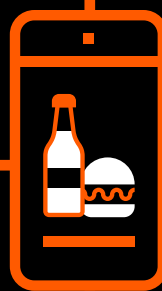


SMART F&B

Recovery Guide



OVERVIEW

Since early February 2020, our F&B industry has been impacted by COVID-19, which has since accelerated into a global pandemic in March.

To help our F&B operators through this challenging time, Unilever Food Solutions have put together this resources guidebook, where you can find information on available government grants, and the various platforms that you might need to transform your business to adapt during this critical time.



**Business
Automation
& Payment
Solutions**



**F&B
Community
Support &
Inspiration**



**Delivery
Platforms &
Packaging
Solutions**



**Food Safety
& Hygiene**



**YOUR
F&B BUSINESS**



**Sales &
Promotion
Platforms**



**F&B Supplies
Platforms**



GOVERNMENT GRANTS FOR F&B BUSINESSES

Running a F&B business can be challenging during the MCO period. So why not make use of the government grants available.

PRIHATIN Economic Stimulus Package

Features of BNM's Facilities to Assist Malaysian SMEs

	Special Relief Facility (SRF) COVID-19	All Economic Sectors (AES) Facility	Automation and Digitalisation Facility (ADF)	Agrofood Facility (AF)	Micro Enterprises Facility (MEF)
A Allocation	RM5 billion	RM6.8 billion	RM300 million (as part of AES)	RM1 billion	RM300 million
B Objective	Alleviate SMEs' cash flow problems due to COVID-19	Enhance access to financing for underserved SMEs	Incentivise SMEs to automate processes and digitalise operations	Increase agrofood production for Malaysia and for export purposes	Increase access to collateral-free financing for micro enterprises
C Eligibility	Malaysian SMEs* affected by COVID-19	Malaysian SMEs*	Malaysian SMEs*	Malaysian SMEs*	Malaysian micro enterprises
D Purpose	Working capital	Capital expenditures; or/and Working capital	Purchase of hardware, software, services and intangible assets to enhance efficiency	Capital expenditures; or/and Working capital; and Development of agrofood projects	Capital expenditures; or/and Working capital
E Financing rate	Up to 3.50% p.a. (inclusive of any guarantee fee)	Up to 7% p.a. (inclusive of any guarantee fee)	Up to 4% p.a. (inclusive of any guarantee fee)	Up to 3.75% p.a. (inclusive of any guarantee fee)	To be determined by participating financial institutions (PFIs)
F Maximum financing amount	RM1 million per SME	RM5 million per SME	RM3 million per SME	RM5 million per SME	RM50,000 per micro enterprise per PFI
F Maximum tenure	5.5 years, including 6 months moratorium on repayments	5 years	10 years	8 years	5 years
H Availability	Until 31 Dec 2020	Open	Until 31 Dec 2020	Open	Open

*Based on the definition of SME as approved by the National Entrepreneur and SME Development Council (NESDC) with at least 51% held by Malaysians

You can apply for financing directly via participating financial institutions or via [imSME](#) platform for online application

For more information on BNM's financing facilities, see [Frequently Asked Questions \(FAQ\) for SRF and BNM's funds](#) (or link https://www.bnm.gov.my/index.php?rp=en_faqs19sme)

Continue next page



GOVERNMENT GRANTS FOR F&B BUSINESSES

National Economic Recovery Plan

penjana

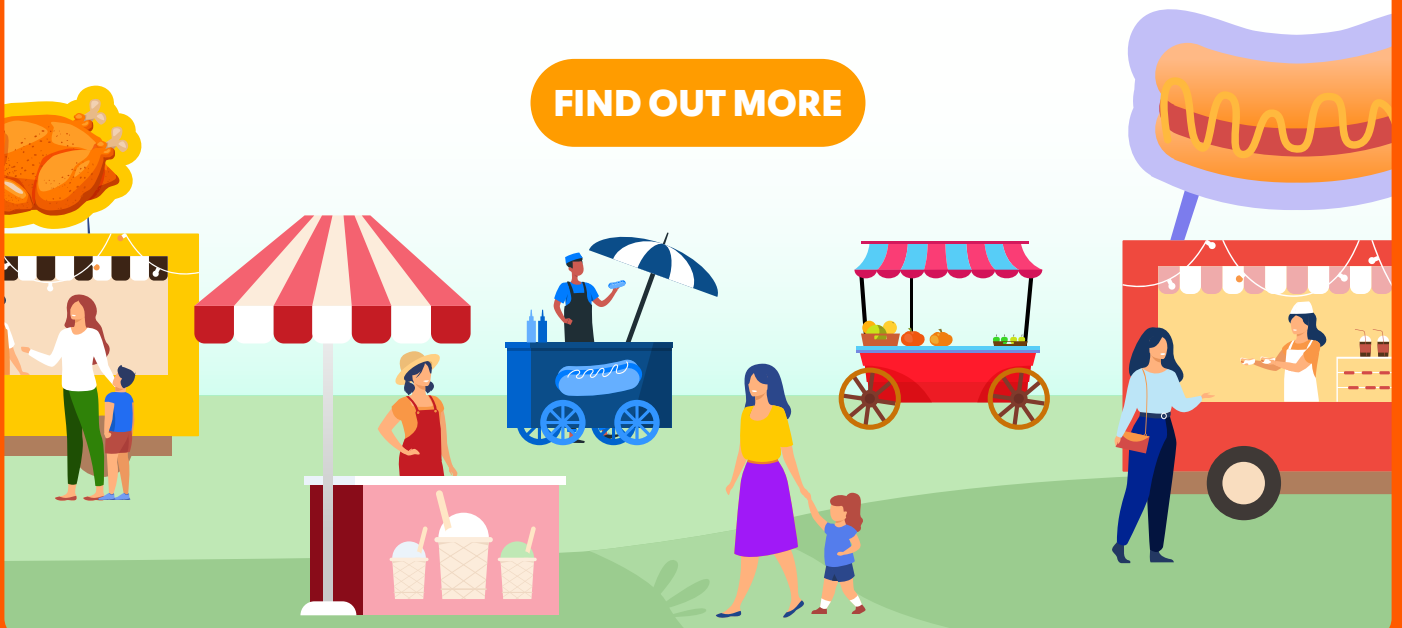
Pelan Jana Semula Ekonomi Negara

On 5th June 2020, the government announced new initiatives known as PENJANA (Pelan Jana Semula Ekonomi Negara) aimed at stimulating the Malaysian economy and to propel local businesses through 3 main thrusts :

- Empower the People
- Propel Businesses
- Stimulate the Economy

For detailed information on the 3 thrusts, see here :

[FIND OUT MORE](#)





PAYMENT GATEWAYS & IT SOLUTIONS

Online ordering and delivery takeaways are integral parts of business for many F&B operators especially during the lockdown period. Thus, it is important that you integrate online ordering in your POS terminal to run a cashless restaurant business. Here are some resources that could be useful for you.



maxis 

Touch N Go

FavePay

Boost

GrabPay

IT SOLUTIONS

The government acknowledged that business digitization is taking the front seat in pivoting the service sector and as a critical part of PENJANA, #SMART Automation Grant (SAG) is a matching grant for services companies. SMEs in the services sector are now able to kickstart their digital adoption journey and increase their digital capabilities to continue striving forward in this new norm. Successful application will receive up to 50% of the total project cost, subject to a ceiling limit up to RM200,000 or, whichever is the lowest, through this matching grant.

SMART AUTOMATION GRANT (SAG)

What is the SAG?

This is a specific matching grant for services companies that will help them automate their business processes and move towards digitalisation.

The grant will be used solely for the purpose of kickstarting the development and implementation of projects that push the adoption of technologies to automate business operations.

Project Duration: 4 months in total



Project implementation to digitalise the business operation will only run for up to 1 month.



Post monitoring to achieve project outcomes will run for 3 months.

To get more information or apply for the grant, visit [HERE](#)

ACCELERATE SOLUTION ADOPTION AMONG SMEs & MICRO-SMEs

In partnership with Maxis

Maxis is approved as Technology Solutions Provider (TSP) under the MDEC SME digitization grant. A total of RM500m grant budget has been allocated by the government; RM100m of which is allocated for Telcos from Jul-Dec 2020 to drive adoption leveraging on telco-fronting disbursement process.

Maxis proposition to SMEs

Maxis leads as telecommunications provider with the **widest range of connectivity & solutions** eligible for the grant

Digital Marketing



Self-serve
Digital Marketing



eSMS & eLBA

eCommerce
Lite Boost

ePOS

mPOS

Cloud
POS
Retail

Cloud
POS
F&B



Cloud
POS
Lite

Remote Working

Managed UC

VoiceGo

Office 365
Business

Voice Connect
Softphone



Maxis Business
Plans + Solutions

Business Fibre with
Voice Connect

mWorkforce

Wireless Broadband
with VoiceGo

mDrive

eCommerce

eCommerce
Lite Build

Solutions eligible for subsidy are divided into two categories:

1. **Solutions only:** 50% subsidy; capped at RM5,000
2. **Connectivity & Solutions:*** 30% subsidy; capped at RM3,000

Subsidy disbursement process

Maxis fronts the customer relationship & supports the subsidy disbursement process



Maxis to qualify customer's
eligibility for the
grant at purchase



Customer to pay Maxis the
subsidised amount due



Maxis to claim grant
amount on behalf of
the customer

*Note: As the grant is focused on accelerating the adoption of business solutions, there is a higher subsidy for solutions alone

4 key solutions



FOUR KEY SOLUTIONS

In partnership with Maxis

Key solutions to be featured are also part of the MDEC SME digitalization grant:

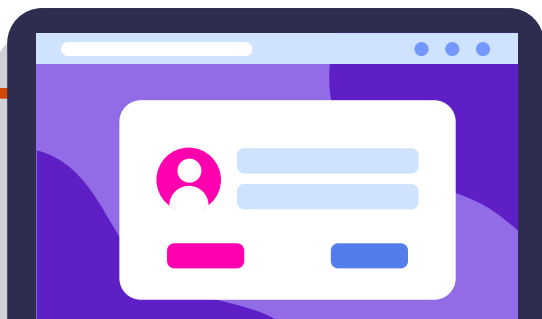


Cloud POS Lite

A fully integrated, app-based POS solution that enables micro F&B merchants to go online quickly and easily

Self Serve Digital Marketing

Build online presence and reach customers online without prior marketing experience



eSMS

Powerful mobile marketing and communication solution that enables you to connect with a large number of customers on their mobile phones



Maxis Business Plans

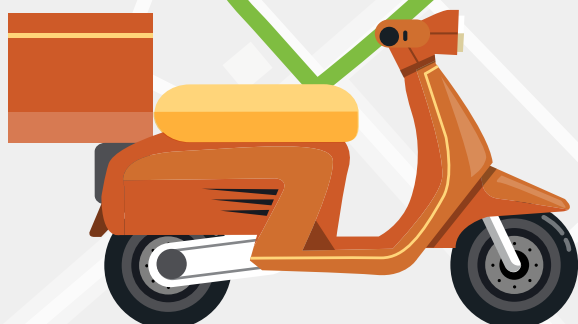
All-in-one plan to grow your business anywhere, anytime



DELIVERY PARTNERS

Spoilt for choice when it comes to choosing a partner for food delivery? Below is a summary of what each partner offer, so that you can make the best decision for your business.

	GrabFood	Foodpanda	DeliverEat	RunningMan	 BUNGKUSIT PREFERRED PARTNER	GoGet	 LALAMOVE PREFERRED PARTNER	Beep Delivery
Type of Service	 DINER VISIBILITY			 LOGISTICS	 LOGISTICS			
Service Description	Food Delivery Platform			Food Delivery (Local Hawker)	On-demand Delivery Assistance		Logistic Provider	In-store and Delivery Orders Management
Food Ordering Platform for Diners	✓	✓	✓	✓				
Ability to Run Diner Promotions	✓	✓	✓	✓				
Merchant Fees	Commission based			Low delivery fee				
Recommended for	F&B brands that want to tap into the platform's diner database and run diner promotions				Hawkers and small F&B brands that want to offer delivery with minimum/flat delivery fee			





DELIVERY PARTNERS

There are more food delivery partners than the usual ones we know, each with their own benefits. How many food delivery partners below can you recognize?



GrabFood

Foodpanda

DeliverEat



RunningMan

Click for Payment Discount.

Next, email payment confirmation to merchant@bungkusit.com.my to activate account.

Beep Delivery



GoGet

**Exclusive Promo Code
"LALAUSKL"**

10% off for First time users
(Capped to 1st 4,000 users only)





SUSTAINABLE PACKAGING

Here in Unilever, we aim to halve our environmental footprint by 2030. We also want to encourage the F&B businesses in Malaysia to do their part by reducing the use of single-use plastic. Below are some environmentally friendly substitutes that you can use for your takeaway and delivery business.



PREFERRED PARTNER

Special Promotion by **Foodabox** for all direct orders:

1. Free delivery with min. order of RM500.
2. Lower MOQ : 1 carton for our generic packaging instead of 5 cartons.
3. Discount up to 5% for all packaging products.

Log on to [Foodabox](#) for more information or

Get Quote

and enjoy the promotions above by mentioning "Unilever"



Other Sustainable Packaging Vendors in Malaysia

Paper Inc.

Eco Food Packaging

Tycoplas





INCREASING YOUR BRAND AWARENESS

There are many ground up initiatives that sprouted up during MCO period. Get your F&B business listed on these platforms, this could potentially reach out to more diners and bring more orders to you.

FREE LISTING PLATFORM



**PREFERRED
PARTNER**



carousell

Lazada

fave

Shopee



WEBSITE/APP

FOOD DISCOVERY PLATFORM

Zomato

Hungry go where

Eatigo

Tableapp

FoodAdvisor

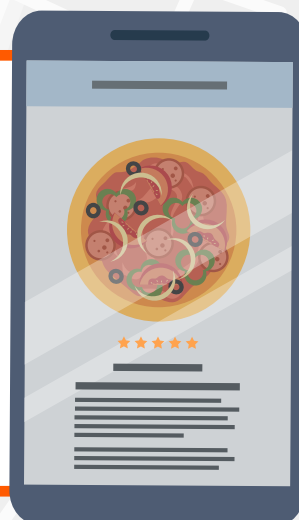


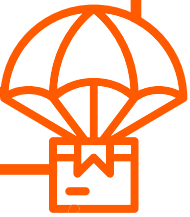
WEBSITE

SOCIAL MEDIA PLATFORMS

My Makan TV

**MY Food &
Delivery C19**





F&B SUPPLIES PLATFORM

A good and reliable food supply is vital to make your F&B business sustainable. Source your F&B ingredients with these platforms which offer a wide variety of food and beverage categories.



**PREFERRED
PARTNER**

 **supply
bunny.com**

Use this Code:

UNITESFNB

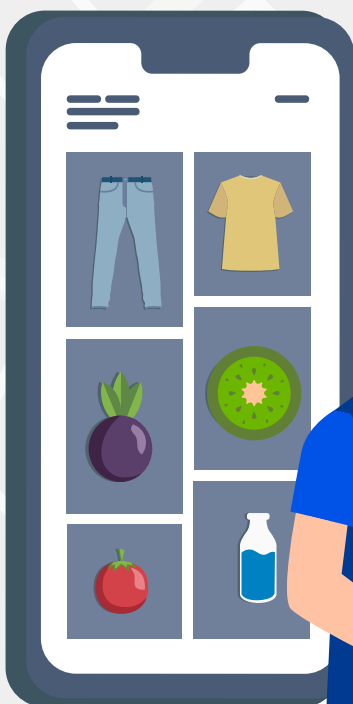
to enjoy **15% off** on your order!
Applicable for sitewide products
with min order of RM200
(Discount capped at RM50)

10 Jul - 31 Dec 2020

dropee

Foodbiz Malaysia

OhMyGrocer



Keen to purchase Unilever Food Solutions products?
Buy online from our Official Stores or find our
distributors near you



Lazada

 **Unilever
Food
Solutions**



Shopee



FOOD SAFETY & HYGIENE

Food Safety in the Hospitality industry has always been an important topic. Learn more about Food Safety by signing up for our [FREE online Food Safety & Handling course](#).

8 Food Safety & Hygiene Guidelines for Chefs

1



Maintain good Personal Hygiene

Observe & monitor your kitchen staff's personal hygiene as it is crucial to preventing food contamination. Find out more about basic staff attire that prevents food contamination in this [Food Hygiene](#) article.

2



Keep a Cleaning Checklist in place

Get to grips with the most important factors to clean Back of House and Front of House in this [Restaurant Cleaning Checklist](#).

3



Be in the know about Food Allergies

The "big nine" allergic causing foods below can be fatal for consumers with serious repercussions. Find out the [Most Common Food Allergens](#) with Substitutes here.

6



Minimize Cross-Contamination Risks

Cross contamination is a big food safety hazard in the kitchen. It's vital to ensure that all risks of infection are prevented. Cross contamination can occur in various ways:

- People to Food
- Food to Food
- Chemicals to Food

See tips on [How to Prevent Cross Contamination in Food](#) and ensure food safety is met!

5



Get your Team onboard the latest Restaurant Food Storage Guidelines

Food storage, whether freezer/refrigerator or low moisture room/dark room, depends on the type of food but fundamentally they should be kept clean and safe. When storing food, follow these [Food Storage Tips](#).

4



Use a Food Allergen Checklist to cover all areas of Hospitality

It can be difficult to create suitable dishes for customers with allergies. Refer the chart below for tips to cater to these guests' dietary needs. Use the following [Food Allergen Checklist](#) to ensure food safety.

7



Get to grips with HACCP

If food safety standards are mismanaged, you may put your customers' health and your restaurant's reputation at risk. Making a HACCP plan for your establishment will help you identify and monitor biological, chemical, and physical properties that are foodborne hazards. Use this [HACCP Checklist](#) to ensure your kitchen is safe and hygienic.

8



Know your Hazard spots

Knowing your kitchen and routine hazard spots ensure restaurant and staff safety. View the [Most Common Kitchen Hazard Spots](#) known to Chefs and download a free template to use in the kitchen.



FOOD SAFETY & HYGIENE

Cleaning can be challenging in a bustling restaurant where service hours are long and there are large areas to clean. However, cleaning is also incredibly important in the food service industry to prevent cross-contamination for the safety of your patrons.

A 10-Step Cleaning Checklist for Restaurants

In partnership with Unilever Professional

To make sure you cover all the nooks and crannies and maintain a high cleanliness standard, you will need a systematic cleaning process in place. To help you get started, we have put together a 10-step process that covers key areas to clean in your restaurant.

1



Disinfect high-touch surfaces frequently

2



Keep floors clean & grime-free daily

3



Wash and disinfect all kitchen utensils after every use

4



Disinfect walk-in refrigerators regularly

7



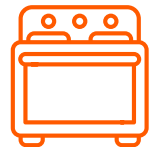
Clean the restaurant toilets

6



Clean kitchen walls and ceilings weekly

5



Clean exhaust hood systems at least once every 3 months

8



Sanitize mats and rugs daily

9



Change into a clean set of chef's apron and coats daily

10



Dispose waste with care



FOOD SAFETY & HYGIENE

In partnership with Unilever Professional

Need to bring your restaurant's cleaning up a notch? Contact our distributors listed below to help you in ensuring your restaurant's hygiene and cleanliness:

	BSH ENTERPRISE (M) SDN. BHD.	CHUAN HUAT F&B TRADING SDN. BHD.
Central	Kuala Lumpur & Selangor No 9, Jalan Mandolin 33/5, Seksyen 33, 40400 Shah Alam, Selangor Darul Ehsan 013-51917888 admin@bsh.com.my	Kuala Lumpur & Selangor No 2, Jalan Utarid U5/17(PS) Bandar Pinggiran Subang, (Mah Sing Intergrated Industrial Park), Section U5, 40150 Shah Alam, Selangor Darul Ehsan 03-78468282 natalieliew@chuanhuat.com
Upper North	SYARIKAT SIMA TRADING (UFS)	
	Kedah 94-A, Lorong Emas 2, Seberang Jalan Putra, 05150 Alor Setar, Kedah Darul Aman	012-4918809 simaas@tm.net.my
Lower North	BGS TRADING SDN BHD	
	Penang 54, Lebuhraya Kapal, Off Jalan Chain Ferry, 12100 Butterworth, Penang	012-5526929 sales_admin.pg@bgstrading.com.my
East Coast	SWANG CHAI CHUAN SEAFOOD-KELANTAN	SWANG CHAI CHUAN SEAFOOD-TERENGGANU
	Kelantan Lot 4941 (PT2458), SEK 44 Mukim Panchor, Kemumin, 16100 Kota Bharu, Kelantan Darul Maim 09-7746957 scc.customerservice@sccsb.com.my	Terengganu Lot PT2986, Kawasan Miel Chendering, Jalan Permin Jaya, 21080 Kuala Terengganu 09-6177763 scc.customerservice@sccsb.com.my
	SWANG CHAI CHUAN SEAFOOD	
	Pahang Lot 147A, Kawasan Perindustrian Semambu, 25350 Kuantan, Pahang	09-5681290 scc.customerservice@sccsb.com.my
Upper South	INTERGRATED MERCHANTS SDN BHD	M.C. MOK DISTRIBUTION SDN BHD
	Melaka 1-A, Jalan PK 8, Taman Perindustrian Krubong, 75260 Krubong, Melaka 06-3361000 immelaka@yahoo.com	Negeri Sembilan No.6, Jalan Lombong Emas 1, MPS Ind. Ringan, Jalan Tun Dr. Ismail, 70200 Seremban, Negeri Sembilan 06-7637689 mcmoksb@tm.net.my
Lower South	TEONG MOH TRADING SDN BHD	
	Johor No.38, Jalan Shahbandar 8, Taman Ungku Tun Aminah, 81300 Skudai, Johor Darul Takzim	012-7130662 sales@teongmoh.com

Or you can visit [Unilever Professional](#) for more product information



F&B COMMUNITY UPDATE & INSPIRATION

In this section, we will share details on new initiatives, inspirational ideas and other relevant updates that could benefit your business or help support the F&B community.



Shared Kitchen Solutions

COOKHOUSE is Malaysia's premier shared kitchen, cloud kitchen solution with a cooking events arena and co-working office – the nation's first food business community and co-working kitchen ecosystem to empower F&B businesses. Currently located in the heart of Petaling Jaya, with more upcoming locations across Klang Valley. Visit [Cookhouse website](#) to find out more.

Shared Kitchen Solutions

Join the F&B community to share and discuss latest news, F&B business trends, and cooking tips. Or stay tuned for more live cooking broadcast with Unilever Food Solutions professional chefs.

Follow  F&B Tigers (Food Service Community in Malaysia)



Unilever Food Solutions not only aims to be the leading global provider of inspiration to chefs and food businesses but also to continuously support, inspire and progress with the F&B community.

Access chef training videos; all filmed with global expert chefs via  ACADEMY

For more information on Unilever Food Solutions products and services, visit:



Or contact us directly via





INSPIRE SECTION: NUTRITION & IMMUNITY

During these times, staying healthy is our first line of defense. In fact, 67% of operating F&B businesses have reported that their diners are now opting for dishes with less meat and more vegetables and fish.

As diners are now looking for healthy, nourishing meals, take time to learn about nutrition basics and immunity-boosting ingredients you can incorporate into your menu.

Immunity supporting ingredients to highlight on your menu

COVID-19 has guests paying extra attention to what they eat

Nutrition plays a critical role in staying healthy. Therefore, we've put together an easy overview of ingredients that contain valuable minerals and vitamins to help support a healthy immune system. Make sure to highlight these ingredients on your menu as guests will be especially conscious of ways to stay healthy during the Corona outbreak.

Your immune function needs: vitamin A, C, D, B6, B12, iron, zinc, folate, copper, selenium.

Sources of vitamins and minerals that support immune function

VITAMIN A

- Red sweet potatoes
- Kale spinach
- Moringa
- Beet greens
- Laver
- Chinese cabbage
- Watercress

ZINC

- Cowpeas
- Adzuki beans
- Soybeans
- Bambara groundnut
- Hemp seed
- Lentils
- Fava beans
- Wild rice
- Mung beans
- Sesame seeds
- Black turtle beans
- Fonio Kamut
- Khorasan wheat

VITAMIN C

- Kale
- Red cabbage
- Lotus root
- Moringa
- Chinese cabbage
- Watercress
- Maramba bean
- Parsley root
- Laver
- Red sweet potato
- Beet greens
- White radishes
- Spinach
- Pumpkin flower
- Yambean
- Okra
- Broccoli raab
- Cauliflower



Water is essential for human life. So keep your guests hydrated. If your restaurant is still operating, consider putting water on tables for free.

There is also some evidence suggesting that drinking tea may have beneficial effects on immunity as it improves gut health and resistance against infections such as the common cold. So make sure to highlight the selection of herbal teas you offer on your menu.

Botanicals related to immunity:

Rosehip • Ginger • Turmeric

Linden • Elderflower • Echinacea



DELICIOUS RECIPES WITH IMMUNITY SUPPORTING INGREDIENTS

With the current health situation we are facing today, it is only deserving to serve healthy dishes with ingredients that can help support your diner's immune system. UFS chef team has created a few hearty and healthy dishes that taste delicious too! Here's one example:

Stir-Fried Chicken and Vegetables in Lettuce Cups



Chef Fernando Aracama's take on classic stir fried vegetables, served on lettuce cups for that elevated experience.

Taking inspiration from your staple chicken lettuce wraps, this Filipino style Stir-Fried Chicken and Vegetables in Lettuce Cups will surely be the talk of the party.

Truth be told, the chicken and veggies beautifully nestled in a lettuce cup is a masterpiece. More than its aesthetics, this classic favorite is a health booster mainly because of its wholesome ingredients: chicken, broccoli, asparagus, carrots, and garlic – making this dish rich in protein and packed with Vitamin A, Vitamin C, and Vitamin K which support antibody production and nutrient absorption, promote protection from oxidative stress, and support healthy skin.

INGREDIENTS

Canola Oil	45 ml
White Onion, chopped	80 g
Ground Chicken	100 g
Blanched Broccoli Florets	80 g
Blanched Asparagus Spears	40 g
Blanched Carrot, cut into small cubes	40 g
Garlic cloves, finely minced	30 g
Water	30 ml
Knorr Chicken Stock	15 g
Fresh Cracked Black Pepper	
Pre-portioned Lettuce Cups	
Roasted Peanuts, crushed for garnish	40 g

PROCEDURE

1. Heat the oil in a wok.
2. Add the onions and stir-fry for 30 seconds.
3. Add the chicken and cook for 2 minutes.
4. Add all the vegetables, stir fry for 1 minute.
5. Stir in the garlic.
6. Add a splash of water and stir-fry for 30 seconds.
7. Season with **Knorr Chicken Stock**.
8. Portion onto lettuce cups and garnish with crushed peanuts.



Click [HERE](#) for other immunity boosting recipes



Unilever
Food
Solutions

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free training videos on UFS Academy!

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<https://www.facebook.com/UFSMY/>

Shop for our products:

