

# LUTHER COLLEGE

## POLICIES AND PROCEDURES

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Department:	Dining Services
Subject:	Catering Services
Date Issued:	October 24, 2005
Updated and Reviewed By:	Finance & Administration Team – November 11, 2021
Approved By:	Vice President for Finance & Administration – July 25, 2022

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### 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 and the surrounding community.

### III. Terms and Definitions

The Luther College Catering Department is available to cater any scheduled on-campus or off-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 venues on campus 60 days prior to the date of the event.

### IV. Procedures and Guidelines

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

B. General Information

- To ensure proper service, all catering requests should be made 14 days prior to each function. This timeline allows Catering to provide clients with fresh, high-quality food.
- Customers need to provide a guaranteed number of expected guests a minimum of four working days prior to function. Once the deadline has passed, 100% of the greater of the guaranteed guest count or the actual count will be billed.
- 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 supplied for unsupervised events is the responsibility of the client. A replacement charge may apply for equipment not returned.
- Catering is unable to supply linen, napkins or table skirting for off-campus use.

- Leftover food
  - Leftover baked goods and beverages from deliveries may be taken by the client for consumption elsewhere.
  - 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.
  - Leftover food from banquets may be taken by the customers if they sign the attached Food Safety Basics Acknowledgement, outlining how leftovers are to be handled. There will be an additional charge for disposable carryout containers.
- Outside catering is not permitted on the Luther College Campus. Exceptions require cabinet approval. Off-campus vendors must provide Luther College with a Certificate of Insurance for liability and workers' compensation coverage.
- Clients are able to enter their own catering orders (or view menus) online by going to the website: <https://luther.catertrax.com/>
  - Select "Flavours Catering Order Now" to begin making selections for an order
- Luther faculty, staff and departments should have the following information available when contacting the Catering Department:
  - The client's name, CBORD number, and phone number.
  - Information regarding the type, date, time and location of the event.
  - The number of guests expected and type of menu desired.
- Off-campus customers should have the following information available when contacting the Catering Department:
  - The client's name, billing address and phone number.
  - Information regarding the type, date, time and location of the event.
  - The number of guests expected and type of menu desired.

## **V. Confidentiality and Record**

Luther College faculty, staff and departments can access charges made to their accounts at [norsecard.luther.edu](http://norsecard.luther.edu). Any questions can be directed to the Dining Services office at 563-387-1030 or 563-387-1461.

### Food Safety Basics Acknowledgment 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:

- ☐ Food 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
- ☐ Food is delivered in containers that protect the foods properly.
- ☐ Service-ware, and serving and eating utensils are clean and securely wrapped or covered during transport.
- ☐ 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 food that requires hot or cold holding is left out and not consumed within two (2) hours without temperature control, **food 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*