



## Policies and Procedures Manual

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Title: Dining Services - Food Ordering - Students  
Policy Administrator: Director, Dining Services  
Effective Date: Apr-28-2010  
Approved by: Director of Auxiliary Services

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### **Purpose:**

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

### **Policy:**

#### **1.0 Ordering Options**

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

##### **1.1 Kimball**

Holy Cross Dining at Kimball offers many options including box lunches, party and sandwich platters and bakery items from Kimball Sweet Shop.

##### **1.2 Hogan**

Holy Cross Dining at Hogan can provide services for a more formal dining experience.

#### **2.0 Organizational Discounts**

For Holy Cross student organizations, whose menu details are completed within **10 business days** notice, Holy Cross Dining at Hogan 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.

### **3.0 Meal Credits**

During the academic year, meal plan credits of \$3.00 for breakfast and \$6.00 for brunch, lunch and dinner per student may be applicable to offset the price of a catered event. This request must be authorized by the General Manager of Dining at Hogan who can be reached at (508)793-3698. If authorized, a list of the student names and ID numbers must be submitted to the Meal Plan Office in Kimball Dining Hall, room 129, seven days prior to the event.

### **4.0 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.

### **5.0 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.

### **6.0 Trash and Recycle Barrels**

During the event planning meeting, a request for a work order to the Holy Cross Physical Plant Department should be made through Student Programs for any trash and/or recycle barrels needed for an outdoor event. For an event indoors (other than Hogan) a request for a work order to Holy Cross Building Services should be made through Student Programs.

## **Procedures:**

### **1.0 Organizational Ordering Procedures Using Kimball**

The following procedures must be followed by registered student organizations when ordering food from Kimball:

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

Orders can be placed with Kimball by calling the Dining office at (508)793-2401 or by stopping into the office located in Kimball Hall, room 104. Arrangements must be made 5 business days prior to the event.

#### **1.2 *Meal Exchanges***

Residence hall Meal Exchange Request Forms can be picked up in either the Student Programming and Involvement Office, located in the Hogan Campus Center, room 229 or in the Kimball Dining Office located in Kimball, room 104. Event organizers should determine those individuals who **will not** participate in the event and submit that list of names and ID #'s to the Meal Plan Office 5 business days prior to the event. If a student

signs up for the event and eats at Kimball in the same meal period, the organization may be charged for the additional meal. Meal Exchanges are available as follows:

Residence Hall Events—2 per semester  
Residence Hall Floor Continental Breakfasts-2 per semester  
Residence Hall Floor Dinner Events-1 per semester

Student Organizations which are recognized and supervised by Student Programs and Involvement may also request a Meal Exchange from Holy Cross Dining. Event organizers should determine those individuals who **will** participate in the event and submit that list of names and ID #'s to the Meal Plan Office 5 business days prior to the event. Registered student organizations are eligible for 1 Meal Exchange per semester.

### **1.3 Pick Ups**

Pick up orders can be placed by contacting the Kimball Dining Office at (508) 793-2401 within 5 business days notice. 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, Monday-Friday. For pick-ups outside of these hours and on weekends, prior arrangements should be made to meet with the manager on duty.

### **1.4 Boxed Meals/Meal Request Forms**

When a conflict arises and meals cannot be eaten during Kimball's hours, students or student organizations requesting a boxed meal must get a Meal Exchange Request Form from an administrator, advisor, or coach stating the reason for the scheduled conflict. Students with off campus jobs can utilize this service as well by providing a work schedule. All students requesting a boxed meal must contact Health Services. The Meal Exchange Request Form and order must be received by Kimball Dining 5 business days prior to the conflict (except in the case of ill students). Orders cannot be taken by leaving a voice mail message.

### **1.5 Payment With Requisition Payment Forms**

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

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

- Name of Group
- Full Group Chart String
- Authorized Group Signatures (Treasurer, Co-Chair and SPI authorized representative)
- Date, Time and Location of Event
- Pick Up or Delivery Time
- Desired Menu
- Number of People Attending Event

All requisition payment forms must be mailed to PO Box F/Attention Cathy and received at least 5 business days prior to the event.

### **1.6 Cancellations**

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

### **1.7 Clean Up**

Please make arrangements to schedule your own crew to clean up food ordered through Kimball.

### **1.8 Billing Cycle**

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

## **2.0 Organizational Ordering Procedures for Crusader (Hogan) Catering**

The following procedures must be followed by student organizations when ordering food from Crusader Catering:

### **2.1 Planning Your Event**

When you are ready to make reservations for an event, a request must be made through the Student Programs and Involvement Office. SPI will then submit approved requests for space to the Conference Services office.

### **2.2 Planning Your Menu**

After your event has been approved by SPI staff and space has been assigned for your event through the Conference Services office, contact Crusader Catering at (508) 793-2270 to make an appointment to plan your menu. This scheduled appointment will include a discussion of your menu, linen, and decoration options as well as any other details associated with your function. All menu selections and details should be completed 10 business days prior to the event or Crusader Catering may not be able to accommodate your request. 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.

### **2.3 Special Recipes/Ethnic Theme Meals**

Student groups that desire an ethnic flair or special recipe to their menu need to meet with Hogan Dining 4 weeks prior to the event for planning.

## 2.4 Payment with Requisition Payment Forms

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

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

- Name of Group
- Full Group Chart String
- Authorized Group Signatures (Treasurer, Co-Chair and SPI authorized representative)
- Date, Time and Location of Event
- Pick Up or Delivery Time
- Desired Menu
- Number of People Attending Event

All requisition payment forms must be mailed to PO Box 28A/Attention Kate and received at least 5 business days prior to the event.

## 2.5 Billing Cycle

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

## 2.6 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 Catering Guide Student Groups
Title

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