



SUPPORTING CITY LODGE HOTELS TO PROVIDE CUISINE DURING COVID-19

INTRODUCTION

To remain relevant in the unprecedented times of the COVID-19 pandemic, the City Lodge Group implemented an extraordinarily fast turnaround to convert a number of its hotels into safe, government-approved quarantine sites for the accommodation of returning South Africans and others who need to be quarantined, as well as for the safe accommodation of essential services workers. With nearly 50-years' experience in the catering industry, City Lodge approached Fedics, a Tsebo Solution, to provide quality catering that had to adhere to next-level hygiene and safety requirements, while still producing tasty and nutritious meals to a varied clientele.

THE CHALLENGE

When it became obvious from the South African lockdown regulations that hotels would not be able to continue in their traditional role and that, due to the rapidly escalating pandemic, quarantine facilities were urgently needed, City Lodge rallied to convert some of its hotels into quarantine and essential service accommodation. The requirement was for the provision of hospital-level hygiene in the preparation and serving of meals to prevent any form of contamination or spread of the COVID-19 virus. Also, specialised menus needed to support immune function while catering to the tastes of a large variety of clientele, many of whom have special dietary needs. Fedics had to adhere to an extremely fast mobilisation period, which was proven to be highly successful and appreciated by the customer.

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All meals provided to us by Fedics, a Tsebo Catering Solution, are developed with a registered dietitian, ensuring that recommended daily nutritional requirements are met, taking into account any religious, medical or allergy requirements.

- City Lodge Divisional Director: Operations,
Tony Balabanoff

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SOLUTIONS

Our extensive experience in the healthcare sector has earned us familiarity in helping to curtail the spread of infectious diseases through rigorous operational health, safety and quality control systems and standards. For quarantine hotels the following additional health and safety measures are implemented to adhere to the need for social distancing and additional sanitation:

- Meals are delivered to guests' doors on a sanitised trolley by a team member wearing personal protective equipment (PPE).
- All meals are presented in disposable containers which are responsibly discarded after use.
- Once the guest has finished their meal, they place the empty containers in the disposable bag provided and place this outside the bedroom door for collection.

- The tray is collected by a staff member wearing PPE.
- The bag carrying the discarded containers is disposed of in a specially designated refuse bin and the tray is placed directly into the dishwasher.
- Trays are soaked in water hotter than 80 degrees C before being sprayed with a Polycide sanitising solution.
- There is no cross-contamination between clean trays and dirty trays, or dirty trays placed on sanitised surfaces.



BENEFITS

Registered dietitians are involved in every step of the process, from the development of 21-day meal cycles to managing the on-the-ground daily dietary requirements.

- Nutrient-dense menus developed by registered dietitians to support optimal immune function.
- Menus follow a 21-day menu cycle to prevent menu fatigue.
- Each meal includes hot and cold offerings.
- Three-course meals provided for breakfast and dinner.
- Two-course meals provided for lunch.
- Additional portions provided on request.
- Pre-packed meals and delivery.
- Dietetic and nutritional calculation services and reporting.
- Therapeutic dietary requirement catering.
- Provision of allergen-free meals.

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Nothing worse than being fed the wrong food as a diabetic when you have little control. Well done on getting the diet right! Means everything.

- City Lodge quarantine guest.

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OUTCOME

Within a short time, Tsebo has developed close relationships with the hotels' general managers and we work hand-in-hand with them to maintain the mental and physical wellbeing of the clients. In line with City Lodge's requirements for world-class hospitality, we have, importantly, been able to satisfy the clients' requirement for tasty, nourishing food. In addition to Tsebo's ISO-accredited health and safety standards, we have developed COVID-specific risk-mitigation strategies, which are highly appreciated by our clients and their customers. Aside from the successful implementation of catering solutions for a number of City Lodge hotels, Tsebo has been contracted to provide catering solutions for other quarantine and essential service sites across the country. Tsebo can tailor complete end-to-end solutions for quarantine and essential worker sites that includes catering, facilities management, security as well as cleaning and hygiene services.

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Thanks to your dietician and the balanced and flavourful food we have received while staying in your comfortable hotel, you and your staff have been more than helpful and considerate of our needs.”

- City Lodge quarantine guest.

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WORLD-CLASS OPERATIONAL STANDARDS



ISO 9001 **Quality Management**
 ISO 14001 **Environmental Management**
 ISO 22000 **Food Safety Management**
 ISO 45001 **Occupational Health & Safety**

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