



MGM RESORTS INTERNATIONAL HEALTH & SAFETY PROTOCOLS

MEETINGS & EVENTS
1ST EDITION





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HEALTH & SAFETY PROTOCOLS

Introduction

INTRODUCTION

The Health & Safety Protocols is a resource and guide for all employees within Meetings & Events. This guide has been developed by a team of experts and contains specific, actionable, and practical information that puts safety at the heart of our operations. You – our employees – will be asked to provide the level of service our guests expect from our company while also applying these health and safety protocols to your daily work routines.

We have an obligation to maintain cleanliness and provide our employees and guests with a safe environment. Due to the potential risk of coronaviruses, additional cleaning standards and

suggested frequencies will be implemented. We will increase cleaning schedules of common areas in both public and back of the house while paying attention to high contact areas such as doorknobs, food contact surfaces, menu covers. All general cleaning practices will remain in addition to these increased surface touch points.

In this Playbook you will find the health & safety standard operating procedures for all Meetings & Events areas including:

- **Convention Center**
- **Meeting Rooms**
- **Registration, Exhibits, & Vendors**
- **Coffee Break Services**
- **Marketplace Pods**



CONVENTION CENTER & MEETING ROOMS

CONVENTION CENTER

CLEANING PROTOCOL

- All cleaning in the convention space will be in coordination with CDC, WHO and health districts requirements.
- Portable HEPA filtered air-purifier added to smaller meeting spaces.
- Mandalay Bay CC to seek GBAC Gold Star accreditation.
- During peak times, increase cleaning schedules of common areas and high contact points such as doorknobs, escalator railings and elevators.
- Utilizing disinfectant sprayer technology nightly on utilized space.
- Training for all hotel staff.
- In depth training for staff responsible for cleaning and disinfection protocols.
- Chairs wiped/disinfected during initial set.
- Gloves used for all sets.

SIGNAGE

- Signage will be installed throughout the properties to guide and remind employees and guests how to safely physical distance and the importance of proper handwashing protocols.

- Floor clings to mark one way entrances and exits to meeting rooms.
- Floor clings to mark for physical distancing.
- Elevator Signage to remind capacities.

Digital signage developed for event space screens.

SANITIZER STATIONS

- Hand sanitizing stations placed in high traffic areas, including foyers and meal rooms.

FLOOR PLANS

- Floor plans will be aligned to appropriate physical distancing protocols utilized in all meetings and events. We are continuously evaluating these capacities and working to provide the most up to date recommendations based on current guidelines. These capacities will be adjusted to meet local, state and federal guidelines as they evolve.
- Convention Services & Catering Team are to stay knowledgeable on current guidelines and offer suggestions on physical distancing options for customers.
- Moderate capacity charts have been created for all properties. The sets are based on our current understanding and a max set per table noted below:

Theater: N/A or 1 per 3
60" Round: Four guests
66" Round: Five guests
72" Round: Five or six guests

MEETING ROOMS

REFRESHES & AMENITIES

Meeting Room Refreshes

- Offer suggestions for planners i.e. move speakers instead of guests for breakouts, ask guests to sit in the same location at each session, place cards with verbiage.
- Chairs will be wiped down regularly during any refresh and linens changed between all events.

Water Stations

- Pause on the use of communal water stations inside meeting spaces i.e. pitchers or dispensers.
- Recommend placement in foyer spaces with an attendant upon request.
- Bottled water available to be placed at each place setting based on brand guidelines.

Meeting Amenities

- Pause on the use of multi-use items i.e. notepads, pens, and candies.
- Exception: boardroom sets or VIP instances - using new single-use items only.



REGISTRATION, EXHIBITS & VENDORS

Registration Desks/Areas

- Suggest pre-sending/preprinting badges, room drop, electronic kiosks.
- Physical distancing with freestanding registration kiosks set 6’ apart.
- Limit chairs at permanent registration desks for physical distancing.
- Lines marked with floor clings for physical distancing.
- Suggest to stagger registration hours based on last name, region, etc.

Exhibits

- Limit number of people allowed to enter exhibit areas based on size to allow physical distancing, limit number of exhibitors in each booth.
- Sanitizers at entrances.
- Floor clings to mark one-way aisles, work with

- show management on giveaways, etc.
- Constant cleaning on exhibit floor for frequently touched surfaces

Vendors on Property

- A Vendor Policy is being established for convention centers to define vendor arrivals, credentials, and work on properties.
- Currently vendors will follow employee policy.
- Convention Services and Catering will be responsible to communicate the policy to all vendors.

SAFETY PROTOCOLS

Isolation Rooms

- All properties will have at least one isolation room designated within the hotel/meeting space to be used in the instance where there is a presumptive positive case of COVID-19.
- For example Mandalay Bay – Bayside D office (level 1), Meeting Planner offices (level 3), Mirage – Registration Desk 2 and 3 offices.



COFFEE BREAKS

SUMMARY OF CHANGES

- Creative/innovative service presentations and enhancements will be implemented.
- All Breaks will be attendant only via roaming or serviced breaks.
- Initial breaks will incorporate prepackaged and preset menu options.
- Reduction of queuing of guests on all breaks resulting in an increased number of stations.
- Break stations will be a minimum of 12 feet apart.
- Floor stanchions or decals to be used for physical distancing.
- Reduction of touch points.
- Active cleaning and refreshes of breaks to be more visible.
- MGMRI properties collaboration with Sourcing for Prepackaged snacks, compostable vessels.
- Recommend only non-cash and contactless transactions such as room charges as well as explore digital enhancements such as Amazon Go/Pop-Up.

STANDARDS

These standards will evolve and align with local, state and federal guidelines as well as MGMI health & safety protocols.

Full Service Coffee Break:

- Food Event where guests are invited to a meeting room with full service meals and continuous breaks inside the meeting room serviced at each place setting or seat.

Foyer Coffee Break:

- Food Event where guests are invited to a common area, generally foyer, to share a break outside their meeting rooms or general session.

Cash Sales Coffee Breaks:

- Food Event where monies are exchanged for F&B. Usually set in a common area with a guaranteed F&B minimum. F&B minimum to include a set amount of staffing.



Time & Duration Guardrails:

- No time restrictions other than property level already established health district and labor timing restrictions.
- Package Breaks - time duration determined by Catering Sales Team.
- Allow for longer time and additional break stations due to physical distancing in lines for foyer breaks.



ROAMING & SERVICED BREAKS

- Place the snack and beverages on the meeting room chair or preset on the table
- Complete meal or break foods served to the guests in their meeting room to eliminate foyer congregations and better physical distancing
- Coffee, cold beverages or snacks served by roaming attendants –service cart, backpack or hawker where available.

Service Impact: High-end presentation/perception, possible reduction in congregations of guests

Labor Consideration: Attendant and Servers to place snacks, roam in meeting rooms or additional attendants

Expense: Coffee Backpack, Service Carts, Prepackaged snack items

DISPLAY BREAKS

- Creative displays add to the elevation of the prepackaged snack options
- Utilize existing furniture – backing 2 back bars together, front and back bar & foyer credenzas
- Attendants to support the service and allow reduction in touch points
- Can be used for all breaks, allows for quick service and multiple locations
- Sourcing Partnership allows for better pricing of industry trending

Service Impact: High-end presentation & perception of not limiting the guests

Labor Consideration: Server Attendant for display service style

Expense: Display options if not already available.

COMPOSTABLE CONTAINERS

- Sourcing Partnership allows for better pricing of industry trends
- Compostable options support environmental sustainability
- Can be used for all breaks, allows for quick service and multiple locations

Service Impact: High-end presentation/perception, limits exposure of guest and staff.

Labor Consideration: Server Attendant for display service style

Culinary labor to assemble items traditionally presented buffet style

Expense: Compostable containers



Hoagie Hinged Container



Molded fiber containers



1-cup carrier with food tray



Snack Box



A LA CART OR COMPLETE TAKEAWAY

- Complete meal or break foods served at one time
- Selections are quick and easy
- Silverware/Napkin/Deli Paper can be included in presentation for enhanced sanitation
- Select from the attendant “counter service” - guest choice of menu. allows for that added touch of service

Service Impact: High-end presentation/perception reduction in touch points, limits exposure of guest and staff

Labor Consideration: Culinary labor to assemble items

Expense: Box & vessel purchase

Service Impact: High-end presentation/perception, possible reduction in touch points, limits exposure of guest and staff, allows plated “continental” breakfast option

Labor Consideration: Culinary labor to assemble items traditionally presented buffet style

Expense: Bento box purchase, compostable packaging purchase



MASTER PACKAGED GOODS

- Master snack and pre-packaged item list to be utilized at all properties
- Reduction of SKU #'s to create purchasing power and to be leveraged
- Ordering/picture guide for all pre-packaged items to assist with efficient and accurate purchases
- [MASTER LIST LINK](#)





COFFEE BREAKS GUIDELINES

BREAKROOM/FOYER SET-UP

- All breaks will be attendant only
- Minimum 12' between break stations
- Separate condiment stations with attendant/ single sided
- Break tables and service carts wiped/ disinfected during initial set and wiped down at each room turn/refresh
- Food/waste and napkins will be cleared to back house – during initial phase, no oval trays in foyers or meeting rooms
- Standing Sanitizer Dispensers to be placed at entrance to each room and wiped down prior to each meal service
- Set requirements for planners:
- Foyer break or inside the room break is determined with planning (break movement is discouraged)
- Prescribed & ample time to refresh & sanitize breaks
- Guarantee counts vs. actual counts accuracy required
- Special snacks or meals need to be pre-ordered and guaranteed
- Dry Sets can no longer be done the day prior
- Meals to be removed from coffee break rooms after meal ends
- All day breaks to be removed twice in the day to allow for linens to be changed and sanitization of equipment
- In situations where timing prohibits linen change, explore possible options for a spray sanitizer between sessions on linen-less tables
- Disposable Cutlery Kits can be used in place of napkin rollups

RECOMMENDATIONS

Full Service Coffee Break

Server Assistance

- Barista style coffee service

- Attended service of all food and beverage, no self-service
- Client to be charged for attendant labor where charged pre-Covid 19

Foyer Coffee Break

Server Assistance

- Items will be served from station by an attendant and not available for self-service
- Offer service of House-Made items from a table or “bar counter”
- Barista style coffee service
- Reduction of queuing of guests on all breaks resulting in an increased number of stations
- Floor stanchions or decals to be utilized for physical distancing and queuing.
- Select from the attendant “counter service” - guest choice of menu. Allows for that added touch of service
- Yogurt Parfaits with variety of toppings
- Protein selected and then guest can select additional items
- Display pre-packaged items responsibly - in merchandisers or in no overlapping towers

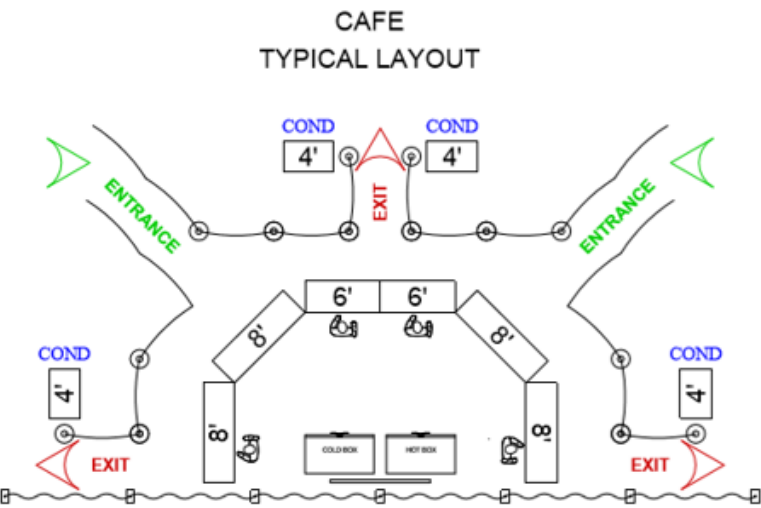
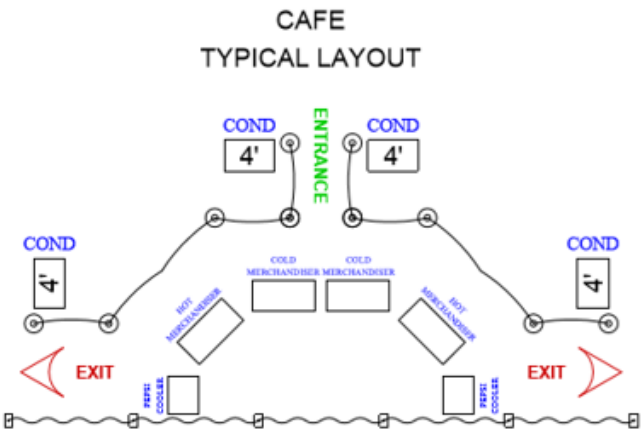
Cash Sales Coffee Breaks

Server Assistance – all cash sales will be serviced by hotel staff

- All cash concessions to be inside merchandisers or placed on a hard surface
- Pre-plated covered, composed hot food for servers to hand out via PODS/Market Place
- All condiments PC
- Everything composed and pre-wrapped
- Use existing equipment and hard surface furniture for food distribution. Example would be repurposing of bars in the AM
- Push pre-orders for delivery and explore use of app for ordering
- Reduction of queuing of guests on all breaks resulting in an increased number of stations
- Floor stanchions or decals to be utilized for physical distancing and queuing.
- Larger footprint of area to promote physical distancing and/or limit seating areas in concession areas
- Roaming units (Mobile Munchies) to limit lines and consider backpack coffee where available

SAMPLE LAYOUT & FLOW

- Floor stanchions to be utilized for physical distancing and queuing
- Floor decals may be used in place of floor stanchions
- One way in and out





PLANNING CULINARY EVENTS

PLANNING CULINARY EVENTS

GUIDING A CUSTOMER

Conversing with customers is essential for proper planning and ensuring memorable guest experiences. Below is a list of considerations when planning culinary events:

- What is company or client's expectation in the current climate? What changes have been made in their home environment that are expected while on property?
- What space is allocated for Food & Beverage events?
- Is the client looking for seated or mobile event based on guest experience and/ or space requirements?
- Do you typically pre-set anything on the table?
- Are you providing any sponsorship materials on the buffets or on the tables?
- Are you providing specialty linen, décor or entertainment?
- Do they primarily serve all cold or a combination of hot and cold items?
- Where are your attendees coming from, and do they all break at once?
- Where do your attendees go after the event?
- Do you have any sustainability requests?
- Would you like to participate in our food reclamation partnership with Three Square?

Once a style of an event is determined Plated or Marketplace continue to probe with the following:

- Is the menu published ahead of time to your attendees?
- What special meals do you normally offer or order?
- How are these requested, i.e. registration, email blast, etc.?
- Are you able to provide a list by name of guests that need special meals?
- What is your preferred method for us to identify guests who require special meals?

If Marketplace is requested continue to probe with the following:

- What space is allocated for Back of House Service?
- Are we able to use existing back of house behind a ballroom?
- If you are using concrete/exhibit space, when will the pipe and drape be set for Back of House Service?
- Are you providing overhead or decorative signage to direct your guests to the buffets?

PLATED EVENTS

SUMMARY OF CHANGES

- Maximum set of 72” rounds of 6 people
- Table to be set 9’ from Table Edge to Table Edge; 15’ on Center
- Rolled silverware will be used
- No communal items pre-set or serviced
- Water and all beverage will be poured tableside
- Recommend “One Drop” Service Quad Plate, Bento Box, Boxed Lunch
- Increase service based on recommended guidelines to ensure safety for all employees and guests
- Food/waste and napkins will be cleared to back of house
- Side stations/Service Hubs will be used for clean/fresh items only - protected between serving
- Creative/innovative service presentations and enhancements will be implemented

“ONE DROP EXPERIENCE”

- Service from Quad Plate, Bento Box or Composed Box Lunch
- Reduction of touch points
- One drop for guests with all meal components on the plate
- Mix of Hot & Cold Items – Salad, Entrée, Accompaniments, Dessert
- Individual bread and butter offered at place-

setting or in “One-Drop” box

- Standard plated menus and buffets can be converted
- Allows for elevated service points: tableside bread, beverages and coffee
- Assists in time constraints

One Drop or Plated Enhancements

- Unique covered individual vessels, boxes, flatware (can be disposable or reusable)
- Vessels can be used on “One Drop” plate, preset or individually served
- Pre-wrapped scented hand towels offered at start or end of meal (presented to guest wrapped)



BEVERAGE STATION OR CART SERVICE

- Coffee/Beverage service provided tableside via rolling carts or stationary tables
- Pump pots or urns of coffee, tea, decaf, milk, cream
- Espresso/Cappuccino machines, pour-overs, French press
- Cream & sugar added for guest’s enjoyment or individual PC/wrapped

Service Recommendations:

- Lucite juice containers or Individual bottles of juice
- Choice of flavored iced tea or infused water offered tableside
- Glassware, mugs, cups, disposables protected between serving



- Silverware/stir sticks/straws protected between serving
- Ice to be enclosed/covered between servings
- Working stations for servers (not guest accessible)

BREAKFAST & LUNCH

- Individual Pastry & Spreadable offered at place-setting
- Pre-bagged pastries or bread
- Kosher-style pre-plated and wrapped (with butter/jam or PC)
- Covered basket of assorted pastries offered tableside by server
- Warm pastries or bread offered tableside from chaffing dish

DINNER

- Individual silverware sleeves
- Silverware mise en place tray
- Box/Tray with silverware set at each table/side table
- Server presents silverware to guest upon arrival
- Choice of three breads served tableside, covered between service
- Individual ramekins of butter with paper cover (print with group or property logo to enhance)
- Wine/Spirit Tour or “Flight” served from Sommelier cart
- “Miniatures in Motion” Bar – Use miniature spirits to create cocktails for guests or offer as individual servings
- Dessert based cocktails (Liquid Desserts)
- Individual desserts presented in covered vessels
- Miniature dessert “flights”
- Mobile dessert cart/candy bar w/ attendant
- Incorporate edible menus & signage for a culinary enhancement
- Food printers can be used to add ‘touchless’ text, photos, and branding, QR codes

Pre-Set Items

- Pre-set items must be covered and removed when guests arrive by server or guests

Cover recommendations

- Paper glass rim covers; May also be used for tray passing beverages
- Acrylic or Silver plate covers
- Acrylic boxes w/lids (available from most pools)
- Kosher-style wrapping (for items such as breads and pastries)



MARKETPLACE PODS “THE NEW BUFFET”

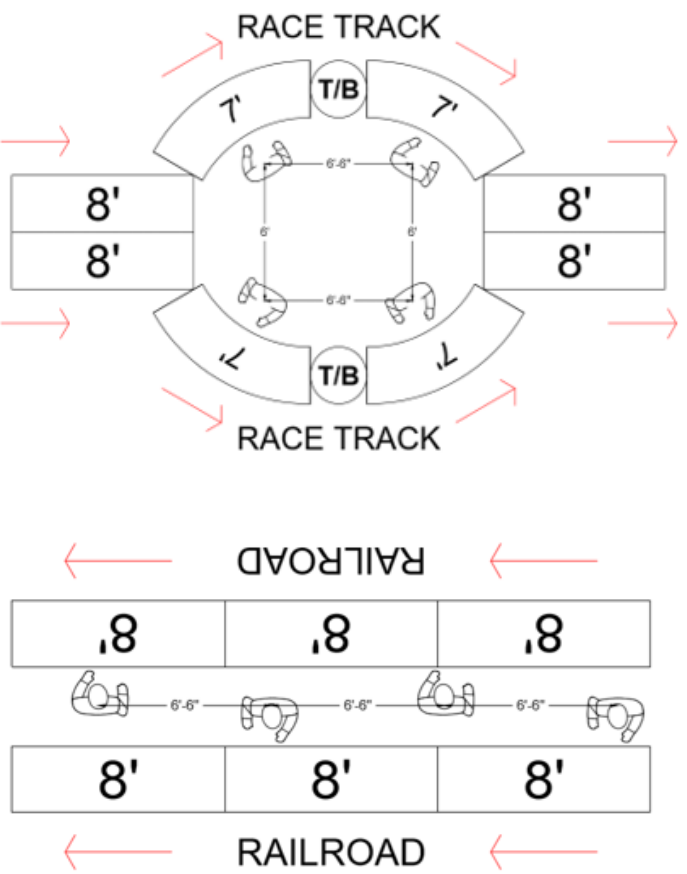
MARKETPLACE PODS

SUMMARY OF CHANGES

- All marketplace pods will limit the amount of touch points for the guest through the use of attendants and pre-packaging
- Marketplace layouts (Railroad and Racetrack) will replace the double-sided buffets allowing for attended service within a limited time frame or meal period
- Marketplace/Pod Stations create opportunity for menu variety utilizing individual micro-plates or packaged menus to allow guests variety and elevated service with attendants while reducing touch points
- Collaboration/Networking Marketplace is a combination of Railroad/Racetrack and Marketplace/Pods, allowing for the most creative and innovative service presentations to be implemented, increasing number of access points while also ensuring required physical distancing
- Floor stanchions or decals to be used for physical distancing during queuing
- One way in and one way out will be marked for guest flow
- Active and frequent cleaning and refreshes of buffets and utensils to be visible to the guests as well as use of sneeze guards where necessary

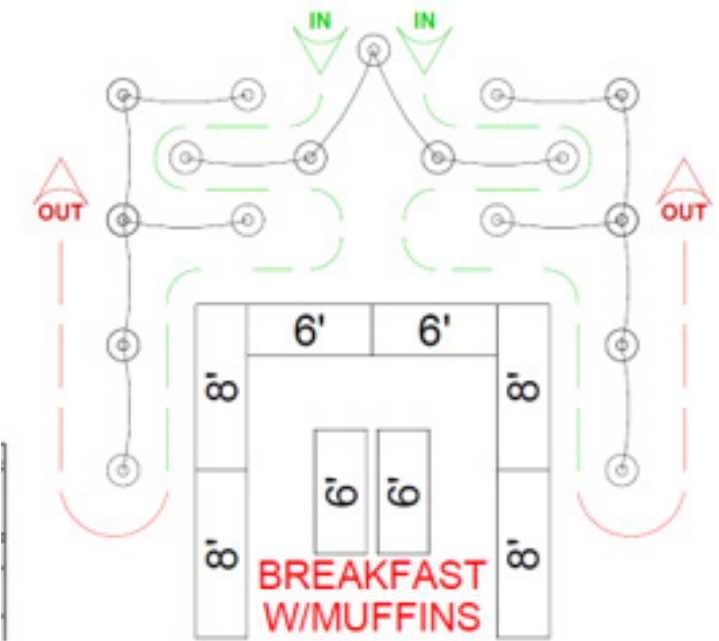
BANQUET OPERATIONS RACETRACKS & RAILROADS LAYOUT OPTIONS

- Ideal for customers wanting traditional breakfast and lunch buffets
- Allows for attended service, level based on client needs, as many or as few as required to expedite the service based on customer needs
- Racetrack can be set to accommodate multiple access points
- Require additional space/fewer number of lines in space, resulting in less seating available
- Possible need to lengthen service times and turn tables due to space limitations
- Increased labor due to attendants



BANQUET OPERATIONS MARKETPLACE/PODS LAYOUT OPTIONS

- Ideal for groups wanting to give attendees increased options/variety
- Recommend large signage to identify stations
- Ideal for grab and go options
- Ideal for cash concessions
- Best for receptions however, depending on layout and menu, also works for breakfast and lunch
- Pods located on perimeter, closest to back of house areas for fast replenishment is ideal
- Floating pods with built in BOH also an option but more difficult to manage quantities, replenishment and flow
- Allows for attended service, level based on client needs, as many or as few as required
- Length of service may need to be increased; suggest staggering attendees schedule for lunches if needed
- Increased labor for attendants/plating/preparing



MENU CREATION & SAMPLE LAYOUTS

MENU CREATION

Utilize

- Utilize current or newly developed station menus to create a unique experience that delivers on the planners goals and prioritizes the health and safety of customers and employees

Work

- Work with Culinary to maximize pre-built and pre-packed options drawing from current menus

Build

- Build menus around customers needs while balancing budgetary guidelines in regards to attendant fees

Account

- Account for space needs when physical distancing is required

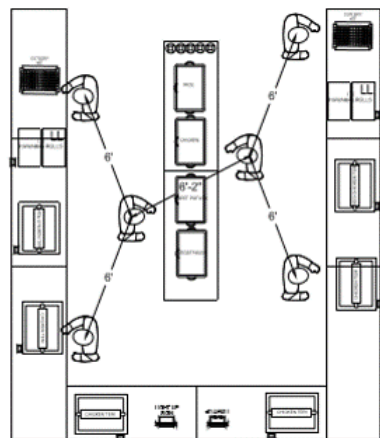
Balance

- Balance flavors, textures, styles and POD or station visual appearances

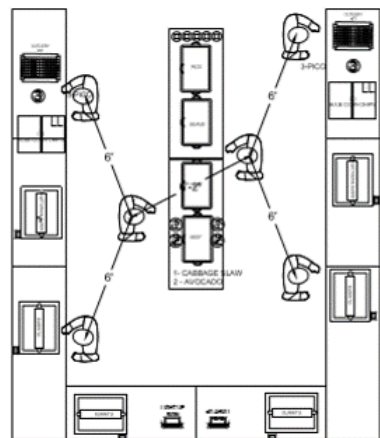
POD LAYOUTS

- Sample POD layouts, with and without attendants/action stations

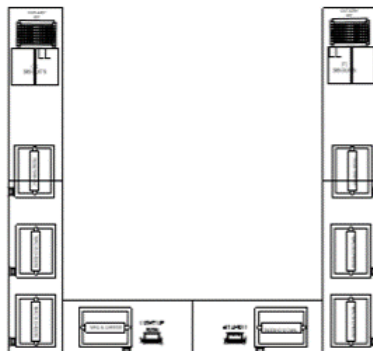
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BURRITO ACTION POD X 7

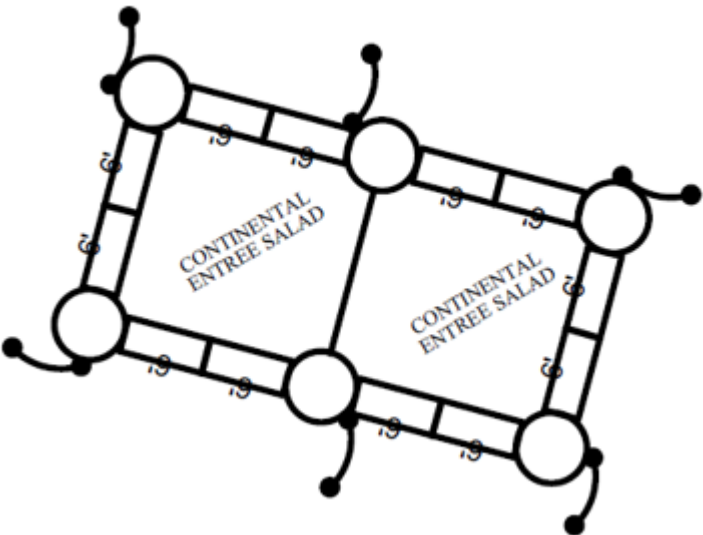


MAC & CHEESE POD X 7

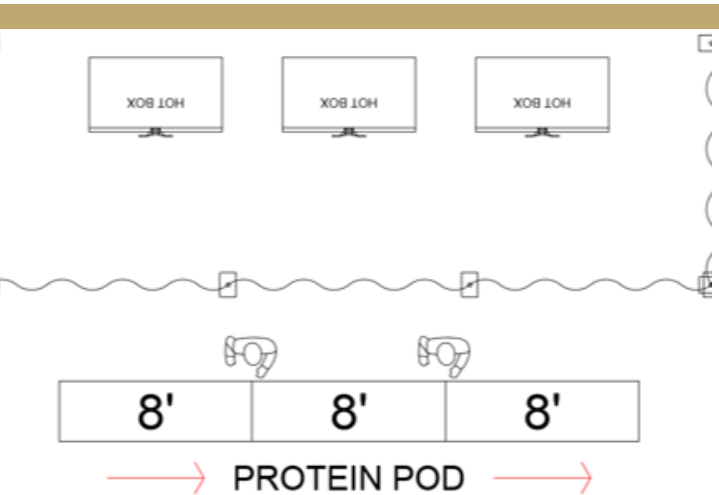
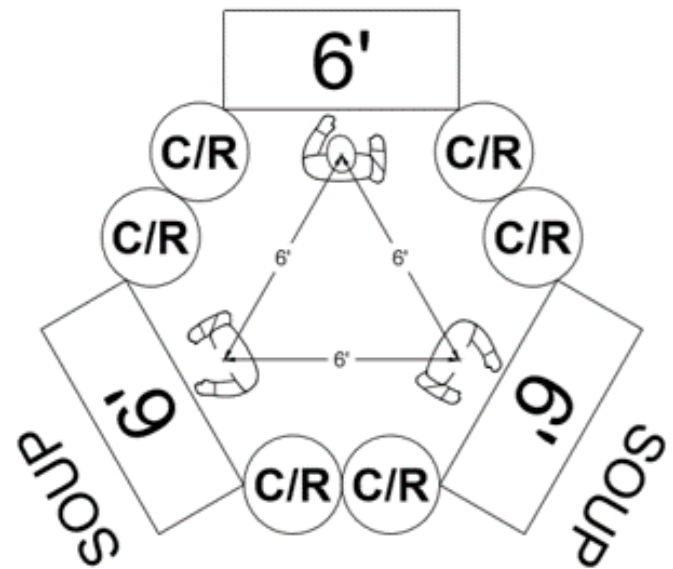


POD LAYOUTS

- Example Pod Layouts with attendants and action stations

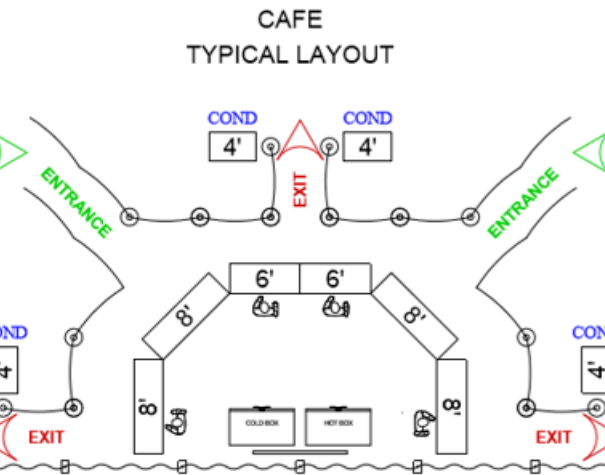
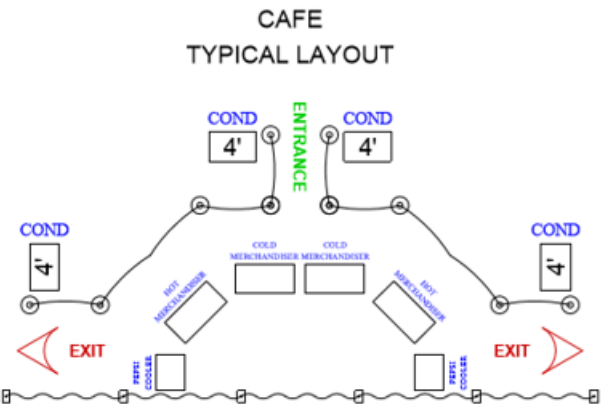


SOUP



GRAB AND GO POD EXAMPLES

- Use of attended stations or merchandisers. Also used for cash concessions



BANQUET OPERATIONS NETWORKING AND COLLABORATION LAYOUT OPTIONS

- Combination of the double-sided buffet/railroad/racetrack and the Marketplace/Pod
- Ideal for a traditional breakfast/lunch menu with a combination of pre-packaged or wrapped items and traditional buffet service with attendants
- Also ideal for a more creative menu that combines more traditional items and unique, individual reception style items
- Allows for more buffets in the space than using only one type of layout
- Allows for attended service-level based on client needs, as many or as few as required
- Allows for increased number of access points
- Length of service may be increased- suggest staggering attendees schedule for lunches
- Increased labor for attended buffets

