POLICIES AND PROCEDURES

Department: Dining Services
Subject: Catering Services Available to the Luther Community
Date Issued: October 24, 2005
Date Revised: August 1, 2011
Approved By:

I. Policy/Procedure

The Luther College Catering Department offers a variety of catering service options including deliveries, pick-ups, receptions and banquets. This policy outlines the basic guidelines. For complete information, please contact the Catering Department directly.

II. Scope

Catering’s services are available to members of the Luther College community including faculty, staff, students, friends and family of Luther College.

III. Terms and Definitions

The Luther College Catering Department is available to cater any scheduled on-campus event or occasion requiring food.

- Luther College faculty, staff and departments are able to reserve catering services at any time.
- Off-campus customers may reserve catering services 60 days prior to the date of the event.

IV. Procedures and Guidelines

A. Contact the Director of Catering (563-387-1395), the Catering Assistant (563-387-1463) or e-mail the Catering Department at catering@luther.edu to reserve one of the following Centennial Union locations for the event:
   - Peace Dining Room - seating capacity 172
   - Hammarskjold Lounge - seating capacity 124
   - Nobel Room - seating capacity 40
   - King Room - seating capacity 12
   - Nansen Room - seating capacity 28

B. To reserve any other campus location, contact the Campus Programming Office Coordinator (563-387-1291).

C. General Information

- Notification – To ensure proper service, all catering requests should be made 14 days prior to each function. This allows Catering to provide clients with fresh, high-quality food.
- Guarantees – Customers need to provide the guaranteed number of expected guests a minimum of four working days prior to function. Once the deadline has passed, 100% of the guaranteed guest count or the actual count will be billed (whichever is greater).
• Cancellations – Catering requires a 48-hour minimum notice to cancel an event. Cancellations made after this time period may be billed for any expenses incurred. Please note that special order items that are non-returnable will be billed to the client.
• Equipment – Equipment supplied for unsupervised events is the responsibility of the client ordering the function. A replacement charge may apply for equipment not returned.
• Linen – Catering is unable to supply linen, napkins or table skirting for off-campus use.
• Leftover food
  o Leftover baked goods and beverages from deliveries may be taken by the client for consumption elsewhere.
  o Leftover food from banquets may be taken by the customers if they sign the Food Safety Basics Acknowledgement, outlining how leftovers are to be handled. There will be an additional charge for disposable carryout containers. Enough food is planned and prepared for the guaranteed number of people plus 5%. This ensures the last guest will have the same menu selections as the first guest. The client is paying for the guaranteed number of people.
• Outside catering – Outside catering is not permitted in the Centennial Union. The Cabinet must approve any exceptions. Off-campus vendors must provide Luther College with a Certificate of Insurance for liability and workers’ compensation.
• Luther faculty, staff and departments should have the following information available when contacting the Catering Department:
  o The client’s name, Datatel number and phone number.
  o Information regarding the type, date, time and location of the event.
  o The number of guests expected and type of menu desired.
• Off-campus customers should have the following information available when contacting the Catering Department:
  o The client’s name, billing address and phone number.
  o Information regarding the type, date, time and location of the event.
  o The number of guests expected and type of menu desired.

V. Confidentiality and Record

Luther College faculty, staff and departments will receive monthly statements detailing charges made to their account. Any questions can be directed to the Catering Department (563-387-1395 or 563-387-1463).
Food Safety Basics for Delivered Catered Foods

Sodexo takes great care to always provide quality, safe food to our customers. To ensure the continued service of safe foods after Sodexo relinquishes possession of the catered foods to our customers, please review and acknowledge the food safety precautions below:

☐ Foods requiring hot or cold holding were delivered with in appropriate temperatures:
  - Hot foods = 140°F (60°C) or above
  - Cold foods = 40°F (4°C) or below

☐ Foods are delivered in containers that protect the foods properly.

☐ Service-ware, and serving and eating utensils are clean and securely wrapped or covered during transport. Disposable equipment and utensils was maintained clean and securely wrapped or covered.

☐ Product information (name, ingredients, etc.) is provided as requested.

☐ Foods requiring hot or cold holding will be refrigerated within 1 hour if not immediately consumed.

☐ If leftover foods that require hot or cold holding are left out and not consumed within two (2) hours without temperature control, foods will be discarded.

☐ Leftover foods that require hot or cold holding that were handled properly should be used within 24 hours or discarded.

☐ If food is reheated, reach an internal temperature of 165°F (74°C) or above within two (2) hours. Reheat no more than once.

Both parties acknowledge the food safety parameters described were reviewed and understood.

_________________________________ print date:________________
Customer

______________________________ signature

_________________________________ print date: _______________
Sodexo Representative

______________________________ signature