Reimagine YOUR RESTAURANT

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As our operating environment continues to evolve during the global pandemic, restaurant owners are being challenged to meet and keep up with new, ever-changing consumer demands, as well as shifts in operating requirements as the country begins to turn its focus to opening up the economy. In an environment that seems to change by the hour, it is critical that businesses move quickly in order to keep up with a rapidly evolving market.

This special, digital edition of Foodie is focused on the information you need to keep your business running during these extraordinary times. From starting a pop-up grocery store to providing delivery options where they didn’t exist before, Sysco has ready-made tools and resources to help you manage your business through this difficult time.

As your partner in business, Sysco remains committed to helping our customers and communities succeed because together, we are #FoodserviceStrong.

To get recipe ideas, food trends, and more, visit FOODIE.SYSCO.COM

Facebook.com/SyscoFoodie  @SyscoFoodie  @SyscoFoodie  SyscoFoodie
Fresh is always in season at Sysco. From traditional dine-in service to off-premise caterings and curbside pickup, the landscape of foodservice is ever-changing. That’s why we’re open and ready to delivery wholesome foods that nourish and comfort your guests during these quickly evolving and uncertain times.

With freshness at the core of every product we offer, we’re committed to providing you with the largest portfolio of quality assured products. We work closely with our vast network of suppliers to keep you stocked during the shifting climate with the freshest ingredients you need to keep your business – and community – healthy and strong.

From produce that’s picked at its peak, to meat, seafood, and wholesome dairy items like eggs, milk, and cream, our products are selected and packed to maintain the utmost in quality and deliver freshness you can see and taste. Visit syscofoodie.com/fresh to learn more about how restaurants are developing new ways to provide fresh products for their customers and how Sysco is committed to serving quality you can trust.

At syscofoodie.com/fresh, you can watch the stories behind Sysco’s products and see how we get our supply from farm to restaurant.
Sysco Knows Fresh™ and we’re here to help you keep your operation running efficiently during this challenging time. Whether you’ve reduced service to off-premise dining and delivery only or are opening your doors for dine-in service, we’ve compiled the best of innovative content to help you stay ahead of consumer demands for fresh food options, even during the rapidly evolving business climate.

**TIPS AND APPLICATIONS:**

- Salad Trends
- Spa Salad Recipe
- Produce from a Fresh Perspective
- Brussels and Burger Power Bowl Recipe

Click here to get started at [syscofoodie.com/fresh](http://syscofoodie.com/fresh) and contact your local Sysco Marketing Associate to learn how you can put Sysco’s fresh products to work within your foodservice operation.
OFF-PREMISE DELIVERS

With restaurant operators having to limit the number of guests and even close their dining rooms to comply with safety and social distancing regulations amid the current COVID-19 health pandemic, offering takeout and delivery is the biggest opportunity to drive sales within local communities. Even as restrictions are lifted and businesses slowly open back up, being flexible and willing to adapt business operations are key to retaining a customer base and growing profits.

Take it to Go
Carryout and curbside pick-up allows you to utilize valuable front of house employees to take incoming orders, package meals, process payments, and handoff/deliver meals at curbside. Having a designated area for packing and holding orders, investing in sturdy, high-quality packaging that retains food integrity, promoting a streamlined menu that features items that travel well, and having a clearly marked area for pickup within the restaurant or signage to denote reserved parking spots for curbside pickup are keys to successful takeout.

Family-Style Meal Deals
Ideal for guests who are getting food to go, larger family style meal bundles can help streamline back-of-house operations to reduce error, reduce packaging costs for takeout orders and decrease item variability, all while utilizing products in your inventory. Additionally, having a limited – or rotating – family-style menu that features a choice of 3-5 entrees and a couple of sides allows for a reduction of inventory products. It reduces prep time, labor and ticket times for your staff, which leads to a decrease in overall cost and exposure while still maintaining a high standard of food and service quality.

Grab and Go Foods
Whether your local government mandate allows for dine-in service or limits restaurants to only offer takeout and delivery, the opportunity for you to offer prepackaged grab and go items can be a profitable solution to navigate the current state of foodservice operations. This is especially useful for operators who are working with limited staff. When pre-packing food, it’s important that the items offered travel well—grilled meats, vegetables, pizzas, casseroles and pot pies, pasta dishes, sandwiches and salads.

Self-Delivery and Third-Party Services
Whether you have your own delivery service or choose to partner with a third-party company, offering delivery helps boost revenue and reach a new customer base. And as consumers long for a sense of normalcy and grow weary from piecing together groceries for meals at home, they will be looking for opportunities to have food delivered to them. Many delivery services are waiving fees and mobilizing into unity to support local restaurants and optimize order experiences for consumers. Sysco has partnered with UberEats to provide a special sign-on deal for Sysco customers (go to page 12 to find out more).

Promote Your Efforts
Share your meal deals, limited menus, promos, and more on your website, community platforms, and social media channels. Be sure to use hashtags like #FoodserviceStrong, #TakeOutToGiveBack, and #SaveRestaurants to help your posts reach more people. Promoting your partnership with third-party delivery services, new hours of operation, or special holiday meal deals is also key to keeping your digital audience informed and engaged. Depending on the traffic in the area surrounding your restaurant, yard signs and banners can also be useful marketing pieces to gain attention and drive business.

Did you know?
The CDC states that currently there is no evidence to support transmission of COVID-19 associated with food.

For more resources to help drive your take-out business, please visit foodie.sysco.com/covid
During these times the taste of HOME means even MORE

Ethnic cuisines have become a part of regular diets for many Americans, and authenticity is top of mind for consumers when choosing a restaurant. They have come to expect real, authentic flavors as a result of increased exposure to ethnic cultures through travel, television, and the internet. The Sysco culinary team has created a series of recipes that retain their flavor and texture for takeout and delivery, to help sustain your business during this time, while providing dining experiences that impart true ethnic flavors, wherever they’re enjoyed.

For more resources to help you during these challenging times, visit our COVID-19 Resource Hub in Spanish at foodie.sysco.com/covid-es/

SQUASH BLOSSOM CHILE RELLENO

To inspire some ethnic fare, we’ve created a Squash Blossom Chile Relleno. Chile Relleno is a dish in Mexican cuisine that originated in the city of Puebla. It consists of a stuffed, roasted and flavorful poblano pepper. For this satisfying plate, we have stuffed this large and mild chili pepper with delicious, edible flower and tamal dough.

GET THE RECIPE
In addition to offering meal packs and fulfilling to-go orders, many operators have monetized their currently unused or partially utilized dining rooms by converting them into Pop Up Shops. Merchandized like a neighborhood corner store, they are providing much-needed supplies like pantry staples, paper products, and cleaning and sanitation items to their customers in a safe, shoppable environment.

RESTAURANT to POP UP SHOP

Why adopt the POP UP SHOP CONCEPT?

- Operators can continue to make a profit (or mitigate loss) with revenue beyond takeout and limited dining service.
- Operators can continue to employ their staff.
- Allows operators to leverage dining room space for an additional source of revenue, even if they are open for limited dining service.
- It provides customers the chance to shop with fewer crowds than big box stores, which helps minimize exposure to health risks.
- It provides operators with a competitive advantage within local communities.
- Creates opportunities to message to your neighbors locally – for example: we have eggs!

GET STARTED WITH THE POP UP SHOP CONCEPT

For more information on how to set up your own Pop Up Shop and serve your community with essential goods, talk to your Sysco Marketing Associate and visit foodie.sysco.com/sysco-pop-up-shop.

Information also available in Spanish foodie.sysco.com/covid-es/.

Disclaimer: Please check with your local officials to determine if a Pop Up Shop concept is in compliance with your city guidelines. Your Sysco Marketing Associate can help.

HERE’S WHAT YOU NEED:

- Floor space for dry goods; push tables together or re-arrange to merchandise products. No need for racks – this is very informal, like a wholesale environment.
- Walk-in cooler/freezer space to sell dairy, fresh produce, and other chilled or frozen items.
- Staff to work the floor, stock products and help customers while adhering to social distancing best practices.
- Order and payment tools.
- A communications plan to share the message about your pop up shop. Your website, social media channels and messaging by your associates on their channels to reach the community are important to your success.
To help our employees and our loyal customers, we came up with the idea of a general store to sell some of the essential products people need. We started taking things out of our storeroom and offering those items like paper towels, toilet paper and bleach.  

**With help from Sysco Houston, we were able to procure enough supplies to fully stock our general store.**

I started posting on Facebook, sharing pictures of our paper goods and letting people know we have the goods they are looking for. After a couple of days, we started incorporating more products into our store that our customers were requesting like meat, chicken, beef, pork, vegetables, dried beans, bottled water, bread, eggs, and milk.

We had so many customers telling us thanks and writing very nice notes about the stuff that we were getting for them. At one point, I was able to get 10 cases of baby wipes and that put it over the top. I started my day every morning going through what we needed for our store. We started putting specials on our cooked food like ½ price specials and offering 10% off some items. I think the combination of both the store and the daily special helped us sell more food. The more food that we needed to cook means that we needed more staff on board. The staff liked it because they were able to get some hours. We had to let ½ of our staff go just with the promise to let them come back when all is back to normal.

Today our store has been open for two full weeks and is still going strong. The grocery stores in our town have been stocked back up with most of the items that people need. We are planning to stay open with a few of the things that we need. I go to Walmart and H.E.B in the morning and see what they don’t have and I order those items for the community. I still have people asking me how I am getting all these items that they cannot get in the stores. I am quick to tell them **Sysco is supplying us with all the things that our community needs.**

I say all good things come from Sysco.

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**POP UP SHOP SUCCESS STORY**

**Owner:** Joey Saladino Jr.  | **Business:** Joe's BBQ  | **Location:** Alvin, Texas

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**POP UP SHOP CHECKLIST**

- Discuss with your Sysco Marketing Associate the items available to your operation
- Develop your communication plan including email and social media to advertise your Pop Up Shop offerings, hours and safe selling practices
- On-site signage to attract road traffic attention
- Set up your e-commerce platform to be able to show images and descriptions of available products
- A point of sale system to process orders
- Train staff on the new concept with proper safety handling
- Ensure you have adequate storage space for extra products – inventory tightened
- Establish business practices such as a refund or return policy
- Enforce social distancing
- Be sure to comply with all food storage regulations as provided by the local health department
**BENEFITS OF THE POP UP STOCK UP CONCEPT:**

- Operators can offer this event while simultaneously running a takeout program or a Pop Up Shop to capitalize on profits.
- Helps to retain and employ front of house staff.
- Operators can gauge customer interest ahead of time and mitigate lost profits on unused inventory by accepting preorders.
- Customers can buy in bulk – something that can be difficult when trying to find items at big box stores.
- Encourages customers to support local businesses and allows you to build rapport and a sense of reassurance and trust during difficult times.

**HERE’S WHAT YOU NEED FOR A SUCCESSFUL POP UP STOCK UP EVENT:**

- An online presence to market the one-day event, including a phone number and/or online order platform to take orders.
- Walk in cooler/freezer space to sell dairy, fresh products and other chilled or frozen items.
- Staff to work the event and monitor social distancing best practices.
- Order and payment tools.
- Communication plan. Your Sysco Marketing Associate will provide you with a Stock Up toolkit that includes marketing tools and social media outlets to drive the message effectively to your customers.

Set up your Pop Up Stock Up event today!

*You can still host a Stock Up event! Hosting it before lunch service begins, during mid-day service shifts, or even on a day you’re normally closed or when business tends to be slower make it easy to manage this profitable event.

**Much like the Pop Up Shop concept, another temporary business model that’s easily executable for operators who are solely offering takeout or slowly reopening their dining rooms is a wholesale pop-up shop.** This one-day event allows your customers to preorder and pick up full foodservice-sized cases of restaurant quality products at curbside for a contact-less transaction. And while many stores are out of pantry staples, Sysco can help supply you with the products your customers need. Stock Up products will vary by location, but will include commodities such as steak, ground beef, pork tenderloin, and more.

For more information on how to set up your own Pop Up Stock Up and serve your community with essential goods, talk to your Sysco Marketing Associate or click here.
What is Sysco doing to support my business?
Sysco is working around the clock, both local and corporate teams, to develop resources to help our customers navigate the current global health pandemic. Visit the COVID-19 Foodservice Hub on Foodie.Sysco.com to find support materials with information and ideas about shifting your business to new revenue streams and pivoting to takeout, delivery and curbside service models. Additionally, we are continuing to develop support materials for operators who are moving toward reopening their doors for traditional service and how to resume operations under the new and quickly changing mandates. Your Marketing Associate is another great resource to discuss options that will work best for your unique business.

What suggestions does Sysco have for how to serve customers for upcoming holiday occasions, such as Mother’s Day?
As the economy gradually reopens and evolving mandates allow for more businesses to open their doors – often with limitations and social distancing practices in place – operators should prepare for takeout and to-go to be the primary method for serving customers during these traditionally busy foodservice holidays. Once you’ve developed a limited holiday or family meal pack menu that’s themed to each occasion, you’ll want to promote it far enough in advance to give customers time to plan and place orders. Posters, banners, social media posts, and website banners are effective ways to reach your customers during this time. Additionally, allowing customers to pre-order helps with inventory planning, reduced unnecessary labor expenses, and lower ticket times.

Can Sysco help scratch-made kitchens find value-added items to save on labor?
Sysco has many great speed-scratch products that help reduce labor without sacrificing flavor and quality. Hand-cut fries are time-consuming and don’t usually travel all that well in delivery, so consider a frozen fry option with maximum crispness properties like our Sysco Imperial Ultimate Crisp fry. Soup bases, pre-cut produce, par-baked breads, and heat and serve meats like our Butcher’s Block pulled pork can be great versatile products that help fill in gaps and require minimal labor. Ask your Marketing Associate about speed-scratch products in your local assortment that can help your business.

What are some ideas to help my business stand out from everyone else?
Social media is your biggest ally right now – it’s everyone’s main line of connection to the rest of the world. If you do not have a digital presence or are not active on it, you are missing opportunities to drive local sales. And while social media channels like Facebook and Instagram are no-cost platforms, paying nominal fees to boost your posts to local zip codes to increase exposure to your community can help gain a new customer base. Additionally, look for local food-focused Facebook groups and community pages to join and post your offerings. Get creative with your meal packs, too; include a couple rolls of toilet paper, thank you cards, and coupons to increase customer-perceived value. Also, don’t forget to talk about the measures you are taking to keep your operation, employees, and food safe for your customers. This boosts confidence in the safety of your business.

Can Sysco help with a menu for those running on a skeleton crew?
Yes! Sysco’s Menu Services is working overtime to help customers with this very issue. Our team can help with every aspect of the menu – from streamlining it to your best sellers, helping you conceptualize and price family packs, and make your menu as efficient and appealing as possible. This may entail using some items that are ready-made (you will have to pick and choose your battles) as these items will bring consistency with minimal labor. To find out how our Menu Services team can create value-added materials for you, call 1-800-380-6348, email info@syscomenuservices.com or ask your Marketing Associate for details.
Serving customers safely has always been a priority in our industry, but new regulations related to the COVID-19 global health crisis have made safety everyone's number one concern. Here is a list of the top must-have products to make sure you are maintaining a safe environment for your employees and customers.

**TOP Must-Have Products to Keep Serving SAFELY**

- **7196530** CONTAINER FOAM HNG 3 COMP DTAB
- **2310102** CONTAINER PLAS CLR HNG 8IN
- **7064458** CONTAINER PLAS 3C HNG 8X8 WHT
- **7064456** CONTAINER PLAS 3C HNG 9X9 WHT
- **7192539** CONTAINER FOAM HNG 3C DBL TAB
- **8018838** CONTAINER PLAS DELI TRANS W/LD
- **1423310** CONTAINER PAPER #3 TK OUT KRFT
- **0621999** KIT CUTLERY HVY KFS/S&P/NAP
- **7110917** PROTECT IT LABEL 1X3”
- **7124673** TOWELETTE MOIST W/ ALCOHOL
- **7128365** MASK FACE 3 PLY DISPOSABLE CON
- **7128060** SANITIZER HAND WITH ALOE VERA
- **4596843** SOAP HAND AB FOAM ADVANCED
- **7126116** SANITIZER HAND LIQUID 80% ALC
- **2514028** CLEANER FLOOR SANI WASHNWALK
- **7074078** BLEACH LIQUID DISINFECT CLENER
- **7682802** CLEANER RTU ALL PURPOSE ORANGE

Contact your Sysco Marketing Associate to check local stocking and for more information about these essential to-go and sanitation items.
Sysco Marketing Services is here to help you reimagine your business with the steps for a successful Snap-Back!

As you move forward with reopening or expanding your services, it’s important that you strategize your snap-back plan. This includes current safety and social standards, the power of an online and social media presence, and the creativity and resilience of your team!

Our team of associates is available to assist you.
- Understand your local, state, and federal guidelines
- Communicate with your customers
- Streamline your business – smarter, faster, better!
- Rethink your business and expand your services
- Reconfigure your space and implement social distancing measures
- Connect with our service partners to setup a website, online ordering, and delivery services
- Gain access to helpful tools, such as Sysco | Studio

Let’s partner to create your menus and marketing.
- Limited menus for dine-in, carryout, and delivery
- Contactless menu creation
- Pop Up Shop menus and marketing
- Banners and signage to promote your safety and sanitation protocol
- Customer promotions and social media messaging

For more information about how Sysco can support your business please go to Foodie.Sysco.com/Snapback/

For our concierge service, call 1-800-380-6348 or email info@syscomenuservices.com
During this time, it’s important to ensure our customers have everything they need to run their business and Sysco iCare is here to provide our customers with connections to best-in-class service providers that will help them through these uncertain times. Through Sysco iCare, service providers not only will support you in this time of need but provide Sysco exclusive discounts and value-added offers to Sysco customers nationwide.
The COVID-19 pandemic has impacted every aspect of the foodservice industry, and that’s no exaggeration. In this rapidly changing environment where new reports are released daily, it can be difficult to keep up with the latest information and regulations, especially for business owners. To help filter through the financial relief guidelines and answer questions related to eligibility and filing, Sysco has established a CARES Act support center to assist you with the application process.

As your trusted business partner, Sysco’s support center focuses on addressing your questions related to the federal CARES Act and the filing process to ensure a quick and accurate submission. We are here to help you sift through all the available information to ensure you have the facts you need to stay in the know and get the assistance you need to keep your business #foodservicestrong.

SBA LOAN KEY POINTS:

- **Restaurants are eligible**, consideration given for being in business prior to Feb. 15, 2020.
- **Up to $10 million each**, all for companies with 500 or fewer workers; up to 2.5X average monthly payroll.
- **Loans are made through participating banks and large credit unions.**
- **The loan will be fully forgiven if funds are used for payroll costs, interest on mortgages, rent, and utilities.**

To learn more about SBA relief options please visit SBA.gov

### Federal CARES Act

The CARES Act is intended to provide economic relief for restaurants. Under the CARES Act, the government will provide $350 billion in loans to Small Business Owners. The intent of the loans is to help small businesses keep their employees on payroll during the crisis and restore it afterwards.

To learn more about how Sysco can support you and your business, please call 1-334-45-iCare (1-334-454-2273 – calls are answered between 8AM – 5PM CST) or visit Foodie.Sysco.com/Covid.
#FoodserviceStrong

Support your neighborhood restaurants

Foodservice is at the heart of all we do; supporting the industry and service workers is our top priority. All over the country, consumers are faced with limited store inventory and shortages on essential household items, and foodservice industry workers are financially affected by challenges brought on by COVID-19. In response, we have developed a multi-pronged community response strategy to support food redistribution efforts across the global supply chain, including product donations, direct delivery to food banks and other hunger relief organizations, the loaning of refrigerated trucks, and volunteer and staffing for mobile distribution efforts. This is more than just a response to the current, evolving crisis – the motto #FoodserviceStrong embodies the supportive community that exists within the service industry and the neighborhoods and cities we’re fortunate enough to be a part of. It represents the servant hearts of people who are willing to show up, especially when times are challenging.

These times are unprecedented – and now more than ever communities are fighting to sustain – but with local support and the help of trusted business partners, we will prevail and come out of this

#FoodserviceStrong

Let’s bring awareness on how the foodservice industry can stay strong by sharing #FoodserviceStrong in all your social media posts!
Sysco Donates 13.5 Million Meals in Four Weeks
On March 19, 2020, Sysco pledged to donate 2.5 million meals over the course of 4 weeks as part of the community response strategy to the COVID-19 crisis. As of April 15, 2020, Sysco announced that more than 13.5 million meals have been donated across the global regions where it operates during this time. To further efforts, Sysco continues to work closely with suppliers, customers, government entities and key partners to find new ways to address increasing food insecurities and the added constraints on the supply chain and food systems during these challenging times.

Produce Boxes for Industry Workers
Sysco Pittsburgh, along with co-sponsoring Church Brew Works, 412 Food Rescue and other volunteers, held a pop-up produce giveaway on March 31, 2020, to distribute produce boxes to industry workers who have been financially impacted by the downturn of the restaurant industry due to the COVID-19 crisis. “We understand that providing healthy meal options during this time can be especially challenging and we want to help,” Sysco Pittsburgh posted on Instagram.

One Stop Shopping
Woody’s Smokehouse in Centerville Texas, is doing their part to meet the needs of the community while keeping their doors open. This restaurant turned grocerant added crisp, fresh vegetables to their store so customers can enjoy one-stop shopping for items such as traditional meats, specialty items, produce, breads, and dairy products. They also offer free delivery service to senior citizens within the community to provide additional safety and convenience to the population that is most strongly advised to adhere to social distancing guidelines.

#TakeOutToGiveBack
Sysco and No Kid Hungry have partnered together for a social media campaign with the goal of providing healthy and nutritious meals to the most vulnerable in our communities, all while promoting the restaurant industry. Consumers are encouraged to support local restaurants by ordering food to go or purchasing a gift card, posting a photo of their purchase on social media, and using the hashtags #TakeoutToGiveBack and #TeamNoKidHungry. For every photo shared with the hashtags, Sysco is donating .50 cents to No Kid Hungry.
Sysco is committed to supporting our customers, and we’re working tirelessly to provide you with the information, tools, and products you need to stay current in this rapidly evolving market.

As restrictions and local mandates are lifted and operators are allowed to slowly reopen their dining rooms, Sysco is hard at work developing resources and solutions to help our customers ease back into full-service operations and return to the community.

#FoodserviceStrong

Please visit foodie.sysco.com to learn more about how Sysco can help!