



## Policies and Procedures Manual

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Title: Conference Services - Food & Beverage Policy  
Policy Administrator: Director of Conference Services and Hogan Center  
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 and external, private clients of the food and beverage policies of the Conference Services Department.

### **Policy:**

#### **1.0 Food & Beverage**

The Conference Services Department follows all Dining Services food and beverage policies which include the following:

##### **1.1 Use of Holy Cross Dining Services**

All food and beverages consumed in the Hogan Campus Center, or any other facility booked through the Conference Services Office, must be provided by Holy Cross Dining Services.

##### **1.2 Ordering Food and Beverage**

All internal, campus departments ordering food and beverages must order directly through the Dining Services office. All external, private clients ordering food and beverages must order through the Conference Services office.

##### **1.3 Menu Selections**

To ensure receiving the desired order, all menu selections should be made at least fifteen business days prior to an event.

##### **1.4 Final Guarantee**

The final guaranteed attendance for all food and beverage functions must be received by the Conference Services Office for external groups and by Dining Services for internal

groups four business days prior to the event. Should the actual number of attendees at a food and/or beverage function exceed the final guarantee by more than 5%, it may be necessary to assess a service fee in addition to the actual additional food and beverage charges.

### ***1.5 Service Charge***

There is a \$25 service charge for any internal catered meal function with fewer than 25 people. There is a \$50 service charge for any external, private catered meal function with fewer than 25 people.

### ***1.6 Decrease in Attendees***

Should the program attendees decrease by 20% or more of the estimated number or the anticipated food and beverage volume decrease by the same, it may be necessary to assess an additional fee.

### ***1.7 Discounts***

A 20% discount will be given to internal, campus departments who place their catered food orders 10 business days prior to the event.

### ***1.8 Substitutions***

Due to causes beyond control, reasonable substitutions may need to be made in function rooms and/or menu selections. Substitutions will be of comparable quality.

### ***1.9 Gratuity and State Meals Tax***

All food and beverage prices do not include 15% gratuity for internal groups and 15% gratuity and 7% state meals tax for external groups. In accordance with Massachusetts state laws, taxes will be charged to all groups unless prior to the date of the event, the Conference Services Office receives a certificate of exemption (ST-2) for state sales tax and a certificate of exemption (ST-5) for state meals tax.

### ***1.10 Cash/Open Bars***

For all cash and open bars, a bartender is required. There is a minimum sales requirement of \$200 per bartender, per event. If the sales requirement is not met, there is a \$95 charge per bartender.

### ***1.11 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.

**Forms:**

Title
Title

**Related Information:**

Title: <a href="#">Food Ordering Policy-Departments</a>
Title:

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