

# University Catering

University Catering is proud to be your exclusive caterer here at Boise State University. We strive to create a memorable experience for our clients and guests for all types of events, from coffee breaks at your department meetings to our full service buffets and served meals. We combine imaginative menus, a commitment to sustainability, fine service and flawless execution to deliver our best for each and every event.

To assist in making your event successful, please view and read over our policies.

## **Full Service Catering**

Full Service Catering includes linens and a customizable menu featuring both contemporary and classic items, all specially created with the freshest ingredients.

## **How to Order**

Whether you are a seasoned client of University Catering, or this is your first time, please take a moment to read through proper ordering procedures. There might be something that you did not realize could make your next event much easier to plan.

From start to finish, here is how to properly plan your event.

### 1. **Securing your location**

Whether you're having an event on campus or off, you must work with the appropriate buildings and departments to reserve space. University Catering does not have the ability to reserve rooms and meeting locations for your events. If you need assistance regarding possible venues, please contact conference services at 208 426-1677 for ideas.

### 2. **Setting up**

It is your responsibility:

- To ensure proper tables and chairs are available and set-up properly. You may order tables from conference services if you are on campus. Please give them plenty of notice. It is a very good idea to request the delivery of tables the morning of or the night before your event, to ensure they are there.
- To confirm that your venue is unlocked at a minimum of 1 hour prior to your event start time. University Catering's policy is to have every event set up a minimum of 15 minutes prior to your event start time in order to guarantee a successful event. We appreciate your assistance in being able to deliver this service.

We ask that you work with our sales coordinators on the time to have the venue open and equipment preset so that our team can be set up and ready with your event in a timely manner prior to guests arriving.

### 3. **Secure your spot on University Catering's Schedule**

To secure your place in University Catering's Schedule, you must give as much preparation time as possible. All you need to know is the following:

- |                           |                            |
|---------------------------|----------------------------|
| ◇ Contact name            | ◇ Event Type               |
| ◇ Department/Organization | ◇ Event Timeline           |
| ◇ Phone Number            | ◇ Bar/ Beverage Needs      |
| ◇ Fax Number              | ◇ Approximate Guest Count  |
| ◇ Address                 | ◇ Color Scheme             |
| ◇ Event Date              | ◇ Additional Booking Needs |
| ◇ Location                | ◇ Preliminary Menu         |
- Actual menu is not required to get on the schedule

Phone: 208 426-3890/426-2875      Email [catering@boisestate.edu](mailto:catering@boisestate.edu)  
 visit (<http://www.campusdish.com/en-US/CSW/BoiseState/Catering/>)

**Be proactive! As soon as you know you will need to order from University Catering, let us know. Catering orders that are placed late will be subject to loss of discount, product and scheduling availability.**

Play it safe! Initial contact with the University Catering Department should be no less than 2 weeks before your event with the menu decided 1 week in advance and final count given to University Catering 3 full business days prior to the event, not counting the day of your event.

Add one additional week of lead time per 75 attendees you will be expecting at your event. It is never too early to contact University Catering to discuss your upcoming event(s).

4. **Please double and triple-check your date and event timeline.**

We work extremely hard to ensure that the food service at your event fits your timing. When scheduling an event with catering, it is imperative that you do not deviate from the start and end time you have provided.

The majority of our staff members are student employees, who are scheduled according to class and varying availabilities. University Catering is forced to cover the cost of last minute changes in staffing and will charge an additional \$10.00 for every half hour an event cleanup is postponed.

Please plan accordingly and if you have any questions, or would like suggestions about how to avoid additional charges, please contact the University Catering department or the Director of Catering.

**Contacting University Dining Catering**

You may place your order by phone or email and a sales representative will contact you to confirm your event, and go through the planning details with you. It will expedite your planning by having all pertinent information available at the time of booking.

**University Catering Menus**

University Catering's culinary team has created four (4) different menus sure to please every palate. Each menu has been specially designed to meet the needs of each of our clients' requirements for both variety and budget. If you don't see what you are looking for contact the Catering Director to discuss other menu possibilities.

**Everyday Campus Menu:**

Created for full service events on and off campus properties. All full service events include buffet and guest table linens, set up, and clean up. Service staff is included for events over 50 guests. \*Minimum order of 10 guests

Designed with a variety of events in mind from casual continental breakfast to full service, lunch specials, breaks, receptions and full service served dinner.

Minimum guests counts do apply, please place orders a minimum of 3 full business days in advance to receive campus discounts.

Visit (<http://www.campusdish.com/en-US/CSW/BoiseState/Catering/>) to see all your options.

### **On the Go:**

Having a less formal event? Our On the Go Menu is designed for customers looking to save time and money and who are willing to pick up their food and beverage order from the Jordan Seryery located on the 2<sup>nd</sup> floor of the Student Union Building.

This menu is designed with all reusable or compostable service ware and do not include any linen, service staff, set up, or clean up.

Please place your On the Go Catering order a minimum of 3 business days prior to the event day. Menu minimum orders are based on 10 guests. Delivery is available for an additional fee.

Visit (<http://www.campusdish.com/NR/rdonlyres/5C8CB587-89C4-4CFB-A20A-2BBC7A0AFD06/0/BSUOnTheGo20112013finalprint.pdf>) to view the menu.

### **Student Menu:**

University Catering is proud to offer custom menus that are budget friendly and designed just for Boise State student organizations and student groups.

With a menu featuring snack trays, full meals, fresh made pizza and desserts our Student Catering Menu is perfect for those on a limited budget. This menu is designed for pick – up orders, it's quick, easy and a great value.

BSU requires that only an officer of the student group may order from this menu and a confirmed signed Student Club Expense Form must be submitted to finalize the order.

Please place your Student order a minimum of 3 business days in advance to receive special pricing and discounts.

Visit (<http://www.campusdish.com/NR/rdonlyres/A0759189-86A7-40A2-B488-6D2927A6206D/0/StudentMenu.pdf>) to view your options.

### **Sky Center Event Menu:**

Developed for events at the Stueckle Sky Center and also available at all locations. We have a created a beautiful menu sure to create a culinary sensation for all guests attending.

Visit the Sky Center Event Menu Dining Above the Blue ([http://conferenceservices.boisestate.edu/stueckle/files/2013/10/Sky-Center-Menu\\_v5-2.pdf](http://conferenceservices.boisestate.edu/stueckle/files/2013/10/Sky-Center-Menu_v5-2.pdf)) to see all your wonderful options.

### **University Catering Event Service Standards**

Full service includes china, silverware, and glassware. Linen for orders over \$7 per person is included additional linen is also available at \$ 5.50 per linen and .25 per linen napkin.

Service staff is included on buffets, receptions and serves.

- 1 wait staff per 50 guests for buffets
- 1 wait staff per 32 guests for serves
- 1 wait staff per 75 guests for receptions
- 1 bartender per 100 guests for beer and wine bars
- 1 bartender per 75 guests for full bars

Additional staff is available at \$25 per hour for either wait staff, bartenders or chefs.

## **ORDERING POLICIES**

**Late orders** placed less than 3 business days in advance will be subject to loss of discounts and the menu may be adjusted according to product availability.

A confirmation will be emailed or faxed for approval within 2 working days of receiving your order. We ask that you look over your BEO confirmation for accuracy on time, location, menu, etc... once you have approved please sign the contract and fax back to 208 426-3880 or emailed back with APPROVED in subject line.

**Timelines** are very important in planning details for all involved; it is your responsibility to make sure we have received an accurate event timeline to keep your event running smooth.

**Final counts and changes** will need to be confirmed no later than 3 full business days prior to your event either by phone or email.

Menu, style of service and event times may not change less than 5 full business days prior to event.

**Outside Food and Beverage** As exclusive food service to Boise State University, we take pride in presenting a variety of different menus to accommodate all catering needs. Outside food and beverage is not permitted on the BSU campus without an approved catering exemption waiver. The only exception is for personal lunches, office potlucks or events outside of the Student Union Building that total less than \$50. See bottom of Policies page for more information.

<http://conferenceservices.boisestate.edu/event-policies-and-guidelines/forms/>

### **Special Menu Needs:**

When placing your order notify our sales coordinator of any special dietary needs or menu requests for your event. Our culinary team would be more than happy to accommodate special menus for our guests with food allergies, gluten allergies, vegetarian/vegan requests and even a children's menu. We do request you notify our catering department at least 3 full business days in advance to allow the time for us to properly create and order for the special menu request. If you have any questions on any menu ingredients contact our Catering Staff.

### **Minimums:**

The University Catering menu guides will include a quoted minimum of guests, which does not necessarily mean it is the smallest group size we can prepare for, however it does refer to the minimum size we can prepare for the price quoted. If your guest count is less than the minimum required contact the catering office for a price relevant to the guest count. Minimum orders for service outside the Student Union Building are \$25 per order. Orders that do not meet this requirement will be billed the Minimum \$25 charge.

### **Guarantees:**

A final guest count is required to University Catering no less than 3 full business days prior to your scheduled event in writing. This count will be your guarantee and cannot be reduced further. Your final bill will reflect the final guarantee or actual guest count, whichever is greater. If no guarantee is given in this time frame the estimated attendance count on your confirmation will be considered your final guarantee and you will be billed for your final guarantee or the number served whichever is greater.

**Set Up and Service Times:**

In our continuing desire to be prompt on our set ups and the deliver the highest quality of food and service we would appreciate your cooperation to have the venue open, set and available to our staff at a minimum of one hour prior to the event start time. Larger events and special circumstances may require additional set up and strike time, please discuss this with your catering representative.

**Cancellations:**

There will be no charge for cancellations made 5 business days prior to an event. Cancellations made less than 5 business days are subject to a fee of 25% of the total event cost. Cancellations made less than 3 business days are subject to a fee of 50% of the total event cost. Cancellations made within a 24 hour period will be billed for the event cost in full.

Should a cancellation be based on an extenuating circumstance please call the Catering Director to discuss as soon as possible.

**Delivery Fees:**

On campus delivery utilizing disposable 10% of bill or \$15.00 minimum.

On campus delivery utilizing china 15% of bill or \$20.00 minimum.

Off campus delivery utilizing disposable 20% of bill or \$25.00 minimum.

Off campus delivery utilizing china 25% of bill or \$30.00 minimum.

Clients ordering will be responsible for all equipment on a delivery or pick up that lost or damaged at full replacement value.

For events that require a TIPS certified bartender, wine attendant, chef carver or extra service staff additional charges will be billed accordingly.

**Leftover Food Policy:**

Due to Health Code and time temperature control of food set out for over 2 hours, leftover food may not be taken away from any event by the hosts or their guests.

**Security and Liability:**

University Catering will not assume any responsibility for the loss or damage to any articles left at an event, prior to, during, or following an event. If valuable items are to be left in the event area we strongly suggest that security be retained

**Catering Equipment:**

As the contact of a catered event you are responsible for the service equipment provided by University Catering. Any missing or damaged catering equipment or supplies will be charged to the final event bill at current replacement cost.

**Bar Service and Alcohol Policy:**

University Catering is required to provide all beer, wine and full bar services on Boise State property. It is the responsibility of the event coordinator to request an alcohol permit with catering sales staff or management whenever alcohol will be present.

- Under Idaho State Laws, only those 21 years of age and over may legally consume alcoholic beverages. University Catering reserved the right to refuse service to anyone.
- We adhere to all policies described in the Alcohol Beverage Permit Process at Boise State University (BSU 1700-A).
- Permits must be submitted 14 days prior to event to ensure time to process the approvals.
- Service times will start and end precisely at the agreed upon time stated on the approved alcohol beverage permit.
- University Catering is to be informed if there will be any minors attending the event.
- BSU students are not allowed in any event where bar service is provided.
- BSU students groups may not apply for or obtain an alcohol beverage permit for any event.
- Food service must be ordered in conjunction with the bar service. The minimum food order must be equivalent to \$ 7.00 per person. Food options must be available at the start of bar service.
- 1 bartender per 100 guests will be provided to service your event.
- Alcohol beverages will be dispensed and served only from the designated dispensing areas.
- Alcoholic beverages may not be removed from the specified event location.
- All bar services must include an equal amount of non-alcoholic beverages available to guests.

**Bar Fees:**

Permit & Bar Set Up	\$100.00
Additional bars	\$ 50.00 per bar

**Bar sales minimums:**

University sponsored events	\$ 50 beer and wine only
	\$ 50 full bar
Non University guests events	\$ 250 beer and wine or full bar

Additional Bartenders	\$ 25.00 per hour (3 hour minimum, 1 for every 50 guests)
Wine Attendant	\$ 20.00 per hour (3 hour minimum, 1 for every 50 – 75 guests)

Should you have any questions regarding Idaho State Alcohol Laws & policies relative to your catered event please contact the Catering team to discuss.

**Billing and Payments:**

University Catering will provide an order confirmation and contract to be signed and returned by fax 208.426.3880 or emailed with APPROVED in the subject line before services may be rendered.

University departments will receive an invoice within 1 week after their services. P-Cards will be accepted for payments or checks generated through Accounts Payable are also accepted.

Non University events will require a 50% deposit upon signing of contract and a credit card on file for final payment. Checks will be accepted for final payment 3 days prior to an event if a credit card is not available for final payment.

University Catering accepts payment by credit card or check made out to Aramark.

Departments with invoices past due (over 30 days) will not be eligible for the discount applied to the past bill due or any future events until billing is brought current.

All events are subject to Idaho State Sales Tax and 18% gratuity except for University and Non-Profit groups. Gratuity is optional for these groups.

The Student Union and University Catering do not recognize co-sponsorship between non-university groups and student organizations, university departments, educational organizations, or governmental agencies when the co-sponsorship seeks to reduce applicable costs and taxes for facilities or services. If an on campus group or organization makes reservations for on off campus organization the off campus pricing will prevail.

**Catering Exemption Guidelines for Boise State University**

If you have the need or desire to request a [catering exemption](#) please follow these steps and guidelines.

[\(http://conferenceservices.boisestate.edu/event-policies-and-guidelines/forms/\)](http://conferenceservices.boisestate.edu/event-policies-and-guidelines/forms/)

Exemption Requests are necessary and not limited to the following:

- Fundraisers: where the preparation and sale of the food is the main component of the program, i.e. a bake sale.
- When University Dining Services is unable to supply a product or service which is to be confirmed in advance.
- Review events involving third party catering prior to the event.
- Student groups requesting store bought or donated food and beverage items.
- University or off campus groups requesting donated food and beverage items.
- When appropriate, additional documentation may be requested, such as Idaho State Food Handlers Permit, County Health Department license for off-premise food service, and or evidence of appropriate liability insurance.

**Safe Food Handling Requirements**

Safe and careful handling of raw meat and poultry is critical to prevent harmful bacteria from

multiplying and contaminating other foods. University Dining Services is committed to handling your food safely by training our staff on safety and sanitation through SERVE SAFE.

We strictly follow these guidelines:

Don't set up food until needed.

Keep hot food hot and cold food cold. Keep chilled food in chilled containers **40°F/4°C** or below.

Make sure all products are securely wrapped or placed in sealed containers.

Ice should be packed around containers so that melting ice does not get into food.

Food needs to be served within two hours from the time of set-up.

Discard all food left over after service.

Use only clean, sanitized food containers, cutting boards and utensils to prevent cross-contamination.

Utensils, food containers and cutting boards used for handling raw meat and poultry should not be used with ready-to-eat foods, (i.e., hamburger buns, cooked foods).

Wash hands with warm water and soap for at least 20 seconds before and after handling raw meat and poultry.

Cook foods thoroughly:

Keep burgers and chicken (and all other perishable foods) on ice until ready to cook.

Cook burgers to **155°F/68°C**. To check the temperature; insert a thermometer probe for 15 seconds in center of the burger, at a 45° angle.

Cook poultry to **165°F/74°C**. To check temperatures, place the thermometer in the thickest part of the meat for 15 seconds.

Keep cooked burgers and chicken at a minimum temperature of **140°F/60°C** or above.