

Dear Clients,

As facilities rush to create solutions and prepare to re-open, we are envisioning the future of foodservice design and asking questions to develop interim and long-term solutions. How long will we need to accommodate social distancing? Will customers be comfortable with buffets in the future? What will the future of foodservice look like? There are many unknowns that will shape future contingency plans.

The short-term solutions are straightforward. Sneeze guards for cashiers, reducing dining room capacities, replacing self-serve with served stations and grab & go. These and other interim solutions have limitations. Staffing budgets restrict converting all stations, and customers want more choices than grab-and-go can offer.

We need to adapt foodservice in all settings while social distancing is needed and beyond. You cannot eat while wearing a mask. How do we create more touch-free foodservice experiences that still feel personal? What technology can be adopted that will support safer standards? The Automat is making a comeback, updated with modern technology. How will staffing be managed to support modified foodservice programs? There are a lot of questions to be answered.

Consider queueing. In what settings can it be eliminated with phone ordering and self-serve kiosks? How can those solutions be implemented, while meeting customer demand for convenience and customization? We do not know what the future will entail. We do know that thoughtful planning will provide effective foodservice design solutions now and in the future.

Sincerely,



Steve Carlson
President
Rippe Associates, Inc.