Listening & Leading

Pivoting for High Performance
What Operators Should Be Doing Today for a Winning Tomorrow

April 30, 2020
WebEx Instructions

Attendees are muted upon entry.

Use the chat box...

Open by default on most devices.

...to ask a question.

Technical Troubleshooting: elarson@namanow.org
Industry Expert Introductions

Vivian Robillard
VP, Food Service Sales
Industry Experts

Lance Whorton
President/CEO
Imperial

Niki Morton
Executive VP
Casco Bay Food & Beverage

Jeff Smith
Chairman, CEO
All Star Services, Inc.
Keeping Up

namanow.org/covid
COVID-19 Resources and Assistance

Coronavirus (COVID-19)

As NAMA continues to monitor the spread of Coronavirus (COVID-19), we wanted to provide our community with government-issued guidance and answers to commonly asked questions about the virus.

If you have questions, we urge you to contact NAMA's Rapid Response Portal. This service will help ensure your questions are received and answered in a timely manner during this health and challenging time for the Convenience Services Industry.

Submit a Question to NAMA's Rapid Response Portal

State, Local, and Municipality Government Orders

NAMA's GA Team has been working around the clock to ensure that the convenience service continue to operate. Our efforts have already produced positive results.

NAMA was successful in working with the Department of Homeland Security (DHS) to have essential in its Memorandum on Identification of Essential Critical Infrastructure Workers &

Visit NAMA's State Government COVID-19 Response and Assistance Tracker

Click here to find out if your local officials have issued additional orders.

Essential Industry Certification Documents

Operators in states following the DHS Guidance should print the below items for their employees to keep on hand while working.

- NAMA's Critical Infrastructure Operator Certification Letter
- NAMA's Critical Infrastructure Machine Manufacturer Certification Letter
- DHS Memorandum Deeming the Industry as Essential

* Ask questions
* Find information specific to your state
* Find documentation
Where we stand today

- Equipment
- Facilities and Fleets
- Product
- Office & Administration
- Sales and Customer Communication
- Opportunities
Pivoting for Success

Equipment

• Remote equipment monitoring
• Cashless and contactless payment methods
• Sanitizing procedure discussions with client’s building staff
• Sanitizing suggestions from equipment suppliers
• PPE precautions for money counters and other office equipment
• Point of Sale sanitizing stations
Pivoting for Success

Facilities and Fleets

- Repurposing assets to accommodate opportunities
- Sanitizing routines
Pivoting for Success

**Product**

- Opportunity to sell and supply PPE to client sites
- Source enough to replace spoilage
- Re-establish par levels
- Warehouse product rotation
- Product delivery containers cleaned/sanitized
- EIDL Loan through SBA and CARES Act (IRS)
Office and Administration

• Client outreach to discuss their re-opening conditions/protocols
• Ensure all employees understand PPE and sanitizing protocols
• CDC/FDA “Point of Sale” signage
• New routines for employees - daily temperature checks, etc.
Pivoting for Success

Sales and Customer Communication

- Err on the side of caution
  - Masks, gloves and sanitizing
- Build new revenue streams
- Communicate ideas/opportunities to management
- Have creative customer service attitude
Opportunities

• Find ways to “feed people” - Local governments, schools, commissary opportunities
• Curbside/delivery meals of all kinds
• Keep healthcare facilities stocked
• Sell PPE and cleaning supplies
• Assist businesses smaller than you - stand united
• Opportunities or competition - restaurants turning into micro markets
• Have your business take the lead
Protecting the Office Breakroom

NAMA-provided guidance to keep office breakrooms safe and open

Given that they provide critical delivery of food and beverages without human contact or the need for employees to leave the workplace, employee breakrooms may remain open and shall implement the following additional measures:

a) Enacting policies for employees to maintain social distancing pursuant to state order. Measures may include:
   a. Decals on the floor measuring social distancing.
   b. Limit occupancy, to encourage social distancing while employees are making purchases.
   c. Allow employees to take breaks outside or other areas that enable social distancing.
   d. Limit time spent in breakroom to allow employees to obtain food from the breakroom and move to more isolated areas to continue their break.
   e. Post signs providing visual directions on social distancing.
   f. Require employees to wear personal protective equipment such as gloves and masks.

b) Requiring handwashing or hand sanitization of employees before and after obtaining food from any unattended retail device or coffee/tea/water station in employee breakrooms.

c) Additional sanitation of high-touch areas on vending machines, micro markets, coffee brewers and other areas according to CDC disinfecting guidelines.

d) Increasing hand sanitizer stations in and around breakrooms.
Convenience Services Re-opening Guidelines

Recommended Procedures for Convenience Services Operators and Customer Locations

Checklist for Re-opening Vending Locations

Checklist for Re-opening Micro Market Locations

Checklist for Re-opening Office Coffee/Tea/Water & Pantry Service Locations
Additional Input and Questions

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