

University Dining Services Catering Policy & Procedures

I. Purpose: To establish standardized policies and procedures for all catered events managed through University Dining Services. These guidelines ensure high-quality service, efficient use of resources, and adherence to university policies and budget protocols.

II. Scope: This policy applies to all catering requests initiated by:

- University departments and offices
- Student organizations
- Outside Organizations

III. Cater Trax Website

Everyday Catering Menu Overview

Our *Everyday Catering Menu* includes a wide variety of service styles to meet your needs:

- À la Carte Selections
- Buffet Packages
- Boxed Meals
- Reception Menu Options

Pricing Information:

All menu pricing is inclusive of Cater Support Services, which cover:

- Full set-up and breakdown of your event
- Disposable service ware (cups, plates, napkins, utensils)
- Chafing dishes, fuel, hot boxes
- General kitchen operating supplies
- Disposable tablecloths for serving tables.

Student Organization Catering Menu

The *Student Organization Menu* features à la carte menu selections available for **pick-up only**, ideal for student-led events, meetings, or campus activities.

Pricing Information:

All menu items are priced to include:

- Plates
- Utensils
- Napkins
- *Pricing does not include Catering Support Services, except items mentioned above.*

Beverages are not included in the menu pricing. However, bottled beverages are available for purchase upon request.

- Student groups are permitted to provide their own beverages for events utilizing the Student Org menu

IV. Ordering Procedures

Request Submission

All catering requests must be submitted at least 10 business days in advance.

Requests should be submitted via the Cater Trax website and confirmed with the Catering Director
25Live reference **MUST** be enter on CaterTrax Event Order Submission

Late requests may be subject to limited menu options and will need to be approved by the Catering Director.

Quote & Confirmation

Clients will receive a detailed Cater Trax event order outlining menu pricing, labor, and rental charges after finalizing it with the Catering Director.

Student Org Group must have their advisor and/ or Campus Activities included on correspondence with Catering Director

V. Menu Planning & Customization

Standard Menus

Options include à la carte trays, buffets, boxed meals, and receptions.

Menus are categorized by meal period (breakfast, lunch, dinner), dietary needs, and cultural offerings.

Custom Menus

Customization is available for special events.

Requests for specific cultural or dietary accommodation must be made at the time of the booking.

All custom menus will be built between the Client and Catering Director, priced out by Executive Chef and final review by General Manager prior to confirming with client.

Based on menu complexity, allow up to 3 weeks prior to your event.

VI. Pricing & Payment

Internal Clients

Departmental events: Cater Trax quote is utilized to enter their requisition into workday for payment approval and processing.

Student Organizations: Cater Trax quote is utilized to present and submit at their scheduled Allocations Meeting to receive SGA funds approval. **Please ensure time is being allowed for the Catering Planning Process prior to your scheduled allocations meeting.**

Once an event receives approval from SGA Allocations, the SGA Financial Manager will assign a PO and approve in Cater Trax by Friday of the week prior to the event.

If an SGA event is approved at Allocations, however, for a lesser amount of funding than the quote; the student and advisor will schedule a meeting with the Catering Director to review the catering quote and agree on which menu items will be removed from quote in order to align with their approved funding.

Labor & Service Charges

Events with over 80 attendees and outdoor events require staff attendants to serve the food buffet, these attendants may be volunteers or paid Catering attendants (which is \$150/ attendant)

Guidelines for Volunteer servers: they **MUST** arrive 15 minutes prior to the event start to meet with the Catering Director for their gloves, aprons, hairnets and information on serving size.

VII. Cancellation Policy

Internal Events

You must cancel at least 72 hours in advance to avoid full charges. Excluding inclement weather/emergency closings there will not be a charge.

VIII. Event Execution

Setup & Breakdown

Dining Services is responsible for all food-related setup and breakdown.
Clients are responsible for space reservation and non-food logistics.

Service Styles

Delivery Drop-Off
Buffet with Attendant
Full-Service Plated
Receptions & Passed Hors D'oeuvres

Leftovers:

Leftover Food: Guests may remove leftover food from the event location at their discretion. However, **Dining Services assumes no liability** for the safety or quality of any food consumed after it has been removed from the event location.
Containers: If guests wish to take food, client provided containers may be used. Dining Services does not supply packaging, containers, or materials for food removal.

IX. Equipment & Rentals

Included

Standard disposable plates, cutlery, napkins, serving utensils, tablecloths, cups and chafers.
Optional Rental Enhancements
Linens, China, glassware, tents, etc. available upon request and billed separately.

X. Requesting Culturally Authentic Food from an External Restaurant:

This option is only available to SGA recognized student organizations. If a student organization is requesting culturally authentic food from an external restaurant, the financial majority of the event must be funded by SGA. The **student has the responsibility** to complete these required steps to ensure a successful execution of their event:
Documentation from the Student's Preferred Restaurant:

Copy of a Satisfactory Health Department Certificate
Certificate of Liability Insurance
Detailed Quote

Must include a full breakdown of the menu items being purchased, including delivery to campus.

Day-of Event Procedure:

Food Delivery Coordination

On the day of the event, the student representative and the Catering Director and/or Supervisor must be present at the Wayne Dining Hall (WDH) loading dock, Lot #5, to meet the delivery driver and accept the food order. This is to ensure the entire menu has arrived according to receipt.

Catering Support Services:

University Catering Team will handle the event's set-up and breakdown, including:

- Disposable goods (plates, napkins, utensils)

- Chafing dishes, fuel, hot boxes

- Other kitchen operating supplies

Please note: An additional Catering Support services charge of 20% will be applied to cover these costs.

The final amount is based on the size and scope of the event.

Once all required documents are collected, schedule a meeting with the General Manager - Keith Riker – Riker-Keith1@aramark.com . who will review and approve the request and add in the catering Support services charge

The approved request, including the total amount of SGA funding requested for event execution, may then be presented at the SGA Allocation Committee meeting for review and approval.

IMPORTANT: Students need to ensure they are following the SGA approval process and submitting all required documentation in a timely manner to meet their deadlines prior to your scheduled Allocations Committee meeting.