



## Policies and Procedures Manual

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Title: Dining Services – Food Ordering – Departments  
Policy Administrator: Director, Dining Services  
Effective Date: Jan-04-2010  
Approved by: Vice President for Administration and Finance

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### **Purpose:**

This document is intended to inform the College community of the policies and procedures for departments ordering food from the various Holy Cross Dining Services locations.

### **Policy:**

#### **1.0 Right of First Refusal**

Due to licensing requirements and quality control issues, all internal, campus departments ordering food and beverages must order directly through Crusader Catering. Any exceptions to this policy must be requested in advance through the Director of Auxiliary Services.

#### **1.1 Exceptions**

Exceptions allowing outside caterers to serve food or beverages on campus will be made by the Director of Auxiliary Services. Anyone requesting an exception must receive written approval from the Director of Auxiliary Services in advance of their event. The following information must be provided in writing and filed in the Director's office in the Hogan Campus Center, room 503, PO Box AUX before approval will be given for using an outside caterer rather than Holy Cross Dining Services:

- Name/type of event
- Sponsoring group
- Date and location of event
- Name and address of caterer
- Certificate of insurance provided by caterer to the Director
- Supplies delivered (e.g. utensils) and/or items to be served
- Specifics regarding shipping, receiving, storage and handling of products
- Arrangements for preparation, service and clean up

Outside caterers are required to follow all laws of the Worcester Board of Health regarding food handling, preparation, serving and sanitation. Additional requirements as necessary to protect Holy Cross may be imposed by the Director of Auxiliary Services, including the need to obtain a one day catering permit and/or liquor license two weeks in advance, which must be posted at the event. Any person or group not following these guidelines runs the risk of not being reimbursed. Any expenses incurred by the College for clean up or damages will be the responsibility of the individual or group.

## **2.0 Ordering Options**

The following locations offer the following options for ordering food on campus:

### **2.1 *Kimball***

Kimball Dining offers take out which includes simple party platters, sandwich platters, box lunches, barbeques, snacks, and entrees to go.

### **2.2 *Kimball Sweet Shoppe***

Kimball Sweet Shoppe offers the ease and convenience of a full service bakery and can provide birthday cakes or sweets for any occasion.

### **2.3 *Hogan***

Crusader Catering can provide innovative menus which include a wide selection of more popular items. For a customized menu, the catering staff can help you create a unique culinary experience for your special occasion.

## **3.0 Alcohol Service**

All alcoholic beverages on campus must be served by TIPS trained personnel working through the College's Dining Services Department. The department follows liquor service guidelines as established by the Worcester Liquor Commission.

## **4.0 Unused Food**

Health and safety issues mandate that the College assume responsibility for and have control over unused food and beverages. Dining Services will make its best effort to utilize this unused food or transfer product to charitable organizations or local food banks.

## **5.0 Departmental Discounts**

For Holy Cross departments and organizations who are using an approved chart string for payment and whose menu details are completed with **10 business days** notice, Crusader Catering will discount all catered food items by 20%. If menu details are not received within this time frame, the full catering prices will be charged.

## **5.1 Exceptions**

The discount does not apply to the following: liquor, gratuity, services fees or for food items picked up.

## **6.0 Meal Credits**

During the academic year, meal credits of \$6.00 per student may be applicable to offset the price of a function. This request must be authorized by the General Manager of Dining Services at the Hogan Campus Center who can be reached at (508)793-3698. If meal credits are authorized, a list of the student names and ID numbers must be submitted to the Crusader Express Office in Kimball Dining Hall, room 129. Departments submitting lists should seek prior approval from each student.

## **7.0 Equipment Rentals**

For equipment rentals, Holy Cross Dining suggests a local rental company such as Toomey Rental. They can be contacted at (508) 791-2383.

## **8.0 Delivery of Food Items**

Holy Cross Dining will arrange to deliver an order at a scheduled time and location. Orders that are requesting a delivery will be notified of delivery charges. Delivery hours are between the hours of 8:00am and 3:45pm, Monday-Friday.

## **9.0 Trash and Recycle Barrels**

The Holy Cross Physical Plant Department should be contacted directly at (508) 793-2263 for any trash and/or recycle barrels needed for an outdoor event. For an event indoors (other than Hogan) the Holy Cross Building Services should be contacted directly at (508) 793-2454.

### **Procedures:**

#### **1.0 Departmental Ordering Procedures at Kimball**

The following procedures must be followed by campus departments/groups when ordering food from Kimball:

##### **1.1 Placing an Order**

Orders can be placed with Kimball or Kimball Sweet Shop by calling the Dining office at (508) 793-2401 or by stopping into the office located in Kimball Hall, room 104. Arrangements should be made **10 business days** prior to the event.

## **1.2 Pick Ups**

Orders can be picked up at Kimball Hall, in room 104 or in the Kimball storeroom, between the hours of 8:00am and 4:00pm. For pick ups outside of these hours, prior arrangements should be made to meet with the manager on duty.

## **1.3 Payment With Requisition Payment Forms**

Payment for purchases of food through Kimball may be made by using a requisition payment form.

When filling out requisition payment forms the following information needs to be included:

- Name of Group or Department
- Full Department Chart String
- Authorized Department Signature
- Date, Time and Location of Event
- Pick Up or Delivery Time
- Desired Menu
- Number of People Attending Event
- Name and Phone Extension of Contact Person

All requisition payment forms should be mailed to PO Box F/Attention Cathy.

## **1.4 Cancellations**

If for any reason an order must be cancelled and the food has been ordered and prepared, there may be a cancellation charge.

## **1.5 Billing Cycle**

Upon fulfillment or completion of an event the client will be mailed an invoice for their records.

## **2.0 Departmental Ordering Procedures for Crusader Catering**

The following procedures must be followed by campus departments/groups when ordering food from Hogan:

### **2.1 Planning Your Event**

When you are ready to make reservations for an event, master calendar, "R25" users should initiate their event request by submitting a request through the R25 system. If you are not an R25 user, please contact the Conference Services Department at (508) 793-2732. At this time the date, room and request for the time of your function will be reserved.

## **2.2** *Planning Your Menu*

For menu planning, contact Crusader Catering at (508) 793-2270 to make an appointment. This scheduled appointment will include a discussion of your menu, linen, and decoration options as well as any other details associated with your function.

## **2.3** *Wait Staff and Set Ups*

All events requiring wait staff, a set up or alcoholic beverages must be scheduled through Hogan.

## **2.4** *Special Requirements*

All menu selections and details must be completed **10 business days** prior to the event. A list of student names and ID numbers who are on the meal plan is required **7 business days** before the event. A guaranteed number of guests is required **4 business days** prior to the event.

## **2.5** *Payment With Requisition Payment Forms*

Payment for purchases of food through Hogan catering may be made by using a [requisition payment form](#).

When filling out requisition payment forms the following information needs to be included:

- Name of Group or Department
- Full Department Chart String
- Authorized Department Signature
- Date, Time and Location of Event
- Pick Up or Delivery Time
- Desired Menu
- Number of People Attending Event
- Name and Phone Extension of Contact Person

All requisition payment forms should be mailed to PO Box 28A/Attention Kate.

## **2.6** *Billing Cycle*

Upon fulfillment or completion of an event the client will be mailed an invoice for their records.

## **2.7** *Cancellations*

If for any reason a function must be cancelled, Hogan Dining needs 24 hours notice. If food has been ordered and prepared, there may be a cancellation charge.

**Forms:**

Title <a href="#">Requisition Payment Form</a>
Title

**Related Information:**

Title <a href="#">Food &amp; Beverage Policy-Conference Services</a>
Title

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