINING

Campus dining and foodservice operations were dramatically altered in 2020. With new guidelines for service in place, colleges and universities have updated procedures to support safer dining, physical distancing, and sanitation processes.

## DINE IN WITH MEAL PERIOD ZONES

All-you-can-eat dining centers can safely open facilities to dine-in customers and follow physical distancing guidelines with the help of CBORD's GET app. Staff can establish a reservation system to manage traffic, volume, and flow while monitoring when customers enter and exit a facility. For situations where customers come and go throughout open meal periods, a clean-as-you-go approach can be implemented.

## HOW IT WORKS:

1. The student orders from the dine-in merchant to reserve a spot. The dine-in merchant is separate from the traditional pickup/delivery merchant.
2. Reservations are allotted for 45-minute blocks with a max capacity set for each meal period.
3. The student presents an order confirmation, student ID, GET My Card screen, etc. when arriving at the dining center. They receive an assigned zone in which to sit. Example: Assign yellow for 11 a.m. reservations, green for 11:15 a.m. reservations, and so on.

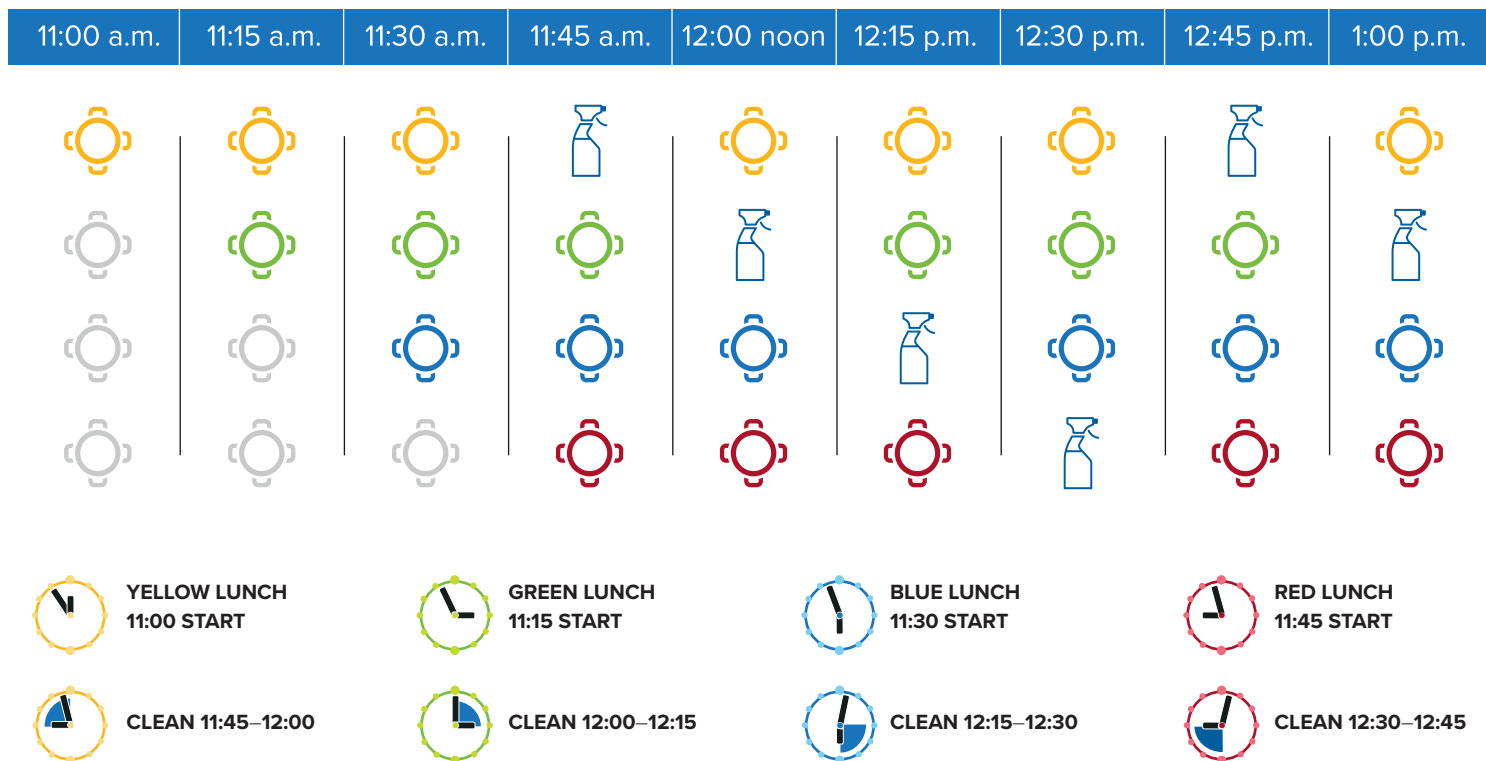
Consider tracking when students exit and leave with GET Order Manager. When they exit, the student will present a credential again, and dining staff mark the student off in the GET Order Manager app. You can also send push notifications to anyone exceeding the allotted time.



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## MEAL PERIOD ZONES

Zoned meal periods are 45 minutes each. The start of each zone's 45-minute meal period is staggered by 15 minutes, so each zone opens 15 minutes after the one next to it. As the diagram above demonstrates:

- The yellow zone starts at 11:00 a.m. People can eat in the yellow zone until 11:45 a.m. At 11:45 a.m., the yellow zone is cleared and cleaned. This zone reopens for patrons at noon.
- The meal period for the green zone begins at 11:15 a.m. (15 minutes after the yellow zone). Patrons in the green zone get 45 minutes to eat, and the section is cleared at noon for 15 minutes of cleaning before it reopens.
- The following blue and red zones follow this same procedure, opening 15 minutes after the zone before it, allowing patrons 45 minutes to eat, and then closing for a 15-minute cleaning period.

The meal period zone model also accommodates walk-ins as ASAP orders. If space is available in any meal period, walk-in customers can reserve a spot for the first 14 minutes of that meal period. For example:

- The yellow zone accepts ASAP orders from 11:00 a.m.–11:14 a.m. and then from noon–12:14 p.m.
- The green zone accepts ASAP orders from 11:15 a.m.–11:29 a.m., and so on.

Customers that place their orders late can still eat, but they will have a shorter window of time in which to do so.

## WHY CBORD?

Only one company has helped colleges and universities create connected campuses for more than 45 years. CBORD offers centralized solutions to improve the student experience, increase revenue, and inform strategic planning. Learn more by emailing [highered@cbord.com](mailto:highered@cbord.com).