

**Keck's Food Service**  
**Covid-19 Customer Communication – 001**  
**Covid-19, Supply Chain & Interventions**

**From:** Brian Keck

**Sent:** Sunday, March 15, 2020 8:06 PM

**Subject:** KFS Customer Communication Regarding COVID-19, Supply Chain & Interventions

Dear Customer

In the wake of the unprecedented interruption Covid-19 represents to essentially all industries and commerce we've provided some brief reference information regarding Department of Health recommendations, Supply Chain updates and KFS interventions to help ensure employee, customer and supplier safety.

There's no question that the implications of Covid-19 have already been very disruptive and the next several weeks will be prove challenging for our valued customers and essentially all industries. Keck's Food Service will continue to monitor Covid-19 developments closely and will work diligently to help minimize service and supply disruptions for your operation.

**KFS – Pre-emptive steps and Reference Information:**

1. **KFS Sales Representation:** recognizing the social distancing recommendations, in an effort to help minimize the opportunity for Covid-19 spread, KFS has instructed its Sales Representatives to work from home thru 03/27/20.
2. **KFS Sales Representatives:** will work to ensure our service and support to your establishment is uninterrupted and both our Sales Representative and Customer Service staff are available to assist with ordering or any questions, via Sales Mobile or KFS at 1-800-245-5325.
3. **KFS Deliveries and Drivers:** KFS has implemented Company and Department Awareness and Safety Interventions for our team in connection with Covid-19. Our Drivers will work to ensure your service level is uninterrupted and please note we've instructed them regarding social distance guidance in an abundance of caution.
4. **KFS Deliveries:** KFS will work to maintain a delivery schedule that supports your business; we may find it necessary to make route day adjustments and will communicate if your delivery day should change.
5. **KFS Deliveries:** For the Safety of our Team Members, please convey to KFS Sales and Customer Service if a member of your team (no names) has been impacted by Covid-19.
6. **Covid-19 – NY State Department of Health and Agriculture Guidance for Cleaning and Disinfection of Food Service Establishments:** The information provided is very helpful including examples of frequently touched surfaces which should be a focus point for our operators cleaning and sanitation schedule.
7. **Operator –Communications –around Cleaning and Sanitizing Interventions:** In light of the emphasis on cleaning and disinfecting frequently touched surfaces, to help ensure a safe dining experience for your patrons, we recommend communicating the aggressive steps being taken to help reassure your customers. Some operators have already taken steps to raise their patron's awareness.
8. **Operator – Communications – around Cleaning and Sanitizing Interventions:** Frequent and visible cleaning of the commonly touched surfaces will help demonstrate your vigilance around employee and customer safety.
9. **Operator – Hours of Operation:** Due to the occupancy reductions for NY State operators and an expected reduction in patron traffic overall, reducing hours of service may help provide some variable cost relief for your operation.

10. Operator – Emphasis on Take-out, Curbside and Delivery: Due to the expected reduction in patron traffic overall, we recommend that you consider emphasizing Take-Out, Curb Side and Delivery to provide your loyal patrons a mechanism to enjoy your restaurant experience without sitting down.
11. Supply Chain: Currently we haven't experienced measurable supply chain issues. We're monitoring this closely with our supplier partners and UNIPRO and we'll communicate thru our Sales and Customer Service team if we experience or have information that an expected issue is forthcoming.
12. Supply Chain: KFS will continually work to provide a strong order fill rate for order/s in quantities commensurate with your recent purchasing patterns. Sales have been instructed to limit order quantities which are disproportionate in an effort to ensure our customers regular order quantities are fulfilled.

We'll continue to closely monitor developments and regulatory guidance in connection with Covid-19 and will evaluate if additional measures are appropriate. The safety of our employees, customers and supplier partners is out top priority and please let us know if you have any questions.

Regards

*BHK*

***Brian H. Keck***

**President – CEO**

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### **Reference Information:**

**NYSTATE – Department of Health and Agriculture and Markets – Interim Guidance for Cleaning and Disinfection of Food Manufacturing Facilities and Food Related Stores for Covid-19**

<https://files.constantcontact.com/3a882dc9001/af716d86-7248-4468-ad91-4d904abec311.pdf>

#### **Fast Facts About Coronavirus Disease 2019 (COVID-19)**

This resource from the Centers for Disease Control and Prevention provides fast facts about COVID-19.

<https://content.zywave.com/file/d5a57088-9558-46bc-81ad-32e551069cd4>

Attachments:

[03.15.20 - KFS - Customer Communication Regading Covid-19, Supp](#)

[03.15.20 - NY State Department of Health - Agriculture and Mark](#)

[URL EO 202.16 final](#)

[URL NYS Guidance for Food Stores](#)

[URL share-facts-h](#)