

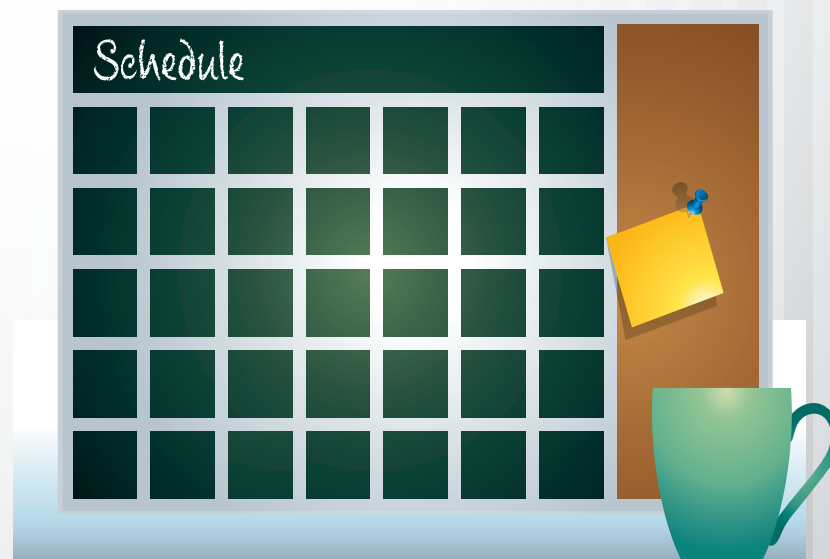
Advanced Online Ordering Training



Scheduling

Online scheduling for a catering service must be done 6 days in advance

- You must make the room reservation online first
 - The system will allow this
- Then contact Catering with details
 - System will not show you University Catering section at all if less than 6 days.



Timing of Catering

Start Time in *University Catering* section = the time you want the food to be served/delivered

- Might be the same as the event time, might be significantly later
- If it is later than the start of the event, please remember that we need time to set up in advance and we don't want to walk into a room full of people and begin set up
- Catering needs a window of time to be able to deliver your order. We generally pad our work orders by 30 minutes in order to meet your delivery time. If you pad your event start time, food could be sitting out over an hour before the guests arrive.

IMPORTANT: If you are concerned about food delivery time- call us and we will work out an appropriate time together



Ordering Food Services

Only order one type of food service at a time

- If you want to order breakfast and lunch you have to order them separately

Make your reservation and enter in the food for the 1st type of meal/food service you want.

- Ex. Breakfast

Submit the form

The **reservation created** page will appear and you can now add the next meal service by clicking on **edit this reservation**.

To add another meal service to this reservation go to the area labeled **Add Services** in the upper right corner and scroll to

University Catering

- The screen will look like the original one you ordered the first food needs from

- Fill in the start, end times and type of service
 - Ex. Lunch

Enter the next service and then click the **next step** icon.

- Be sure to enter in a new start time so we know when to serve this

food/beverage

Then check the box on the room that you want the services to be added to then click the **add service** icon.

Repeat as many times as necessary

Ordering Food Services Continued

On Site Contact: It is very important that we have a contact person before and during the event.

If you are making the reservation and you are not the contact person during the event put that *person's name and cell number* in the *Event Description Section*

If you are not ready to place your food order at the time of making the reservation, please check the box that states “*Not ready...*”

- If you do not check this box, Catering will not be notified of your need for service.
- If you do not see what you want on the menu- check this box and the *need to speak to Catering Specialist box*
 - We will follow up and help you with a menu or you may contact us
 - If you want us to create a special menu for your event you should also check this box

Please uncheck this box when you finally place your order

If you Do Not see an Item you Want on the Menu:

Example -you want to serve Smith Island Cake for dessert

Option 1-

- In the special instructions box under the item you selected type in that you want Smith Island Cake and NOT the dessert(s) selected
- You will be forced to select a dessert.

Pick anything and we will cancel it the system

Ex. Please serve Traditional Smith Island Cake instead of the apple pie

Option 2-

- Select any dessert on the list
- Email Judy or Kelli and tell us what you want and do not want

We will adjust it in system

Steps to take if you need to:

- Change a food order
 - Update counts
 - If you forgot something and want to add it
-

Go to *My Events*

Click on name of reservation you want to change

Click on *Manage Services* at bottom left under the rooms you have booked

Click on the item you need to update

Read the descriptions of the items you are ordering by hovering over the name

- It may prompt you to order something else
Ex. served dinner will tell you to order table clothes & napkins

Quantity- system defaults each quantity to the attendance you enter.

Adjust your counts as needed

- Remember that (almost) everything is ordered based on the number of people you need to feed

Communication is essential!

- Use the Special Instructions box whenever needed
 - Box comes with each item ordered

Ordering for a Room Not in the System

Use the *Catering Service Order Only Form*

Same process to book a room but the *Building* will come up as *SU* and you are expected to type in your location

Follow the same procedures as before to order food and beverage

IMPORTANT:

Please note that you can not order services from other departments on this form

- You will need to contact Support Services, Event Tech. Services, etc... directly

Booking Meals Through the Line

Same procedure as booking a room just select
Commons Marketplace A, B, C or D as your room

- If A is full move onto the next option and so on. This allows for multiple groups to eat in the Commons at the same time.
- Remember that we can not guarantee immediate service. Your group may be held for a few minutes until the Marketplace has cleared.
- If all Marketplace options are full, call Catering directly
- We do not reserve tables for your group- all seating is “open”

Go to the *Meals in the Commons Dining Hall* category in the University Catering section and select the meal and type of payment you will be using

Tents

Select *Tent* in *Miscellaneous category*

- If you know the size you want put it in special instructions
- If you do not know size, leave it blank and contact us so we can figure out what you need

IMPORTANT:

Food served outdoors is required to be covered by a tent by the Health Department

Off campus vendor used

- Once booked you are responsible for payment no matter the weather

Catering, as a service, will make tent arrangements for you

- You must contact Physical Plant about location of tent so they can mark underground lines
- You must contact Horticulture to turn off sprinklers and mark irrigation lines
- Order trash cans and tables for outside events too



Services

China Service- menu states when meal comes on china
Otherwise order it in *China Service* section
If nothing is mentioned- order will be on plastic



Alcohol Service = 2 WEEKS notice

- You must pay the bartender fee or meet the minimum in sales
- Bartenders are required for all events
- System will let you select alcohol in less than 2 weeks but that does not guarantee approval



Tables for Food and Beverages

All buildings but Commons =
you need to make arrangements for tables to
be in place

Commons Building =
Catering will have the food tables in place

IMPORTANT: Order (1) 6ft rectangular table
for every two items

Table Linens

If you want your guest tables to be covered check the *House Linens* option

- Final price added to your invoice
- Use special instructions box to give us a heads up
Ex. Round tables being used

If you definitely do not want table linens- check the *"I do not require..."* option

- Otherwise we will have to call you to see if you want them or not

IMPORTANT: Food service table = covered in linen at no charge

Catering will cover tables



IMPORTANT: Guest seating = no linens unless you order them in *Linen Options* section



You Order



Events in Commons

Catering is responsible for the set ups in the Commons
We like diagrams and detailed instructions!



Contacts

Judy Twilley- x36173

Kelli Delgado- x84799

*Call Us
Anytime!*

*We are here to
help!*

